EDMISTON | LONDON HELIPORT

CONDITIONS OF USE

Issue 5

01 February 2025

This document should be read in conjunction with:

- *London Heliport Fees & Charges – latest version available on our website or on request.*
- *IAIP entries detailing charts and textual data for London Heliport and London Heathrow (see NATS-AIS website)*

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1. OPERATING HOURS

The Heliport is a CAA licensed aerodrome (Ordinary Category) as detailed in the UK AIP. It provides a local Air Traffic Service and Category H2 Rescue and Fire Fighting Services. H3 services are available with 24 hours prior notice approval. Short notice H3 movements are dependant on the availability at the time of request.

1.1. Normal Operating Hours (unless prior arrangement made)

07:30 to 19:30 (Monday – Friday)
08:00 to 18:00 (Weekends and Bank Holidays)

Permitted Opening Hours (by prior arrangement)
07:00 to 23:00 (7days a week)

1.2. Extended Operating Hours (all times local)

Extension	Weekdays	Weekends & Public Holidays	Request by:
EARLY	07:00 - 07:29	07:00 - 07:59	18.00 previous day
EVENING	19:30 - 20:59	18:00 - 20:59	19.30 same day (weekdays) 18.00 same day (weekends & public holidays)
LATE	21:00 – 22:59	21:00 – 22:59	19.30 same day (weekdays) 18.00 same day (weekends & public holidays)

Extended operating periods based on the actual arrival and departure times.

1.3. Non-Operational Hours

No flights are permitted between 23:00 and 07:00 (exceptions may be made in case of emergency (technical, medical or national)

1.4. First/ Last Permitted Movements

To comply with planning permissions, noise abatement and for safety reasons permitted opening hours 07.00-23.00 cannot be exceeded.

07.00 ATC R/T first service can be provided for inbound/ outbound flights. No communication before this time from ATC.

23.00 Last Aircraft arriving to park overnight must be on the ground by 22:55 with engine noise ceased by 22:59.
Departing aircraft must be airborne by 22:45

First/ last movement timings are intended as a safeguard and apply to any occasions where it is necessary to reduce the opening hours including non-

availability within opening hours due to periods of closure for the following reasons:

- R/T monitoring by ATC and secure onward transfer to next ATC unit
- In case of delays or emergency return/ diversion back to heliport
- Extended periods sometimes necessary for flight clearances
- ATC staff duty hours in relation to regulations.
- Noise abatement

2. CONTACT DETAILS & DIRECTIONS

Tel: 0044 (0)20 7228 0181

Email: info@londonheliport.co.uk

Web: www.londonheliport.co.uk

2.1. Location and Directions

Located on Bridges Court Road, London SW11 3BE on the south bank of River Thames, between Wandsworth Road Bridge and Cremorne rail bridge near to the junction of Lombard Road and York Road.

Train: via Clapham Junction (onward links to London underground network and major London rail termini).

Bus: Frequent London Bus service from Lombard Road to Sloane Square and Clapham Junction

River: Bus and taxi services to Plantation Wharf Quay (south bank) and Chelsea Harbour (north bank).

Foot: Designated riverside footpaths

Cycling: Transport for London (TfL) cycle hire stations

3. LOCAL REGULATIONS

3.1. Elevated Final Approach Take-Off (FATO) Platform

FATO is raised on concrete piles and extends over the River Thames, which is tidal. For the purposes of flight operations, the London Heliport is considered to be "elevated" for most of its permitted operational opening hours.
Operators should therefore ensure that they comply with the requirements for operating to an elevated heliport and where appropriate have been granted an approval by the competent aviation authority to do so.

3.2. Approved pilots & currency with procedures

Only approved pilots may use The London Heliport.

All new pilots must:

- Conduct a familiarisation flight with an "approved" pilot
- Receive a full ATC briefing with a duty ATCO
- Sign the acknowledgement page of the current edition of the Conditions of Use at the bottom of this document.

Due to the changing nature of London Heliport operations and the surrounding built environment it is recommended that aircrew who have not visited the London Heliport for more than a year ensure they maintain currency by periodically (annually) re-familiarising themselves with local procedures. Verbal refresher briefings are available by arrangement from duty ATCOs.

