

Jonathan James  
Head of Contract Management  
MTR Elizabeth line  
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London,  
EC3A 8NH

23 April 2020

**MTR (TfL Rail) services transfer to Heathrow Airport Terminal 5**

Dear Jonathan

We are currently in the process of consolidating our terminals with some airlines temporarily relocating from Terminal 3 and Terminal 4 into Terminal 2 and Terminal 5 alongside the airline companies that already operate from there.

This consolidation means that the Terminal 2 and Terminal 3 station (CTA) will remain open but the Terminal 4 station will be temporarily placed out of use for passenger services. The Terminal 4 station will remain open and be kept in a "night mode" for ECS moves, contingencies and test train running.

We request that the TfL service is transferred from Terminal 4 to Terminal 5 from the start of service Saturday 09 May 2020.

We note that MTR already has firm rights for two trains per hour in its Track Access Contract with Heathrow Airport.

At a future date we may request MTR to run one or two services to Terminal 4. Please can you confirm if MTR requires paths for driver route knowledge purposes?

[REDACTED]

[REDACTED]

We will review this arrangement with you on an ongoing basis and will notify you when services can be transferred back to use the Terminal 4 station.

Train cleaning that was undertaken at Terminal 4 will be contracted to Mitie at Terminal 5.

Please be aware that the current train dispatch methodologies in use at Terminal 4 will continue at Terminal 5.

We would like to request that passenger communication channels such as on train announcements and posters are updated with reference to this terminal consolidation.

We wish to thank your organisation for its support in these unprecedented times and being there every day to keep our passengers safe and continuing with their journeys.

Please do not hesitate to contact me if you require further information.

Yours sincerely

**Michael Bradley** Digitally signed by Michael  
Bradley  
Date: 2020.04.23 14:24:54  
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Mark Chestney  
Head of Rail  
Heathrow Airport Limited