

Terms & conditions

1. Introduction

- 1.1 These terms and conditions (“Terms”) apply to all bookings for services made via www.heathrow.com and all URL’s operated by Heathrow and its subsidiaries from time to time (the “Heathrow Group”) (together referred to as the “Website”). Please read carefully those Paragraphs of these Terms which apply to the services you are buying (any or all of Paragraphs 2 (for car parking), 3 (for valet parking), 4 (for lounges) or 5 (for the Premier Security service), 6 (for Porter services) and 7 (for Meet and Assist services). Please then read Paragraphs 8 to 11 which apply to all customers.
- 1.2 The Website is owned by LHR Airports Limited (Company Number: 1970855) (“Heathrow”) which is incorporated in England. The registered office of LHR Airports Limited is The Compass Centre, Nelson Road, Hounslow, TW6 2GW. Heathrow operates this Website and sells parking on behalf of Heathrow Airport Limited (Company Number: 1991017).
- 1.3 In these Terms, references to “the Airport” are references to Heathrow Airport Limited for all services provided at Heathrow. In these Terms “you” and “your” refer to any person who makes a booking via the Website and “we” and “us” refers to the Airport. The contract for car parking, valet parking, Fast Track Security, lounges (including the use of bedrooms or spa facilities), Porter and/or Meet and Assist is made between you and the Airport.
- 1.4 The VAT numbers for the airport operating companies and Heathrow Enterprises Limited are :
- | | |
|------------------------------|-------------|
| Heathrow Airport Limited | 927 3654 04 |
| Heathrow Enterprises Limited | 653 0947 31 |
- If you require further information regarding the Heathrow Group please contact us at <http://www.heathrow.com/company>.
- 1.5 These Terms contain important information and they specify those matters for which the Airport does not accept responsibility.
- 1.6 Should you need to contact us please either email us at orders@heathrow.com or call us on 0344 335 1000.

2. Car Parking

- 2.1 When you book car parking via the Website you will be given a unique booking reference number (“Booking Reference”), either (at your option) via an email or via a text to your mobile phone.
- 2.2 The booking you make is non-transferable either from you to someone else or between different car parks.
- 2.3 The booking you make is valid only for the times, dates, price, car park, terminal and airport specified in your booking.
- 2.4 The terms and conditions of use of the car park are as follows:
- (a) Car parks are priced per 24 hour period or part thereof. Prices are subject to change. Quotes are valid at the time of booking only. The number of “days” (24 hour periods) charged for when you pre-book is calculated on the basis of the times you select when making your booking. However, if your actual entry and exit time changes from that specified in your booking and as a result your actual time in the car park runs into another 24 hour period over and above that booked, you will be liable for an additional day’s charge

at the drive-up tariff. This is set out at the entrance to the car park, and this amount must be settled before you leave the car park. Please note that this applies irrespective of the reason why you are late back into the car park, unless your delayed return is caused by the negligence of the Airport.

- (b) All prices shown are in pounds sterling and include VAT at the prevailing rate.
- (c) When you enter the car park, it is imperative that, at the gate, you follow the instructions you have been issued with (via email). Please be aware that some car parks use a number plate recognition service and as such if your number plate is not recognised or is not consistent with the number plate for which you have booked, you may not be allowed in.
- (d) If you are issued with a car parking ticket on entry to the car park, please retain this in a safe place as you may need it to exit. On exit please follow the instructions issued to you at the time of booking.
- (e) When you have parked your vehicle, it is your responsibility to:
 - (i) lock your vehicle securely;
 - (ii) fully close all windows of your vehicle;
 - (iii) apply your handbrake properly;
 - (iv) engage any steering lock, alarm or immobiliser you have;
 - (v) not leave any animal or person within your vehicle;
 - (vi) ensure that your possessions are placed in a locked boot and are not on display.

The Airport cannot be held responsible for any loss or damage whatsoever occurring to your vehicle or possessions within it resulting from your failure to do these things. The Airport and its subcontractors do not accept any valuables or other articles for safe custody.

- (f) You must drive carefully and responsibly in the car park. You must also ensure that any children and animals are properly supervised and are at all times accompanied when they are using the car park. Please take care to be aware of all vehicles in motion within the car park.
- (g) You must comply with all directional signage and other instructions when in the car park.
- (h) The Airport does not accept liability for:
 - (i) damage to your vehicle (whether caused accidentally or by way of vandalism);
 - (ii) theft of, or from, your vehicle,

while the vehicle is in the car park, unless such damage or theft is caused by the negligence of the Airport or its agents or employees, and then only to the extent that the Airport's negligence has caused or contributed to the relevant damage or theft.