Using the London Heliport MATS Part 2, the 1:50,000 London Helicopter Routes Chart and the UK AIP as reference documents, the ATC initial briefing covers the following areas:

- London CTR Airspace – Class D, Helicopter Routes, Specified Area,

  Restricted Area (R157), Standard Operating Altitudes, Priority Traffic (Police, HEMS, Royal Flight)
- London Heliport ATZ – PPR, Initial Call (POB & fuel) Local Flying Area, Radio Failure, Go-Arounds, Flight Clearances & Read Back, Separation (geographical, reduced in the vicinity of the aerodrome), Local Hazards (Tall buildings/ cranes, shipping, birds), Turbulence/ Wind Shear (Anemometer anomalies), Circuit (Standard & Extended), Circuit height, no manoeuvres below 500ft, Fly Neighbourly Policy

- Local Flying Area – Availability, Operating heights, EGLW LFA Squawk, Position Reporting, Emergencies, Airspace limits & infringements, Initial Contact/ leaving the LFA en-route frequency, Routeings, Noise Abatement
- Operations/ Manoeuvring – Start-ups/ Shut-downs, Marshalling, Taxi Clearance & Speeds, Crew Changes, Refuelling, Emergencies, Initial R/T Contact, Desired Routings, Stand Management, Flight Planning (AVPEX), International & CTA Flights, Slot timings, Parking & mechanical handling, Noise Abatement, Rotors-running ops.

3.3. ATC Permission / Marshalled Assistance

Due to the confined space nature of operations **ATC permission is required for all manoeuvres, engine starts, rotor start /stop.** All inbound and outbound ground taxiing and hovering is carried out with marshalled assistance. Pilots are to ensure that they are familiar with standard marshalling signals (refer to the CAP 393 Section 5 and CAP 637 Visual Aids Handbook for illustrations).

Aircrew are asked to adhere to marshalling signals including any "Slow-Down" or "Stop" marshalling signals given by handling staff. If unable to comply, stop, hold position and advise ATC. An alternative course of action will be offered.

3.4. Use of Landing Lights

Aircrew of aircraft arriving after dark are requested to be considerate about ground handler night vision by cancelling landing lights once successfully established on or over the FATO before taxiing onto the apron. Similarly, when departing, aircrew are requested to only test landing lights once their aircraft has begun to be marshalled away from the stand before taxiing toward the FATO for take-off.

3.5. Apron / Manoeuvring Area Access

Airside access is only permissible under approval, escort and supervision of heliport staff. Only approved persons (aircrew, contractors) wearing high-visibility clothing will be permitted unescorted/ unattended airside access. Under certain operational conditions persons not boarding and travelling but wishing to escort passengers to or from the aircraft may do so subject to prior arrangement and should identify themselves to heliport staff.

3.6. Embarkation/Disembarkation of Passengers

Embarkation and disembarkation is only to be carried out with the assistance of the heliport airside handling staff. Aircrew must brief passengers of inbound aircraft to remain seated and not attempt disembarkation, especially

from rotors-running aircraft, until heliport handlers are present to escort them safely away from the aircraft. Any pets must be securely restrained.

3.7. Aircraft Without (or with unserviceable) Rotor-brakes

Operators using helicopters not equipped with a rotor-brake or one which is unserviceable must advise London Heliport operations at the time of booking since the extended time involved may cause a blade-sail hazard in confined space operations. Aircrew should not disembark from the aircraft until the rotors have ceased turning.

3.8. Rotor down-wash / Main-rotor tie-downs

It is recommended that all aircrew have rotor tie-downs available due to the confined nature of the site and to protect aircraft from equipment damage due to rotor downwash from adjacent taxiing.

3.8. Aircraft mechanical handling, towing, push-back

Mechanical handling equipment is available for most widely used wheeled and skidded turbine helicopter types.

Aircraft off-stand parking is subject to availability of suitable equipment/ accessories and configuration of the aircraft (e.g. skids, underbelly antennae) to accommodate the use of available equipment.

Acceptance for off-stand parking of new helicopter types or airframes of known types not previously handled by the London Heliport will always be subject to:

- availability (or provision by the operator) of suitable handling accessories (tow-bars, wheel-sets)
- initial assessment by London Heliport handling staff in consultation with aircrew to ensure the aircraft can be safely and correctly handled.
- helicopter type and handling equipment/ accessory familiarisation and training for the London Heliport handling team under the guidance of the aircrew of the visiting aircraft.

Due to the confined space nature of operations at the London Heliport and the potential disruption caused by an aircraft which is delayed or has technical issues which may require investigation before it can continue on its onward journey, all users are deemed to agree, subject to any initial operator engineering support advice, to the mechanical handling of their aircraft where possible using available equipment.

