

COVID-19 Policy & Procedure

The global COVID-19 pandemic has had a significant impact on the way we live our lives, including how we travel. Please read this page carefully before you travel so you know what to expect when you get to the airport, including the measures we have put in place to keep you and our staff safe.

With lockdown restrictions easing across the UK, many people are looking forward to being able to travel abroad again. So if you want to know [where you can travel right now](#), and from which terminals at Heathrow Airport we have the answers.

Before you travel

Please do not travel if you are displaying any [symptoms of COVID-19](#) (high temperature, persistent cough, loss of taste or smell).

Check the status of your flight with your airline as some schedules are still subject to change.

Please only travel to the airport if you have a flight booked. Only those people who are flying will be allowed inside the terminal buildings. As of July 24th 2020, it will become compulsory to wear facemasks at all Airports within the United Kingdom.

There is currently no overnight access to the terminal buildings so please only arrive two-three hours before your flight. Please call us at Happy Days twenty minutes before arriving, this will allow us plenty of time to organize a driver at the terminal. Only passengers travelling should come to the airport, non-flying members of the public are not permitted inside, unless they are escorting a passenger that needs special assistance (further information can be found below).

We at Happy Days Parking will supply complementary Face Masks and Hand Sanitizer upon request. All our drivers will be given a supply of these products and can be asked for at no cost. You can request this in "Comment" field on bookings form.

Make sure you check the latest government advice regarding travel to your destination and any requirements for returning passengers, such as quarantine.

Getting to the airport

Government guidelines currently require all users of public transport to wear face coverings. This includes all trains and the Metrolink, plus all buses and coaches serving the airport.

If you are driving to the airport, please note that Heathrow is currently operating a limited number of car parks. Please check your booking and follow the signs to the correct car park.

Make sure you arrive at the airport with a suitable face covering, As of July 24th, 2020 it will become compulsory to wear facemasks at all airports within the United Kingdom. These must be worn throughout your journey, including on airport busses and in the terminal building. Additional masks can be purchased at the airport terminals.

If you are being dropped off, please use the designated set down area, and remember that only those with a flight booked should enter the terminal.

Keeping you safe at Airport

To help you keep your distance from our drivers please park your vehicle at the dedicated meet and greet bays within the terminal car parks. Our drivers will have your mobile phone number. As our drivers will be at the meet and greet point monitoring your arrival, we shall call you once we see your vehicle. At this point we will advise you to leave your vehicle and collect your luggage and belongings that you require for travelling. Our drivers will maintain a safe distance at all times. We will offer you complimentary medical facemasks and also a complimentary pocket size bottle of sanitizer. This can be requested before-hand using "Comment" field on booking form.

Inside the Terminals

To help reduce the risk of infection and to keep you and our colleagues safe, Airports have introduced a number of additional measure. We know social distancing won't always be possible in an airport environment, but we ask you to keep a safe distance between you and other people whenever possible. The following other measures are in place to keep you safe:

- You must keep your face covered on all parts of the airport campus, including on airport buses, so please bring a face covering with you. Your airline may not permit you to fly if your face is uncovered. Additional masks will be available to purchase inside the terminal(s).
- Please clean your hands regularly. This can be done with soap and water and airport staff will be on hand to advise the nearest places to do this. Additional hand sanitizing stations have also been installed throughout the airport.
- Airports are trialing the use of temperature screening technology which you will see on the entry to security.
- Airports have an enhanced cleaning regime in place throughout the airport – you may see these teams in operation.

- Airports may have installed protective screens at various locations throughout the terminal, including check-in desks and security.
- Most Airports are trialing the use of UV cleaning technology on escalators to keep handrails as clean as possible.

Special assistance

If you have booked special assistance, please head to the special assistance area within the check in hall. Our colleagues are all equipped with protective clothing and our wheelchairs are cleaned thoroughly after each use. Those requiring special assistance are permitted to bring one other non-flying member of the public with them to help them get to the assistance point.

At security

The rules on hand luggage have not changed, so please ensure any liquids are in containers of less than 100ml (including hand gel) and placed in a clear plastic bag before entering security. We at Happy Days Parking will only offer a complimentary 100ml bottle of hand sanitizer. Laptops and tablets should also be outside your bag. However, in light of COVID-19 some airlines have changed their cabin baggage policy so please check with your airline as there is nowhere to store left luggage.

Please keep your face covering on as you pass through security, although you may be asked to remove it if you are selected for an additional search.

Please expect slightly longer queues at security due to new ways of work procedures.

In the departure lounge

Please observe any signage regarding queueing systems which may be in place and keep your distance from others where possible. This includes our seating area and in the toilets.

As more and more passengers and flights return, and the airport's retail offering please maintain social distancing at all times.

Getting to and from the aircraft

Where possible Airports are trying to park aircraft at stands which are apart from each other to help people keep their distance.

Airports are also trying to limit the number of flights which require a bus journey between the terminal and the aircraft. However, where this is not possible, airports are keeping bus journeys as short as possible and limiting the number of people onboard. Please remember to keep your face covered at all times.

Returning to the UK

With the Government's relaxation of quarantine, and introduction of travel corridors, all passengers arriving into Heathrow Airport need to be ready for UK Border control by completing a Passenger Locator Form. Upon arrival they will need to show either a printout of the form or have it on their phone. A link to access the [Government's form is here](#).

Please check the [latest advice](#) and ensure you have completed the necessary forms.

Please keep your face covered in the terminal except if asked to remove it by Border Force officers.

Remember to keep your distance as far as possible when collecting your baggage and leaving the airport.

Please leave the terminal as soon as you have collected any baggage. Upon receiving your baggage please call us at Happy Days Parking 20 minutes before you require your vehicle. Our driver will arrange to meet you with your car in the designated area at the meet and greet section of the terminal carpark. We will again keep our safe distance and sanitise all essential parts of your car. Upon you approaching your car we will maintain a safe distance and again offer complimentary masks and sanitizer. Upon your inspection of your vehicle we will leave you to have a safe journey home.

Thank you

We know that travelling might feel strange as we get used to these new measures, but they have been introduced to keep you safe as you pass through Heathrow Airport and using our meet and greet facility at Happy Days Parking. We look forward to welcoming you to a safe journey starting with Happy Days Parking.