- (i) If you fail to collect your vehicle more than 30 days after the date which you have specified for exit in the booking then, absent a written notification to us specifying:
 - (i) the vehicle registration number;
 - (ii) its approximate location within the car park; and
 - (iii) the reason for the delay in collection plus details of the expected (revised) collection date,

we will deem the vehicle to have been abandoned. In such circumstances, providing we serve not less than 30 days notice in writing via recorded delivery to the address provided at the time of booking, we shall be entitled to remove and sell the vehicle and deduct from the proceeds both our reasonable handling expenses and any unpaid sums for days in which the car has been in the car park calculated at the drive up tariff. We will then remit the balance to the credit card of the person who has made the booking (unless we are notified to do otherwise in writing). Our rights of disposal set out herein are in addition to any of our rights to dispose of unclaimed vehicles under the Torts (Interference with Goods) Act 1977.

- (j) While the Airport uses reasonable endeavours to ensure that the car parks are secure, the Airport does not guarantee that they are a secure environment.
- (k) If you have paid to use a premium parking service in any car park ("Fast Track Parking" at Heathrow Airport), we shall endeavour to ensure that this is available to you upon arrival, but cannot guarantee availability of the relevant facilities. Should the premium service not be available, we shall refund to you the difference between the cost of the premium service and the standard rate for the relevant car park for the time during which your vehicle is within it.

2.5 The following terms apply to use of the transfer service:

- (a) Please be aware that you need to leave an appropriate amount of time to reach the terminal building from the car park using the transfer service. Guides to the estimated transfer time (in normal traffic conditions) and the frequency of buses or pods are set out on the Website, but in addition to this you should ensure that you factor in time to find a space, get your luggage out of the car, lock the car and walk to the relevant bus stop or pod station. The Airport does not accept responsibility if you miss your flight or your airline check-in has closed because you have not left enough time to get into the car park, and then from the car park to the terminal.
- (b) Please take care to ensure that you board the correct bus as in multi terminal airports not all buses call at all terminals.
- (c) The estimated frequency of the buses or pods and the estimated journey time to the terminal (in normal traffic conditions) is set out on the Website.
- (d) Please ensure that you remember to take all your luggage off the bus or pod when you arrive at your terminal. The Airport does not accept responsibility if you miss your flight or your airline check-in has closed because you have to recover luggage which you have left on the bus or pod.
- (e) The Airport does not accept liability for increased duration of transfer times from car park to the terminal building which are caused by exceptional volumes of traffic, road works or accidents, mechanical breakdown or failure, adverse weather conditions or staff shortages (howsoever caused).

2.6 In using the car park, you agree to abide by any additional terms of such use that may be displayed in or around the car park. These may include, but are not limited to, terms regarding permissions to be in the car park and penalties for parking in prohibited places.

2.7 We reserve the right to move any vehicle within or outside the car park to the extent that we deem necessary to carry out the efficient management of the car park.

2.8 If your vehicle is parked in a manner which (in our reasonable opinion) is unsafe, is outside of a designated parking space, impedes the free flow of traffic in and around the car park or is in breach of any restriction marked on signage or on the ground in the car park (or otherwise brought to your attention), we may:

- (a) cause your vehicle to be removed without notice, and you will be responsible for the costs of such removal and recovery; and/or
- (b) issue a parking charge notice to you for such amount as may be published at the car park from time to time in respect of the relevant breach.

2.9 The following are not permitted in the car park, and we reserve the right to refuse to allow you to use the car park if you carry out any of these activities in the car park:

- (a) conducting any service work, cleaning or repairs to your vehicle;
- (b) carrying out any business activity, including but not limited to in connection with selling, hiring or other disposal of your vehicle;
- (c) filling or emptying of fuel tanks;
- (d) misusing or damaging any part of the car park;
- (e)

parking outside of a designated parking bays (appropriate to your vehicle) or otherwise as instructed by car park staff;

- (f) driving dangerously or too fast;
- (g) making unnecessary noise or nuisance, including playing music in a way that annoys other users of the car park or people living or working nearby;
- (h) filming or taking photographs;
- (i) cooking or lighting fires;
- (j) using the full facilities of a camper van, including but not limited to the toilet, bathroom and kitchen;
- (k) doing or attempting to do anything which is a criminal offence;
- (l) spending excessive time (as we may determine) in your vehicle in the car park. This includes sleeping in your vehicle.

