S | **Aerodrome Safety**

Application for Aircraft Ad-hoc or Charter flights

Full details of Heathrow's operational policies can be found in the UK Aeronautical Information Publication (AIP) entry London Heathrow Airport (EGLL). The eAIS for the United Kingdom is provided by NATS and can be found online via this link to the eAIS website and searching for London Heathrow Airport/EGLL. Airlines/Aircraft operators should note that arrival / departure slots at LHR are approved on the condition that the operator has seen / has a copy and agreed to be bound by its terms.

A briefing pack entitled 'ATC Operations at London Heathrow Airport EGLL/LHR' has been produced by NATS (the Air Navigation Services Provider at Heathrow). Airlines/Aircraft Operators are advised to review this briefing pack prior to operating into Heathrow. It can be obtained by contacting: LHROps@nats.co.uk

Questions on the form with a * must be completed or your slot may not be approved.

1.   Airline/Aircraft Operator details

- Airline name:* ……………………………………….......................................
- Air Operator Certificate (AOC) Number:* ……………………………………………………..
- IATA Code: …….………………………………………………………………………………..
- Airline Callsign:……… ………………………………………………………………………....
- Aircraft type and series:*…………………..……………………………………………………
- Aircraft registration:*…………..………...……………………………………………………..
- Airline contact name:*………………………………………......…………………….……
- Airline telephone including International dialing code:*………………………………………..
- Airline email address:*……………………………………………………...…………………
- Airline flight safety department contact email:*………….………………………….. ………………..
- Will any airline staff be operating around the aircraft (if yes, please provide full details)

  ……………………………………………………………………………………………...…
- Is the airline a member of the International Airlines Technical Pool (IATP)?*...................
- Is there any other relevant information regarding this flight that you wish to provide?...
- Have you communicated to the passengers about not turning up at the airport more than 4 hours early?*..
- Who will be the representative on the ground on the day?*...
- What HOTAC provision do they have in place should the flight be cancelled or delayed?*..

  ……………………………………………………………………………………………….…

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2. Ground Handling Agent details

- Name of nominated Ground Handling Agent:*………………………………………………
- Does the ground handling agent have the correct tow-bar and/or tug for this aircraft?*
  ....
- Which terminal is this flight intended to operate from?..
- Does this flight have more than 100 passengers?*...
  *If the answer is yes then the airline must be set up on a DCS system or the flight may not be approved.

- Will the airline be using their own baggage tags?..
- Will FB tags (FB?) be required?...
- How will the flight be reconciled?...
- Is there any other relevant information regarding this flight that you wish to provide?..
  ....
  ....

3. Other service providers

- Name of the into-plane refueling provider at Heathrow:*….……………………………….
- Name of the engineering / maintenance provider:……………..…………………………….
- Name of aircraft cleaning company (if applicable):……………………………………………
- Name of catering company (if applicable):………………………………….…………………

4. Approvals

The handling agent must send the above details to the following address before a slot can be allocated: LHRSTAFF@acl-uk.org and Stand.planning@heathrow.com this information must be provided as soon as possible but no less than 24 hours before the flight is due.

5. Additional information

The airline/aircraft operator must meet and have understood the following requirements:

- The airline holds a valid CAA operational license
- The airline or Ground Handling Agent have made suitable arrangements for the removal and recovery of a stationary or disabled aircraft.
- The airline is aware of and fully understands the night flight restrictions at Heathrow.
- If applicable, the airline is aware of and fully understands the additional security arrangements in the Cargo Terminal area.

- The airline has a process in place for passenger / crew coaching requirements should the aircraft develop technical problems.
- The airline operating passenger flights has arranged suitable provision for PRM passengers.
- The airline is aware that self-parking (without the use of Stand Entry Guidance or an aircraft marshaller) and self-maneuvering push backs are not permitted.
- The airline is aware that mandatory occurrence reports for safety occurrences which occur at Heathrow should be reported to the Aerodrome Safety and Assurance Team at airside_safety@heathrow.com. Heathrow also encourages voluntary safety reports and observations that may help to improve safety. Any such reports or observations should be sent to the aforementioned address.
- Under section 24B of the Immigration Act 1971, a person commits the offence of illegal working if he or she is disqualified from working in the UK, by reason of his or her immigration status. Please refer to the following guide for employers

  https://www.gov.uk/government/publications/right-to-work-checks-employers-guide

- All non EU nationals arriving at LHR, intending to perform Loadmaster or Aircraft Engineering activities, must be adequately documented and will be processed appropriately. They will need:

  • a valid passport with
  • a valid Tier 2 visa, that permits them to work in the UK.

- If these documents are not held, Loadmasters and Aircraft Engineers are not entitled to work in the UK. It should be noted that work visas are not issued retrospectively and cannot be applied for at LHR, or in the UK. Visas must be applied for in the home country. Loadmasters and Aircraft Engineers should be processed through the Primary Control Point in the arriving Terminal's Immigration Hall, in the same way as arriving passengers.
- Operating Crew
  For the purpose of Border Clearance, Loadmasters and Engineers are NOT considered as "operating crew" and consequently not entitled to the privileges afforded to operating crew arriving at LHR.
- If you have specific questions on this matter please email: Borderforceheathrowtn3aleteam@homeoffice.gov.uk

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6. Privacy details

- Heathrow Airport Limited collects and stores your name, address, email, telephone number for the purpose of processing an application for Aircraft Ad-hoc or Charter flights. We may also share such information on an ad-hoc basis with ACL, UK Department for Transport and UK Border Forces.
- The processing of your personal information is necessary for the performance of a task we carry out to ensure we have a contract for all airlines that operate out of Heathrow.
- We will delete all personal information associated within this form 2 years after the flight has departed.
- You may submit an information enquiry or make a complaint about how we have processed your personal information by emailing: privacy@heathrow.com
- Please be aware that the CAA is subject to the Freedom of Information Act, which means we may need to release information you have supplied to us. However, we would never disclose your personal information without first obtaining you consent.

7. Enquires

Any questions regarding this document should be addressed to the Aerodrome Safety and Assurance Team at airside_safety@heathrow.com. Additional information such as Operational Safety Instructions (OSIs), Safety Alerts and other Operational Advice Notices (OANs) can be found at heathrow.com/airside/useful-publications