

## **GENERAL NOTICE: FACILITIES FOR VIPs AT HEATHROW AIRPORT - 1 August 2007**

**Please read this document thoroughly – it contains many changes to the previous General Notice.**

### **CONTENTS:**

1. Summary
2. Introduction
3. The VIP Suites
  - Staffing
  - Airline involvement
  - Use of lounges
4. Booking the Suites
  - Out of hours
  - Items to note
  - Information required
  - Charging
  - If you wish to cancel or change a booking
5. Security Access
  - Transport
  - Security access form
  - Number of vehicles and personnel allowed airside
  - Confirmation of your fax
  - Height restrictions, Spelthorne Suite
6. Security Procedures
  - Before a movement takes place
  - Security search
  - Process at a control post
7. Driving “Airside”
  - Rules for driving Airside

8. Greeters
    - Numbers of seers off/greeters
    - Greetings and farewells
  9. Use of the Heathrow Express
  10. Departures through a suite
    - Attendance times
    - Large amounts of luggage
    - What to do if the VIP is delayed
    - Excess baggage
    - Baggage x-ray
  11. Arrivals through a VIP Suite
    - Timings
    - Diversions
  12. Facilities in the Suites
    - Refreshments
    - Shopping
  13. HM Customs and Immigration clearances
  14. Media interviews, filming, photography
  15. Transfers
  16. Help through facilities
  17. Contact phone numbers
  18. Queries
- Attachments:
- A: List of persons entitled to use the suites
  - B: Maps of access to suites
  - C: Security Access Form
  - D: Driver's Do's and Don'ts'

# **FACILITIES FOR VIPs AT HEATHROW AIRPORT**

## **1. SUMMARY**

This Notice updates information on facilities available for VIPs using Heathrow Airport and supersedes GN 10/92; it is effective from 1 August 2007. The notice advises Royal Households, Diplomatic Missions, Government Departments and certain Inter-Government Organisations of the operation of the VIP suites at Heathrow.

## **2. INTRODUCTION**

VIP suites will be made available to those named on the entitlement list. This list has been drawn up by the Foreign and Commonwealth Office, Attachment "A". Authorisation for any persons not listed can only be granted by the government department involved or the Foreign and Commonwealth Office, Protocol Directorate, telephone 0207 008 8159. Missions requiring a VIP suite for a visitor on official business or transiting the UK should submit the reservation on the appropriate booking form to the VIP facilities section in the FCO. Bookings for private use of the suites by entitled VIPs should be made directly with the Special Facilities Booking Office at the airport.

Terminology:

A "movement" is ONE booking for a VIP group of the specified size - whether arriving or departing.

A "passenger" is a member of a VIP party who is travelling by aircraft that day. An "Official Visit" is when the visitor has an official meeting with a member of Her Majesty's Government and no charge is made to the Mission for the use of the Suite.

A "Private Visit" is when a visitor does not have official meetings with Government officials and therefore Missions will be charged for use of the VIP suites.

## **3. THE VIP SUITES**

3.1 There are four suites at Heathrow:

\***Hounslow Suite:** serving airlines using Terminals 1 and 2.

\* **Hillingdon Suite:** serving airlines using Terminal 3.

\* **Spelthorne Suite:** serving airlines using Terminal 4.

\* **Royal Suite:** used for some private VIP aircraft. This suite is dealt with separately, and the instructions below do not relate to the Royal Suite.

- 3.2 In normal circumstances, the VIP suite allocated will be the suite adjoining the terminal through which the relevant airline operates.

### 3.3 STAFFING

The suites are staffed by a team of 12 Special Facilities Officers who work on a shift basis and share the duties of all the suites between them. They ensure, together with the airline concerned, that the VIP and the entourage are processed as quickly and as easily as possible.

### 3.4 AIRLINE INVOLVEMENT

The suites are run independently of any airline by BAA, however some airlines do assist in the suites. British Airways have their own Special Services department, who can deal with requests concerning special arrangements for their flights.

