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ParkHeathrow Terms and Conditions

Last updated: 5 Apr 2026

1. Important Information

We are a private entity

We are not affiliated with Heathrow Airport nor with Heathrow Airport official parking.

Important: Please Call Us Before Your Journey

Call us: [07766794174](tel:07766794174)

Before departure: Call 45–60 minutes before arriving (Park & Ride and Meet & Greet).

Upon return: Call immediately after landing so we can dispatch your vehicle or shuttle.

If you do not follow these call requirements and miss your flight, it is your responsibility.

Vehicle Security and Valuables Policy

STRICTLY NO VALUABLES TO BE LEFT IN VEHICLE. This includes electronics, personal items, important documents, clothing & accessories, tools & equipment, and any items of monetary or sentimental value.

ParkHeathrow and service providers accept no responsibility for theft, loss, or damage to items left in vehicles. Vehicles may be moved as required for operations.

Remove all valuables before handing over your vehicle.

Drop-off Charges

- Heathrow Airport charges a £6 drop-off fee at terminal forecourts.
- This charge is not included in your booking.
- Collected at the HeathrowMeetPark counter at departure and collection.

ULEZ (Ultra Low Emission Zone)

- ULEZ applies across all London boroughs including Heathrow Airport.
- Non-compliant vehicles are charged £12.50.

- Set up AutoPay with TfL to avoid penalties.
- ParkHeathrow is not liable for ULEZ penalties.

General Terms

- Allow sufficient time for drop-off and airport procedures.
- Consider traffic delays during busy periods.
- Check vehicle carefully at pickup and report issues immediately.
- Claims cannot be considered once the vehicle leaves the terminal or car park.

2. Booking Conditions

2.1 Booking confirmation is sent to the provided email address.

2.2 If confirmation is not received, contact us immediately. No refunds for no-shows.

2.3 Please read "More Info" for any surcharges or limitations.

2.4 Additional charges applied by service providers are independent of ParkHeathrow.

2.5 ParkHeathrow acts as a booking agent for featured car parks.

2.6 Booking creates a contract with the car park and their terms apply.

2.7 Claims about delays or vehicle issues must be addressed with the service provider.

2.8 All claims for damage or missing items must be pursued directly with the service provider.

2.9 ParkHeathrow is not liable for events beyond our control.

3. Customer Responsibilities

3.1 Bring your booking confirmation and reference when travelling.

3.2 Obtain chauffeur contact details and arrival procedures before departure.

3.3 Remove all possessions and leave only required keys.

3.4 Claims cannot be considered once your vehicle leaves the site or terminal.

3.5 Your vehicle must be roadworthy, taxed, and have a valid MOT.

3.6 Remove all valuables; you assume full risk for any items left in the vehicle.

4. Prices

4.1 All prices are for pre-booking only.

4.2 All bookings are subject to a non-refundable booking fee.

4.3 Check product “More Info” for any additional surcharges.

4.4 Some car parks cannot accommodate oversized vehicles.

5. Cancellation Policy

5.1 All cancellations must be made directly through ParkHeathrow.

5.2 Cancellations must be made via Manage Booking or Customer Support (office hours).

5.3 Cancellation requests via chat, email, or phone will not be actioned.

5.4 No refunds for unused part stays.

5.5 Booking Fee, SMS Charge, Booking Cover Charge, and Bundle Charges are non-refundable.

5.6 Bookings within 24 hours of departure cannot be cancelled, amended, or refunded.

5.A Standard Booking(s)

5.A.1 Standard rate bookings cannot be cancelled or refunded.

5.B Flexible Booking(s)

5.B.1 72+ hours notice: Booking Fee, SMS charges, £20 admin fee, and £5 deducted.

5.B.2 72–48 hours notice: Booking Fee, SMS charges, £20 admin fee, and £10 deducted.

5.B.3 48–24 hours notice: Booking Fee, SMS charges, £20 admin fee, and £20 deducted.

5.B.4 Less than 24 hours: no refund.

5.C Protected Booking(s)

5.C.1 24+ hours notice: Booking Fee, SMS charges, and £4.99 deducted.

5.C.2 Less than 24 hours: no refund.

6. Amendment Policy

6.1 Amendments must be made via Manage Booking online at <https://heathrowmeetpark.uk/manage-booking>.

6.2 24+ hours notice: amendments to travel details are free.

6.3 Standard rate bookings are fully amendable.

6.A Change of dates: extra days payment added, no admin charge (24+ hours notice).

6.B Protected bookings: no charges apply (24+ hours notice).

6.C Protected booking changes: £4.99 for date change, £1.99 for vehicle details.

6.D Change of airport/service provider: £15 admin charges apply.

7. Refunds

7.1 Refunds will only be made to the original payment method.

8. Arrival / Return / Pick-up Time

8.1 Customers must arrive with plenty of time for flight check-in.

9. Parking Conditions

9.1 Vehicles must be roadworthy, taxed, and have a valid MOT.

9.2 ParkHeathrow is not responsible once the vehicle is with the service provider.

9.3 Service providers accept no liability for faulty keys or alarm fobs.

9.4 Open-air exposure may cause cosmetic damage; service providers are not liable.

10. Complaints Procedure

10.1 Complaints must be made directly to the service provider.

10.2 Expect a reply within 10 working days.

10.3 Complaints must be lodged within 24 hours of return to the UK.

10.4 Inform the provider immediately to allow rectification.

10.5 Delayed notification may prevent resolution.

10.6 Providers reserve the right to move vehicles as required.

10.7 Assistance is provided where possible but not guaranteed.

11. Limitation of Liability

11.1 These Terms apply only to bookings made directly with ParkHeathrow.

11.2 Liability is limited to losses arising from negligence in processing a booking.

11.3 Total liability is limited to the booking cost paid to ParkHeathrow.

12. Service Reviews Policy

12.1 Reviews should be posted on the service provider's platform.

12.2 Reviews about service providers should not be posted on ParkHeathrow platforms.

12.3 Improper reviews may be challenged or result in legal action.

13. Distance Selling

Transport and leisure services are exempt from the traditional cooling-off period.

14. Modification

ParkHeathrow may modify these Terms at any time.

15. User Obligations

15.1 You must be at least 18 years old and provide accurate information.

15.2 You must provide accurate vehicle details and update them if changed.

16. Privacy and Data Protection

We process personal data as per our Privacy Policy and comply with GDPR.

17. Intellectual Property

Website content is our intellectual property and cannot be reproduced without permission.

18. Contact Information

Email: support@parkheathrow.uk

Phone: [07766794174](tel:07766794174)

Website: <https://heathrowmeetpark.uk>

By using our Website or services, you acknowledge that you have read these Terms, understand your obligations, and agree to be bound by these Terms.