London Heliport reserves the right for its handlers to manoeuvre aircraft when necessary for purposes including, but not limited to, repositioning to enable access or clearance for other aircraft, for preservation or protection of the aircraft, to enable access for plant, machinery or equipment utilised for maintenance of the area in which the aircraft is parked or out of operational

necessity for the safe accommodation of all aircraft in the vicinity at a moment in time which may require the temporary relocation of the aircraft.

Aircrew are required to be in attendance to supervise all mechanical handling, towing and push-back of aircraft. However, from time to time, we may need to move your aircraft in your absence. Please display either a 'brakes on' or off notice visibly in one of the flight deck windows.

No aircraft, except lighter single-engine piston types will be handled without mechanical assistance and then only with the assistance of and under supervision and control of the visiting aircrew.

3.9. Slot conformity and overdue action

All operators are strongly advised to observe a flight following procedure for flights to ensure that they keep London Heliport operations department informed of all requests for changes to approved slot times. Aircraft arriving more than 5 minutes ahead of their agreed slot time will automatically be subject to (parking) charges in addition to those which may then accrue from the start of the previously agreed slot arrival time. Aircraft arriving early or late may be held and delayed or declined permission to land and diverted to an alternate landing site pending approval of a revised slot time.

For late arrivals preliminary overdue action will be instigated 30 minutes after ETA. Full overdue action will commence no later than 60 minutes after ETA potentially involving search and rescue action. Any charges arising from overdue action and initiation of search and rescue operations are the responsibility of the aircraft owner/ operator.

3.10. Mobile Telephones

For safety reasons mobile telephones are not to be used airside unless for emergency operational reasons.

3.11. Security - Access Control & Identity verification

Access to the heliport is controlled and subject to security ID checks.

A manifest of all passenger & crew full names is required for each aircraft movement, including details of any passengers in transit. Any subsequent changes should be notified before the flight.

All passengers will be required to check in at operations before boarding and be prepared to comply with any requests to provide photo ID. For international flights a valid passport will be required.

To aid identification and control airside security we recommend therefore that slot booking information (operator, aircraft, destination/ last departure point) is provided to passengers and their support staff.

During periods of heightened national or aviation sector security threat levels and at other times notified by the London Heliport photo ID checks will be mandatory for all flights.

Any passengers not listed on the flight manifest will not be able to travel or go airside until they are checked and confirmed by either the aircraft operator or the pilot against their aircraft manifest.

Luggage may only be held at the heliport by prior arrangement.

3.14. Security - Overnight Parking of Aircraft

The London Heliport has site-wide CCTV which is monitored remotely out of hours and in operation 24/7. Aircraft are parked overnight at the owner's risk and should ensure they have suitable insurance is in place.

3.15. Dangerous Goods

Operators/pilots must advise in advance of any dangerous goods to be carried on flights and ensure they are correctly and safely transported and handled, separate from any ammunition. Owners of guns are responsible at all times for the transport and supervision of their firearms. The Heliport holds the relevant licence to handle firearms

3.16. Flight Procedures – London Control Zone

Please refer to the AIP section of the National Air Traffic Services – Aeronautical Information Service website (NATS-AIS) for full details of local procedures for:

- London Heliport EGLW including Local Flying Area (see "Heliport" Index).
- London Control Zone (see "Aerodromes" Index) under London Heathrow-EGLL "Textual Data" & "Charts".

3.17. Radio Contact

Inbound helicopters must establish radio contact with the Heliport ATC before entering the ATZ/ Local Flying Area. They should advise POB and any fuel requirements on initial contact. Details of any hold luggage being carried would also assist with expeditious turnaround of your aircraft.

3.18. Weather Minima

For inbound and departing helicopters, the weather minima for the London Heliport are a reported Heliport meteorological visibility of 1000 m or greater and a cloud ceiling of 600 ft agl or greater. The London Heliport will not accept movements when the weather deteriorates below these minima.

Inbound and departure routeings via the LFA (twin-engine aircraft only) require a minimum flight visibility of 3 km. When the flight visibility is less than 3 km,

helicopters may access the Heliport via the helicopter routes provided that the flight visibility and Heliport meteorological visibility are at least 1000 m.

