

THE LONDON HELIPORT

CONDITIONS OF USE

Issue 1.4

01 Oct 2010

This document is issued in accordance with and should be read together with the London Heliport Fees & Charges – Issue 1.4 Dated 01 May 2010

01 Oct 2010

INTENTIONALLY LEFT BLANK

01 Oct 2010

1. OPERATING HOURS

The heliport is a CAA licensed aerodrome (Ordinary Category) as detailed in the UK AIP. It provides a local Air Traffic Service and Category H2 Rescue and Fire Fighting Services.

1.1. Permitted Opening Hours

07:00 to 23:00 (7days a week)

1.2. Normal Operating Hours

07:30 to 19:30 (Monday – Friday)
(unless prior arrangement made)

08:00 to 18:00 (Saturday / Sunday and Bank Holidays)

1.3. Extended Operating Hours (all times local)

Extended operating periods are based on the Actual Arrival Time and Departure Times.

EARLY EXTENSION	07:00 - 07:30
EVENING EXTENSION	19:30 - 21:00
LATE EXTENSION	21:00 – 22:59

Requests for:

- Evening or Late extensions should be made by **19:30** on the same day (**18:00** at weekends).
- Early extensions should be made by at least **18:00** on the previous day.

1.4. Non-Operational Hours

No flights are permitted between 23:00 and 07:00 (only exceptions to this rule are flights for the purpose of medical or a national emergency).

1.5. Last Permitted Movements

To allow for:

- monitoring of departing aircraft in case of any emergency requiring return to the heliport
- time for ATC to obtain departure clearance for outbound aircraft
- aircraft arriving to park overnight must be on the ground by 22:55 and aircraft looking to depart must be airborne by 22:45. ATC will refuse arrival or departure if these times are exceeded.

01 Oct 2010

2. CONTACT DETAILS

Tel: 0044 (0)20 7228 0181 (Operations/ATC)
Fax: 0044 (0)20 7738 1077 (Operations)
0044 (0)20 7924 1022 (ATC)

Mobile: 07717 715470 (Heliport Manager)

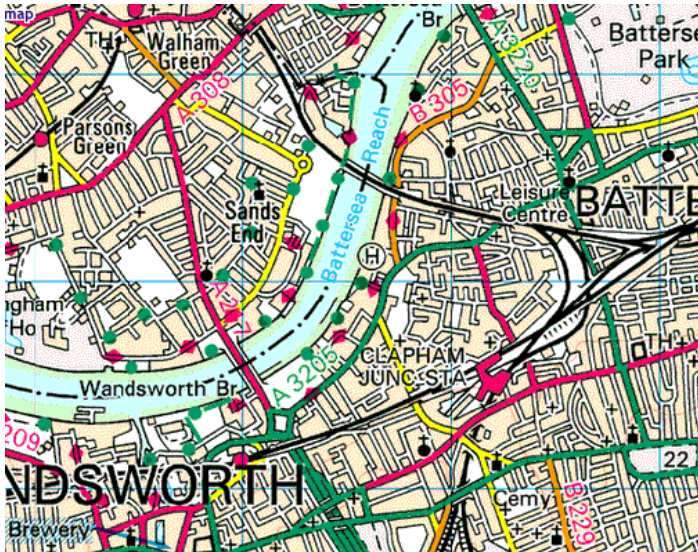
Email: info@londonheliport.co.uk

Web: www.londonheliport.co.uk

2.1. Location and Directions

On the south bank of the River Thames between Wandsworth (road) Bridge and Battersea (railway) Bridge

