



## **FEES & CHARGES**

**Issue 1.9**

**1 April 2019**

## 1. LANDING & PARKING FEES

### 1.1 Schedule of Landing Fees & Parking Charges by Helicopter Charge Group & Type

Grp.	Helicopter Type	Landing Fee	Hourly Short Term Parking (unplanned)	Advanced Reserved Parking (planned)			
				0-4 hours	4-8 hours	8-12 hours	12-24 hours
<b>1A</b>	Enstrom F28/280 Robinson R22 Robinson R44 Schweizer 300	<b>£305</b>	£325	£310	£395	£460	£550
<b>1B</b>	Bell 47 Enstrom 480 Robinson R66 Schweizer 333	<b>£305</b>	£325	£390	£480	£550	£635
<b>1C</b>	Aerospatiale SA341/2 Gazelle Airbus H125 (AS350) Squirrel Airbus H120 Airbus H130 Bell 206 Jet Ranger Bell 206L Long Ranger Bell 407 Leonardo AW119 MD Helicopters 500/ 530 MD Helicopters 520N MD Helicopters 600N	<b>£350</b>	£325	£460	£550	£615	£705
<b>2</b>	Airbus AS355 Twin Squirrel Airbus BO105	<b>£545</b>	£350	£550	£640	£715	£805
<b>3</b>	Airbus H135 Airbus BK117/ H145 Bell 429 Leonardo AW109 MD Helicopters 902 Explorer	<b>£785</b>	£375	£630	£735	£805	£910
<b>4</b>	Airbus AS365 Dauphin Airbus H155 Bell 430 Leonardo AW139 Leonardo AW159 Wildcat/ Lynx Leonardo AW169 Sikorsky S76	<b>£895</b>	£410	£740	£870	£950	£1055
<b>5</b>	Airbus H175 Airbus H215/225 Super Puma/ Cougar Airbus NH90 Bell 212/ 412 Boeing H47 Chinook Leonardo AW189 Leonardo AW101 Sikorsky S60 Blackhawk Sikorsky S92	£1,810	£865 <sup>1</sup>	PARKING AND CHARGES SUBJECT TO OPERATIONAL LIMITATIONS			

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

<sup>1</sup> Applies only to types with prior permission to taxi clear of landing platform to allocated apron stand (See 3.1.1)

The London Heliport Ltd, Bridges Wharf, Battersea, London, SW11 3BE

Tel: 020 7228 0181 Fax: 020 7738 1077 Email: [info@londonheliport.co.uk](mailto:info@londonheliport.co.uk) Web: [www.londonheliport.co.uk](http://www.londonheliport.co.uk)

Registered Address: The London Heliport Ltd, 4<sup>th</sup> Floor Millbank Tower, 21-24 Millbank, London SW1P 4QP

No: 04546128

## 2. OPERATING HOURS

### 2.1. Permitted Opening Hours :

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

### 2.2. Normal Operating Hours (unless prior arrangement made):

07:30 to 19:30 (Monday – Friday)

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

## 3. LANDING CHARGES

### 3.1. Landing Fees

Landing slots are normally allocated a maximum 15mins. Landing Slots may be limited to a 5 minute rotors-running quick-turn-around on nominated Special Event days (see below) and other short-term peaks of demand where there is heavier than usual demand for slots.

#### 3.1.1 Slot Conformity

Please note the London Heliport is a confined space facility which relies on co-operation from its users to optimise the flexibility of slot availability which many customers have come to expect. However any failure of slot conformity by one user can have an adverse impact on the ability of the London Heliport operational team to provide that service to others.

Any user:

- exceeding the agreed slot period (including advance reserved parking) may be subject to additional parking charges at short term rates (see Section 5.1). However the option to stay may only be for a limited time and may then, after expiry of this extended period, be required to take-off and depart the heliport to another landing site. In order to return another landing slot request would be necessary and second landing fee would be due in addition to any other charges which accrue upon their return.
- arriving more than 10 minutes ahead of their agreed slot time may, subject to air traffic levels, be held outside of the London Control Zone and therefore have to consider diverting to an alternate landing site pending agreement of a revised slot arrival time. Any aircraft permitted to land and remain on the ground under these circumstances will automatically be subject to a Short Term Parking charge in addition to fees which may then accrue from the start of the previously agreed slot arrival time.

