



Heathrow Airport Holdings Limited
The Compass Centre, Nelson Road,
Hounslow, Middlesex TW6 2GW

2nd August 2023

Dear Valued Customer,

Firstly, thank you for your continued support and use of our Heathrow VIP service.

On July 1st, we officially re-opened our Royal Suite for T2, T3 and T4 Diplomatic arrivals and I wanted to take this opportunity to remind you of some of our Royal Suite processes and procedures.

As you will be aware, our Royal Suite facility is located in a security restricted area of the airport footprint. In order to gain access to this area, all vehicles and personnel will undergo a security check at control post 17 (CP17).

It is therefore imperative that ensure all vehicle and personal details are entered into your booking accurately and no later than 24 hours before the booking start time in order to create a Vehicle Access Pass (VAP) <https://www.heathrowvip.com/s/>.

Any discrepancies in these details will result in the vehicle and driver being refused security clearance resulting in your VAP being invalid.

It is the mission's responsibility to ensure that this information is accurate and updated on time. Any amendments to this information, cannot be made on the day of travel.

Further to the above:

- For any booking arriving before 0530, any agreed non-travelling guests (Meeters & Greeters) will need to arrive at the Windsor Suite where one of our VIP Liaison Officers will transport you to the Royal Suite in our own HVIP vehicle. Any drivers in vehicles collecting arriving guests from the Royal Suite, need to make their way directly to the Royal Suite car park via CP17.
- A maximum of two (2) non-travelling guests are permitted at the Royal Suite per booking.
- Any non-travelling guests requiring access inside the Royal Suite building require a full of temporary Heathrow ID. It is the sole responsibility of each mission to arrange and manage any temporary IDs and to ensure that any full IDs are unparked within good time of the booking start time. All mission personnel must always adhere to Heathrow's IDs terms and conditions of use (<https://www.heathrow.com/company/team-heathrow/id-centre/documents>)
- Any non-travelling guests and their subsequent vehicles, who require access to the Royal Suite car park, need to ensure all driver and vehicle details are entered into our booking system no later than 24 hours before the booking start time (<https://www.heathrowvip.com/s/>).
- We require the non-travelling guest's name, telephone number, vehicle make, model and registration. If any details are entered incorrectly, the vehicle and driver will not have access to the Royal Suite.
- If any driver or vehicles details entered or amended in the system less than 24 hours before the booking start time will be refused access to the Royal Suite Car Park. A valid ID (e.g. Passport or Driving Licence) is required to gain access through Control Post 17. The details input into the booking system must match those on the ID presented to the security officer on post.

- All travelling guests' details must be added to the booking system or they will not gain access to the Royal Suite upon arrival.
- Any new booking request should be made well in advance due to high demand. Booking requests can be made via email, telephone or the booking system.

Can I also take this opportunity to remind you that passengers must always be in possession of their own passport.

We thank you for your continued support and we look forward to welcoming you and your guests to Heathrow VIP.

Yours sincerely

Charlotte Burns

Heathrow VIP and Premium Services Lead