



## Airport Parking Services



MEMBER OF THE  
BRITISH PARKING ASSOCIATION

# PARKAIR247 Booking Confirmation

Thank you for booking with us. This confirmation contains all the details of your bookings, important information and directions to your chosen car park option. You will need to take this with you to the car park as proof of booking.

**Name:**

**Surname:**

**Company:**

**Mobile:**

**Email:**

**Booking date:** 01-Jan-1970 01:00

**Tel: 0333 4042 247**

## Booking summary



### Parkair 24/7

**Booking #:** BK000

**Airport:**

**Parking From:**

08-Sep-2024 03:41

**Return:**

08-Sep-2024 03:41

**Duration:**

**Product:**

£

**Outbound/Departure Terminal:**

**Inbound/Return Terminal:**

**Car Valet Service:**

£

**Agent :**

£

**Sub Total:**

£ 0

**Discount: %**

£ 0

**Total:**

£ 0

**VAT Included(20%):**

£ 0



## Vehicle Details

**Registration No:**

**Make:**

**Model:**

**Color:**

**Other Color:**

## Flight Details

## **Flying To:**

## **Outbound Flight No:**

## **Flying back airport:**

## **Flying From:**

## **Inbound Flight No:**

# **Please see below the directions for each Terminal we serve:**

### **Terminal 2 drop off**

Sat-nav postcode: TW6 1EW

1. Exiting the tunnel, keep right, passing the Central Bus Station, joining the final approaches to Terminal 2 on Cosmopolitan Way.
2. Please keep to the right, as the road to Terminal 2 will move away from building before turning back as the road ramps up to Terminal 2 Departures & the Short Stay 2 car park on Constellation Way.
3. Once you are on the rising ramp, continue to keep right as the ramp will lead directly into the "Short stay car park" entry barriers.
4. Please make sure you are in lane 5 or 6, (towards the ticket machine), which will take you to Level 4 of the Short Stay car park. Take a ticket at the barrier and enter the car park.
5. Once you enter the car park on Level 4, keep to the RIGHT following the signs for 'Off Airport Parking Meet & Greet' and then please park your car in "Row B".
6. Here you will see our drivers who are based near the ticket pay machine. They will be in uniform and be expecting you
7. Please have your email booking confirmation ready, together with your return flight details

### **Terminal 2 Return Instructions**

1. On your return, once you have collected your luggage and are about to clear Customs, please inform us by calling the number above. Proceed to make your way to the same place where you dropped your vehicle off (Short Stay Car Park, Level 4). For this, please take the exit from the Arrivals Hall area, beside Marks & Spencers, walk across to the lifts in front of you, then, take one of the far-left lifts to Level 4. You will arrive at the Short Stay Car Park, Level 4 where your vehicle will all be ready for you to collect in Row B, next to the lift/pay machine.

### **Terminal 3 drop off**

Sat-nav postcode: TW6 1QG

1. From the M25 exit at Junction 14, follow the signs for Terminals 1, 2 & 3 all the way round following onto the Western Perimeter Road.
2. Go through the main tunnel to the Central Terminal Area for Terminals 1, 2 & 3.
3. Exiting the tunnel, keep in the 1st lane and follow signs for Terminal 3 Short Stay Carpark (Carpark 3).
4. Take a ticket from the barrier and follow signs to Level 4, then please park your car in "Row B"
5. Here you will see our drivers who are based near the ticket pay machine. They will be in uniform and be expecting you
6. Please have your email booking confirmation ready, together with your return flight details

### **Terminal 3 Return Instructions**

1. On your return, once you have collected your luggage and are about to clear Customs, please inform us by calling the number above. Proceed to make your way to the same place where you dropped your vehicle off (Short Stay Car Park, Level 4). Walk towards the Boots shop, follow signs to the Short Stay Car Park 3, at the end of Arrivals Hall area, take the lift to Level 1, cross the bridge to the carpark then please take the lift, where you will then arrive to the Short Stay Car Park, Level 4, where your vehicle will be all ready for you to collect in Row B.

### **Terminal 4 drop off**

Sat-nav postcode: TW6 3XA

1. Please follow directions to the Short Stay car park and then drive up to Level 2. Look for the "Off Airport Meet and Greet" sign.
2. Here you will see our drivers who are based near the ticket pay machine. They will be in uniform and be expecting you
3. Please have your email booking confirmation ready, together with your return flight details

### **Terminal 4 Return Instructions**

1. On your return, once you have collected your luggage and are about to clear Customs, please inform us by calling the number above. Proceed to make your way to the same place where you dropped your vehicle off (Short Stay Car Park, Level 2). Exit the Arrivals Hall area, next to the WH Smith shop, then, cross the three lanes using the zebra crossing. Then proceed to take the lift furthest to your left to reach the Short Stay Car Park, Level 2, where your vehicle will be all ready for you to collect.

