



Helpful Hints for Heathrow

A Guide To Working Heathrow Airport





Helpful Heathrow Hints

Getting to the Taxi Feeder Park (TFP)

There are several methods of entering the airport. More often than not, it will be by the M4 Spur Road. However, you may also enter via the M25, A30 or A4. But regardless of how you enter the airport, the number one rule is... do not pass another driver on the M4 spur or any of the perimeter roads on the airport. This can cause disagreements between drivers.

At the Taxi Feeder Park (TFP)

When entering the TFP, where possible go directly to the South Park. Fill the lanes from right to left leaving no gaps, be patient. If the South Park is full go to the North Park. Same rules apply, fill up all the spaces in the lanes.

It is advisable to maintain a surplus of credits for the park. Get your credits whilst in the North Park. If unfortunately, you do run low, do not block the entrance. Pull over to the side, it's only good manners. If you do wish to use the fuel facilities near the TFP, please do so before entering the system.

We have volunteer Taxi drivers acting as North Park Wardens. During the busy morning periods, they will guide you to the correct lane and ask you to fill up the lanes. This is done to help minimise the occasions when taxis are queueing in the road. They are there to help YOU...please do not abuse them.

Persistent offenders may find themselves banned from the park for a period of time.

Toilet Facilities

During your stay in the feeder park please use the proper toilet facilities and leave them as you would wish to find them. Using other areas is not only unhygienic but also a criminal offence, you could have your Cab Tag withdrawn or even worse lose your bill.



Rank Agents

When dealing with Rank Agents please remember they are doing their job as well as they can. Be polite; do not swear at the Agents, lose your temper or use threatening behaviour towards them. These are also criminal offences. If they are negligent in their duties, or in your opinion act wrongly, the correct course of action is to report the matter to the Cab-in and/or Trade Association Representative. Remember your hard earned licence could be at stake.

1. The Rank Agent is there to administer the rules that have been agreed between the taxi trade and Heathrow Airport Ltd (HAL).
2. A Rank Agent can ask to see your Badge.
3. A Rank Agent can ask to see your Cab Tag.
4. A Rank Agent can ask the passenger for his/her destination.
5. A Rank Agent may ask if drivers accept fair fares journeys.
6. A Rank Agents can ask a driver to leave the rank if that driver is refusing a legitimate hiring.
7. A Rank Agent can ask the driver to leave the rank if that driver is over the agreed time on a local return journey or has not been dispatched to that Rank from the Taxi Feeder Park (TFP).
8. A Rank Agent can ask a driver to leave the rank if the driver has not been through the Taxi Feeder Park system. Any Driver who has not been through the TFP System May be reported and subsequently banned for a period of time.
9. The Rank Agent should not open the Taxi's doors or load luggage.
10. The Rank Agent should not price any journeys, except when confirming Fair Fares.
11. The Rank Agent should not estimate the time or routes of journeys.
12. In the event of a dispute with a Rank Agent, make a note of the date, the time, the Terminal on which it happened and report it to the Cab-in. Do not verbally or physically abuse Rank Agents. You can be reported to the Taxi Management Company, TfL and the Met.Police.

TFP Cab-in number: 0208 745 5893.

Taxi Management Company Supervisor: 07971 287 594.



Heathrow Taxi Rank Procedure

The Taxi Ranks at Heathrow generally work on the principle of 'First Cab, First Job'. The First taxi must take the first job unless there is a reasonable excuse not to do so.

However, the passenger may take any taxi he/she desires.

Listed below are some of the reasons a Driver may refuse to take a passenger:

The passenger does not have the means to pay the fare.

The passenger wishes to travel outside the Greater London area.

The passenger wishes to travel more than 20 miles and/or more than one (1) hour in duration.

The passenger is under the influence of alcohol or drugs.

The passenger does not have a proper address for their destination (Major Hotel, Tube or Rail Stations are acceptable).

The passenger wishes to travel to a Car Park or Car Rental Office on the Airport Perimeter Road. This is due to unsafe set down facilities and there are courtesy buses available.

The passenger has luggage or contents that could damage the Taxi or the interior or make it unsafe to drive e.g. Bicycles, Skis or leaking bags. Any luggage more than two (2) feet in length may be placed in the passenger compartment at the Driver's discretion but must not obscure the Driver's vision.



There are more passengers than there are seat belts. All children, inc babies, count as one. One heart to  each seat belt.

Dress Code

Please wear sensible footwear and bear in mind that the competition wear suits and ties.

