



SPECIAL EVENTS BRIEFING NOTES 2017

Slot Bookings

Quick Turn Arounds

Where demand is expected to be concentrated (British Grand Prix, Royal Ascot, Farnborough Air Show etc...) slots restricted to a 5 min. QTR. 15 minute slots be available on event days outside of peaks of demand.

Delays – aircraft/ passengers

No planned parking of event-related aircraft traffic permitted on the day. Operators should not plan for holding or push-back of their aircraft should all their passengers not arrive and check in ready for their designated slot time.

Pick-up slot times will be enforced where demand is heavy and continuous. Therefore where passengers are delayed or arriving helicopters do not conform to their agreed slot times the aircraft concerned may be turned away and not permitted to land, held off in preference to those conforming to their slot times or if it has already landed asked to leave (and re-book a slot) in order to allow other aircraft with passengers in attendance to land.

As usual we shall remain as flexible as we can; however we must be guided by the maintenance of safety and the smooth progression of the overall planned flying programme.

Late changes to requested slot times

Operators are asked to assist heliport operations by keeping them advised as much as possible of any requested change to agreed slot times or delays in arrival of passengers. If your customer is delayed or ahead of schedule please advise the heliport operations and where necessary request a revised slot time.

Fuel Uplifts

Fuel will not be available during peak periods of slot demand for passenger pick-ups for aircraft en route to events.

Fuel uplifts for aircraft returning from events may be possible but must be requested in advance at initial booking stage or before departing the special event venue to return to the London Heliport. Rotors-running refuels only available subject prevailing operational conditions at the time of refuel.

Rotor Brakes

Please keep heliport operations/ATC advised of any aircraft not equipped with a rotor-brake or any unserviceability which may extend shut-down times in order that this can be allowed for in slot planning (See Section 3.6 of latest edition [Issue 1.7] of London Heliport Conditions of Use).

Security

Site access

A full list of passenger names / company name will be requested to ensure site security and that passengers are correctly boarded. To assist us with the handling of passengers on their return from events please ask your clients to ensure that ground transport support staff have the names of people to be collected.

Car pick-up drop-off area

Limited to space for four cars and shared with adjacent Crowne Palaza and not available for car parking (see below). Strictly short-term pick-up drop-off area; taxi-drivers/chauffeurs should liaise with Heliport front-of-house on return time of passengers.

Car Parking

Car parking (£25.00 + VAT per day) may be available if prior booked. It must be arranged in advance to ensure availability and prevent delays to passengers boarding aircraft. Cars abandoned at Heliport/Hotel front on house may be towed away on security grounds.

Limousine / Taxi transport

Limousine, Car and Taxi transport can be arranged for onward journeys for returning passengers. Please request in advance specifying lead passenger names and destinations. Late requests via R/T to ATC from aircrew via VHF for taxi transport cannot be dealt with.

Luggage

For security reasons short-notice requests to hold luggage for one-off special event day passengers cannot be accommodated.

Passengers

All passengers should report to Heliport front-of-house for check-in a minimum of 15 minutes prior to the planned arrival time of their aircraft. Heliport operations staff will then be able to assemble your passengers ready for expeditious boarding and provide them with a safety briefing if required. Passenger safety briefing cards will be available to boarding passengers. Please advise of any special needs/requests on behalf of your passengers. Where operators have large groups involving multiple shuttles to events they are very welcome to send liaison staff (or customer/client liaison) to the heliport to assist with their check-in and boarding.

Passengers will be escorted to and from aircraft by ground handling staff, where necessary assisted with boarding, donning of headsets and securing of seat belts prior to departure. Since most pick ups and drop-offs will be rotors running, passengers should be pre-warned to secure belongings in their possession which may be affected by helicopter downwash (e.g. loose articles of clothing, hats, papers, event passes etc...). Unless otherwise directed by you all passengers will be directed to seats to the rear of the aircrew; please advise if you anticipate accommodating pax alongside aircrew or you have particular passenger loading requirements.

On returning to the London Heliport post-event aircrew are asked to:

- advise passengers for drop-off to remain seated and not to attempt disembarkation until heliport handlers are in attendance to assist.
- ensure that mobile phones remain switched off and not used until passengers are safely landside.
- advise the heliport if they have any concerns over the health of any passengers (e.g. affected by alcohol consumed at the event).

Aircrew

Familiarisation

All pilots must have carried out a prior familiarisation flight (with an approved pilot) into the London Heliport accompanied by a detailed briefing with the duty ATCO and also signed and returned the acknowledgement page of the London Heliport conditions of use, countersigned by the approving pilot. If you are using contracted-in aircrew who may be less familiar with London Heliport operations or have not visited for some time then please ensure they are re-briefed prior to visiting; re-briefs also available from London Heliport ATC.

ATC Permission / Marshalled Assistance

ATC Permission is required for all manoeuvres, engine starts, rotor starts /stops. All inbound and outbound ground taxiing and hovering is to be carried out with marshalled assistance. Taxiing should be at no more than a brisk walking pace.

In order to expedite turnarounds and speed of obtaining clearance ATC may ask aircrew, where appropriate, to pick-up or drop-off their passengers on the FATO/ landing platform; this may be requested by aircrew also but is only available subject to other movements at time of request.

Special Event (Jockey) call-signs

To avoid confusion and delays, where required, please use the assigned event/en-route call-sign allocated by the event organisers. Please advise heliport operations of any late allocation of call-signs or substitution of aircraft caused by changes to planned operations (e.g. aircraft technical faults)

Environmental Policy

We have a responsibility to our neighbours living in the environs of the heliport and beyond to manage the flow of air traffic so that aircraft are not held unnecessarily on the ground or in the air. We ask you to help us with this by conforming to local circuit and joining instructions.

Please ensure locum or less familiar aircrew are re-briefed on our policy, especially as on these occasions non-standard joining instructions and extended circuit patterns may apply. Please refer to the latest issue of our Conditions of Use (01st February 2016 Issue 1.7) for recently expanded relevant sections as follows:

- 3.25. Noise Abatement Procedures
- 3.25. FATO wind variance/turbulence

Circuit Height & Pattern

Circuit height is 1,000ft a.m.s.l. (all initial departure clearances from heliport ATC to this height also). 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

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).

Offset Approaches

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).