

# THE LONDON HELIPORT

## FEES & CHARGES

**Issue 1.4**

**01 May 2010**

**THE LONDON HELIPORT LTD.  
SCHEDULE OF CHARGES  
EFFECTIVE FROM 1<sup>st</sup> May 2010**

**1. LANDING & PARKING FEE TABLE**

A/c Grp	A/c Type	Landing Fee	Short Term Parking (per hr)	Advanced Reserved Parking (per period)			
				to 4 hrs	to 8 hrs	to 12 hrs	to 24 hrs
<b>1A</b>	Robinson R22/R44 Bell 47	<b>£350</b>	£300	£297	£382	£446	£531
<b>1B</b>	Hughes 269 Enstrom F28/280 Schweizer 300 Hughes 369 /500 Enstrom 480	<b>£350</b>	£300	£382	£467	£531	£616
<b>1C</b>	MD 520 / 600 SA341/2 Gazelle AS350 Squirrel Eurocopter EC120 Eurocopter EC130 AgustaWestland 119 Bell 407/206/206L	<b>£350</b>	£300	£446	£531	£595	£680
<b>2</b>	AS355 Twin Squirrel Bolkow 105	<b>£450</b>	£300	£488	£573	£637	£722
<b>3</b>	AgustaWestland 109 MD902 Explorer Eurocopter EC135 Bell 427/429 Bell 222/230 Bell 430 Eurocopter EC145/Bk117 Westland Lynx	<b>£650</b>	£300	£531	£616	£680	£765
<b>4</b>	AgustaWestland 139 AS365 Dauphin Eurocopter EC155 Bell 212/412 Sikorsky S76	<b>£750</b>	£300	£595	£701	£765	£850
<b>5</b>	SA332 Puma Mk1 Sikorsky S60 B'hawk Sikorsky S61 Sikorsky S92 AS332 S/Puma Mk2 Westland Sea King Sikorsky CH53 CH47 Chinook EH101	<b>£1,500</b>	<b>PARKING AND CHARGES SUBJECT TO OPERATIONAL LIMITATIONS</b>				

NB: Prices for helicopter types not listed above are available on request.

## 2. OPERATING HOURS

- 2.1. Permitted Opening Hours :** 07:00 to 23:00 (7days a week)
- 2.2. Normal Operating Hours :** 07:30 to 19:30 (Monday – Friday)  
(unless prior arrangement made) 08:00 to 18:00 (Saturday/Sunday & Bank Holidays)

## 3. LANDING CHARGES

### 3.1. Landing Fees

Landing slots are strictly limited to max. 15mins at all times. Landing Slot Times may be limited to a rotors-running quick turn around during Special Event days and peak periods. Should an operator or owner exceed their 15min slot time they will be subject to short term parking charges (See Section 4.1).

Group 7 helicopters that restrict access to the FATO (and therefore all operations into and out of the Heliport) for whatever reason shall be charged a sum equivalent of the landing fee for each 15mins they are on the ground, unless otherwise agreed with the Heliport Manager. Helicopters in Group 7 are not allowed in board of the FATO unless by prior agreement with the Heliport Manager.

### 3.2. Special Event Days

The additional landing charge of £100 was suspended following the April 2008 review of pricing. However for the purpose of our cancellation charges policy (see Section 5.) pre-defined special event days during the year are as follows:

- Cheltenham Gold Cup Day
- Royal Ascot (Ladies Day only)
- Farnborough Air Show (trade days only)
- British Grand Prix (Grand Prix Day only)

The management reserve the right to identify and notify additional special event days

### 3.3. Extended Operating Charges (All times local)

Extended operating charges apply to ALL aircraft groups and are based on the Actual Arrival Time and Departure Times.

<b>EARLY EXTENSION</b>	07:00 - 07:30	£300.00
<b>EVENING EXTENSION</b>	19:30 - 21:00	£200.00
<b>LATE EXTENSION</b>	21:00 – 22:59	£500.00

Requests for Evening or Late extensions should be made by **19:30** on the same day to ensure sufficient operational notice (**18:00** at weekends). All requests for Early extensions should be made by at least **18:00** on the previous day.

## 4. PARKING CHARGES

Parking charges are separated into reserved and unplanned (short term) parking:

### 4.1. Short Term Parking

Short term parking is chargeable for any non-booked parking or unplanned stays where notice to park has not been given. Where a parking request has not been received, short term parking is chargeable at the full hourly rate if the 15 minutes permitted slot time is exceeded. This rate is applicable for each subsequent hour where parking has not been reserved in advance. The management reserve the right to refuse short term parking due to operational constraints.