General Code of Conduct

Always be ready for work. Leaving your cab and blocking the TFP may lead to disruption and a loss of work. Any driver causing disruption may face disciplinary action from HAL.

Upon being dispatched you must go to the terminal indicated, not one of your own choice. En route to the Terminal, do not overtake other cabs. If this accidentally happens pull over and allow the other cab to pass. On arrival at the Terminal (or buffer) fill up the lanes. Do not force other cabs to be foul of the rank.

Cab Tags remain the property of Heathrow Airport Ltd (HAL) at all times. To interfere or tamper with the Tag is a criminal offence.

If, when you are on a Taxi Rank and approached by a potential customer for a quote, direct the customer to the Price list at the front of the Taxi Rank and the point cab.

Drivers may point out that there is a Local Hotel Hoppa Bus system, but if the passenger insists on a Taxi, the Driver is obliged to complete the hiring. Drivers are not obliged to pass any Hotel Entry Barrier. The Hotel Hoppa Buses do not operate after 23:00.

It is an offence to demand more than the proper fare. It is also an offence to start the meter before the journey starts.



Drivers are obliged to place luggage in the front luggage compartment, but it must not obscure vision from the wing mirror on the near side door.

It is a criminal offence to enter a Taxi without the means to pay the fare. The Police may prosecute offenders under the Theft Act (1978). It is a Civil offence if the passenger makes a part payment of the fare.

Once the Driver has ascertained the passenger's destination, it becomes that Driver's job, if it is a legitimate, compellable hiring. If your passenger decides not to travel and the driver behind has spoken to the next passenger and/or has them in their cab, that becomes that Driver's job. Do not attempt to take another driver's job. Wait for the next job from the Agent.

It is an offence for a Driver to initiate an agreement for passengers to pay separate fares (Stage Carriage). But passengers may agree amongst themselves to pay separate fares, if the journey is not a matter of routine.

Every job that walks away means one more cab stays in the TFP and we all have a longer wait.

PROCEDURE FOR WHEN A TAXI BREAKS DOWN OR CANNOT PICK UP A PASSENGER DUE TO FAULT OR MECHANICAL ISSUE (including Credit Card Machines).

A driver who breaks down either in the TFP South Park, on a taxi Rank/buffer lane or while on a local Journey should immediately notify the Rank Agent or TFP staff in person or by phone. (For North Park see alternate procedure).

Details should be given as to the nature of the issue and what the driver intends to do.

If the driver intends to call out a break down service, (AA/RAC) the driver should obtain a copy of the breakdown report that the breakdown representative will fill out.

If the taxi driver intends to take the cab to a local garage or to carry out the repair themselves then paperwork should be obtained from the garage detailing the nature of the repair, or if a simple fix is carried out by the driver by purchasing the part themselves, then a receipt can be given as proof.



If the cab breaks down on the Rank and the cab is repaired without leaving the rank and provided the Rank Agent can confirm the cab had not been moved, then the driver can immediately take the next available passenger and later on produce the paperwork at the cabin. Or should the taxi need to be towed away the driver should report to the cabin in the first instance once he is ready to work before entering the park by going to the TFP cabin and producing the breakdown report at which time the driver will be dispatched directly to a Rank.

If the breakdown occurred within the TFP and once the driver is ready to go he should report to the cabin with the paperwork and his waiting time will be assessed to see if he has completed the full waiting time, if not the driver will be told what group he needs to leave with and roughly what time. If the cab needs to be towed out the TFP then the driver should report to the cabin in the first instance once he is ready to work before entering the TFP by going to the Cab-in and producing the breakdown report at which time the driver will be dispatched directly to a Rank.

If a driver rents his cab and is simply given a replacement after a breakdown cab he MUST obtain a swap over note/rental agreement from the agent/garage from who he rents the vehicle.

If your credit card machine is not working in the back of the cab, you will be able to continue working, but only if you inform your provider and book it in for a repair. Alternatively, you can report it to the Cab-in and suspend your ride. But you must get it fixed before returning to Heathrow and show the Taxi Management Company that it is in full working order before you are despatched to a Terminal.

ONCE THE DRIVER IS READY TO WORK AFTER A BREAKDOWN THE DRIVER MUST REPORT TO THE CAB-IN BUT MUST NOT ENTER THE TFP.

IF THE DRIVER ENTERS THE TFP WITHOUT FIRST CLEARING THE RIDE THAT WAS SUSPENDED AND DUE TO BE TAKEN WHEN THE BREAKDOWN OCCURRED, THE DRIVER WILL BE UNABLE TO BE DESPATCHED TO A TERMINAL AND THE RIDE WILL BE FORFEITED AND LOST.



