Heathrow Park Direct Terms and Conditions

Last updated: 9 March 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

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.

Heathrow Park Direct 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.

No Compensation or Alternative Parking Policy

ABSOLUTE DISCLAIMER — READ CAREFULLY. Heathrow Park Direct accepts **NO responsibility** and will provide **NO compensation** under any circumstances for:

- **Missed Flights:** If you miss your flight for any reason whatsoever, including delays in our service, traffic, your late arrival, failure to allow sufficient time, or any other cause.
- **Late Arrivals:** If you fail to call us within the required timeframe (45–60 minutes before arrival), arrive late, or do not follow our drop-off procedure for any reason.
- **Late or Delayed Return:** If your return is delayed for any reason — including flight delays, baggage delays, customs, immigration, or any other cause — and your vehicle is not ready at the exact time expected. We will make every reasonable effort but cannot guarantee an immediate return in all circumstances.
- **Late Collection Charges:** Any additional storage, parking, or holding charges incurred because you collected your vehicle later than your booked return date and time.
- **Alternative Parking Arranged by You:** If you choose to, or are required to, arrange alternative parking at any facility for any reason — including our service being unavailable, delayed, or not meeting your expectations — we will not reimburse those costs under any circumstances.
- **Costs of Arranging Alternative Parking:** Any fees, charges, or costs incurred at any other car park or

parking facility arising from your inability to use our service, regardless of the reason.

- **Service Delays:** Any delays in vehicle delivery, shuttle service, or pick-up times during busy periods, adverse weather, or operational difficulties.
- **Failed Contact:** If you fail to reach us by phone, or we are temporarily unable to reach you, for any reason.
- **Third-Party Parking:** Any costs incurred if you park at any other parking facility not operated by us.
- **Consequential Losses:** Hotel costs, flight rebooking fees, taxi fares, loss of earnings, loss of enjoyment, or any other direct, indirect, or consequential expenses arising from any parking or service issue.
- **No-Show:** If you do not arrive for your booking without prior cancellation, no refund or compensation will be issued.
- **Communication Failures:** Phone line issues, network problems, or inability to contact our staff by any means.
- **Operational Disruptions:** Staff unavailability, vehicle breakdown, or any force majeure event.

By completing your booking, you explicitly acknowledge and agree that: (a) you have read and understood this disclaimer in full; (b) you will not seek any form of compensation, refund, or reimbursement for missed flights, arranged alternative parking, late returns, or any other losses or expenses howsoever arising from the use of or inability to use our service; and (c) your sole remedy in the event of any service failure is as set out in our Cancellation and Refunds policies.

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 Heathrow Park Direct 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.
- Heathrow Park Direct 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 Heathrow Park Direct.

2.5 Heathrow Park Direct is the direct operator of the parking services offered on this website. By completing a booking, you enter into a contract directly with Heathrow Park Direct. No third-party car park operator is a party to this contract unless explicitly stated in writing.

2.6 Where Heathrow Park Direct sub-contracts any element of your parking service to an approved third-party provider, Heathrow Park Direct remains your primary point of contact and retains responsibility for ensuring the service is delivered as booked.

2.7 Any additional charges applied by a sub-contracted provider that were not disclosed at the time of booking are independent of Heathrow Park Direct and must be raised directly with that provider.

2.8 All claims for damage or missing items must be reported to Heathrow Park Direct before your vehicle leaves the site or terminal. Claims submitted after departure cannot be considered.

2.9 Heathrow Park Direct is not liable for events beyond our reasonable control. See Section 20 (Force Majeure) for full details.

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 Heathrow Park Direct.

5.2 The preferred method of cancellation is via the Manage Booking portal at https://heathrowparkdirect.uk/manage-booking, which provides instant confirmation and the fastest processing of any applicable refund.

5.3 Cancellations submitted by email to info@heathrowparkdirect.uk or by telephone during office hours are also accepted. Cancellations requested via live chat are accepted but must be followed by written confirmation by email to be binding. The date and time of the written confirmation will be used to determine the applicable refund tier.

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

7. Refunds

7.1 Refunds will only be made to the original payment method used at the time of booking. We are unable to issue refunds to a different card, account, or third party.

