

27th July 2026

Via email to: economicregulation@caa.co.uk

RESPONSE TO CAP 3279 – ECONOMIC REGULATION OF HEATHROW AIRPORT LTD – SETTING A HOLDING PRICE CAP FOR 2027

Dear CAA

The Heathrow Passenger Forum (HPF) welcomes the opportunity to respond to the Civil Aviation Authority's consultation on the proposed holding price cap for 2027.

Overall, the HPF is supportive of the CAA's proposed approach. We recognise that the holding price cap provides an appropriate and pragmatic mechanism to bridge the period before the final H8 price control is determined, while maintaining regulatory certainty for both Heathrow Airport and its airline customers.

From a passenger perspective, the most important objective is ensuring that Heathrow continues to deliver a safe, resilient and high-quality service whilst providing value for money. The proposed holding arrangements appear to strike a sensible balance between protecting consumers from unnecessary increases in airport charges and ensuring that the airport has the financial certainty required to continue operating effectively during the transition to the full H8 settlement.

The HPF particularly supports the principle of regulatory stability. Passengers benefit when there is clarity and predictability within the regulatory framework, reducing uncertainty while allowing all parties to focus on maintaining and improving the customer experience.

Whilst airport charges are ultimately borne by airlines, and may in turn influence fares, passengers are best served by a regulatory regime that promotes both affordability and sustained investment in operational resilience, service quality and the long-term

performance of the airport. The holding price cap is an appropriate interim measure while the wider H8 review is concluded.

The Heathrow Passenger Forum therefore supports the CAA's proposed holding price cap arrangements for 2027 and looks forward to engaging further as the H8 process progresses.

Yours faithfully

Mark A Izatt

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Chair – Heathrow Passenger Forum

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ABOUT HPF

The Heathrow Passenger Forum monitors the end-to-end passenger experience. It considers any issue in connection with Heathrow Airport that would impact passengers and reports its conclusions and recommendations to CISHA and the airport. The Forum does this in four ways: (1) Monitoring the procedures and facilities available to passengers and making recommendations for their improvement to Heathrow Airport. (2) Holding quarterly meetings to receive briefings and opinions from Heathrow Airport stakeholders and external experts and using the outcomes and insights to make recommendations to CISHA and the airport. (3) Providing a passenger perspective on airport developments and (4) Contributing to government and CAA consultations that impact the Heathrow passenger.

ABOUT CISHA

CISHA ensures independent oversight of the way Heathrow Airport engages with stakeholders. The Council and its forums work with stakeholders to make progress on the issues that matter to them. We hold the airport to account and work to help ensure it is the best neighbour it can be. We fulfil the role of an Airport Consultative Committee (ACC) as set out in Section 35 of the Civil Aviation Act.

CISHA membership is made up of six forums: Local Community Forum (LCF), Noise & Airspace Community Forum (NACF), Heathrow Airport Transport Forum (HATF), Heathrow Sustainable Economic Growth Taskforce (HSEG Taskforce), Heathrow Air Quality Working Group (HAQWG), and Heathrow Passenger Forum (HPF). CISHA quarterly meetings also include representation from other stakeholders such as the local councils, airlines, the business community, and airport user groups.