

OFFICIAL – UK

ANNEX D – Heathrow VIP Services

The Heathrow VIP Suite service (www.heathrowvip.com) can be booked directly and diplomatic rates apply. This service includes bespoke immigration and security arrangements at the VIP Suite.

Contact details

Email: enquiriesvip@heathrow.com

Telephone: 020 8757 2227

Booking Arrangements and Access

Heathrow updated the booking and arrangements process for their VIP Suite Diplomatic bookings (*payable at the 'diplomatic rates'*), for further details see [NV A198/23](#) issued in August 2023.

Arrivals

- VIP Suite bookings arriving into T2, T3, T4 will be processed through the Royal Suite (airside ID required).
- VIP Suite bookings arriving into T5 will be processed through the Windsor Suite.

Departures

- VIP Suite bookings departing from T2, T3, T5 will be processed through the Windsor Suite.
- VIP Suite bookings departing from T4 will be processed through the Spelthorne Suite (airside ID required). Passengers and Greeters will need to arrive at the Windsor Suite where they will be driven across to the Spelthorne Suite by Heathrow VIP staff for processing and departure.

Airside IDs

It is likely that an airside ID will be required, Missions must be prepared.

For non-travelling persons to enter the Royal or Spelthorne Suite at Heathrow Airport, they are required to hold either a full or temporary ID. Temporary ID holders will need to be escorted by a Full ID holder.

Royal Suite Booking Transfers

If a Mission wishes to transfer the booking from the Royal Suite to the Windsor Suite, this needs to be requested, will depend upon availability, and will be subject to 'black service rates' (not the 'diplomatic rate') which are payable by the Mission.

Number of Guests	Rates (exc. VAT)	
	Diplomatic	Black Service
1-3	£1,650	£3,025
4-6	£2,200	£3,850
7-9	£2,750	£4,675
10+	From £3,300	From £5,500