



General

This website is owned and operated by Integrated Paramount Services Limited (IPS Limited), a company registered in England with a registered office at 635 Sovereign Court Sipson Road West Drayton UB7 0JE, with company number 13490986.

For the purposes of these Terms and Conditions: "We", "Our" and "Us" refers to IPS Ltd. while references to "You" and "Your" refers to the person(s) accessing this website (including person(s) who access this site on the behalf of other persons);

"Booking" "booked" refers to our "Meet and Assist" service provided.

"Meet and Assist" refers to the service available on this service in partnership with Heathrow Airport Limited.

"Contact" refers to contact details provided by "You" to "Us" and also the details "You" can reach "Us" on.

"Customer" refers to "You"

Your use of this website indicates Your agreement to be bound by these Terms and Conditions for the services rendered in consideration of the access provided to the website as detailed below.

If You do not agree to these Terms and Conditions, any of the related documentation linked below or other restrictions notified to You during the course of Your use of this website You are not permitted to and agree not to, use or access this website.

Terms and Conditions

Meet and Assist Service

Your booking is only valid for the date, price and terminal specified when you book. Your booking is non-transferable.

Your booking is for the use of a dedicated pre-booked Meet and Assist agent to escort and guide you through your Heathrow journey.

Passengers under the age of 16 years old may not use the Meet and Assist service unaccompanied. Children under the age of 2 years old may use the Meet and Assist service with an accompanying adult for free.

In respect of departing passengers, a passenger's late arrival at Heathrow airport may result in the relevant airline refusing to accept passengers for the flight. In such circumstances, the charge for any booked Meet and Assist services will be non-refundable.

The price for the Meet and Assist services is per booking depending on the journey and number of travellers on the same itineraries. This is for the duration of the first 3 hours of service. After the first 3 hours of service, an additional fee of £30 per hour will be charged against the original payment card.

In respect of arriving passengers, passengers will be welcomed by the Meet and Assist agent at their arrival gate or coaching gate within the main terminal building. The Meet and Assist agent will have a name board displaying the party name and reference number. Due to the nature of airport operations flights may be subject to last-minute gate changes so if you cannot see your Meet and Assist agent once you arrive at your gate then please call the IPS Reservations Centre on 0208 897 3000. It is the responsibility of the arriving passenger to ensure that they identify themselves to the Meet and Assist agent at the top of the jet bridge or arrival coaching gate before commencing their onward journey. If the passenger continues on their journey without approaching the waiting agent or contacting the customer service team then it will be considered a 'no show' and may result in the booking being cancelled at full charge.

A contact number must be provided as part of the booking process. IPS in partnership with Heathrow cannot take responsibility for services which cannot be fulfilled due to not being able to contact the customer.

A contact number for the passenger(s) travelling must be provided as part of the booking process. Heathrow cannot take responsibility for services which cannot be fulfilled due to Meet and Assist agents not being able to contact the passenger or being at the agreed meeting point at the time defined during the booking process.

It is the responsibility of the parent/guardian to place their own child into the pushchair/stroller and ensure that the safety harness is secured around the infant prior to moving off and follow all safety instructions given to them by the Heathrow Meet & Assist agent.

To prevent any fall, under no circumstances should any luggage be placed on the handles of the pushchair/stroller. The storage basket can be used for smaller items not exceeding 4.5kgs. The pushchairs/stroller must not be used on stairs or escalators. The Heathrow Meet & Assist agents will advise of the whereabouts of the elevators/lifts provided in the Terminals.

The parent/guardian accepts full responsibility for their child whilst utilising the equipment provided by Heathrow.

Cancellations or changes to pre-bookings

Should you wish to cancel or make changes to your booking or part of it you may do so by contacting us via telephone on 0208 897 3000 and/or email at meetandassist@ipslhr.co.uk

Cancelling your booking

In order to consider a refund, We must receive notice of your cancellation:

- a) no later than 48 hours before the date and time of your Meet and Assist service booking.

If you do not give the required advance notice as stated under (a) Meet and Assist service, no refund will be given.

Amending your booking

Where a change is required by you for a change of itinerary or timings to your meet and assist, this can be arranged at least 24 hours before the date and time of your booking.

If you do not give the required advance notice for the amendment as stated, no refund will be given and this may cause a shortfall in fulfilling this service.

Service request within 48 hours

For urgent requests inside the 48 hours booking window, please contact our Reservations office at +44 (0) 208 897 3000 and/or email meetandassist@ipslhr.co.uk where we do our best to meet your needs. (subject to availability)

Other Information

What's not included

For clarity and for the purpose of 'Our Service'.

- Meet & Assist service does not include fast track service through security and immigration. Please see "[Heathrow Fast Track](#)"
- Meet & Assist includes baggage assistance for up to 3 bags on self-pushed trolleys. If you require assistance with more baggage, please add this information when booking and IPS can arrange this in advance. Please see "[Heathrow's Porter Service](#)" or our 'Add-on Services'.
- Wheelchair assistance or other qualifying reduced mobility of impairment is not included in this service. This service is provided through the airlines by Heathrow Airport [here](#).

For bookings made in error by customers for services not included, no refund will be processed.