


Frequently Asked Questions

- Where is the new area?
 - The area is located on the Northern Perimeter Road. The postcode is **TW6 2EQ**
 - The facility has the following sign at the entrance

- Is it open 24 hour?
 - The facility is open daily from **05:00 to 23:00**
- How do I get in?
 - Access is for authorised private hire vehicles only and authorised users are asked to pull a ticket at the barrier. Our on-site operational team will then be on hand to assist with the rest of the process
- How do I get 'authorised'?
 - Information on how to register as a Private Hire Operator is available on: www.gov.uk or www.tfl.gov.uk
- What are the costs for using the facility?
 - Costs are £1 per hour for up to 5 hours and over 5 hours it is the same rate as the short stay car park Terminal 3
- What payment methods are accepted?
 - Payments can be made by cash, credit or debit cards
- What facilities are there in the facility?
 - The facility is manned with a dedicated team of staff and has toilets, catering and a dedicated covered smoking area
- Is there anywhere to dispose of my rubbish?
 - There are specially designed bins at the facility that discourage bird activity and this in turn ensures the safety of aircraft
- Are there toilets?
 - The toilet blocks are located in the East and West end of the facility
- Is there any catering available in or near the facility?
 - The catering truck will be on site at specific times of the day and there is a cold vending facility in the reception area that is accessible when the facility is open.
- How long can I stay in the facility?
 - Vehicles cannot remain in the facility for longer than 12 hours
- Can I smoke in the facility?
 - Smoking is only permitted in the designated smoking areas
- Can my customer meet me in the facility?
 - No passengers can be picked up or dropped off at the facility
- I am going to meet my customer, where do I pick them up from?
 - When picking up customers from the terminals you must use the short stay terminal car parks and meet your passenger at an agreed location in the terminal
- I have just dropped off my customer, can I now return to the facility?
 - Yes you can return to the facility
- My vehicle has broken down in the facility, what do I do?
 - Contact your breakdown recovery service and advise one of the operational team who will be able to assist in arranging access to the area
- Can I wash my vehicle whilst in the facility?
 - Vehicle washing is not permitted at the facility
- Is it ok for me to remove rubbish from my vehicle?
 - Rubbish should be placed in the bins provided and failure to do so is a breach of the terms and conditions
- Can I pre-book and pay for my use of the facility?
 - There is no pre book option

- My vehicle is damaged whilst in the facility. What should I do?
 - This should be managed through the drivers insurance
- I cause damage to another vehicle or to property whilst in the facility. What should I do?
 - This should be managed through the drivers insurance
- Whilst I am away from my vehicle, something goes missing. What should I do?
 - Vehicles are left in the facility at the drivers own risk
- Who should I contact if I see any suspicious behaviour or activity in or near the facility?
 - Please advise one of the operational team on site
- What happens if I cannot present my licence or documents?
 - Failure to produce suitable documentation will result in access to the facility being denied
- Can I use the facility if I'm not picking up from Heathrow?
 - The facility is open for licensed private hire operators from all areas
- Is the facility for private hire vehicles outside the Heathrow area?
 - The facility is open for licensed private hire operators from all areas
- Do I have to have a pre-booked fare to use the facility?
 - Drivers can use the facility whilst awaiting job allocation
- Is there an electric charging point?
 - There are no electric charging points at this time
- Once I have paid to exit, can I collect directly from the Terminal forecourt?
 - When picking up customers from the terminals you must use the short stay terminal car parks and meet your passenger at an agreed location in the terminal
- What do I do if I realise that I do not have enough money to exit?
 - Contact a member of the facilities operational team.
- Can I bring my own food in?
 - Yes as long as any waste is disposed of appropriately
- Can I drink alcohol in this car park?
 - No alcohol is permitted
- Where can I pray?
 - Multi faith prayer rooms are available at the following locations:
 - ❖ Terminal 3: departures, Level 1 (before security)
 - ❖ Terminal 4: mezzanine floor (before security), near Yotel
 - ❖ Terminal 5: check-in Zone A (before security)

Any queries regarding the use of the Authorised Vehicle Area should be directed in writing to the following address:-

Commercial Passenger Services Team

The Compass Centre,

Nelson Road

Hounslow,

Middlesex,

TW6 2GW

email: travel_services@heathrow.com