3. Valet Parking

3.1 All prices shown are in pounds sterling and include VAT at the prevailing rate.

3.2 When at the valet parking reception area, you must drive carefully and responsibly. You must also ensure that any children and animals are properly supervised and are at all times accompanied when they are at the reception area. Please take care to be aware of all vehicles in motion within the reception area.

3.3 When you have parked your vehicle at the reception area, it is your responsibility to:

- (a) lock your vehicle securely (but leave the key with us);
- (b) fully close all windows of your vehicle;
- (c) apply your handbrake properly;
- (d) engage any steering lock, alarm or immobiliser you have;
- (e) not leave any animal or person within your vehicle;
- (f) ensure that your possessions are placed in a locked boot and are not on display.

The Airport cannot be held responsible for any loss or damage whatsoever occurring to your vehicle or possessions within it resulting from your failure to do these things. The Airport and its subcontractors do not accept any valuables or other articles for safe custody.

3.4 You must comply with all directional signage and other instructions when in the reception area.

3.5 The Airport is responsible for ensuring that your car is driven carefully, and the Airport and its subcontractors are insured for any loss or damage to your vehicle which occurs as a result of the negligent driving of the Airport's employees and subcontractors who are providing the valet parking service. As such, the Airport will pay to you the reasonable cost of repairing any damage to your vehicle which is caused by the negligent driving of its employees and subcontractors while they are providing the valet parking service, provided that the aggregate liability of the Airport and its subcontractors to you shall be limited to £50,000 (fifty thousand pounds).

3.6 Except as set out in Paragraph 3.5 above, the Airport does not accept liability for damage to your vehicle (whether caused accidentally or by way of vandalism) while the vehicle is in the car park/reception area.

3.7 The Airport does not accept liability for theft of or from your vehicle unless you have entrusted the keys of the car to the Airport and then only provided that the keys have been used in order to carry out the theft.

3.8 You should ensure that you leave with the Airport's employees or subcontractors only your ignition key, the key to your driver's door and the key for any security or immobilisation device fitted to your vehicle. The Airport and its subcontractors accept no liability for any loss or damage suffered by you where you leave other keys with us.

- 3.9 By leaving your vehicle with the Airport's employees or subcontractors, you warrant that the vehicle is and at all times while in our custody shall be roadworthy, has a valid MOT, tax disc and is properly insured so as to comply with all relevant legislation in the United Kingdom. You hereby indemnify the Airport and its subcontractors in respect of all claims, losses, damages, costs and expenses suffered by the Airport or its subcontractors arising from any breach of this warranty. You accept liability for all harm suffered by third parties as a result of any breach of this warranty.
- 3.10 If you fail to collect your vehicle more than 30 days after the date which you have specified for exit from the car park in the booking then, absent a written notification to us specifying:
- (a) the vehicle registration number;
 - (b) the reason for the delay in collection plus details of the expected (revised) collection date,
- we will deem the vehicle to have been abandoned. In such circumstances, providing we serve not less than 30 days notice in writing via recorded delivery to the address provided at the time of booking, we shall be entitled to remove and sell the vehicle and deduct from the proceeds both our reasonable handling expenses and any unpaid sums for days in which the car has been in the car park calculated at the drive up tariff. We will then remit the balance to the credit card of the person who has made the booking (unless we are notified to do otherwise in writing). Our rights of disposal set out herein are in addition to any of our rights to dispose of unclaimed vehicles under the Torts (Interference with Goods) Act 1977.
- 3.11 While the Airport uses reasonable endeavours to ensure that the car parks are secure, the Airport does not guarantee that they are a secure environment.

