

## Airside Tour Terms and Conditions

All groups participating in an 'Airside Tour' of London City Airport must adhere to the following terms and conditions. Please ensure that you read these terms and conditions thoroughly before submitting the booking form.

- (a) London City Airport is committed to supporting its local community, for this reason, priority will be given to tour groups whose organisation/group is located in the London Borough of Newham and thereafter to the surrounding 'local' boroughs, including the London Boroughs of Tower Hamlets, Hackney, Waltham Forest, Redbridge, Lewisham, Southwark, Barking & Dagenham, Greenwich, Bexley, Havering and the district councils of Bexley and Epping Forest.

(b) Tours are provided for groups studying aviation; studying a subject related to working in an airport environment; and aviation special interest groups only.

(c) London City Airport will endeavour to accommodate your group on your preferred date. However, due to operational reasons this may not always be possible.
- All tour groups must have a nominated tour leader who is responsible for the group and will act as a single point of contact.
- For safety and security reasons, we can only accept tour groups that consist of a maximum of **12 people**. The tour leader should be included in this number.
- For health and safety regulations, all tour participants must be aged 16 years and above. If this is not the case, we are able to offer 'landside' tours of the airport as an alternative.
- Due to security regulations, all airside tour participants must provide photo identification in the form of a **PASSPORT** or **DRIVING LICENCE**. No other form of identification is acceptable. Individuals who are unable to provide this proof of identification will not be permitted to enter the 'airside' area of the Airport site. We are able to offer 'landside' tours of the airport as an alternative. (Definitions of 'airside' and 'landside' are listed at the end of this document)
- All participants of the tour will be provided with a high visibility vest and temporary security pass, both of which they are required to wear at all times during the tour. These rules apply to all staff and visitors alike when entering the 'airside' area of the London City Airport site.
- If you wish to make changes to the list of tour participants' names or additional names are to be added to this list, (up to a maximum of 12) a **final list** of tour participants' names must be submitted to the Community Relations Department (see details below) **2 full working days** prior to your group's tour. This is to allow the Security Department sufficient notice to prepare temporary passes for your tour group. Individuals' that have been added to the list after this cut off will not be able to take part in the London City Airport Airside Tour.

8. At all times, tour groups must follow the instructions provided by staff at London City Airport and remain within six metres of LCY tour guides at all times.
9. The completed and signed form can be returned to Community Relations Department by post, email or fax. Upon receipt of your Tour Booking Form, you will be contacted by the Community Relations Department to secure your group's tour date and time.
10. There is no 'charge' for an airport tour, however the Airport will gladly accept a donation of £3 per guest that we donate to our chosen charity, Richard House Trust. Richard House Hospice, which is located close to the Airport, provides respite and terminal care for children and young people who are not expected to live into adulthood.

#### 11. Definitions

- (a) Airside – The part of the airport inside the security boundary subject to the security requirements of the Department for Transport's rules as a secure area. Entry by members of the public without valid travel documents is prohibited.
- (b) Landside – All areas of the airport that are accessible by members of the public.

Any queries regarding the above terms and conditions should be addressed to:

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