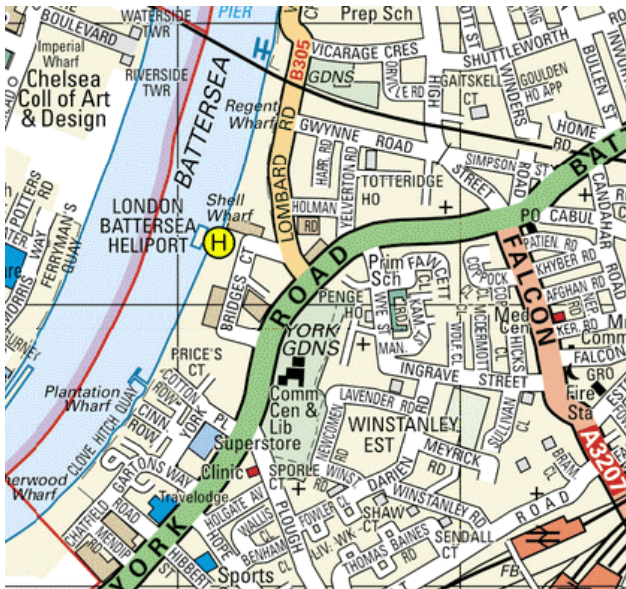
Maps & Directions



The London Heliport Ltd London's Vertical Gateway Bridges Wharf Battersea London SW11 3BE

Tel: +44 (0) 20 7228 0181 Fax: +44 (0) 20 7738 1077 Email: info@londonheliport.co.uk Web: www.londonheliport.co.uk
Registered Address: The London Heliport Ltd Sixth Floor 90 Fetter Lane London EC4A1PT No.04546128

01 Oct 2010



By Road

From North - From Battersea Bridge turn right into Battersea Church Road. Turn right at traffic lights at junction with Vicarage Crescent. Maintaining the River Thames on your right hand side Vicarage Road becomes Lombard Road (B305). After passing under railway bridge/arch on Lombard Road continue 400 metres then turn right into Bridges Court (between Castle builders merchant and car dealership (immediately before junction with York Road).

From South – From Wandsworth Bridge follow York Road (A3205). After passing Homebase DIY store on left (followed by traffic lights at junction with Plough Road) stay in left-hand lane and continue past car dealership. Maintain left-hand filter lane to traffic lights and turn left into Lombard Road. Turn immediately left into Bridges Court (between Castle builders merchant and car dealership)

By Rail /Tube

National Rail /Overground

- Clapham Junction is 10 minutes on foot via Falcon Road and York Road. Alternatively 5 minutes by cab (taxi rank on St John’s Hill)

The London Heliport Ltd London’s Vertical Gateway Bridges Wharf Battersea London SW11 3BE

01 Oct 2010

Underground

- Fulham Broadway (District Line) 15 minutes by taxi
- Gloucester Road, Sloane Square or South Kensington stations (District/Circle/Piccadilly lines) 15 minutes by taxi.

3. LOCAL REGULATIONS

3.1. Approved Pilots

Only approved pilots may use The London Heliport. All pilots wishing to use the heliport must have conducted a familiarisation flight to the heliport with a previously approved pilot. The heliport procedures must always be complied with and, to be approved, all new pilots must have signed the acknowledgement slip of the current edition of the Conditions of Use which has also been counter-signed by the approving pilot.

3.2. ATC Permission / Marshalled Assistance

Permission is required for all manoeuvres, engine starts, rotor starts /stopping. All inbound and outbound ground taxiing and hovering is carried out with marshalled assistance. Pilots are to ensure that they are familiar with standard marshalling signals (refer to the CAP 393 ANO Section 2: Rules of the Air Regulations, Rules 62 & 63 and also CAP 637 Visual Aids Handbook for illustrations).

Whilst the heliport will always try to comply with operations and services as requested by an operator at the time of slot booking, there may be occasions when, due to the confined space available at the heliport, alternate actions or manoeuvres are requested of aircrew either by ATC or the RFF/Handling service for either safety reasons or in order to expedite operations at the time. Aircrew are encouraged to discuss these requested actions should they have any concerns or reservations about carrying them out so that an alternative can be discussed and agreed upon. Similarly aircrew are asked to attend to any "Slow-Down" or "Stop" marshalling signals given by handling staff arising out of any safety concerns they may have about any manoeuvres during taxiing on the heliport apron or manoeuvring area.