4. Airport Independent Lounges

- 4.1 Lounge services (including spa products and bedroom facilities) are provided by designated operators to you directly. Each provider's terms and conditions apply to lounge services in addition to those set out in this Paragraph 4, and are available at <https://www.executivelounges.com/en/tandc/> (in respect of Servisair (Aspire) lounges) and <https://www.no1traveller.com/terms.htm> (in respect of No.1 Traveller lounges), <https://www.plaza-network.com/terms> (in respect of Plaza lounges) and <https://www.skyteam.com/en> (in respect of Skyteam lounges).
- 4.2 All prices shown are in pounds sterling and include VAT at the prevailing rate.
- 4.3 Your booking is non-transferable either from you to someone else or between different airport lounges.
- 4.4 Your booking is only valid for the date, price, lounge, terminal and airport specified when you book.
- 4.5 Any regulations relating to the use of the lounge are usually displayed on the entrance to the relevant lounge or alternatively you can request them at the entrance to the lounge from the relevant airport lounge operator.
- 4.6 Subject to lounge opening times, your booking allows you to arrive at the lounge up to 3 hours after your reserved arrival time, but please note that your 3 hour booking runs from that reserved arrival time, and you will be expected to leave the lounge 3 hours after your reserved time (unless you have purchased additional hours in the lounge). If you arrive prior to your reserved arrival time, or more than 3 hours after it, or if you wish to remain in the lounge beyond the 3 hours after your reserved arrival time, your use of the lounge is at the discretion of the lounge staff.
- 4.7 There may be restrictions on the minimum age of children permitted access to the lounge. Where children and infants are admitted it is your responsibility to supervise them.
- 4.8 Smoking restrictions will apply. These are detailed on the Website.
- 4.9 All lounges have a smart casual dress code and all users of the lounge should not misbehave or be drunk or disorderly. Lounge staff reserve the right, at their absolute discretion, to refuse admission and/or to ask people to leave if their behaviour or clothing is inappropriate and/or may

cause offence or distress to other users of the lounge. Please act with courtesy and consideration at all times for other users of the lounge.

- 4.10 Lounge staff may announce your flight but cannot guarantee to do so. All lounges have flight information screens and you are responsible for looking at the screens and catching your flight. The Airport does not accept liability if you miss your flight due to failure to check the screens.
- 4.11 The Airport does not guarantee that any particular catering or facilities within the lounge will be available at the time of your visit nor does it offer any guarantees as to your enjoyment of the lounge. The Airport does not guarantee that the lounge will be available to you, and the right to use it may be withdrawn without notice. If you are not admitted to the lounge, except on account of your behaviour or dress, the Airport will refund to you the price paid in respect of that service.
- 4.12 The lounge staff have the right (at their discretion) to refuse to serve you any champagne that has been purchased in advance, or any other alcohol as may be available in the lounge, if you cannot prove that you are over 18 years of age or for any other reason relating to your behaviour in the lounge. No refund shall be given in such circumstances.
- 4.13 If you have purchased any spa products (including a spa package, express massage in the lounge or any service provided in the "Travel Spa" area), please be aware that these are provided by the lounge operator (No.1 Traveller Limited) and the Airport accepts no liability for any harm suffered by you in respect of such products or services except only to the extent that such harm is caused by the Airport's negligence. Please ensure that you make yourself aware of the terms and conditions relating to spa products which are available on <https://www.no1traveller.com/terms.htm>.
- 4.14 If you have purchased the use of a bedroom, you must bring a credit or debit card with you in order to use that bedroom. This need not be the same card as used in making the booking. Please ensure that you make yourself aware of the terms and conditions relating to the use of bedrooms which are available on <https://www.no1traveller.com/terms.htm>.
- 4.15 You must bring confirmation of your booking with you in order to use the lounge, spa or bedrooms, in the form specified when you booked.

5. Fast Track Security

- 5.1 Your booking is only valid for the date, price and terminal specified when you book. Your booking is non-transferable.
- 5.2 We cannot guarantee the availability of the service, and the right to use Fast Track Security may be withdrawn at any time without notice by the Airport. We reserve the right to limit, extend, alter and prohibit access through Fast Track Security for operational, security, contingency and/or emergency reasons. In these circumstances passengers may be redirected to the main security area but will be issued a full refund.
- 5.3 The purchase of Fast Track Security only provides access to the Fast Track Security area, and we cannot give any assurances regarding how long it will take you to clear security. This product does not in any way excuse you from the requirement to submit to full security screening.
- 5.4 It is your responsibility to ensure that you leave adequate time to clear security prior to your flight. Please contact your airline or check your ticket for advice on how early to arrive at the airport prior to your flight. The Airport does not accept any liability if you miss your flight because you have not left enough time to clear security.
- 5.5 Your booking is made on a pre-booked time slot allocation. It is your responsibility to ensure that you arrive within your booked time. If for any reason you miss your allocated time we will endeavour to ensure access to Fast Track Security, however, this cannot be guaranteed.
- 5.6 You must bring confirmation of your booking with you in order to use Fast Track Security.
- 5.7 Bookings must be for travel at least 48 hours after the time of your Fast Track Security booking.