Breakdowns do not include tyre changes, scheduled service/MOT, windscreen chip repair, or any other minor issue that that can be rectified prior to coming to the TFP, or that can be resolved after the current dispatch/journey is complete provided the issue does not render the cab unroadworthy.

Please make sure your wheelchair ramps are in full working order. You may be reported for an unfit Taxi and made to leave the Rank.

(Wheelchair bound passengers must be accompanied by a carer to assist with loading/unloading.) Drivers are required to set out the ramps, if required.

Drivers are obliged to take Guide Dogs.

Heathrow Airport bye-laws 2014

9. Taxis

9.1 Ply for hire

No person shall cause or permit a Taxi to ply for hire or load passengers unless:

- (a) He is authorised to do so by the Airport Company; and
- (b) He does so from an Authorised Standing provided that it shall not be an offence to load passengers in a public car park or at a distance of more than half a mile from the nearest of such Authorised Standings or, with the consent of the a Constable or an Airport Official at any distance from such Authorised Standings.

9.2 Authorised standing

No person shall cause or permit any Vehicle other than a Taxi to stand on an Authorised Standing.

9.3 Permitted number standing

No person shall cause or permit a Taxi to stand on an Authorised Standing in excess of the maximum permitted number of Taxis as indicated by a Sign at the head of the Authorised Standing.

9.4 Taxi drivers



Taxi drivers on an Authorised Standing shall be with their Taxis and be available and willing to be hired immediately.

9.5 Disabled taxis

Disabled Taxis shall not be left by their drivers on an Authorised Standing or Taxi Feeder Park longer than is reasonably necessary to effect removal unless such disablement is temporary and is remedied without delay.

9.6 Obstruction

Taxi drivers shall not obstruct the carriageway, footpath or buildings or cause annoyance or disturbance to persons in the vicinity.

9.7 Washing down

No person shall wash down or clean out a Taxi on an Authorised Standing.

9.8 Wearing of badge

Taxi and Private Hire Vehicle drivers shall display their Badge at all times whilst on the Airport.

9.9 Taxi Feeder Park (TFP)

No person shall drive a Taxi on to an Authorised Standing without having first driven through a Taxi Feeder Park unless at the direction or with the consent of a Constable, an Airport Official or the Airport Company.

9.10 Entering (TFP)

No person shall bring a Taxi into the (TFP) unless he has been permitted to do so by the Airport Company and displays a Ticket issued for that purpose in the windscreen of the Taxi.

9.11 No more than one taxi

No person who has driven a Taxi onto the Airport shall, while that Taxi remains on the Airport, drive another Taxi onto the Airport.

9.12 TFP Parking

No person shall without the permission of the Airport Company leave a Taxi on a TFP unless willing to be despatched immediately to an Authorised Standing.

9.13 Filling vacancies



Drivers shall move up their Taxis on an authorised standing or TFP by filling vacancies as they occur.

9.14 TFP Good order

Taxi drivers who are for the time being in a TFP shall comply with such directions for ensuring good order and an orderly movement of traffic within that TFP as may be given by a Constable, an Airport Official or the Airport Company. Page 12 Heathrow bye-laws 2014

9.15 Leaving the TFP

Taxi drivers who are for the time being in a TFP shall:

- (a) Leave the TFP by an exit for the time being designated for that purpose and in the order in which they entered immediately they are required to do so by a Constable, or an Airport Official; and
- (b) Proceed directly and without delay to the Authorised Standing provided that nothing in this bye-law shall apply to anything to the contrary done at the direction of, or with the consent of a Constable, the Airport Company or an Airport Official.

9.16 Defacing tickets

No person shall deface, alter or amend any Ticket issued for the purpose referred to in bye-law 9.11.

Emergency numbers

Police, Fire & Ambulance

Emergencies

Call 222 immediately if life is at risk or
use 020 8759 1212 (external / mobile)