3.3. Apron / Manoeuvring Area Access

All airside access is subject to permission from heliport staff. Only persons wearing high-visibility clothing will be permitted unescorted/ unattended airside access (in the case of aircrew or contractors).

All other airside access (to persons not wearing high-visibility clothing) will only be permitted with a heliport-staff escort (who will be wearing high visibility clothing) or

01 Oct 2010

with approval of heliport handling and/or operational staff (in the case of passengers embarking or disembarking from an aircraft).

These steps are necessary for compliance with current airport safety management policy. We shall appreciate your assistance and co-operation in implementing this policy and work with you to ensure that it does not slow-down the safe movement of people across the manoeuvring area.

3.4. Embarkation/Disembarkation of Passengers

This is only to be carried out with the assistance of the heliport ground crew. Aircrew are to ensure that heliport handlers are present before proceeding airside with passengers and also to brief passengers on arrival to remain in side the aircraft until handlers are present to assist with escorted disembarkation.

3.5. Aircraft Without (or with unserviceable) Rotor-brakes

Owners/operators using helicopters not equipped with a rotor-brake (or unserviceable rotor-brake) must advise operations at the time of booking. Due to time constraints during busy periods, start-ups and shutdowns for such aircraft may be delayed due to blade-sail hazard from the down-draft of other aircraft. Aircrew on such aircraft should not disembark from the aircraft or leave it unattended until the rotors have ceased turning.

3.6. Overdue Action

All operators/pilots are required to keep the heliport informed of early or late arrivals. Overdue action will be instigated 15 minutes after ETA. If aircraft are overdue by more than 45 minutes, search and rescue action will have been commenced in accordance with our Manual of Air Traffic Services. Any subsequent charges incurred will be passed on directly to the owner / operator.

3.7. Mobile Telephones

For safety reasons mobile telephones are not to be used and should remain switched off at all times when airside. Air crew are asked to brief passengers on arrival at the heliport before disembarkation.

3.8. Refuelling

All passengers in transit must disembark from aircraft during re-fuelling operations.

01 Oct 2010

3.9. Dangerous Goods

Operators/pilots must advise Heliport Operations in advance of any dangerous goods (e.g. ammunition) to be carried on flights. Please refer to CAA publication CAP 675 for details.

3.10. Flight Procedures

Special helicopter procedures within the London CTR - refer to the UK AIP AD 2.22 (EGLL) for details.

3.11. Radio Contact

Inbound helicopters must establish radio contact with the heliport ATC before entering the ATZ. They should advise POB and any fuel requirements on initial contact.

3.12. Circuit Height

Circuit height is 1000ft a.m.s.l.

The traffic pattern is non-standard and flown over the river.

All turns should be made, as far as is practical over the river above 500ft See attached map (Section 7) for details.

- Normal circuit pattern - between Battersea (road) Bridge and Wandsworth (road) Bridge.
- Extended circuit pattern - between Chelsea (road) Bridge and Putney (railway) bridge (not to be used without permission from ATC – due to co-ordination with SVFR/ Thames Radar).

N.B. Take Off, Climb and Approach Profile - is offset by 15 degrees away from shoreline(so as to remain over the centre of the river for as long as is safe so to do).

3.13. Arrivals and Departures

All arrivals and departures must be via the flight platform. Aircraft must not over fly any shipping that is **within 100m** of the platform.

3.14. Non-standard Take-off Requests

Non-standard take-off requests including Group A / Helipad / Class 1 or Running shall be made to ATC on start up. Permission will be subject to other heliport or ATC operational requirements.

01 Oct 2010

3.15. Radio Failure

Inbound helicopters with a radio failure should hold on the North side of the river and await visual light signals from the ATC tower.