3.19. Circuit Height

Circuit height is 1000ft amsl. flown in a non-standard dumbbell pattern over the river. Crosswind and base legs are reduced to turns, which should be made, as far as practicable, over the river from circuit height.
Normal circuit pattern - between Battersea (road) Bridge and Wandsworth (road) Bridge.
Extended circuit pattern - between Chelsea (road) Bridge and Putney (railway) bridge (to be used only with permission from ATC).

3.20. Take-Off & Landing Profiles

Take-Off and Landing profiles should be carried out to start or finish with reference to the aiming point of the FATO and conform to guidance in manufacturer and operations manuals for the performance class of aircraft such that they comply with the requirements for operations to and from an "elevated" FATO.
Permission for non-standard take-off profiles which do not commence within the Landing Platform/ FATO perimeter will not be authorised.
Aircraft must not over fly any shipping that is **within 100m** of the platform which would obstruct their ability to carry out a safe forced landing into the river in case of engine failure

3.21. Radio Failure

Inbound helicopters with a radio failure should hold on the North side of the river and await visual light signals from the ATC tower.

3.22. ATC Procedures

ATC may instruct aircraft to fly to the north or south side of the river in order to be separated from traffic on the opposite side of the river. Aircraft may deviate from the centre of the river as far as required providing the requirements of SERA.3105 Minimum Heights and SERA.5005 Visual Flight Rules can be complied with. If unable or unwilling to accept this form of separation, advise ATC immediately.

3.23. Landing Clearances

Aircrew of inbound aircraft should "report final" before being given clearance to land. However, if a landing clearance is not received by the final 200m of landing, a go around must be carried out. The go around procedure (unless otherwise stated) is:

- 02 TURN LEFT or
- 20 TURN RIGHT

……and then fly over the north bank of the river, climb to 500ft, join the circuit until further instructions are issued by ATC.

3.24. Flight Plans

Flight plans should be filed remotely via the AFPEX system or other available internet-based alternatives. Advice and guidance from ATC on flight-planning issues is available if required. Flight Plans for departing aircraft will be activated by the duty ATCO.

3.25. Start / Shut-down and Manoeuvres

ATC permission is required for engine (and rotor) start/shut-downs and all manoeuvres, including air and ground taxiing (which should be at no more than a brisk walking pace). All manoeuvres are to be carried out under marshalling instruction guidance as directed by ground crew.

3.26. Noise Abatement Procedures

To promote noise abatement The London Heliport operates a "Fly Neighbourly" policy as follows:

- Always fly as high as possible subject to ATC clearances (whilst remaining clear of cloud and in sight of the surface).
- Maintain circuit height (1000ft amsl) until final approach
- After departure, climb to circuit height as soon as possible.
- Take Off, Climb and Approach Profile - offset by 15 degrees away from shoreline and FATO/ runway direction (over the centre of the river and away from tall buildings on either riverbank).
- Climb out and descent should be at safest vertical speed in accordance with approved take-off profile for the aircraft.
- Manoeuvres below 500ft, apart from climb-out or approach, are not permitted.
- All turns within the circuit (dumbbell pattern) should be made over the river. The direction of turn (left or right) is the pilot's decision but where possible should be initiated towards the windward direction in order to reduce the diameter of the turn. Turns should not be made until reaching Battersea or Wandsworth Road bridges at circuit height (i.e. using the full dimensions of the circuit) and not cut short, thereby avoiding overflying tall buildings on either bank of the river.
- Steep banked turns at speed and "blade-slap" is to be avoided.

- When directed by ATC for separation purposes pilots are to fly "north-side" or "south-side" of the River Thames.
- All manoeuvres should be completed over the centre of the river and avoid cutting corners of river bends over the built-up areas.
- Engine/ rotor start-up in advance of arrival of passengers are not permitted. Overall ground-running of rotors/engines is limited to a maximum guide time of 5 minutes subject to operational conditions or any delays in receipt of or acting upon departure clearances.
- Running of APU's is limited to a maximum of 20 minutes and approval is at the discretion of ATC.
- If "Start-Up" permission is granted and departure clearance given but actual departure is delayed for any reason then aircrew may be instructed to shut down pending a re-start and new clearance.

3.27. FATO Wind Turbulence / Variance

Aircrew should be prepared for turbulence and possible wind-shear which may be experienced during strong wind conditions on approaches and climb-outs to both FATO runway directions.