## 4.2. Reserved (long term) Parking

Reserved parking must be booked a **minimum of 4 hours** prior to the Estimated Arrival Time. At the time of booking the length of planned stay must be requested (i.e. up to 4/8/12 or 24 hours) and availability confirmed. Any changes or extensions to the pre-booked reserved parking period must be submitted to the Heliport operations staff in advance for approval.

Any parking exceeding the pre-booked (reserved) parking period are chargeable at the short term parking rate for each additional parking hour, unless an extension to park has been authorised.

The availability of both short term and reserved parking space during operational hours (and overnight parking) is limited and subject to operational conditions. Where possible the Heliport staff will endeavour to accommodate all reasonable requests subject to availability. The management reserve the right to refuse or cancel any reserved parking due to operational constraints.

## 5. CANCELLATION POLICY

### 5.1. General Slot Cancellation

Late slot cancellations that occur after the pre-booked slot ETA will be subject to a 100% charge of the total booking (i.e. any landing and reserved parking fees).

A charge equivalent to the landing fee of the aircraft concerned will be charged for slots not cancelled in advance of the agreed arrival time which cannot then be sold for the day of the slot. An administration fee of £50.00 will be payable for cancellation of confirmed slots which can be re-sold (excluding weather/ tech. reasons).

No charge will be applicable for slots cancelled due to inclement weather or for specific operational reasons.

The management reserve the right to cancel slots sometimes at short notice for operational reasons.

### 5.2. Special Event Days

Advance cancellation notice for pre-booked slots on peak Special Event days is required, and a strict cancellation policy will be in place as follows:

- Less than 24 hours notice – **25%** of landing
- Less than 12 hours notice – **50%** of landing
- Less than 4 hours notice – **75%** of landing
- Less than 1 hours notice – **100%** of landing

### 5.3. Parking (Reserved parking only)

Cancellation fees are only applicable for reserved parking pre-booked in advance. The cancellation schedule is as follows for cancelled reserved parking bookings, as a proportion of the total pre-booked parking fee for the requested parking period (i.e. 4/8/12/24 hours):

- Less than 12 hours notice – **25%** of total parking fee
- Less than 4 hours notice – **50%** of total parking fee
- Less than 2 hours notice – **75%** of total parking fee
- Less than 1 hours notice – **100%** of total parking fee

#### **5.4. Extended Operating Periods**

100% cancellation charges will be applicable if any Evening or Late extension booking is not cancelled before **19:30** the same day (**18:00** at weekends). Cancellation charges applicable to the extension periods are based on the total booked; Landing plus extension fees and any pre-reserved parking fees.

The management reserve the right to apply charges for bookings outside normal opening hours which are cancelled due to inclement weather, where staff are in attendance and less than 1 hours notice is given.

### **6. BOOKINGS**

The Heliport is PPR only and all requests for landings are to be made only by owners and operators by telephone directly to the Operations Desk (not Air Traffic). Slot booking requests must be made before **19:30** for extended evening or late opening on the same day (**18:00** at weekends) and **18:00** for early extensions the following day (before 07:30). Where requests already exist for late or early landings, acceptance of any further requests made after the cut-off times will be at the discretion of the management.

Requested slot timings which have been agreed by the Heliport must be adhered to in order to prevent congestion and delays and exceeded slot times will be penalised (see Section 4.1). Owners/operators are asked to ensure that the Heliport is kept informed of any proposed changes (timings, aircraft-type or registration/call-sign, crew details, fuel requests) to their operations into and out of the London Heliport. Since the programme of operations is changing throughout the day, any amendments to booked slot times must also be requested. The management reserve the right to refuse or cancel any slot booking for operational reasons.

Failure to provide complete booking information or failure to inform the heliport of amendments may cause delays to your flight. Similarly failure to adhere to agreed slot timings, whether early or late, may also cause delays, including being denied permission to land. We have a duty to keep a complete accurate log of all our movements for reporting purposes to the Civil Aviation Authority, Local Authority and any other concerned body with legal access to this information and we ask your co-operation in providing the necessary information to do so.

Please also ensure that passengers are made aware of the importance of arriving at the Heliport in sufficient time for their requested departure, as departure delays outside of the permitted slot time will result in additional parking charges (see Section 4.1).

### **7. ADVANCE BOOKINGS**

In order to assist you with advance bookings we accept that you may not be able to supply us with the full details of your slot (e.g. pilot name and call-sign may be missing) or that some elements of the booking may be “best-guesses”.

We do nevertheless still require a full accurate booking and ask you to review your advance bookings with us the day before, at the latest, before your planned slot should any of the details originally given (including passenger and client/ broker names) have been incomplete or missing at the time of the original booking. This will ensure that we have full and accurate plan of the day's operations to provide to our Air Traffic Service and give us the best chance to provide you with a flexible, efficient service.

