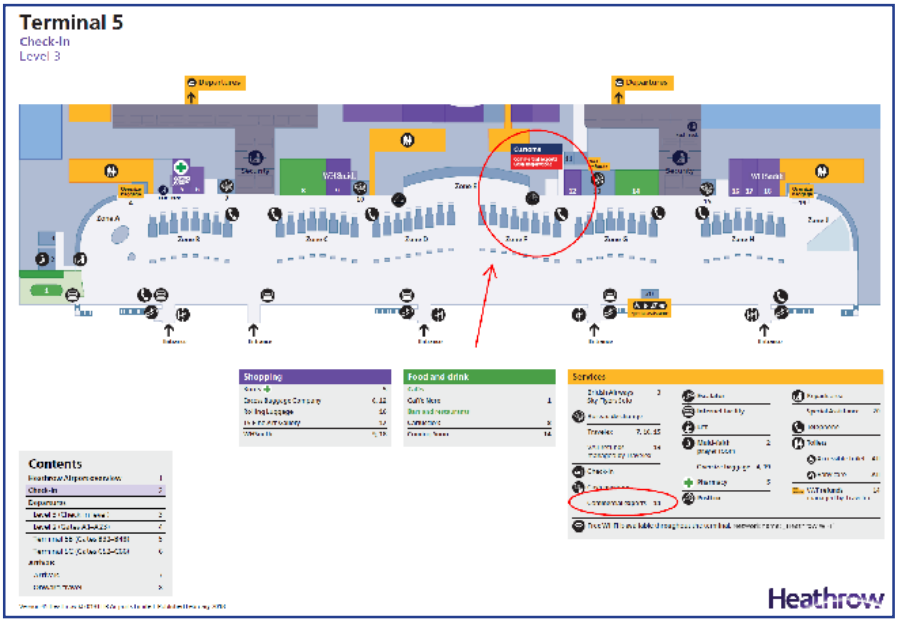
LHR - London Heathrow Airport

HM Revenue & Customs - Terminal 5



Airport Information

Website
http://www.heathrow.com/

Telephone Information Service
0844 335 1801 (within UK*)
If you use a textphone please call: 0844 571 7410
+44 20 7360 1250 (outside UK)
*Calls cost 7p per minute plus your telephone company's network access charge

Parking Customer Service: 0344 335 1000 press 1 for parking
Email: orders@heathrow.com
Hours of Operation: Daily 06:00 to 23:00 (including public holidays)

Carnet & Customs Instructions

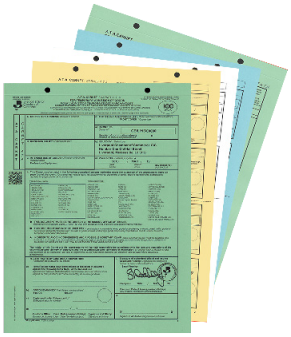
Carnet users must have their carnets validated both when arriving and departing.
1) Bring Carnet and items to Public Office located in Terminal 5. Proceed to the Check In counter and the airline agents will direct you where to go or will call a Border Force officer depending if your goods will be checked in or hand carried in cabin.

Terminal 5 Customs/Border Force is on Level 3 behind Zone F. Use the red phone there to reach an officer.

For assistance, you may call the Border Force Customer Service at Terminal 3: +44 020 8910 3719
Hours of Operation: 24/7 but 10pm - 6am only has a skeleton crew so there might be a little delay.
Or call the MIB team (Merchandise in Baggage) for information at 020 3014 5731.

UK Custom office in London Heathrow, Hounslow
Address: Custom House, Nettleton Road, TW6 2LA London Heathrow, HOUNSLOW
Phone: +44 (0)203 014 5600 / 5601

Information is accurate as of September 11th, 2019 but can change at any time.
Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.



BCL International HelpLine..... 0808 189 3400 E-Mail ..... carnets@boomerangcarnets.co.uk
U.S. Corporate Headquarters ..... 847-852-3100 Website ..... www.boomerangcarnets.co.uk

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