During periods of strong wind or gales:

- Skidded undercarriage aircraft may be restricted to the FATO only (in which case fuel cannot be provided).
- Wheeled-undercarriage aircraft should remain into wind on the FATO on landing until established on the ground as a precaution against exposure to any strong side-wind or gusts which could un-balance the aircraft as it turns out of wind to commence taxiing inboard from the FATO to the apron.

4 AIRCRAFT INSURANCE REQUIREMENTS

All helicopters using the London Heliport must have in place Aircraft Third Party and Passenger Legal Liability Insurance coverage for a minimum limit of GBP 15,000,000 in any one occurrence.

In addition the Insurance Policy of the Helicopter user must be endorsed as follows:

"Insurers agree to waive rights of subrogation arising out of any payment(s) made in respect of loss of or damage to the Aircraft, against the London Heliport Limited (and/or Associated and/or Subsidiary and/or Parent Companies and/or their officers, servants and employees) who are also included jointly and severally as an Insured for liability coverage".

Upon request the Insured shall provide evidence that such insurance cover is in place.

5 FUEL

Jet A1 is available. The current fuel price is available on request.

All passengers in transit must disembark from aircraft during re-fuelling operations.

6 INTERNATIONAL EU AND COMMON TRAVEL AREA (CTA) FLIGHTS

The London Heliport is designated a Certificate of Agreement aerodrome with no permanent presence of the approving agencies at the London Heliport. Pre-notification of International EU and CTA flights (Irish Republic, Northern Ireland, Channel Islands and Isle of Man) must be made to UK Border Force and UK Police National Ports Office as required under the provisions of the Terrorism Act 2000. within the lead times specified below:

GAR Advance Notification	CTA	EU
Outbound from EGLW	12 hours	2 hours
Inbound to EGLW	12 hours	minimum 2 hours

The primary responsibility for supply of information to the approving authorities for these flights lies with the aircrew or aircraft operator.

Representatives of the approving authorities may elect to attend flights of interest depending on the nationality or visa-status of individuals on board or assessments made based on information provided.

If satisfactory submissions have not been made and clearances obtained from the relevant authorities within the defined timescales or if an incomplete or inaccurate declaration has been made:

- The aircraft may not be given permission to land or could be required to divert to a designated airfield where approval agencies are present
- The aircraft, passengers and aircrew may be delayed in their onward journey pending attendance of staff of the approving agency for document or other supplementary checks.

Submission of flight information may be made in two ways:

- General Aviation Report (GAR) available from www.gov.uk.