6. Porter

- 6.1 Your booking is only valid for the date, price and terminal specified when you book. Your booking is non-transferable. You must bring confirmation of your booking in order to use the Porter Service.
- 6.2 We cannot guarantee availability of the Porter service and the right to use the Porter Service may be withdrawn at any time without notice by the Airport. In these circumstances you will be issued a full refund of any fees paid to us in advance in respect of the Porter Services.
- 6.3 Your booking is for the use of a dedicated Porter to carry your bags to check-in or your point of onward travel. Porters can be pre-booked online or hailed on arrival at the Departures Forecourt or Baggage Reclaim Hall.
- 6.4 A passenger's late arrival at Heathrow airport may result in the relevant airline refusing to accept passengers for the flight. In such circumstances, the charge for the Porter service will be non-refundable. The Airport does not accept any liability if you miss your flight. It is your responsibility to ensure you allow adequate time to travel through the Airport and security.
- 6.5 Passengers must comply with the relevant airlines terms and conditions (including any baggage restrictions) at all times. Any excess baggage charges must be paid by the passenger directly to the relevant airline. Heathrow will not intervene in any dispute between an airline and their passengers.
- 6.6 If you are running later than stated, please contact us no later than 30 minutes in advance of your scheduled booking on 0344 335 1000 or at orders@heathrow.com. Failure to do so may result in your booking being cancelled at full charge.
- 6.7 The Porter equipment (a Geest truck) can take up to 10 conventional size luggage (as defined below in clause 6.7a). Any luggage dimensions that are not of a conventional size and cannot be mounted on to the Porter equipment, will fall under the category of oversized luggage (unconventional size as defined below in clause 6.7b) will incur additional cost depending on the additional equipment and manpower used to carry out the Porter service.
 - a. Conventional size Luggage - Items that do not exceed the following dimensions: 90x75x43cm (35.5x29.5x16in) with maximum weight of up to 32 kilograms.
 - b. Oversized Luggage (Unconventional size) - items exceeding the conventional dimensions detailed at 6.7a above and, Sports equipment such as Bikes, Surfboards, Snowboards, Ski equipment, Golf clubs, Musical and Media items such as Cellos, Double basses, Sound equipment, filming equipment etc.
- 6.8 If your luggage requires additional Porter(s) equipment and manpower then there will be an additional charge of rate of £20 per Porter (the standard Porter roll up rate).
- 6.9 Carnet and VAT reclaim desks visits are not included within the Porter service. If you require assistance visiting the Carnet or VAT an additional charge of £20 is payable.
- 6.10 Once the passenger instructs the Porter to attend the Carnet and/or VAT reclaim desks, the additional charge of £20 will be payable even if the passenger changes their mind once arriving at the Carnet and/or VAT reclaim desk for any reason.
- 6.11 Pre-booked baggage Porters for an arrival service will be positioned by the baggage carousel relevant to your flight number and will be holding a name board. Pre-booked baggage porters for a departures service will be positioned on the departures forecourt and will be holding a name board. It is the responsibility of the arriving passenger to make themselves known to the Porter allocated to this booking by approaching the Porter and introducing themselves. You should contact the customer service team on 0344 335 1000 if you cannot locate your porter in the first instance. If the passenger continues with their journey without approaching the waiting agent(s) or contacting the customer service team within 45 minutes of the requested meeting time then it will be considered as 'no show' and may result in your booking being forfeited at full charge. A contact number must be provided as part of the booking process. Heathrow cannot take responsibility for services which cannot be fulfilled due to not being able to contact the passenger save for in the event that the passenger is still onboard their flight.
- 6.12 Pre-booked Porters for a departing service will be positioned at the requested meeting point 15 minutes before the agreed meeting time. Please refer to the booking confirmation for the

requested location and meeting time. You should contact the customer service team 0344 335 1000 if you cannot locate your Porter in the first instance or if you are expected to be delayed. If the passenger continues with their journey without approaching the waiting agent(s) or contacting the customer service team within 45 minutes of the requested meeting time then it will be considered as a 'no show' and may result in your booking being forfeited at full charge. A contact number must be provided as part of the booking process. Heathrow cannot take responsibility for services which cannot be fulfilled due to not being able to contact the passenger.

