



CONDITIONS OF USE

Issue 1.7

01 February 2016

This document should be read in conjunction with:

- *London Heliport Fees & Charges – Issue 1.7 Dated 1 February 2016*
- *IAIP entries detailing charts and textual data for London Heliport and London Heathrow (see NATS-AIS website)*

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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 (unless prior arrangement made)

07:30 to 19:30 (Monday – Friday)

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

<u>Weekdays</u>	<u>Hours</u>
EARLY EXTENSION	07:00 - 07:29
EVENING EXTENSION	19:30 - 20:59
LATE EXTENSION	21:00 – 22:59

<u>Weekends & Bank Holidays</u>	<u>Hours</u>
EARLY EXTENSION	07:00 - 07:59
EVENING EXTENSION	18:00 - 20:59
LATE EXTENSION	21:00 – 22:59

Lead times for requests for extensions:

Evening or Late extensions: by **19:30** same day (weekdays)
 by **18:00** same day (weekends)

Early extensions: by **18:00** on the previous day.

1.3. Extended Operating Hours (all times local)

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

1.4. Non-Operational Hours

No flights are permitted between 23:00 and 07:00 (exceptions may be made in case of emergency (technical, medical or national))

1.5. Last Permitted Movements

For noise abatement reasons and due to:

- monitoring of departing aircraft by ATC in case of any emergency requiring return to the heliport
- extended times required ATC clearances late at night

Aircraft arriving to park overnight must be on the ground by 22:55 and departing aircraft must be airborne by 22:45. These deadlines cannot be exceeded.

2. CONTACT DETAILS & DIRECTIONS

Tel: 0044 (0)20 7228 0181 (Operations/ATC)

Fax: 0044 (0)20 7738 1077 (Operations)

0044 (0)20 7924 1022 (ATC)

Mobile: 07717 715470 (Helicopter Manager)

Email: info@londonheliport.co.uk **Web:** www.londonheliport.co.uk

2.1. Location and Directions



Location : South bank of River Thames, between Wandsworth Road bridge and Battersea rail bridge near to junction of Lombard Road and York Road.

Transport mode access and onward travel connections:

Road: Sat.Nav. address - Bridges Court, Battersea, London, SW11 3BE

Train: via Clapham Junction (onward links to London underground network and major London rail termini).

Bus: Frequent London Buses service from Lombard Road to Sloane Square and Clapham Junction

River: River bus and private charter services to newly-opened (Dec 2015) Plantation Wharf Quay and also Chelsea Harbour.

Pedestrian: Designated Riverside footpaths

The London Heliport Ltd Bridges Court Battersea London SW11 3BE

3. LOCAL REGULATIONS

3.1. Elevated Final Approach Take-Off (FATO) Platform

Since the FATO extends over the River Thames, which is tidal, for the purposes of flight operations the London Heliport is considered to be “elevated” for the majority of the time during its permitted operational opening hours. Operators should therefore ensure that they comply with the requirements for operating to an elevated heliport and where appropriate have been granted an approval by the competent aviation authority to do so.

3.2. 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 and receive a full ATC briefing with a duty ATCO. 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. Due to the changing nature of operations at the London Heliport surrounding built environment we recommend aircrew who have not visited the London Heliport for more than a year re-brief themselves on local procedures. Re-briefing is available from duty ATCOs by arrangement.

3.3. ATC Permission / Marshalled Assistance

Due to the nature of confined space operations at the heliport permission is required for all manoeuvres, engine starts, rotor start /stop. 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). Similarly aircrew are asked to attend to any “Slow-Down” or “Stop” marshalling signals given by handling staff.

3.4. 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 or 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.

3.5. Embarkation/Disembarkation of Passengers

Embarkation/ Disembarkation 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 brief passengers of inbound aircraft to remain seated and not attempt disembarkation, especially from rotors-running aircraft, until heliport handlers are present to escort them safely away from the aircraft.

3.6. 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.

3.7. Rotor down-wash / Main-rotor tie-downs

Due to the confined nature of the site and to protect aircraft from equipment damage due to rotor downwash from adjacent aircraft we recommend that all operators have rotor tie-downs available.

3.7. Aircraft Parking – mechanical handling, towing, push-back

Aircrew are required to be in attendance to supervise all mechanical handling, towing and push-back of aircraft

3.8. Overdue Action

All operators/pilots are required to keep the heliport informed of early or late arrivals. Preliminary overdue action will be instigated 30 minutes after ETA. Full overdue action will commence no later than 60 minutes after ETA potentially involving search and rescue action. Any charges arising from overdue action and initiation of search and rescue operations are entirely the responsibility of the aircraft owner / operator.

3.9. Mobile Telephones

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

3.10. Refuelling

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

3.11. Security - Access Control & Identity verification

Enhanced security procedures are in place 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

In order to assist us with safety and security and ensure unimpeded access to the heliport for your clients, and their support staff, we prefer that full passenger manifest information is provided. To aid identification and security we recommend therefore that you pass the booking reference and slot details to support staff or drivers greeting or dropping off customers at the heliport.

At times of heightened security a completed General Aviation Report (GAR) with full passenger details may be required for each flight and passengers may be required to provide documentary proof of identification on check-in at the heliport. Under these circumstances any affected slot booking confirmation may be subject to authorisation of the completed GAR by the approving authority.

3.13 Security - Overnight Parking of Aircraft

Whilst the London Heliport is left secure overnight and CCTV is in operation owners of aircraft parked overnight should ensure they have suitable insurance in place to do so.

