

## **Heathrow Special Assistance Open Day – 23rd September**

As part of our Open Day, we will be operating tours of the terminals to allow you to experience the airport environment, the processes you will have to go through when travelling and the assistance provided. The tours will be visiting **one** terminal only and will take approximately **2 hours**.

The tours will include:

- Bus travel to terminal
- Tour of landside areas:
  - Check-in
  - Special Assistance host areas
- Security Processes
- Tour of departures airside areas:
  - Departure lounge
  - Special Assistance host areas
  - Travel to Gate & boarding
- Tour of Arrivals areas:
  - Disembarkation
  - Immigration
  - Baggage Reclaim Hall
  - Arrivals Hall
- Bus travel back to the Heathrow Academy

We have a **limited number of spaces** on these tours so we need to operate them on a **first come first served basis**. We will be running a number of tours throughout the day at various intervals. Whilst you are waiting for your tour to leave, we will take you through the “*Your guide to flying with a disability*” presentation and there will be plenty of exhibition and information stands for you to visit at the Heathrow Academy. Lunch and refreshments will be provided to all guests, please let us know of any dietary requirements in advance.

Please be advised that we need to organise airport ID passes for all those who wish to attend an airside tour. You must provide the information below by Monday **4<sup>th</sup> September 2017** via email to **Open\_Day@heathrow.com**

- Colour scanned copy of your ID: either a British passport or British photo-card driving licence (please see guidelines) – if you do not possess either of these, please contact us to discuss whether you are eligible for an airside tour.
- Electronic passport style photo – head and shoulders shot (selfies are fine)

**N.B. You must bring the same ID with you that you scan and send to us. If you do not bring this to the event, you will not be allowed through airport security.**

**All assistance dogs and wheelchairs can be accommodated through airport security, however we recommend that you only bring any essentials along as all carried items and bags may be subject to security checks. If you would like any further information, please get in touch.**

**During the tours all participants must stay within sight of their tour guide at all times.**

***We look forward to seeing you there!***

Name: \_\_\_\_\_

Date of Birth: \_\_\_\_\_

Other attendees that you wish to attend on same tour: \_\_\_\_\_

Any additional requirements: \_\_\_\_\_