- 6.13 In a case where a passenger contacts the customer services team within 45 minutes of an agreed meeting time to inform of a possible delay, the Porter will be stood down, and may (depending on availability) be re-allocated once the passenger informs Heathrow that they are on route. Heathrow cannot take responsibility for services which cannot be fulfilled due to not being able to contact the passenger, delays to the inbound aircraft or delays in the passenger arriving at Heathrow.

7. Meet and Assist

- 7.1 Your booking is only valid for the date, price and terminal specified when you book. Your booking is non-transferable.
- 7.2 Your booking is for the use of a dedicated pre-booked Meet and Assist agent to escort and guide you through your Heathrow journey.
- 7.3 Passengers under the age of 16 years old may not use the Meet and Assist service unaccompanied. Children under the age of 2 years old may use the Meet and Assist service for free.
- 7.4 In respect of departing passengers, a passenger's late arrival at Heathrow airport may result in the relevant airline refusing to accept passengers for the flight. In such circumstances, the charge for any booked Meet and Assist services will be non-refundable.
- 7.5 The price for the Meet and Assist services includes the first 3 hours of service. After the first 3 hours of service an additional fee of £30 per hour will be charged being made against the card made to make the original payment.
- 7.6 In respect of arriving passengers, passengers will be welcomed by the Meet and Assist agent at their arrival gate or coaching gate within the main terminal building. The Meet and Assist agent will have a name board displaying the party name and reference number. Due to the nature of airport operations flights may be subject to last minute gate changes so if you cannot see your Meet and Assist agent once you arrive at your gate then please call the customer service team on 0344 335 1000. It is the responsibility of the arriving passenger to ensure that they meet the Meet and Assist agent at the top of the jet bridge or arrival coaching gate before commencing with their onward journey. If the passenger continues on their journey without approaching the waiting agent or contacting the customer service team then it will be considered as a 'no show' and may result in the booking being cancelled at full charge. A contact number must be provided as part of the booking process. Heathrow cannot take responsibility for services which cannot be fulfilled due to not being able to contact the passenger.
- 7.7 A contact number for the passenger(s) travelling must be provided as part of the booking process. Heathrow cannot take responsibility for services which cannot be fulfilled due to Meet and Assist agents not being able to contact the passenger or being at the agreed meeting point at the time defined during the booking process.
- 7.8 Arriving passengers who have pre-booked the Meet & Assist service and have requested a single child pushchair/stroller service will be welcomed by the Meet & Assist agent either at the gate or on the forecourt with a fully assembled, single child pushchair/stroller, subject to availability. This is a single child pushchair/stroller service, any additional requirements must be requested in advance. A maximum of three pushchairs/strollers may be requested per Meet & Assist service booked. The pushchair/stroller will have been subject to a full safety check prior to use to ensure that the equipment complies with all necessary Health and Safety requirements.

All Meet & Assist agents are fully trained on the use of the equipment. Pushchairs/strollers are designed for the use of infants not exceeding 15kgs.

- 7.9 It is the responsibility of the parent/guardian to place their own child into the pushchair/stroller and ensure that the safety harness is secured around the infant prior to moving off and follow all safety instructions given to them by the Heathrow Meet & Assist agent.
- 7.10 To prevent tipping, under no circumstances should any luggage be placed on the handles of the pushchair/stroller. The storage basket can be used for smaller items not exceeding 4.5kgs. The pushchairs/stroller must not be used on stairs or escalators. The Heathrow Meet & Assist agents will advise of the whereabouts of the elevators/lifts provided in the Terminals.
- 7.11 The parent/guardian accepts full responsibility for their child whilst utilising the equipment provided by Heathrow.

8. Cancellations or changes to pre-bookings for car parking, valet parking, lounges, Fast Track Security, Porter and Meet and Assist services

- 8.1 Should you wish to cancel or make changes to your booking or part of it you may do so via the Website. Please click on the "Manage my booking" section. You may also telephone us on 0344 335 1000 to cancel a booking or email orders@heathrow.com. However please note that if you have purchased a SuperSaver or Leisure Special product (which offers a larger discount for bookings made a certain number of days in advance as detailed on the Website) you cannot cancel or amend these once you have booked.