Duty Manager, BA Special Services, Terminal 1: 0208 513 3257/3255 Duty Manager, BA Special Services, Terminal 4: 0208 564 0859/0861
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Booking a ticket through an airline does not automatically secure a VIP suite. It may allow the passenger entry into the airline lounge which is a separate operation in the terminal. The VIP suite must be booked through the Special Facilities Office (see below).

### 3.5 USE OF LOUNGES

Each suite has a number of lounges, and therefore VIPs will not have exclusive use of the whole suite. Unfortunately, it is not possible to reserve a suite or even a lounge exclusively for any one person or group for meetings, due to the pressure of demand from other VIP suite users.

## 4.1 BOOKING THE SUITES

Bookings should be made by telephone on 0208 745 7171. This telephone is staffed by a team of three administrative staff during weekdays, from 07.30 till 19.30.

## 4.2 BOOKINGS OUT OF THESE HOURS

In an emergency it is possible to make bookings out of hours and at weekends with the Special Facilities staff on duty at the suites, although they are sometimes unavailable and it may be necessary to make contact at a later time. Bookings are not taken after 22.30.

## 4.3 ITEMS TO NOTE

- Bookings for the suites should be made as far in advance as possible, and with an absolute **minimum of 6 hours** before travel. Bookings made within the 6-hour limit will be refused, as six hours is the minimum time necessary to make arrangements.
- A maximum of **six flying passengers** will be permitted to accompany the VIP through the suite.
- For British Airways flights, **names of these passengers** should be faxed through to BA so that seats can be pre-allocated and a full VIP service provided. This requirement is in the interest of the passengers. Without this, the departure of the party may be delayed.

The fax numbers are:

BA Terminal 1: 0208 562 7776 (Hounslow Suite movements) BA Terminal 4: 0208 562 9181 (Spelthorne Suite movements)
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## 4.4 INFORMATION REQUIRED

The following information is required when booking a suite:

- |   |
|---|
| (a) Name and status of VIP  |
| (b) Date of travel, flight number and time of arrival or departure  |
| (c) Precise numbers of other passengers travelling with the VIP (and names if it is a BA flight)                            |
| (d) Office, telephone number and name of person making the booking, and account number (if a Government Department booking) |

(e) For private aircraft, the registration numbers/letters, point of origin/destination of the aircraft, type of aircraft, the time of the slot obtained and the name of the handling agent.

Please note it is the handling agent's responsibility to arrange for all matters connected with the aircraft's arrival/departure/parking requirements.

4.5 The person receiving the booking will then:

- (a) Check that the flight details conform to the current schedule
- (b) Provide a reference number for the booking which should be recorded by the person making the booking, and used on the Vehicle Access Notification form (see below)
- (c) Allocate a suite

4.6 **CHARGING**

At the end of the month a charge for the suite is sent by BAA to the relevant Government department or organisation, or to the Foreign and Commonwealth Office for bookings made by Embassies and High Commissions. Missions will be invoiced direct by the FCO for all Private visits. Bills are to be settled within 30 days.

The charge to Government departments and organisations other than the FCO is calculated according to a stringent formula controlled by the Foreign Office. It allows BAA to recover only all costs connected with the VIP operation. The charge is set retrospectively hence account holders may receive an additional invoice after the end of the year if they have been undercharged – or a credit note if they have over paid.

4.7 **IF YOU WISH TO CANCEL, OR CHANGE A BOOKING**

- *Please* call the suite bookings number, 0208 745 7171, or, if the movement is in the next hour, call the suite direct.
- Calling Control Post Security will not cancel or change the booking. Only a cancellation/change made with Special Facilities is acceptable, to prevent a charge being made.

- Changes to bookings will only be accepted from the normal official embassy channels. Information from drivers is not acceptable.
- If a change for early the following morning needs to be made the night before, the SFO on duty should be notified, by calling the suites, before 22.30 and preferably no later than 21.00 hours.