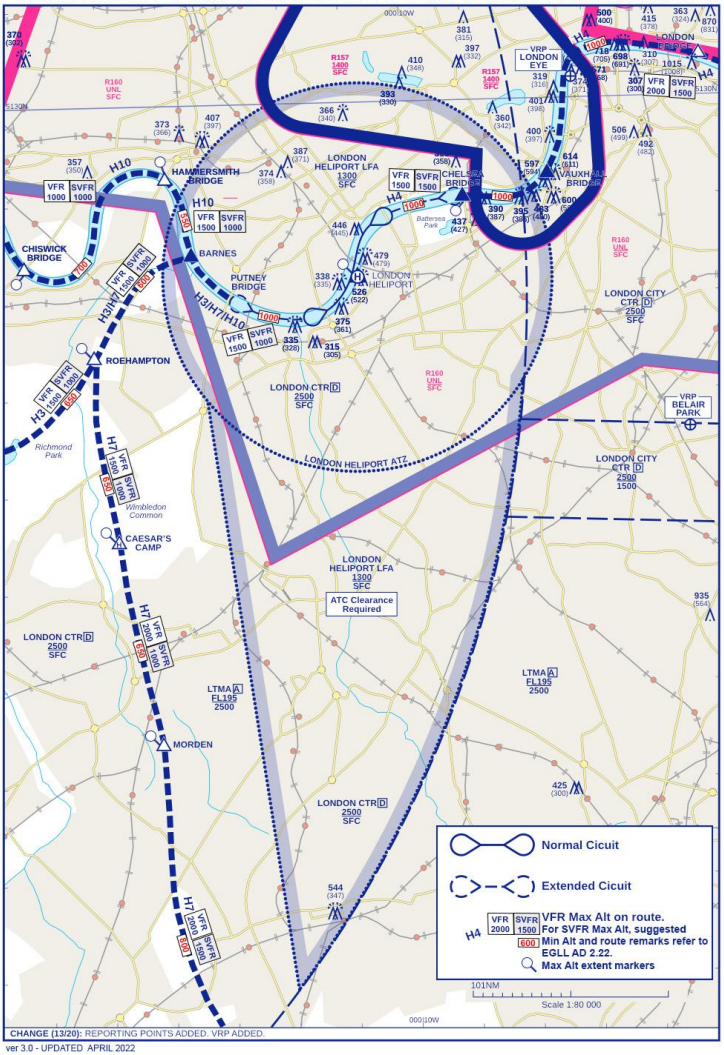
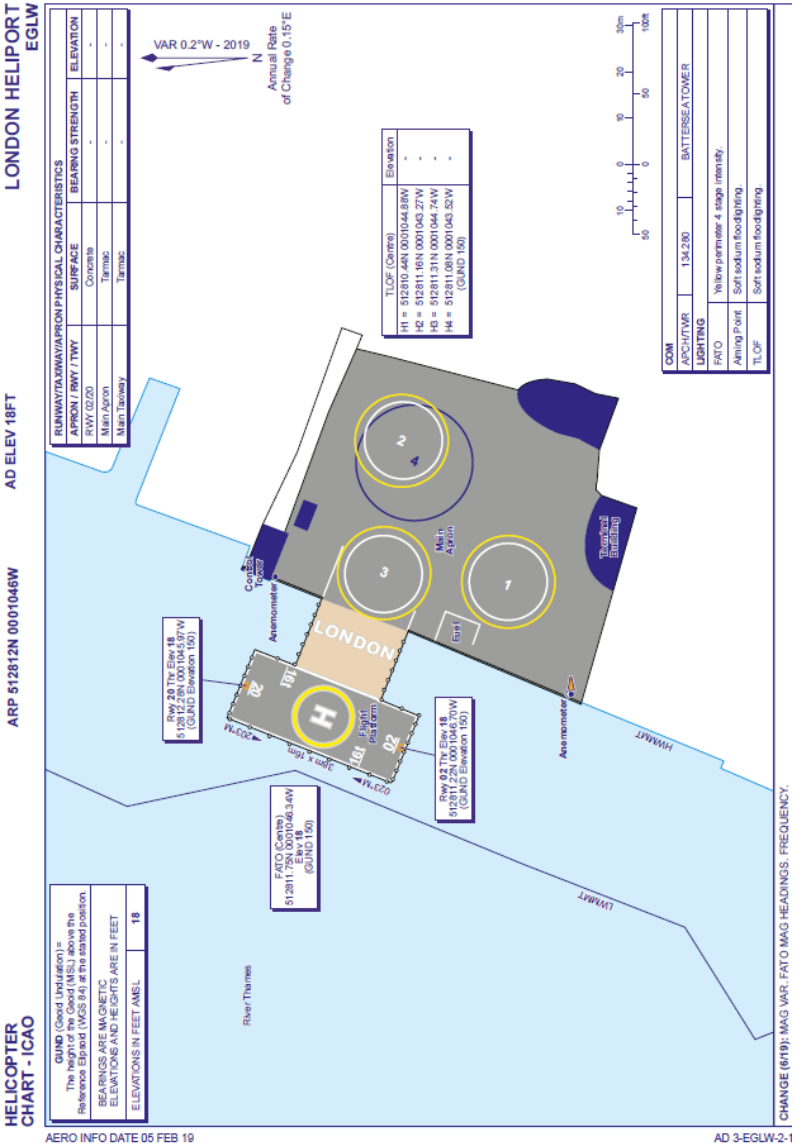
- Via approved GAR submission websites such as www.onlinegar.com which issue a unique reference as confirmation of clearance.

Provided the London Heliport is advised within the advance notification lead times set out in the table below in accordance with the UK Border Force National Frontiers Approval Unit terms specified in the London Heliport Certificate of Agreement approval the advantages of online GAR submission include:

- Notifications including those for short notice early morning flights (and late amendments) can be made close to the prior notification deadlines direct to the approving authorities.
- Operators of CTA flights will be deemed to have successfully discharged their reporting obligations and a separate clearance from the UK Police Ports Office will not be required provided they can demonstrate that they have submitted an online GAR in accordance with submission guidelines available from www.gov.uk.

7 INBOUND / OUTBOUND FLIGHT PROCEDURES CHART

LONDON HELIPORT INBOUND/OUTBOUND FLIGHT PROCEDURES



8 LONDON HELIPORT LAYOUT