7.2 Where a refund is due, it will be processed within **14 calendar days** of the cancellation being confirmed. Please allow additional time for your bank or payment provider to credit the funds to your account.

7.3 If Heathrow Park Direct cancels your booking for any reason within our control, you will receive a full refund of all sums paid, including any non-refundable fees that would otherwise apply under Section 5. We will notify you as soon as reasonably practicable.

7.4 No refund will be issued for unused days, early returns, or partial stays unless the booking type expressly permits this.

7.5 Refunds are not available for any additional charges paid on-site to a sub-contracted provider (e.g. drop-off fees, ULEZ charges). These are separate transactions outside Heathrow Park Direct's control.

7.6 Nothing in this section affects your statutory rights under applicable UK consumer protection legislation.

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 Heathrow Park Direct 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 Heathrow Park Direct through https://heathrowparkdirect.uk.

11.2 Subject to clause 11.4, Heathrow Park Direct's total liability to you in connection with any booking, whether arising in contract, tort (including negligence), breach of statutory duty, or otherwise, shall not exceed the total amount paid by you to Heathrow Park Direct for that booking.

11.3 Subject to clause 11.4, Heathrow Park Direct shall not be liable for any indirect, consequential, or special loss, including but not limited to: loss of profit, loss of enjoyment, missed flights, hotel costs, or any other costs arising from a failure to deliver the service, except where such failure is due to our negligence.

11.4 Nothing in these Terms excludes or limits liability that cannot lawfully be excluded or limited under applicable law, including but not limited to: (a) liability for death or personal injury caused by negligence; (b) liability for fraud or fraudulent misrepresentation; or (c) any other liability that cannot be excluded under the Consumer Rights Act 2015 or any other applicable UK statute. Your statutory rights are not affected by these Terms.

12. Service Reviews Policy

12.1 Heathrow Park Direct welcomes genuine feedback from customers who have completed a booking and used our services. Reviews submitted through our internal review system must be based on a real, verifiable experience.

12.2 Reviews must not contain defamatory, offensive, or misleading content. Heathrow Park Direct reserves the right to remove or challenge any review that is demonstrably false, abusive, or submitted in bad faith.

12.3 Any person who submits a false or defamatory review may be subject to legal action. Heathrow Park Direct reserves the right to pursue all available legal remedies in such cases.

12.4 We do not accept responsibility for reviews or comments posted about our services on third-party platforms. See Section 19 (Ratings and Reviews Disclaimer) for further details.

13. Distance Selling and Right to Cancel

13.1 Bookings made through https://heathrowparkdirect.uk are distance contracts governed by the Consumer Contracts (Information, Cancellation and Additional Charges) Regulations 2013 ("CCR 2013").

13.2 Under Regulation 28(1)(h) of the CCR 2013, the 14-day statutory right to cancel does not apply to contracts for the provision of transport services where the contract provides for a specific date or period of performance. Parking is a transport service within the meaning of this exemption.

13.3 By completing your booking, you acknowledge and agree that the statutory 14-day cooling-off period does not apply to your booking, and that your right to cancel is governed exclusively by our Cancellation Policy set out in Section 5 of these Terms.

13.4 Nothing in this section removes or limits any of your other statutory rights that cannot be excluded by law.

14. Modification

Heathrow Park Direct 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 your personal data in accordance with the **UK General Data Protection Regulation (UK GDPR)** and the **Data Protection Act 2018**. Full details of how we collect, use, store, and protect your data — including your rights and our third-party processors — are set out in our Privacy Policy, which forms part of these Terms.

By making a booking, you acknowledge that you have read and understood our Privacy Policy.

17. Intellectual Property

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

18. No Affiliation with Similarly Named Operators

18.1 Heathrow Park Direct operates solely through the domain https://heathrowparkdirect.uk. All services, bookings, and customer relationships are conducted exclusively through this website and our authorised communication channels.

18.2 We have no legal, commercial, operational, or other affiliation, association, partnership, endorsement, or connection with any other business, website, or parking operator that uses a similar trading name, brand, or domain name (collectively "Similar Operators").