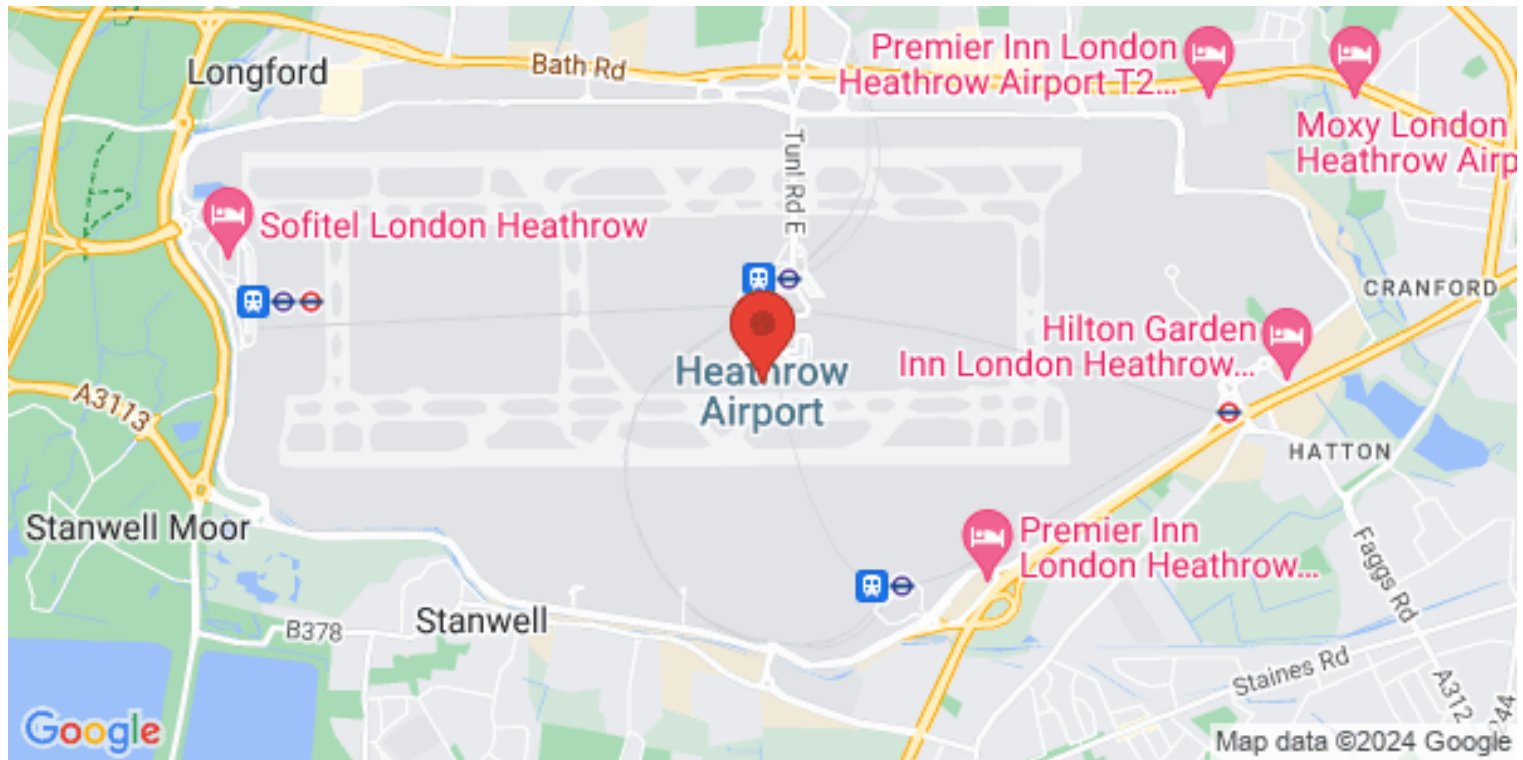
### **Terminal 5 drop off**

Sat-nav postcode: TW6 2GA

1. Please follow the signs for the "Short Stay car park", which is located on the right hand side of the ramp, as you take the exit for Terminal 5 from the roundabout.
2. On arrival at the Short Stay car park, please move to the left hand lane, following directions to "LEVEL 4".
3. Take a ticket from the barrier and make your way to Zones "R-S". Please park your car in these designated areas, sign posted as "Off Airport Meet & Greet"
4. Here you will see our drivers who are based near the ticket pay machine. They will be in uniform and be expecting you
5. Please have your email booking confirmation ready, together with your return flight details

### **Terminal 5 Return Instructions**

1. On your return, once you have collected your luggage and are about to clear Customs, please inform us by calling the number above. Proceed to make your way to the same place where you dropped your vehicle off (Short Stay Car Park, Level 4). Exit the Arrivals Hall area, walk towards the left, where you will need to exit the building after Café Nero, in order to take the lifts in front of you, where you will need to select Level 4. You will then arrive at the Short Stay Car Park, Level 4, where your vehicle will be all ready for you to collect in either Row R or Row S.
2. Customers are expected to read and understand PARKAIR247's terms and conditions upon booking regardless of how the booking was originally made. PARKAIR247 will not accept liability where a customer has not taken time to read and understand our terms and conditions.