3.16. Landing Clearances

If a landing clearance is not received by the final 200m of landing, a go around must be carried out. The go around procedure is:

03 TURN LEFT – 21 TURN RIGHT...

...and then fly over the north bank of the river, climb to 500ft, join the circuit until further instructions are issued by ATC.

3.17. Flight Plans

Should be faxed to the heliport (ATC Fax: 020 7924 1022) with a minimum of 1 hours notice, prior to arrival at the heliport.

3.18. Start / Shut-down and Manoeuvres

ATC permission is required for engine (and rotor) start/shut-downs and all manoeuvres, including air and ground taxiing (which should be at a brisk walking pace).

3.19. Noise Abatement Procedures

In order to reduce the overall noise footprint and to alleviate the common causes of complaints and concerns from the local community (e.g. approaches carried out too early, passing too close to tall buildings, low manoeuvres in the approach or climb-out phase) The London Heliport operates a “Fly Neighbourly” policy as follows:

- Always fly as high as possible subject to any ATC clearances and or the cloud-base.
- Maintain circuit height (1000ft a.m.s.l.) until final approach. After departure, climb to circuit height as soon as possible.
- All approaches and departures (offset 15 degrees) to be carried out over the river.
- Climb out should be at the best safe vertical speed in order to reach circuit height.
- No manoeuvres below 500ft are permitted for all departing and arriving helicopters.
- All turns in the circuit (dumbbell pattern) should be made over the river. The direction of turn (left or right) is the pilot’s decision but where possible should be initiated towards the windward direction in order to reduce the diameter of the turn. Turns should not be made until reaching

The London Heliport Ltd London’s Vertical Gateway Bridges Wharf Battersea London SW11 3BE

01 Oct 2010

Battersea or Wandsworth road bridges at circuit height in order to avoid overflying tall buildings on either bank of the river.

- When directed by ATC for separation purposes pilots will fly north- or south-side of the River Thames. All turns are to be completed over the centre of the river and must not cut the corner of the river bends in either direction.
- Helicopters will not be permitted to start-up in advance of arrival of passenger(s) and overall ground-running of rotors/engines is limited to a maximum of 5 minutes.
- If "Start-Up" permission is granted and it subsequently emerges that not all passengers are on board or in attendance, then the pilot will be instructed to shut down until all passengers are on board or ready to board.

Notes:

1. The exceptions to the above are when safety is likely to be compromised or when directed to do otherwise by Air Traffic Control. Rules 5 and 6 of the Rules of the Air Regulations 2007 apply.
2. Approvals to use the London Heliport will be withdrawn if pilots disregard these local rules.

3.20. FATO Wind Turbulence / Variance

Aircrew should be prepared for turbulence and possible wind sheer which may be experienced during strong wind conditions on approaches and climb-outs to both FATO runway directions

4. AIRCRAFT INSURANCE REQUIREMENTS

All helicopters using the London Heliport must have in place Aircraft Third Party and Passenger Legal Liability Insurance coverage for a minimum limit of GBP 15,000,000 in any one occurrence.

In addition the Insurance Policy/ies of the Helicopter user must be endorsed as follows:

"Insurers agree to waive rights of subrogation arising out of any payment(s) made in respect of loss of or damage to the Aircraft, against the London Heliport Limited (and/or Associated and/or Subsidiary and/or Parent Companies and/or their officers, servants and employees) who are also included jointly and severally as an Insured for liability coverage".

Upon request the Insured shall provide evidence that such insurance cover is in place.

The London Heliport Ltd London's Vertical Gateway Bridges Wharf Battersea London SW11 3BE

Tel: +44 (0) 20 7228 0181 Fax: +44 (0) 20 7738 1077 Email: info@londonheliport.co.uk Web: www.londonheliport.co.uk
Registered Address: The London Heliport Ltd Sixth Floor 90 Fetter Lane London EC4A1PT No.04546128

01 Oct 2010

5. FUEL

Jet A1 is available. Rotors running refuels can be requested and any refuels are always subject to any heliport operational restrictions and overall quantity of fuel requested.

