

# THE LONDON HELIPORT

The London Heliport is pleased to announce that we have now moved into the new passenger terminal located on the South East side of the apron.

Our new address is:

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

Contact telephone numbers remain unchanged as does our website and email addresses.

## **Our new facilities include:**

- Sound-proofed, air-conditioned VIP passenger departure lounge
- Complimentary wireless internet access
- Satellite television and digital radio
- Improved aircrew rest area with flight-planning & meteorological briefing
- Customer drop off and car waiting area for quick access to The London Heliport
- Dedicated main heliport entrance to enhance privacy and discretion
- Secure airside access and security
- Rapid and flexible helicopter refueling facilities
- Upgraded Air Traffic Control and Fire and Rescue Crew Services

## **Facilities to follow shortly:**

- Secondary/ alternative airside access for emergency service vehicles
- Vehicle-based rescue and fire-fighting platform featuring breathing apparatus and upgraded rescue equipment
- Refurbished fuel installation
- Increased aircraft parking space and improved handling/push-back capability for both skidded and wheel-undercarriage types (up to size of Sikorsky S92)
- Improved and flexible helicopter apron spot/stand arrangement capable of accommodating larger helicopter types (taxiing to and from the landing platform) up to size of Sikorsky S92
- Executive meeting and event facilities including cutting edge business equipment
- Dedicated car chauffeur service to Heliport customers providing seamless onward executive transportation solutions.
- Access to adjoining Hotel Verta consisting of 70 individually designed bedrooms, subterranean spa, Vertilon Bar and Patrisey restaurant offering traditional British and Modern European cuisine
- In flight catering available from Patrisey
- Spa Verta menu available for Heliport customers

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## Arrivals and Departures at The London Heliport

- The new terminal is in the south east corner of the heliport site and faces directly onto Bridges Wharf. A customer vehicle drop-off and car waiting area provides sheltered direct access to the heliport reception.
- At reception all passengers are checked-in by a member of The London Heliport operations team before being given controlled access to the arrivals and departures lounge.
- Immediately prior to arrival of their aircraft, departing passengers will be escorted from the arrivals and departures lounge into an airside access lounge from where they will be handed over to airside heliport handling staff and then escorted to their aircraft for boarding. Returning passengers will also be escorted from airside to the heliport terminal via the same airside access lounge.
- As part of the improved security arrangements there will no longer be any direct airside access to and from the vehicle drop-off and waiting area. However, any ground support or personal security staff not travelling who wish to go airside to greet arriving passengers or escort them to the departing aircraft should identify themselves to The London Heliport operations team in advance.
- Hold-luggage for departures and arrivals will be tagged for identification and moved to a secure area ready for loading or collection.
- Aircrew rest and briefing room is on the Mezzanine level, please notify a member of The London Heliport operations team should you wish to use it.
- Once Hotel Verta is in operation (late Summer 2010) a full valet parking service and become available by prior arrangement. Until this time no customer short or long term car parking available.

During the initial phase of opening the new passenger terminal we welcome any feedback from you, your aircrew, passengers and their ground support teams concerning any aspect of the new facility in order that we might continue to improve provision of the best service possible. To this end our operations team are happy to conduct introductory tours to familiarise you with new arrangements here at The London Heliport. We look forward to having the opportunity of welcoming you in the near future.