Heathrow



LOCAL HOTELS AROUND HEATHROW

Holiday Inn Ariel. 118 Bath Road, Harlington, Hayes, UB3 5AJ
Holiday Inn M4 J4. Sipson Road, Sipson, UB7 0HP
Marriott. Bath Road, UB3 5AN
Sheraton Skyline. Bath Road, UB3 5BP
Sheraton Heathrow. Colnbrook Bypass, UB7 0HJ
Leonardo. Bath Road, UB7 0DP
Hilton T4. Sheffield Road, Terminal 4, Heathrow Airport, TW6 3AF
Hilton Garden Inn. Eastern Perimeter Road, TW6 2SQ
Park Inn. Bath Road, UB7 0DU
Radisson Edwardian. 140 Bath Road, Hayes, Middlesex, UB3 5AW
Renaissance. Bath Road, Hounslow, TW6 2AQ
Ibis. 112 Bath Road, UB3 5AL
Ibis Styles. 272 Bath Road, Harlington, UB3 5AY
Premier Inn. Bath Road, 15 Bath Road, TW6 2AB
Travel Lodge Heathrow Central, Cranford. 700 Bath Road, Hounslow, Middlesex TW5 9SW
Double Tree By Hilton. 745 Bath Road, Hounslow, TW5 9QE
Easy Hotel. Brickfield Lane, Hayes, UB3 5DX
Premier Inn T5. 420 Bath Road, UB7 0EA
Thistle Hotel. Bath Road, Longford, UB7 0EQ
Sofitel T5. Terminal 5, TW6 2GD
Crown Plaza. Stockley Road, UB7 9NA
Novotel. Cherry Lane, West Drayton, UB7 9HJ
Premier Inn M4 J4. Shepiston Lane, Hayes, UB3 1RW
Mercure. Shepiston Lane, Hayes, UB3 1LP
Heathrow Lodge. 566 Bath Road, Longford, West Drayton, UB7 0EF

FARES FARE ZONE A (75 MINS. £35)

ASHFORD inc Hospital
CHARLTON VILLAGE
COLNBROOK
EGHAM inc Great Fosters & Holloway College
HORTON



CONCORDIA

JULY 2022

HONDA J5/M4
KEMPTON PARK
LALEHAM
LITTLETON
POYLE
STAINES
STANWELL & STANWELL MOOR
SUNBURY & SUNBURY CROSS inc BP HQ
THORPE PARK
UPPER HALLIFORD
WRAYSBURY

FARES FARE ZONE B (90 MINS. £40)

BOVENEY
CHALVEY
CIPPENHAM
CLEWER ST ANDREWS
CLEWER VILLAGE
CLEWER WITHIN
DATCHET
DATCHET COMMON
ENGLEFIELD GREEN
ETON
ETON WICK
FRIARY ISLAND
IVER inc Pinewood Studios
IVER HEATH
LANGLEY
MIDDLE GREEN
MYRKE
NEW WINDSOR
RICHINGS PARK
SALT HILL
SHEPPERTON
SHREDDING GREEN



CONCORDIA

JULY 2022

SLOUGH

SOUTHLEA

SUNNYMEAD

SUTTON LANE (LANGLEY)

UPTON

WINDSOR inc Oakley Court Hotel

FARES FARE ZONE C (60 MINS. £25)

HILTON T5

TRAVELODGE T5

HOLIDAY INN T5 (OLD BATH ROAD SL3)

HOLIDAY INN EXPRESS T5 (LONDON ROAD SL3)

LOCAL JOURNEYS (60 MINS.)

BEDFONT

BOSTON MANOR

BRENTFORD

CASTLEBAR PARK

COWLEY

CRANFORD

CHISWICK (BSI, CLAYTON HOTEL, BUSINESS PARK & SAUDI ARABIAN EMBASSY)

DRAYTON GREEN

EALING – ALL AREAS

FELTHAM

FULWELL

GREENFORD

GUNNERSBURY AVENUE

GUNNERSBURY STATION



CONCORDIA

JULY 2022

HAMPTON COURT PALACE
HAMPTON WICK
HAMPTON HILL
HANGER LANE – ROUNDABOUT
HANWELL
HANWORTH
HARLINGTON
HARMONDSWORTH
HATTON & HATTON CROSS
HAYES & HAYES END
HEATHROW
HESTON (INCLUDING MASTER BREWER & M4 SERVICES/TRAVELODGE)
HILLINGDON
HOUNSLOW-ALL AREAS
ICKENHAM
ISLEWORTH
KEW BRIDGE ROAD (BRENTFORD)
LAMPTON
LONGFORD
LOWER FELTHAM
NORTHFIELDS
NORTHOLT
NORWOOD GREEN
OSTERLEY
PERIVALE
RUISLIP-ALL AREAS
SIPSON
SOUTHALL
SAINT MARGARET'S
STOCKLEY PARK
STRAWBERRY HILL & VALE
TEDDINGTON
TWICKENHAM
UXBRIDGE
WEST DRAYTON
WHITTON
YEADING
YIEWSLEY



Concordia is the Latin word for "harmony," literally "with (one) heart."