

Monday 29th September 2020

Heathrow Airport Holdings Limited
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Dear Sir/Madam,

I am writing regarding changes Heathrow Airport is proposing to make on car parking vouchers for Diplomatic use.

As you are aware, the COVID-19 pandemic has had a devastating impact across all sectors of business and industry, with aviation especially affected. Passenger numbers declined by over 88% in July and 82% in August – traditionally our busiest period – and this has had a significant impact on the airport. Traffic is unlikely to return to pre-pandemic levels until at least 2023.

Heathrow is doing everything it can to protect jobs and safeguard the long-term future of the UK's hub airport. But in the absence of help on our fixed costs, such as Business Rates, this has meant making difficult choices about how we operate as a business. We have already frozen Executive Pay and there have been company-wide pay reductions. The airport has also consolidated operations by using a single runway and temporarily closing Terminals 3 and 4 – this first time this has happened in our history.

However, the unprecedented challenge to our business from COVID-19 means we need to make changes to our current Diplomatic users policy:

- From 1st January 2021, we will no longer be issuing free car parking vouchers for Diplomatic use. The use per visit will now be charged at our standard car parking rates.
- If using a car park for longer than a day, passengers are able to secure more preferential rates by pre-booking through www.heathrow.com/parking
- Our car parking contact centre will still be available for general enquiries.

Heathrow will still provide free parking for official visits and meetings taking place at the airport and Diplomatic customers can continue to take advantage of preferential rates at Heathrow VIP, where car parking for Protocol Officers greeting guests travelling through Heathrow VIP is provided.

We recognise the unique position in which we operate and the responsibility we have for moving important passengers through the airport safely and securely. However, during this unprecedented crisis and at a challenging time for the aviation industry as a whole, it is unavoidable that such decisions are being taken.

I appreciate that these proposed changes will cause inconvenience for some users, but I hope that you will be able to support us with this difficult decision. Our car parking team would be happy to provide you with further information or clarity on any of the above points if that would be helpful. Please email them at employeeeparking@heathrow.com. We look forward to welcoming you at Heathrow Airport soon.

Yours sincerely,



Carol Hui
Chief of Staff and General Counsel