## 5. SECURITY ACCESS

### 5.1 TRANSPORT

The only method of access to the VIP suites is by vehicle (which cannot be a black cab). It is not possible to walk to a suite, or to arrange to be “picked up” at a Control Post and taken to the suite. The sponsor government department/Mission/ Royal Household should provide sufficient vehicles to carry VIP groups to and from the suites, **including transporting VIP groups in transit at the airport.**

### 5.2 SECURITY ACCESS FORM

Once you have been issued with a booking reference number, this should be put on the Security Access Notification Form (see Appendix C) and faxed to the Control Post Security department, who control access through the security control posts.

You will need the following information to fill in the Security Access Notification Form:

- Registration number of each vehicle
- Names of drivers
- Names and designations of all passengers in the car

The form must be faxed to Security **no less than 4 hours** before the movement. Receipt of the form any later than this may cause delays to the VIP accessing the restricted area.

The VIP Security desk is staffed during normal office hours only, 09.00-17.00 hours, 7 days a week. Out of these times, staff on general duties will attempt to deal with your faxes, however communication should be kept to a minimum, and a speedy response cannot be guaranteed.

### 5.3 NUMBERS OF VEHICLES AND PERSONNEL ALLOWED AIRSIDE

For reasons of security and a lack of space in all suite car parks, the number of vehicles at the VIP suites is restricted. The following points should be remembered when filling in an Access Notification Form:

#### VEHICLES

**- A maximum of 5 vehicles are allowed airside per movement.**

This number changes to a maximum of 7 vehicles if there is more than 1 VIP from the same mission on the aircraft, or if a number of bookings are made by the same mission for different VIPs arriving on the same aircraft.

**- Please only supply the minimum number of vehicles required to transport the VIP party and strictly necessary Mission staff.**

**- We suggest people carriers, minibuses and buses are used** whenever possible due to the severe parking restrictions at the Hounslow and Hillingdon Suite (although for Spelthorne Suite please see below for height restriction information).

#### PASSENGERS:

**- A maximum of 6 passengers are allowed to accompany a VIP though the suite as part of the travelling party flying with him.**

**- A maximum of 5 meeters are allowed access to meet each flight or to bid the VIP farewell.** Embassy staff holding an airport ID pass should be included on the Security Access Form and will be counted as part of the group of 5 greeters. This maximum applies per mission, no matter how many VIP groups arrive or depart on one flight. Therefore if there are three movements for the same mission on one flight, only 5 greeters are permitted.

**- For the first arrival or last departure of a Head of Mission accredited to London, up to ten persons are permitted to attend by arrangement with the Protocol Directorate of the Foreign and Commonwealth Office.**

### 5.4 CONFIRMATION OF YOUR FAX



Once Security have received your Access Notification Form with details of the vehicles they will fax it back, either with a stamp confirming access has been authorised, or with a note that it has been "rejected", with reasons why it has been rejected.

## 5.5 HEIGHT RESTRICTION, SPELTHORNE SUITE

- The Spelthorne Suite access road has a 7ft restriction. Vehicles above this height will not be able to gain access to the suite. All efforts should be made for vehicles used to be lower than 7ft.
- Drivers of baggage vehicles higher than 7ft will be asked to off load the vehicle at the top of the suite access ramp and move the baggage to the suite themselves, as BA will not pick up bags from the top of the ramp. A wheeled geest truck is available at the suite for this use.
- Using buses or minibuses to transport passengers to the Spelthorne is **strongly discouraged** as the area where buses stop is not a suitable parking and disembarking area, and again it is a distance from the suite.

## 6. SECURITY PROCEDURES FOR A VIP MOVEMENT

### 6.1 BEFORE A MOVEMENT TAKES PLACE

Please ensure that you fill in the Security Access Notification Form (see Attachment C). Please then fax the form to the Security Access Desk in the Control Post Security Department on 0208 745 6248.

They will then fax back your request with an "Approved" stamp, and stating which Control Post should be used.

If the request is faxed back with a stamp stating it is "REJECTED", too many vehicles or too many greeters have been placed on the Vehicle Access Notification form. Please review your request bearing in mind the limitations stated in this document and re-submit the fax.