The current fuel price is available on request and posted on the website.

6. INTERNATIONAL FLIGHTS AND FLIGHTS WITHIN THE COMMON TRAVEL AREA (CTA)

The London Heliport is listed as a General Aviation Agreement Aerodrome by HM Revenue and Customs (HMRC) and is listed as such on the HMRC General Aviation Report (Form GAR-1Mar2004) available from the London Heliport or HMRC websites.

The London Heliport is not an airfield with full designation to accept all types of traffic from other countries without any HMRC restrictions and so is known as a Certificate of Agreement aerodrome under a mandatory version of the agreement intended for General Aviation Aerodromes.

The main responsibility for supply of information to the UK Border Agency (Immigration), HM Revenue and Customs and the UK Police Forces Ports Office lies with the pilot or aircraft operator.

However as a Certificate of Agreement aerodrome the London Heliport is required to log and independently supply the same information to the relevant authorities.

Pilots and Operators are therefore required to provide to the heliport, in advance, full aircraft, flight, passenger and crew details as laid out in the GAR form for all such flights according to the timescales detailed in the table below. It should be noted however that the London Heliport is not required to pass these details to the relevant authorities in advance of the actual time of departure for some outbound flights (see table below).

Under these conditions the London Heliport is able to accept movements to and from The Common Travel Area (CTA), European Union (EU) member states and also places outside the EU.

Flights to and from the CTA (comprising Irish Republic, Northern Ireland, Channel Islands and Isle of Man) require clearance from UK Police National Ports Office (Terrorism Act 2000).

01 Oct 2010

For pilot, owner operator responsibilities under Schedule 7 of the Terrorism Act 2000 refer to:

- AIC 62/2002 available from the NATS AIS website
- "Police Control Terrorism Act 2000" link on the London Heliport website

Whilst there is no permanent presence of any of the border agencies the London Heliport, any of them may choose to attend the Heliport for a particular flight.

If satisfactory clearances have not been obtained from the relevant authorities within the defined timescales (see table below) for any inbound flights they may be required to divert to a designated airfield.

If any operator is found, for any flight, to have made an incomplete or inaccurate declaration of flight, passenger or crew details, the aircraft, passengers and crew may be required to be held at the heliport until such time as satisfactory clearances have been obtained and or the interested agencies have sent an officer to the heliport to interview the passengers and crew.

Please note when reading the following GAR Advance Notification Requirements Table:

1. Advance GAR notification to the heliport is required for all "International" flights. The table indicates agreed minimum advance notification to the relevant border agencies as notified by the London Heliport.
2. Advance GAR notifications should be forwarded to the heliport within published normal operational hours to ensure that the required clearances are obtained for the planned flight in order that it might to proceed as planned.

