



SPECIAL EVENTS BRIEFING NOTES 2018

Slot Bookings

Quick Turn Arounds

Where demand is expected to be concentrated (British Grand Prix, Royal Ascot, Farnborough Air Show) slots restricted to rotors-running quick-turn arounds. Normal 15 minute slots are available outside of peaks of demand.

Delays – aircraft/ passengers

Pick-up slot times will be enforced where demand is heavy and continuous. Where operators do not conform to agreed slot times, aircraft concerned may be declined permission to land and even diverted in preference to operators conforming to slot times.

No planned parking of event-related aircraft traffic is permitted. Operators should not plan for holding or push-back of their aircraft if all passengers are not in attendance and checked in ready for their designated slot departure time. If an aircraft has already landed with no passengers in attendance and obstructing other traffic it may be asked to depart without passengers and re-book a later slot to allow other aircraft with passengers in attendance to land.

With operator assistance, communication and co-ordination we can maintain flexibility within safe operating limits and ensure a smooth progression of the overall planned flying programme to the benefit of all.

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

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 to 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.

Security

Site access

A full manifest of passenger names will be requested to ensure site security is preserved and all passengers correctly boarded. To assist with handling of passengers on return from events please ask your clients to ensure that ground transport support staff have the names of people to be collected.

Where larger groups are booked using multiple aircraft/ rotations, manifests specific to each aircraft are required and on-site operator check-in/ liaison presence to assist with check-in, manage passenger seat allocation and onward ground transport.

If on-site liaison not possible then detailed arrangements are to be provided to London heliport operations.

Front of House car pick-up drop-off area

Strictly for short-term pick-up drop-off with no parking permitted in this area.

Car Parking

Limited car parking (£25.00 + VAT per day) in our underground car park available in advance by arrangement only. Driver name & car registration required. Self-parking only available - no valet parking. Cars must be parked 15 minutes in advance of aircraft arrival time. Cars not checked-in and abandoned at Heliport/Hotel front on house may be removed.

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 pre-flight safety briefing. Passenger safety briefing cards will be available to boarding passengers.

Passengers will be escorted to and from aircraft by ground handling staff and 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. Please advise any special needs/ assistance required by your passengers.

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

- advise passengers to remain seated and not to attempt disembarkation until heliport handlers are in attendance to assist.
- mobile phones set to "flight-mode" and not used airside (safety distraction)
- advise heliport in case of any passenger "health" concerns (e.g. alcohol consumption at the event).

Aircrew

Familiarisation

All pilots must have carried out a prior familiarisation flight (with an already approved pilot) into the London Heliport and a received a multi-point briefing with the duty ATCO. Due to the challenging and changing nature of the London Heliport operating and obstacle environment please ensure that if you are using contracted-in aircrew who have not visited the London Heliport for over a year please ensure they have obtained a heliport ATC or own-company refresher briefing from a familiar pilot prior to their visit.

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.

Call-signs

Please adhere to particular event briefing guidance on use of event-specific call-signs. Guidance may be to only use event call-sign when contacting event ATC or only when shuttling to/ from or transiting via a feeder site (including London Heliport). Company call-signs to be used at all other times. Please advise heliport operations of any late allocation of call-signs or substitution of aircraft.

Fly Neighbourly Policy

Please ensure any locum or less familiar aircrew are aware of noise abatement measures at the London Heliport including:

- Managed flow of traffic within the circuit with no holds or excessive ground-running
- Observe normal circuit pattern and maintain maximum circuit height (1,000ft)
- Follow ATC flight clearances and maximise altitude to permitted route height
- No manoeuvres within circuit below 500ft (N.B. very tall cranes in both approach/ climb-out)
- In case of implementation of extended circuit (to Chelsea Bridge) please note recent western extension of R157 in this area to include US Embassy at Nine Elms.
- TOCS offset by 15 degrees from FATO runway designators (02/20) away from river shoreline (over the centre of the river).
- Approach and Take-off profiles should be as steep as safely possible to reduce noise footprint (within approved profile parameters for an elevated FATO)
- Moderate circuit speed, turns into wind over centre-river, minimise blade-slap.

Event traffic routing (including race-track)

Due to the continuous nature of demand for traffic to/from events some events race-track routing may be implemented local to the event of and to/ from London Heliport (e.g. traffic outbound from London Heliport to Ascot or Farnborough may be directed via the southern Local Flying Area (twin-engine only) and returns traffic routed via heli-routes (H3/H7).