### 6.2 SECURITY SEARCH

<b>Security regulations require all persons entering Airside to submit to personal and baggage checks. These are carried out in the interests of</b>
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**VIPs own safety as well as that of their fellow travellers. Safety at the airport is of paramount importance and all VIPs however distinguished are liable to be asked to submit to search. Airport authorities are entitled to refuse access to restricted (e.g. airside) areas to any persons not willing to be searched in advance of their access to such areas.**

### 6.3 PROCESS AT A CONTROL POST

- On the day of the movement, the drivers for the movement will arrive at the allocated control post, which gives access to the "Airside" area of the airport. A map of all the relevant control posts is attached; however as a guide the layout is as follows:

**Hillingdon Suite**, Control Post 8 (24 hrs)

**Hounslow Suite**, Control Post 2 (05.30 up till 14.00 weekdays only) or Control Post 4, (from 05.30- 22.00) – use CP8 if access needed before 05.30

**Spelthorne Suite**, Control Post 24 (24hrs)

- Following an initial check that the vehicles are on the relevant Security Access Notification Form, the vehicles will be allowed into the controlled holding area.

- Occupants of the vehicles will be asked to leave their vehicles and pass through the search station in the control post, together with any hand baggage, hold baggage and any other items in the vehicle. These will be x-rayed, and persons without an ID, and their baggage will be subject to hand search, before they can proceed to the suite. Persons with an airport ID may be subject to search.

- During this time the vehicle will be searched.

- **Please remember the UK rules governing the carriage of liquids and sharp objects apply for the vehicle search as well as the hand baggage – EVEN if the persons are not travelling, as they are entering an Airport Secure area.** This includes as an example such items as petrol cans, windscreen wash liquid, flasks of coffee, bottles of water, soft drinks, hairspray, and large perfume bottles.

- Once “Airside”, the party should proceed to the Suite.

- If vehicles arrive at the Control Post more than 3 hours before the movement they may be refused entry due to congestion at the suite. If you are planning to arrive this early please ring the suite to confirm that there will be space to accommodate you. **Conversely you are reminded to leave enough time before the flight to access the Control Post – it is proposed you plan for a 45 minute -1 hour wait.**

#### **6.4 POLICE ESCORT TO SUITES**

VIPs accompanied by Metropolitan Police Royalty or Special Branch Protection Officers will be escorted through the Control Post by Heathrow Airport Metropolitan Police.

For Departures, the VIP and their party should **always** come to the suite so that check in procedures can be finalised, and **should not proceed directly to the aircraft.**

For Arrivals, all greeters and drivers should come to the suite and wait to be escorted by a Special Facilities Officer to the aircraft when it arrives.

#### **7. DRIVING AIRSIDE**

**It is important that the following points are made to drivers:**

- 7.1 Vehicle drivers delivering or collecting VIPs must only use the approved routes to the suites which are clearly signposted once “Airside”. On no account should drivers attempt to make their way direct to the aircraft.
- 7.2 Vehicles making other journeys in the airside area must always be led by Special Facilities Officers, or airline representatives.
- 7.3 Drivers should comply with the instructions of a Special Facilities Officer when parking outside the VIP suites and particularly when they are adjacent to aircraft.
- 7.4 All road accidents in Airside operational areas must be reported to a Special Facilities Officer or to the Metropolitan Police.
- 7.5 **SMOKING** is not permitted anywhere outside or inside the suites, nor *inside* vehicles when Airside.

7.6 Drivers rooms are provided in each suite. Drivers must stay in the room or in their vehicles.
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Dos and Don'ts for driving airside are listed in Attachment D and should be distributed to drivers.

## **8. GREETERS AND THOSE BIDDING FAREWELL**

### **8.1 NUMBERS OF GREETERS AND THOSE BIDDING FAREWELL**

**As mentioned above, a maximum of five persons** may attend to meet or bid farewell to their visitors. **This includes embassy staff** who hold an ID pass. If a larger number of greeters attempt to come to the suite, they will be denied access at the Control Post.

