

THE LONDON HELIPORT FEES & CHARGES

Issue 2.0

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1. LANDING & PARKING FEE TABLE

A/c Grp	A/c Type	Landing Fee	Short Term Parking (per hr)	Advanced Reserved Parking (per period)			
				to 4 hrs	to 8 hrs	to 12 hrs	to 24 hrs
1	Robinson R22/R44 Bell 47	£450	£250	£297	£382	£446	£531
2	Hughes 269 Enstrom F28/280 Schweizer 300 Hughes 369 /500 Enstrom 480	£450	£250	£382	£467	£531	£616
3	MD 520 / 600 SA341/2 Gazelle AS350 Squirrel Eurocopter EC120 Eurocopter EC130 AgustaWestland 119 Bell 407/206/206L	£450	£250	£446	£531	£595	£680
4	MD902 Explorer AS355 Twin Squirrel Eurocopter EC135 Bell 427	£450	£250	£488	£573	£637	£722
5	AgustaWestland 109 Bolkow 105 /Bk117 Bell 222/230 Bell 430 Bell 212/412 Eurocopter EC145 Westland Lynx	£450	£250	£531	£616	£680	£765
6	AgustaWestland 139 AS365 Dauphin Eurocopter EC155 Sikorsky S76	£450	£250	£595	£701	£765	£850
7	SA332 Puma Mk1 Sikorsky S60 B'hawk Sikorsky S61 Sikorsky S92 AS332 S/Puma Mk2 Westland Sea King Sikorsky CH53 CH47 Chinook EH101	£1,000	NO PARKING				

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

2. OPERATING HOURS

- 2.1. Permitted Opening Hours :** **07:00 to 23:00** (7days a week)
- 2.2. Normal Operating Hours :** **07:30 to 19:30 (Monday – Friday)**
(unless prior arrangement made) **08:00 to 18:00** (Saturday / Sunday and Bank Holidays)

3. LANDING CHARGES

3.1. Landing Fees

Landing slots are strictly limited to max. 15mins at all times. Landing Slot Times may be limited to a rotors-running quick turn around during Special Event days and peak periods. Should an operator or owner exceed their 15min slot time they will be subject to short term parking charges (See Section 4.1).

Group 7 helicopters that restrict access to the FATO (and therefore all operations into and out of the Heliport) for whatever reason shall be charged a sum equivalent of the landing fee for each 15mins they are on the ground, unless otherwise agreed with the Heliport Manager. Helicopters in Group 7 are not allowed in board of the FATO unless by prior agreement with the Heliport Manager.

3.2. Special Event Days

An additional landing charge of **£100** will apply for any slot booked on pre-defined special event days during the year defined as follows:

- **Cheltenham Gold Cup Day**
- **Royal Ascot (Ladies Day only)**
- **Farnborough Air Show (trade days only)**
- **British Grand Prix (Grand Prix Day only)**

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

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.

EARLY EXTENSION	07:00 - 07:30	£300.00
EVENING EXTENSION	19:30 - 21:00	£200.00
LATE EXTENSION	21:00 – 22:59	£500.00

Requests for Evening or Late extensions should be made by **19:30** on the same day to ensure sufficient operational notice (**18:00** at weekends). All requests for Early extensions should be made by at least **18:00** on the previous day.

4. PARKING CHARGES

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

4.1. Short Term Parking

Short term parking is chargeable for any non-booked parking or unplanned stays where notice to park has not been given. 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. The management reserve the right to refuse short term parking due to operational constraints.

4.2. 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 (i.e. up to 4/8/12 or 24 hours) and availability confirmed. Any changes or extensions to the prebooked reserved parking period must be submitted to the Heliport operations staff in advance for approval.

Any parking exceeding the pre-booked (reserved) parking period are chargeable at the short term parking rate for each additional parking hour, unless an extension to park has been authorised.

The availability of both short term and reserved parking space during operational hours (and overnight parking) is limited and subject to operational conditions. Where possible the Heliport staff 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.

5. CANCELLATION POLICY

5.1. General Slot Cancellation

Late slot cancellations that occur after the pre-booked slot ETA will be subject to a 100% charge of the total booking (i.e. any landing and reserved parking fees). No charge will be applicable for slots cancelled due to inclement weather or for specific operational reasons. The management reserve the right to cancel slots sometimes at short notice for operational reasons.

5.2. 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 plus special event surcharge
- Less than 12 hours notice – **50%** of landing plus special event surcharge
- Less than 4 hours notice – **75%** of landing plus special event surcharge
- Less than 1 hours notice – **100%** of landing plus special event surcharge

5.3. 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

5.4. Extended Operating Periods

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). 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.

