



Note No: 410/12

Protocol Directorate of the Foreign and Commonwealth Office presents its compliments to all Diplomatic Missions and International Organisations and has the honour to refer to our Note No 392/12 dated 8<sup>th</sup> October 2012 about the Royal Suite at Heathrow Airport and the forthcoming changes to the management and booking process for the Royal Suite by Diplomatic Missions following the signing of the new Royal Suite contract between the Foreign and Commonwealth Office (FCO) and Heathrow Airports Ltd (HAL) formerly part of BAA.

As we advised in FCO Note 392/12, HAL have produced a Guide to the Changes and New Procedures for Heathrow's VIP Service. We attach an electronic version of this Guide for your use. Please note that the start date for the new contract within Guide should read 1st November and not 1st October. Any questions about the content of the Guide should be directed to the Heathrow Commercial Manager, Sarah Lewis on 07775 024 337, or by email [sarah.lewis@baa.com](mailto:sarah.lewis@baa.com)

Protocol Directorate of the Foreign and Commonwealth Office avails itself of this opportunity to renew to all Diplomatic Missions and International Organisations of its highest consideration.

FOREIGN AND COMMONWEALTH OFFICE

LONDON SW1

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