01 Oct 2010

G.A.R. ADVANCE NOTIFICATION REQUIREMENTS

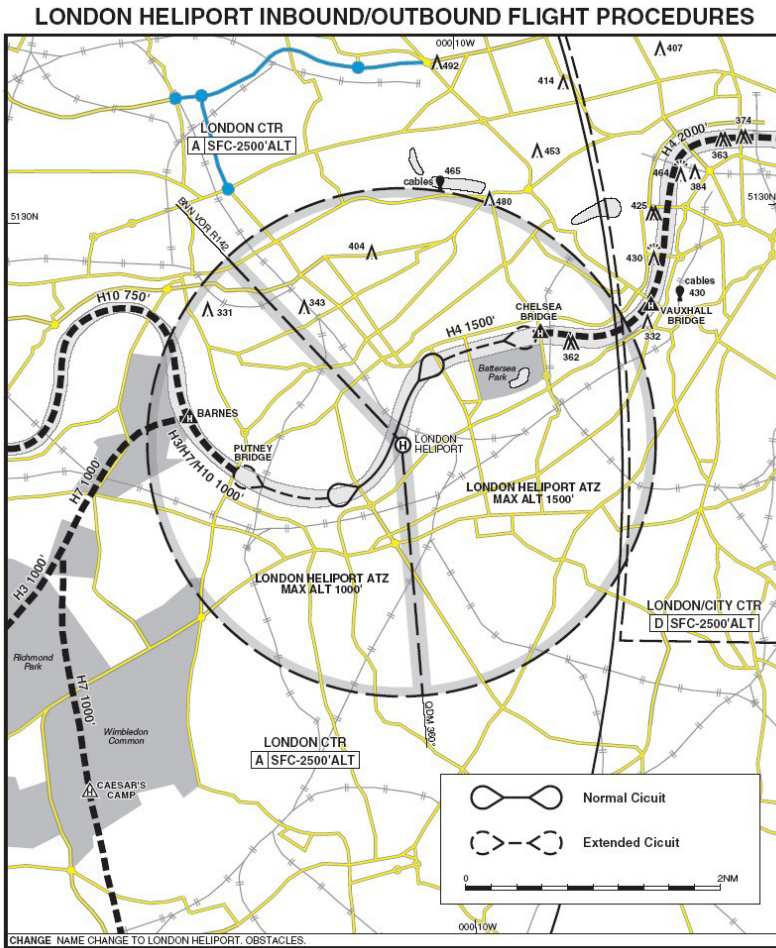
<u>Advance</u> Notification of Flights <u>from</u> London Heliport (EGLW)	Common Travel Area (CTA)	European Union (EU)	Outside EU
UK Police Forces Ports Office - Terrorism Act 2000	Yes (12 hours)	No	No
UK Border Agency (UKBA) - Immigration	No	No	No
HM Revenue & Customs (HMRC)	C.I. only (12 hours)	No	Yes (24 hours)
<u>Advance</u> Notification of Flights <u>to</u> London Heliport (EGLW)	Common Travel Area (CTA)	European Union (EU)	Outside EU
UK Police Forces Ports Office - Terrorism Act 2000	Yes (12 hours)	No	No
UK Border Agency (UKBA) - Immigration	No	Yes (4 hours)	Yes (24 hours)
HM Revenue & Customs (HMRC)	C.I. only (12 hours)	Yes (4 hours)	Yes (24 hours)

The London Heliport Ltd London's Vertical Gateway Bridges Wharf Battersea London SW11 3BE

Tel: +44 (0) 20 7228 0181 Fax: +44 (0) 20 7738 1077 Email: info@londonheliport.co.uk Web: www.londonheliport.co.uk
Registered Address: The London Heliport Ltd Sixth Floor 90 Fetter Lane London EC4A1PT No.04546128

01 Oct 2010

7. LONDON HELIPORT INBOUND / OUTBOUND FLIGHT PROCEDURES



Reproduced with kind permission of the CAA

The London Heliport Ltd London's Vertical Gateway Bridges Wharf Battersea London SW11 3BE

Tel: +44 (0) 20 7228 0181 Fax: +44 (0) 20 7738 1077 Email: info@londonheliport.co.uk Web: www.londonheliport.co.uk
 Registered Address: The London Heliport Ltd Sixth Floor 90 Fetter Lane London EC4A1PT No.04546128