8.2 For the first arrival and last departure of a Head of Mission accredited in London, up to ten persons will be permitted to attend by agreement with the Protocol Directorate of the Foreign and Commonwealth Office, who will notify the Special Facilities section.

### **8.3 GREETING AND FAREWELLS**

These should take place inside or at the entrances to the VIP suites. Greeters will not be permitted to meet the VIP at the aircraft. This facility is restricted to:

- Heads of Diplomatic Missions or their representative
- Representatives of HM The Queen
- The Secretary of State's representatives
- Protocol Officers

## **9. USE OF HEATHROW EXPRESS**

Unfortunately, Heathrow Special Facilities are not able to take VIPs to and from the Heathrow Express, the Underground or the Bus Station.

## **10. DEPARTURES THROUGH A SUITE**

### **10.1 ATTENDANCE TIMES:**

VIPs flying **on BA** who have booked the suite for their departure are strongly urged to arrive at the SUITE no later than **one and a half hours prior to the scheduled time of departure**, unless baggage and tickets have arrived at the suite earlier to be processed, in which case a minimum of **an hour** before Departure is sufficient.

VIPs on flying on other airlines may arrive **AT THE SUITE 45 minutes** before departure, if baggage and tickets have been sent to the suite earlier to be processed, or 1 hour before, with their baggage.

10.2 For domestic flights with **cabin baggage only, 45 minutes is the minimum time** needed to carry out pre-flight procedures.

10.3 We **cannot guarantee** that the VIP will catch her/his flight with BA if s/he arrives at the suite with **less than 60 minutes** to departure time.

10.4 **LARGE AMOUNTS OF LUGGAGE:**

Passengers travelling with **large amounts of luggage, in large parties**, or passengers who have special needs, are advised that they are required at the VIP suite **AT LEAST one and a half hours** before departure. Baggage and tickets can arrive before the main party as long as the baggage escort is able to answer the security questions on behalf of the owner of the bags. In this case the VIP only needs to be at the suite 60 minutes before departure time.

10.5 **SECURITY OF LUGGAGE**

When a driver is bringing baggage to the suite ahead of the main party s/he will be required to take responsibility for it. S/He will also need to know who the bags belong to so that bags exempt from search can be identified. The remaining bags will be screened and therefore the driver will need to provide access to the bags in the event of a requirement for hand search. If a prohibited article is found, the police will be notified.

10.6 **THE VIP RISKS MISSING THEIR FLIGHT**

**...If the above times are not adhered to, most airlines "close" their flights 50 minutes before departure.** VIP passengers who have not arrived at the Suite by this deadline may be denied a seat, or will at least, may not be given their pre-assigned seats, as these would have been

assigned to another passenger by this time. They will be asked to travel without their baggage if it has not been checked in earlier.

#### **10.7 IF A VIP IS DELAYED EN ROUTE TO HEATHROW**

... A call should be made to the suite to inform them of his intention to fly, and all efforts will be made to hold the seats, and the aircraft, although this is totally at the discretion of the airline. The suite should be kept up to date with the VIP's progress and expected arrival time, however there is no guarantee that the VIP will be allowed to board the aircraft if he arrives at the airport within the hour before the departure time.

#### **10.8 EXCESS BAGGAGE**

The airline is able to ask for an excess baggage payment, or may refuse to take some of the baggage on board.

#### **10.9 BAGGAGE X-RAY**

Some airlines require baggage to be x-rayed at the suite before taking it away. This may cause a delay in loading the baggage onto the aircraft and should be borne in mind when planning baggage arrival times at the suite. If you are unsure please contact the airline direct or ask Special Facilities for assistance.

#### **10.10 CABIN AND HOLD LUGGAGE WEIGHT**

Bags to be checked-in must not weigh more than 23kg each. Cabin baggage must not weigh more than 5kg and must be of the correct specified size – see the airport web site or airline web site for details. Currently only 1 item of cabin luggage is permitted for *anyone* travelling. There are no exceptions. Musical instruments are allowed as an additional item of hand baggage if it does not fit into the cabin baggage allowance. Liquids in bottles over 100ml are not allowed.