Repeated failure to complete or confirm bookings may lead to the advance booking service being withdrawn from offenders.

Please note that bookings for more than 7 days in advance should be made in writing, either by a fax or email, (a template is available on our website) at [info@londonheliport.co.uk](mailto:info@londonheliport.co.uk).

## **8. SLOT BOOKING CONFIRMATIONS**

If a booking has been accepted verbally, then you have an undertaking from us that the slot will be honoured. Only unforeseen circumstances will force us to cancel the slot, though we do reserve the right to do so.

The purpose of the confirmation form is to agree the basic details of the booking (e.t.a., e.t.d., arrival from, departing to and aircraft registration).

In future will endeavour to send you your booking confirmation:

- Within 1 hour for same day and next-day bookings
- Within 24 hours for all other bookings

Written slot confirmations can only be issued during the normal staffing hours of the operations department (0800-1900 Weekdays and 0900-1700 weekends/public holidays) though heliport opening hours and early/late booking deadlines remain unchanged from our previously published schedule of charges.

## **9. RESTRICTED FLIGHTS**

Due to the slot restrictions in place at the London Heliport all Sightseeing, Familiarisation, Filming and Photographic movements are strictly subject to prior permission only.

## **10. SECURITY**

Enhanced Security procedures are in place at the Heliport for the safety of all our customers. Access to the Heliport is controlled and restricted; therefore all customers should comply with any requests for proof of identity or the screening of their luggage. Bags should not be left unattended at any time at the Heliport.

Given the current level of national security and in order to assist us with site security and ensure unimpeded access to the heliport for your clients, and their support staff, full passenger information is also essential. We recommend therefore that you pass the booking reference and details to support staff or drivers greeting or dropping off customers at the heliport as this could be a simple, secure means of gaining access to the heliport.

Overnight parking of aircraft is entirely at the owner's risk. If security cover in addition to the electronic security systems currently installed at the Heliport is required, providing sufficient notice is given a static guard can be arranged to remain on site during hours of closure.

## **11. 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.

## **12. FUEL**

Jet A1 (without AL48) is available. Rotors running refuels can be requested and any refuels are always subject to any Heliport operational restrictions. The current fuel price is available on request.

## **13. PAYMENTS & FINANCE**

### **13.1. Payment Policy**

Bookings that are made **48 hours** in advance of the estimated arrival date & time must be paid for in full in advance either by debit or credit card.

Non-account holding customers are required to provide in advance debit or credit card details for payment of fees incurred which are payable in full on landing.

All other invoices are payable strictly within 30 days and in accordance with our general Terms and Conditions.

All major Debit and Credit Cards (except Diners Card) are accepted. A 3% commission is charged for all Amex transactions. All prices are exclusive of VAT that will be charged at the prevailing rate.

### **13.2. Refund Policy**

Refunds will be offered for bookings paid for in advance and subsequently cancelled by the owner/operator less any cancellation fee due based on the notice period given (see Section 5).

Full (100%) refunds will be offered for all bookings paid for in advance that are cancelled by the Heliport staff for operational reasons (e.g. inclement weather).

## **14. ADDITIONAL SERVICES**

The Heliport Staff will be pleased to discuss any additional services that customers may require.

### **14.1. Customs / Immigration**

Please refer to our website [www.londonheliport.co.uk](http://www.londonheliport.co.uk) or in our Conditions of Use document (Issue 1.3) for more details of the requirements for acceptance of international flights or flights within the Common Travel Area.

#### **14.2. Catering**

A selection of light refreshments is available at in the Heliport lounge for passengers and crew. Additional catering for specific passenger groups is available via preferred suppliers and can be arranged on request. Any such additional catering request would be subject to an additional charge to the owner/operator.

#### **14.3. Taxis / Chauffeur-driven car service**

Taxis, booked on a cash-only basis, can be arranged by Heliport staff through one of the major radio-controlled London black cab companies to meet passengers arriving at the Heliport. Full passenger name and destination (including postcode) is normally required.

This service is provided in order to assist in the smooth transfer of passengers to their ultimate destination after leaving the Heliport. The Heliport cannot be held liable for late arrival or non-attendance of taxis booked or for any waiting time charged by the taxi company should the inbound helicopter not meet its notified slot time. Any cancellation charges will be re-charged by the Heliport to the helicopter operator/owner concerned.

The Heliport can also arrange chauffeur-driven car services if required. However payment for such services should be made directly with the service provider and is outside the normal invoicing terms of the Heliport.

#### **14.4. Customer Car Parking**

We are unable to provide a car parking service for passengers travelling from the heliport.

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