18.3 Each Similar Operator is an entirely separate and independent legal entity. Heathrow Park Direct has no responsibility for, and makes no representations regarding, the quality, safety, pricing, availability, or legality of any services offered by any Similar Operator.

18.4 Any booking, payment, contract, or agreement entered into with a Similar Operator is entirely separate from any booking or agreement made with Heathrow Park Direct. We accept no liability, responsibility, or obligation whatsoever in respect of any booking, payment, loss, damage, claim, or dispute arising from or in connection with any Similar Operator.

18.5 If you are uncertain whether you are transacting with Heathrow Park Direct, you must verify that your browser address bar displays **https://heathrowparkdirect.uk** before entering any personal or payment details. If in doubt, please contact us directly at info@heathrowparkdirect.uk before proceeding.

18.6 Heathrow Park Direct reserves the right to take all available legal steps to protect its brand, reputation, and customers from confusion caused by similarly named operators.

19. Ratings and Reviews Disclaimer

19.1 Any star rating, score, or quality indicator displayed on Heathrow Park Direct is based solely on our own internal customer review system. These ratings reflect feedback submitted directly by customers who have used our services and are managed entirely by Heathrow Park Direct.

19.2 Our ratings are independent of, and not derived from, any third-party review platform, rating agency, or external comparison website (including but not limited to Google Reviews, Trustpilot, Yelp, TripAdvisor, or any similar service).

19.3 Heathrow Park Direct makes no representations regarding, and accepts no liability whatsoever for, any ratings, reviews, scores, or statements about our services published on any third-party platform. Such content is

beyond our control and does not represent our official position.

19.4 We do not endorse, adopt, or take responsibility for any third-party rating or review, regardless of whether it is positive or negative. Customers should not rely solely on third-party ratings when making a booking decision and are encouraged to contact us directly with any queries.

19.5 Any attempt to manipulate, falsify, or misrepresent our internal reviews, or to publish defamatory or misleading content about our services on any platform, may result in legal action.

20. Force Majeure

20.1 Heathrow Park Direct shall not be liable for any failure or delay in performing its obligations under these Terms where such failure or delay results from any cause beyond our reasonable control ("Force Majeure Event").

20.2 Force Majeure Events include but are not limited to: acts of God, extreme weather conditions, flood, fire, earthquake, pandemic, epidemic, government action, airport closure, industrial action or strikes (whether by our staff or third parties), power failure, failure of third-party systems or infrastructure, terrorism, or civil unrest.

20.3 In the event of a Force Majeure Event, we will notify you as soon as reasonably practicable. We will use reasonable endeavours to minimise the impact on your booking and, where the service cannot be delivered at all, will offer a credit note, rebooking, or refund at our discretion.

20.4 A Force Majeure Event does not entitle you to cancel without charge if the service is ultimately delivered as booked, even if delivery is delayed.

21. Governing Law and Jurisdiction

21.1 These Terms and any dispute or claim arising out of or in connection with them (including non-contractual disputes or claims) shall be governed by and construed in accordance with the law of England and Wales.

21.2 You and Heathrow Park Direct both agree to submit to the exclusive jurisdiction of the courts of England and Wales to resolve any dispute or claim arising out of or in connection with these Terms, except that Heathrow Park Direct may apply to any court of competent jurisdiction for injunctive or other equitable relief.

21.3 If you are a consumer resident in Scotland or Northern Ireland, you may also bring proceedings in the courts of your country of residence.

22. Alternative Dispute Resolution

22.1 If you have a complaint that we have been unable to resolve through our internal complaints procedure (Section 10), you may refer the dispute to an Alternative Dispute Resolution ("ADR") scheme. We are required to

inform you of this right under the Alternative Dispute Resolution for Consumer Disputes (Competent Authorities and Information) Regulations 2015.

22.2 The European Commission provides an Online Dispute Resolution ("ODR") platform for consumers at https://ec.europa.eu/consumers/odr. Our contact email for ODR purposes is info@heathrowparkdirect.uk.

22.3 We are not obliged to participate in ADR proceedings but will consider any request in good faith. Nothing in this section prevents you from bringing proceedings before a court of competent jurisdiction.

23. Contact Information

Email: info@heathrowparkdirect.uk

Website: https://heathrowparkdirect.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.