Cancelling your booking

- 8.2 In order to consider a refund, the Airport must receive notice of your cancellation:
 - (a) at least 2 hours before the car park entry and valet parking drop off start date and time;
or
 - (b) at least 24 hours before the date and time of your lounge, spa or bedroom entry time of your original booking
or
 - (c) at least 24 hours before the date and time of your Porter or Meet and Assist service booking.

If you do not give the required advance notice as stated under (a) for the car park entry and valet parking or (b) for lounge, spa or bedroom entry facilities, or (c) Porter or Meet and Assist service no refund will be given.

Amending your booking

- 8.3 Where a change is required by you for a reduction in the number of days of your car park or valet parking booking then, the Airport must receive notice of your change to your booking at least 2 hours before the car park entry start date and time of your booking. If you do not give the required advance notice as stated, no refund will be given or if the change requires additional parking days to those indicated in your booking you may have to pay the full daily rate from time to time of the relevant car park.
- 8.4 Where a change is required by you to your lounge, spa or bedroom entry, Fast Track Security, Porter or Meet or Assist booking then, the Airport must receive notice of your change at least 24 hours before the start date and time of your booking.

General

- 8.5 No retrospective refunds will be made after the car park entry start date, date of valet parking drop off or lounge, spa or bedroom entry time of your booking (as detailed on your voucher), Fast Track Security, Porter or Meet and Assist service if you have not followed the cancellation and/or changes to booking procedures set out in clause 8.2 above.
- 8.6 No refund will be made if a booking has not been redeemed for any reason or cancelled in accordance with these Terms following procedures set out above.
- 8.7

Any days booked and left unused will not be refunded unless you have followed the changes to booking procedures set out above in clauses 8.1 and 8.3.

- 8.8 No refund (only made where due) will be made unless you can provide the Airport with a pre paid booking reference number. Refunds are made to the original card on which payment was made.
- 8.9 Your statutory rights are not affected.
- 8.10 If the Airport cancels your booking for a reason within its direct control and not due to an event beyond the Airport's control (see Paragraph 9 below) then the Airport will refund the amount it has received from your pre-booking to you on the card on which payment was made.

9. Events beyond the Airport's control

- 9.1 The Airport does not accept liability for any failure by it to perform its obligations due to an event beyond its reasonable control. A non-exhaustive list of such events includes war or threat of war, riots, civil strife, terrorist threats or activity, industrial disputes, natural and nuclear disaster, fire, adverse weather conditions, volcanic eruption or ash cloud, government regulations, closure or congestion of airports, and / or cancellation or changes of schedules by airlines.
- 9.2 Except as expressly stated in these Terms, the Airport shall not be obliged to either refund any pre-payment by you, or make any other change to your booking in the event that you wish to amend or cancel your booking due to an event of the kind listed in Paragraph 9.1.

10. Our liability to you

- 10.1 The Airport will act with reasonable skill and care when providing services to you.
- 10.2 Nothing in these Terms limits the Airport's liability in the case of death or personal injury caused by the Airport's negligence, or in the case of fraud.
- 10.3 Without prejudice to Paragraph 10.2 above, the Airport's liability to you for the provision of car parking, valet parking, Fast Track Security, lounge services, Porter or Meet and assist shall be limited to an aggregate of £50,000.
- 10.4 The Airport does not accept liability for:
- (a) any indirect or consequential loss; or
 - (b) any loss of profit, loss of enjoyment, loss of revenue, loss of data, or loss of earnings.

11. Feedback and complaints

- 11.1 If there is any aspect of our service with which you are not happy, you can contact us to provide your feedback, raise a query or make a complaint by:
- Calling us on 0344 335 1000
 - Writing to us at orders@heathrow.com
 - Completing our online feedback, query and complaint form

12. General

- 12.1 Any contract made between you and us via the Website is governed by English law.
- 12.2 We reserve the right to change these Terms, but once you have made a booking the Terms which apply are those which were on the Website at the time of booking. However please do not assume that the Terms which applied on one occasion when you booked a service from us will continue to apply when you next book. We recommend that you always read these Terms before booking to satisfy yourself that you accept them.
- 12.3 These Terms, along with all other relevant terms and conditions that are referred to herein (including those available at the car park and online from lounge operators), constitute the entire agreement between you and the Airport with respect to the sale of the relevant services.

Last updated: July 2021