#### **On your way to the Airport:**

1. Customers are required to call us when approximately 30 minutes away from reaching the terminal, this helps us know when we should expect you and allocate our staff accordingly.
2. PARKAIR247 will pay for a maximum of 30 minutes of your parking fee when you drop your vehicle to us, so we urge you to liaise with us prior to arrival so staff can arrive accordingly on time to greet you.

#### **On return:**

1. After you have collected your luggage, or if you have none when you are passing through passport control, please call us on [0333 4042 247](tel:03334042247) and we will despatch your vehicle as soon as possible. Please check your vehicle before driving away as we cannot accept liability for any issues that are reported once your vehicle has been removed from our care.
2. PARKAIR247 will pay for a maximum of 30 minutes of parking for your return and additional costs will need to be paid by the customer. When the vehicle has been signed back to you, staff will validate your exit ticket and you can make your way home. Customers are required to pay for any services in FULL before the vehicle is handed back. If you have any queries please contact us by email at [support@parkair247.com](mailto:support@parkair247.com) and we will assist you.

#### **ULEZ EXPANSION FROM 29TH AUGUST 2023**

1. Customers with Non-Exempt ULEZ vehicles will be responsible for paying the £12.50 ULEZ charge, which they will incur both on the day when the vehicle is dropped off to us at Heathrow Airport and again on the day when it is returned to the customer. We recommend that customers set up an Auto-Pay so that both payments are collected by TFL automatically. PARKAIR247 will not be liable for any ULEZ charges/penalties for customers' vehicles if unpaid.

If you have an amendment to make to your booking, please give PARKAIR247 as much notice as possible by email to help avoid any disruption upon your departure/return. Any delays in informing us of an amendment may lead to a delay on your days of travel.

#### **Amend a Booking**

1. We offer Flexible and Non-Flexible bookings. If you have booked a Non-Flexible service, you will not be able to cancel or change any aspect of your booking.
2. For a Flexible booking, cancellations/amendments are allowed up to 24 hours before your scheduled date and time of travel. In this case you will receive a full refund, less a £10.00 administration fee. Amex cards will incur an additional fee of £3.50 per transaction.
3. Additional days are chargeable at our daily rate.
4. Amendments and cancellations will only be valid if sent via email to [bookings@parkair247.com](mailto:bookings@parkair247.com) and ensure that this has been acknowledged as having been received by our office. All costs are payable in full prior to your vehicle being handed to you on your return.

#### **Cancellations**

1. We know that sometimes things do not always go to plan and you may need to cancel your parking.
2. All we ask is that you give us enough notice, so that we can amend your booking internally and allow the space to become available for others.
3. If you have booked through one of our agents, please contact them directly and they will handle your request. Their own terms and conditions will apply and they will notify us of any changes made.
4. If you have booked with us directly then please email any cancellation/amendment to [bookings@parkair247.com](mailto:bookings@parkair247.com) and ensure that this has been acknowledged as having been received by our office.

#### **Important information about Parkair 24/7**

T2 height restriction for Short Stay is 2.2m T3 height restriction for Short Stay is 2.2m T4 height restriction for Short Stay is 2.1m T5 height restriction for Short Stay is 2.2m From 29th August 2023 new ULEZ charges will affect bookings at all car parks serving Heathrow for vehicles that do not meet Euro 6 emissions regulations - Please make sure you check before you travel. For more information please visit: <https://tfl.gov.uk/modes/driving/ultra-low-emission-zone/ulez-payments> Please consider that you will be within the ULEZ zone on two separate occasions (on your start date and return date). Please check your vehicle before driving away as we cannot accept liability for any issues that are reported once your vehicle has been removed from our care. Please ensure you take photographs of your vehicle. Parkair 24/7 will pay for a maximum of 30 minutes parking in the Short Stay car park. If your flight is delayed, there is no extra charges or additional fees.

**Thank you for booking with Parkair247 Limited**

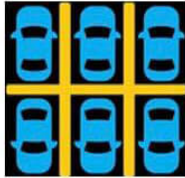


**Email:** [bookings@parkair247.com](mailto:bookings@parkair247.com)

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**Address:** 3 Waterside Drive, Langley, Berkshire, SL3 6EZ

**Phone:** 0333 4042 247



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Have a question about your booking? Please contact our customer service team on [support@parkair247.com](mailto:support@parkair247.com)

[www.parkair247.com](http://www.parkair247.com)

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**Company Registration No:**

14244892

**VAT Registration No:** 445 3750 88



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