6. BOOKINGS

The Heliport is PPR only and all requests for landings are to be made only by owners and operators by telephone directly to the Operations Desk (not Air Traffic). Slot booking requests must be made before **19:30** for extended evening or late opening on the same day (**18:00** at weekends) and **18:00** for early extensions the following day (before 07:30). Where requests already exist for late or early landings, acceptance of any further requests made after the cut-off times will be at the discretion of the management.

Requested slot timings which have been agreed by the Heliport must be adhered to in order to prevent congestion and delays and exceeded slot times will be penalised (see Section 4.1). Owners/operators are asked to ensure that the Heliport is kept informed of any proposed changes (timings, aircraft-type or registration/call-sign, crew details, fuel requests) to their operations into and out of the London Heliport. Since the programme of operations is changing throughout the day, any amendments to booked slot times must also be requested. The management reserve the right to refuse or cancel any slot booking for operational reasons.

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 4.1).

7. RESTRICTED FLIGHTS

Due to the slot restrictions in place at the London Heliport all Sightseeing, Familiarisation, Filming and Photographic movements are strictly subject to prior permission only.

8. SECURITY

Enhanced Security procedures are in place at the Heliport 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 at the Heliport.

Overnight parking of aircraft is entirely at the owner's risk. If security cover in addition to the electronic security systems currently installed at the Heliport is required, providing sufficient notice is given a static guard can be arranged to remain on site during hours of closure.

9. 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/ies 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.

10. FUEL

Jet A1 with AL48 additive 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.

11. PAYMENTS & FINANCE

11.1. Payment Policy

Bookings that are made **48 hours** in advance of the estimated arrival date & time must be paid for in full in advance either by debit or credit card.

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 strictly within 30 days and in accordance with our general Terms and Conditions.

All major Debit and Credit Cards (except Diners Card and American Express) are accepted. All prices are exclusive of VAT that will be charged at the prevailing rate.

11.2. 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 5).

Full (100%) refunds will be offered for all bookings paid for in advance that are cancelled by the Heliport staff for operational reasons (e.g. inclement weather).

12. ADDITIONAL SERVICES

The Heliport Staff will be pleased to discuss any additional services that customers may require.

12.1. Customs / Immigration

The London Heliport is able to accept inbound international flights provided the relevant authorities have been pre-notified **within 12 hours** of the estimated arrival time.

- **Customs** - All international flights to the Heliport (including the Channel Islands) require clearance from HM Customs. It is possible to obtain shorter clearances **within 4 hours** for inbound international flights only requiring only HM Customs clearance i.e. carrying only EC nationals inbound from other EC countries (excluding Irish Republic)
- **Immigration** - Non-EC passport holders arriving into the U.K. (including crew) require Immigration to be pre-notified. Visa details may also be requested.
- **UK Police National Ports Office** - Flights to and from the Irish Republic, Northern Ireland, Channel Islands and Isle of Man require clearance from UK Police National Ports Office (Terrorism Act 2000). Obtaining clearance for such flights is the responsibility of the owner/operator of the aircraft.

Owners and operators are required to provide all inbound passenger and crew details to the London Heliport within a minimum 12 hours of the estimated arrival time for customs & immigration purposes. These details should also be provided in advance for all outbound flights, although the Heliport is not required to pass these details to the relevant authorities until the actual time of departure.

This involves completing a HM Customs General Aviation Form which should be faxed to the Heliport and include the following specific details:

- **Passenger full name,**
- **Passport number**
- **Passenger Date of birth**
- **Nationality**

Whilst there is no Customs, Immigration or Police Special Branch presence at the Heliport any of these authorities may choose to attend the Heliport for a flight. Where they do attend a charge may be chargeable to the operator/owner of the helicopter. If satisfactory clearances have not been obtained from the relevant authority in time, then flights may be diverted to a designated airfield for customs purposes.

12.2. 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. On request a list of menu options can be provided. Any such additional catering request would be subject to an additional charge to the owner/operator.

12.3. Taxis / Chauffeur-driven car service

Taxis, booked on a cash-only basis, can be arranged by Heliport staff through one of the major radio-controlled London black cab 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. Any cancellation charges will be re-charged by the Heliport to the helicopter operator/owner concerned. The Heliport can also arrange chauffeur-driven car services if required. However payment for such services should be made directly with the service provider and is outside the normal invoicing terms of the Heliport.

12.4. Customer Car Parking

As car parking for customers is extremely limited at the Heliport, it is with regret that reserved car parking is not permitted. There is currently no charge for short term parking. Any owners leaving vehicles at the Heliport do so entirely at their own risk and must leave their car keys with the Heliport staff in case emergency access is required. The management reserve the right to refuse parking at short notice due to operational constraints.