Some Group 5 helicopters which are restricted to the landing platform-only (unless otherwise agreed with the Heliport Manager) will be charged a sum equivalent of the landing fee for each 15mins on the ground, in excess of the initial 15 minute slot time.

### 3.2. Special Event Days

An additional Special Event charge of **£120** applies to all landing slots relating to movements to or from the following pre-notified special event days as follows:

▪ Cheltenham Gold Cup	Friday
▪ Epsom Derby	Saturday
▪ Royal Ascot	Tuesday-Saturday
▪ Glastonbury/IOW Festivals	Thursday-Sunday
▪ Farnborough Trade Days	Monday-Friday
▪ British F1 Grand Prix	Saturday-Sunday
▪ Goodwood Festival of Speed	Thursday-Sunday

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

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### 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.

<u>Weekdays</u>	<u>Hours</u>	<u>Charge</u>
EARLY EXTENSION	07:00 - 07:29	£375.00
EVENING EXTENSION	19:30 - 20:59	£375.00
LATE EXTENSION	21:00 – 22:59	£760.00

<u>Weekends &amp; Bank Holidays</u>	<u>Hours</u>	<u>Charge</u>
EARLY EXTENSION	07:00 - 07:59	£375.00
EVENING EXTENSION	18:00 - 20:59	£375.00
LATE EXTENSION	21:00 – 22:59	£760.00

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.

## 4. LONDON OXFORD AIRPORT CONCESSIONS

For any **visiting** business jets at London Oxford Airport, **interlining** with London Heliport-originated or destined helicopters:

- 50% discount on London Heliport Helicopter Landing Fee
- 100% discount on London Oxford Helicopter Landing Fee

In addition:

- 50% discount on London Oxford Landing Fee (greater than 15 tonnes)
- 25% discount on London Oxford Landing Fee (up to 15 tonnes)

## 5. PARKING CHARGES

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

### 5.1. Short Term Parking

Short term parking is chargeable for any early arrival, non-booked parking or unplanned stays (See 3.1.1 Slot conformity) where prior notice of a request to park has not been provided and approved. 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 and may include non-booked parking at the end of a pre-booked parking period. The management reserve the right to refuse short term parking due to operational constraints. Additional landing fees may be incurred as a result.

### 5.2. 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 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 is chargeable at the short term parking rate for each additional parking hour, unless an extension to park has been authorised.

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The availability of both short term and reserved parking space during operational hours (and overnight parking) is limited and subject to operational conditions. Acceptance of reserved (off-stand) parking requests are subject to availability of handling equipment. The London Heliport has tow-bars for most major wheeled undercarriage helicopter types along with hydraulic lifting equipment suitable for many skidded types also. However operators of Group 5 helicopter types may need to bring own tow-bar accessories.

We 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.

## 6. CANCELLATION POLICY

### 6.1. General Slot Cancellation

Cancellation notice given of pre-booked slot in advance of ETA	Cancellation Charges
No notice (i.e. after ETA)	100% of all charges
Up to 2 hours	50% of all charges
2 to 4 hours	25% of Landing Fee
4 to 24 hours	£50.00 Admin. fee
Over 24 hours	No charge*

\* Only if resold, otherwise the £50.00 Admin fee will be payable

Cancellation Policy does not apply to cancellations made for weather or technical reasons. Management reserve the right to cancel slots at short notice for operational reasons.

### 6.2. 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

### 6.3. 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

### 6.4. Extended Operating Periods and Out of Hours

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).

100% cancellation charges will be applicable if an Early extension booking is not cancelled before **19:30** if the preceding day is a weekday or **18:00** if the preceding day is a weekend day.

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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.

## **7. BOOKINGS**

The Heliport is Prior Permission Required (PPR) only and all requests for landings are to be made only by owners and operators by telephone directly to the Operations Department (not Air Traffic).