3.14. Dangerous Goods

Operators/pilots must advise Heliport Operations in advance of any dangerous goods (e.g. ammunition) to be carried on flights and ensure they are correctly transported. The London Heliport is to be specifically advised in cases where ammunition is also carried. Owners of guns are responsible at all times for the transport and supervision of their weapons. Please refer to CAA publication CAP 675 for details.

3.15. Flight Procedures

Please refer to the IAIP section of the National Air Traffic Services – Aeronautical Information Service website (NATS-AIS) for full details of local procedures for:

London Heliport (see “Heliport” Index).

London Control Zone (see “Aerodromes” Index) under London Heathrow- EGLL “Textual Data” & “Charts”.

3.16. 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. Details of any hold luggage being carried would also assist with expeditious turnaround of your aircraft.

3.17. Circuit Height

Circuit height is 1000ft amsl

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).

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).

3.18. 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.

3.19. Take-Off & Landing Profiles

Take-Off and Landing profiles should conform with the guidance in the manufacturer and operator manuals for the performance class of aircraft such that they comply with the requirements for operations to and from an "elevated" FATO. Permission for non-standard take-off profiles which do not commence within the Landing Platform/ FATO perimeter will not be authorised.

3.20. 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.

3.21. Landing Clearances

All aircrew of inbound aircraft should "report final" before being given clearance to land. However if a landing clearance is not received by the final 200m of landing, a go around must be carried out. The go around procedure (unless otherwise stated) is:

02 TURN LEFT – 20 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.

3.22. Flight Plans

Flight plans should be filed remotely via the AFPEX system or other available internet-based alternatives. Advice and guidance from ATC on flight-planning issues is available if required. Flight Plans for departing aircraft will be activated by the duty ATCO.

3.25. 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). All manoeuvres to be carried out under guidance of marshalling instructions as directed by marhsaller.

3.25. Noise Abatement Procedures

To promote noise abatement The London Heliport operates a “Fly Neighbourly” policy:

- Always fly as high as possible subject to ATC clearances (whilst remaining clear of cloud and in sight of the surface).
- Maintain circuit height (1000ft amsl) until final approach. After departure, climb to circuit height as soon as possible.
- All approaches and departures (offset 15 degrees) are to be carried out over the river.
- Climb out and descent should be at safest vertical speed (in accordance with approved take-off profile for the aircraft) in order to reach circuit height.
- Manoeuvres below 500ft, apart from climb-out or approach, are not permitted.
- 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 Battersea or Wandsworth road bridges at circuit height in order to avoid overflying tall buildings on either bank of the river. “Blade-slap” is to be avoided.
- 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 over the built-up area 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 (guide time) of 5 minutes subject to operational conditions or any delays in receipt of radar clearances.
- If “Start-Up” permission is granted and obtaining departure is delayed for any reason or it is subsequently found that the aircraft is not ready to depart

then aircrew will be instructed to shut down pending a re-start and new clearance.

3.25. 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 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.

5. FUEL

Jet A1 is available. Rotors running refuels of up to 200 litres can be requested; any such refuels are always subject to any heliport operational restrictions detailed in our rotors-running refuel procedures..

The current fuel price is available on request.

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

The London Heliport has no permanently staffed UK Border Force (UKBF) presence and is designated a Certificate of Agreement Aerodrome which requires pre-notification of international and Common Travel Area (CTA) flights using a General Aviation Report (Form GAR-1Mar2009) available from the London Heliport or HMRC websites.

The primary responsibility for supply of GAR information for international flights to the UKBF and in the case of the CTA to Police National Ports Office lies with the pilot or aircraft operator.

Whilst a web-based on-line portal is available to the General Aviation community for submission of GAR forms the London Heliport is required as a Certificate of Agreement aerodrome to log and independently ensure within the terms of its agreement that GAR forms have been submitted within the required timescales for pre-notification to the relevant authorities and where appropriate (for CTA flights) a specific flight clearance has been issued prior to the flight taking place.

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 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 destinations 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).

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 at 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) or an incomplete or inaccurate declaration has been made flights may be required either to divert to a designated airfield or the aircraft, passengers and aircrew to be held pending attendance of the border agency officers and satisfactory documentary checks carried out clearances/approval obtained.

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

- 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.

- 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 can proceed as planned.

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 Bridges Court Battersea London SW11 3BE

7. INBOUND / OUTBOUND FLIGHT PROCEDURES CHART

UNITED KINGDOM AIP

AD 3-EGLW-4-1
28 May 2015



CIVIL AVIATION AUTHORITY

AMDT 6/2015

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Registered Address: The London Heliport Ltd Millbank Tower 21-24 Millbank SW1P 4QP No.04546128

Acknowledgement / Approval Page

This is to certify that:

- I have read and understood the Heliport Conditions of Use dated 01 Feb 2016
- I have completed a familiarisation flight with an approved pilot.
- I have attended a multi-point briefing on London Control Zone and London Heliport procedures with a London Heliport Air Traffic Control Officer
- I am familiar with standard marshalling signals (see 3.3)

Notes:

1. Aircrew are advised to maintain currency with local rules as The London Heliport reserves the right to withdraw approval to use the facility if not observed correctly.

Signed

Full Name

Company Name

Address

Postcode

Telephone

Mobile

Fax

E-mail

Approval Flight Details

Approving Pilot

Signature

Date of Flight

Please complete at time of approving flight and return to Operations Department, London Heliport

The London Heliport Ltd Bridges Court Battersea London SW11 3BE