01 Oct 2010

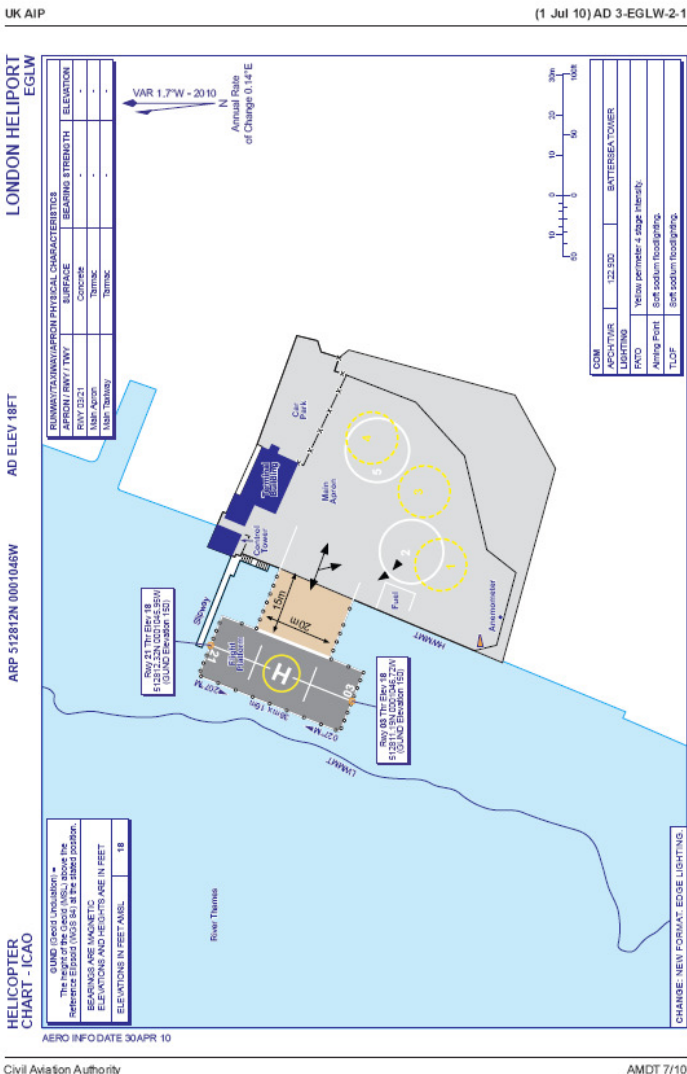
8. LONDON HELIPORT LAYOUT

Note: Below is the Heliport Plan showing the current TLOF layout on the manoeuvring area (detailed in the UK IAIP on the NATS AIS website).

Until the new Heliport Plan resulting from the most recent aerodrome survey (April 2010) is published there are some recent changes to the site layout not reflected in the plan below as follows:

- The terminal building marked to the north of the site was demolished May 2010.
- The “Control Tower” is currently under refurbishment
- Stands/ TLOFs 1, 2 & 3 not in use
- A temporary control tower is located in the south-west of the site.
- The zone running across the northern boundary of the site (indicated by “Terminal Building” and “Car Park” remain excluded from operational use until the refurbishment is completed (late autumn 2010)
- The hoarding which is marked running in a zig-zag pattern, roughly diagonally from the north-east of the site to the south west has now been removed.
- A modern air-conditioned passenger terminal facility located in a three-storey building opened in May 2010 in the south-west corner of the site.

01 Oct 2010



The London Heliport Ltd London's Vertical Gateway Bridges Wharf Battersea London SW11 3BE

Tel: +44 (0) 20 7228 0181 Fax: +44 (0) 20 7738 1077 Email: info@londonheliport.co.uk Web: www.londonheliport.co.uk
Registered Address: The London Heliport Ltd Sixth Floor 90 Fetter Lane London EC4A1PT No.04546128

01 Oct 2010

INTENTIONALLY LEFT BLANK

01 Oct 2010

Acknowledgement Page

This is to certify that I have read and understood the Heliport Conditions of Use dated 01 Oct 2010 also that I have completed a familiarisation flight with an approved pilot.

SignedDate.....

Full Name

Company Name
(if applicable)

Address

Postcode

Telephone

Mobile

Fax

E-mail

Approval Flight Details

Approving Pilot

Signature

Date of Flight

When complete please return to:

Operations Department:
The London Heliport Ltd, London's Vertical Gateway,
Bridges Wharf, Battersea, London SW11 3BE

The London Heliport Ltd London's Vertical Gateway Bridges Wharf Battersea London SW11 3BE