Heliport Operations availability:

07:30 – 19.30 (weekdays)

08:00 – 18.00 (weekends)

Slot booking request lead/ cut-off times for extensions to normal operating hours are described at 3.3. Where requests for arrivals or departures outside of normal operating hours already exist, acceptance of any further requests made after the cut-off times will be at the discretion of the management.

Requested slot timings (including amendments) are subject to confirmation and must be adhered to in order to prevent congestion and delays.

Users must keep Heliport Operations advised of any requested changes to confirmed slots (ETA/ETD, aircraft-type, registration/call-sign, fuel requests) so that slot booking can be re-confirmed.

The management reserve the right to refuse or cancel any slot booking for operational reasons.

Failure to provide full slot booking information or inform the heliport of amendments may cause delays. Similarly failure to adhere to agreed slot timings, whether early or late, may also cause delays, including being denied permission to land. The London Heliport is required to keep a complete accurate log of all our movements for reporting purposes to the Civil Aviation Authority and other statutory bodies 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 5.1).

## **8. ADVANCE BOOKINGS**

Please note that slot booking requests for more than 7 days in advance should be sent by email, (a template is available on our website) to [info@londonheliport.co.uk](mailto:info@londonheliport.co.uk).

Any details not provided at the time of booking or which are to be amended should be confirmed before the planned slot. We may be unable to confirm some slot booking requests which are incomplete.

## 9. 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.

A booking confirmation will be sent to you by email within:

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

Written slot confirmations can only be issued during the normal staffing hours of the operations department.

## 10. RESTRICTED FLIGHTS

All Sightseeing, Familiarisation, Filming and Photographic movements are strictly subject to prior permission only.

## 11. SECURITY

### 11.1. Access Control & Identity verification

Access to the Heliport is controlled and restricted; therefore all passengers should comply with any requests for proof of identity or personal or luggage screening. Bags should not be left unattended at any time at the Heliport.

In order to assist us with safety and security and ensure unimpeded access to the heliport for your clients, and their support staff, full passenger manifest information preferred. 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.

Central London can be affected planned public and ceremonial events which necessitate the establishment of temporary airspace restrictions which can affect the operation of The London Heliport. At these times of heightened security a completed General Aviation Report (GAR) may be required for each flight; any affected slot booking confirmation will be subject to authorisation of the completed GAR by the approving authority.

### 11.2. Overnight Parking of Aircraft

Given sufficient notice a security officer can be put in place to provide additional security for aircraft parked overnight. A charge of £350.00 will be made for provision of a security guard.

## 12. 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.

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## **13. 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.

## **14. PAYMENTS & FINANCE**

### **14.1. Payment Policy**

Long-term advance slot bookings requests for nominated special event days may be subject to pro-forma invoicing and advance payment in order to secure the slot.

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 in accordance with terms stated on invoice.

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 which will be charged at the prevailing rate.

### **14.2. 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 6).

## **15. ADDITIONAL SERVICES**

### **15.1. Border Agencies - 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.

### **15.2. 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.

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

Taxis and chauffeur-driven car services can be arranged by Heliport staff through one of the major radio-controlled London black cab companies, or local reputable local 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.

All journeys are to be for paid directly to taxi/ car service operator by the passenger (cash/ credit card). Any cancellation charges will be re-charged by the Heliport to the helicopter operator/owner concerned.



#### **15.4. Customer Car Parking**

Self parking is available subject to availability and by prior arrangement and is charged up to a maximum of £25.00 (plus VAT) for 24 hours.

Please allow 15 minutes prior to landing slot departure time for car parking (underground facility) and arrangements for payment/ billing.

#### **15.5. VIP Lounge and Conference Suite**

VIP Lounge is available on request for private meetings and Conference Suite for functions and events. Serviced meeting rooms and Conference/ Function space for up to 100 persons are available in adjacent hotel (Crowne Plaza Battersea).

#### **15.6. Hotel Reservations**

We can assist with booking accommodation at local hotels including Crowne Plaza Battersea, Rafayel and Chelsea Harbour usually at agreed corporate rates (subject to room availability).