#### **10.11 CLEARANCE FOR US FLIGHTS**

All passengers travelling to the US are required by the US Immigration Authorities to fill in an "APIS" form before travel. Please speak to your airline about obtaining a form.

## 10.12 **PERSONAL SEARCHES BY THE AIRLINES**

Some airlines now require all passengers to walk through a metal detector before boarding the aircraft. Please make your VIP aware of this to save embarrassment at aircraft side. **No one** is exempt from this search. Airlines may deny boarding to anybody who declines to be searched.

## 11. **ARRIVALS THROUGH A VIP SUITE**

### 11.1 **TIMINGS**

Greeters should be at the suite **no later than 30 minutes before scheduled arrival time**, and should report on arrival at the suite to the Special Facilities Officer on duty. Greeters will be shown into a lounge while drivers will be asked to wait in their vehicle or in the driver's room.

It is advisable for those people meeting VIPs to ascertain the arrival time of the aircraft they are meeting well in advance of arriving at the airport as some aircraft can land more than 30 minutes before schedule.

### 11.2 **ACCESS ON BOARD AIRCRAFT**

Greeters, those bidding farewell, embassy staff and Protocol Officers who are not travelling are not permitted on board aircraft at any time, unless specifically agreed and facilitated by the airline concerned. Only those people holding an Airport ID will be permitted to leave the VIP suite and greet the VIP at the aircraft.

- 11.3 After arrival at the VIP Suite, the SFO on duty will take the parties passports, with the landing cards which have been filled in, and clear them through Immigration. Baggage will be brought to the suite by the airport portage service. This process can take approximately 30 minutes. The party is automatically cleared by Customs as they leave the suite.

### 11.4 **DIVERSIONS**

Occasionally, because of poor visibility or other operational reasons, aircraft will divert to other airports. Where there is a VIP on board a diverted flight, the Special Facilities staff will make every effort to notify the appropriate person at the receiving airport.

## **12. FACILITIES IN THE SUITES**

- 12.1 The VIP party will have access to a telephone, fax machine, Ceefax and newspapers. ALL Suites and surrounding areas are “No Smoking” areas in compliance with the Government policy.

### **12.2 REFRESHMENTS**

Tea, coffee, fruit juice, soft drinks, mineral water and biscuits are served in the suites to the VIP party. Alcoholic drinks may be purchased from the catering staff.

Drivers should be reminded that they will not be offered refreshments and drivers are asked not to request refreshments as refusal may cause offence.

Drivers are not permitted into the lounges. Embassy staff are asked not to invite drivers into the suites to take coffee with them. Catering staff may refuse to serve drivers in the suites.

Catering staff will usually be in attendance in the suite an hour before an Arrival and two hours before a Departure. Greeters or passengers arriving before this time may not be offered refreshments.

Orders for sandwiches may be placed by telephoning Eurest Catering on 0208 562 4718, at 24 hours notice. Requests for catering on Sundays must be made 48 hours in advance. Please state flight details, number of people to be catered for and the intended method of payment.

Missions and Government Departments wishing to offer more comprehensive hospitality to their VIP guests and other persons associated with VIP operations must make arrangements to settle their account with the catering company.

### **12.3 SHOPPING**

If time allows on a departure, “Duty Free” shopping can be arranged. The “Duty Free” shopping areas are all accessible from the suites.

The availability of goods can be checked with the Shopping Line before coming to the airport and it is often possible to order goods so that they



are ready for the customer on arrival at the airport. The Shopping Information Line number is 0800 844 844.

Only passengers or those holding an Airport ID card will be permitted access to the shopping areas, and only those holding a boarding card will be allowed to purchase goods in the “Duty Free” areas.

### **13. HM REVENUE AND CUSTOMS AND IMMIGRATION CLEARANCES**

- 13.1 VIPs and accompanying passengers are subject to necessary Control clearance formalities which are co-ordinated by HAL Special Facilities Officers. Daily schedules of arriving and departing VIPs are provided to HM Revenue and Customs and Immigration. Officers of HM Revenue and Customs attend the VIP Suite on a random basis. They may wish to examine the baggage of persons for whom immunity from examination has not been granted. This will take place in the VIP Suite and will be conducted in the presence of the VIP or a member of the diplomatic mission. On such occasions, a Senior Customs Officer will normally be present.
- 13.2 Importation into the United Kingdom of **firearms, ammunition and explosives** is prohibited by law and all such articles must be surrendered immediately upon arrival to HM Revenue and Customs. The articles will be handed back upon departure from the United Kingdom. The prohibition applies to all passengers, including VIPs and their security officers. The Diplomatic and VIP Security Section of the Protocol Directorate, FCO, must be informed in advance of any firearms, ammunition or explosives being carried by VIPS or security officers in order that arrangements can be made to receive them. Details should be faxed to 0207 008 1026.
- 13.3 When the **firearms or ammunition** are being exported and the articles are to be delivered to the VIP suites, advanced information must be passed to BAA Security (tel 0208 745 6448) giving the name of the gunsmith, the vehicle registration number and the inventory of the items to be exported.

### **14. MEDIA INTERVIEWS, FILMING, PHOTOGRAPHY**

- 14.1 A press conference room is available in the Queens Building (situated in between Terminals 1 and 2). Arrangements to use this facility can be

made through BAA Public Affairs on 0208 745 7224. Transport to take the VIP to and from the conference room is the responsibility of the government agency or mission.

- 14.2 Filming and photography are not permitted inside the VIP suites except at the express wish of the VIP and by prior arrangement.
- 14.3 Please note that the airport "resident" press (a small group of photographers, cameramen and reporters) are allowed access to the gaterooms.

## 15. TRANSFERS

- 15.1 VIPs transferring at Heathrow will be facilitated through the suites however the sponsor department/mission/Royal Household will still need to provide a vehicle/s to transport the VIP and his/her entourage, as Special Facilities vehicles may not be available.

## 16. HELP THROUGH FACILITIES

- 16.1 Staff from missions etc who hold HAL Airport Photographic Identity Passes may give assistance to non VIP passengers in the terminals. They can escort such a passenger to or from a gate but must use Airport staff channels themselves while the passenger proceeds alone through HM Customs and Immigration examination points and outbound security checks.
- 16.2 Mission staff should make their own arrangements for surface transport using public car parks and can check gate numbers for arriving aircraft with HAL staff at Terminal Information Desks. **Mission staff should not use the suite facilities if they are assisting a non VIP passenger.** It is strongly recommended that staff escorting a non VIP passenger notify the airline concerned that they will be carrying out this operation.

## 17. CONTACT PHONE NUMBERS

Suite bookings:	Office number:	0208 745 7171
	Fax number:	0208 745 7684

Hounslow Suite:	Office number:	0208 745 4337
	Fax number:	0208 745 5003
	Mobile:	07900 138648
Hillingdon Suite:	Office number:	0208 745 7045
	Fax number:	0208 745 5115
	Mobile:	07900 138635
Spelthorne Suite:	Office number:	0208 745 6547
	Fax number:	0208 745 0138
	Mobile:	07900 138647
Security Access:	Office number:	0208 745 7518
	Fax number:	0208 745 6248

## 18. QUERIES

Any questions regarding this notice should be addressed to:

Manager, Special Facilities  
Heathrow Airport Limited  
Room 2011, Queens Building  
Heathrow Airport  
Middlesex  
UB3 5AP

ANITA NEWCOURT  
Manager, Special Facilities  
On behalf of  
Managing Director  
BAA Heathrow

### **Attachments:**

"A": List of persons entitled to use VIP facilities

"B": Location of suites and access roads

"C": Security Access Form  
"D": Drivers Do's and Don'ts