

[REDACTED]

[REDACTED]

Sent: Sun Feb 13 17:13:47 2011

Subject: Scotsman - FOI on BAA Edinburgh drop-off charge

All,

As discussed with some, the Scotsman have been given an FOI detailing exchanges between Ministers, officials and others on BAA's £1 drop-off charge at Edinburgh Airport.

The Scotsman have, predictably, focussed attention very strongly on [REDACTED] email exchange with [REDACTED] and comments in subsequent meetings with the Edinburgh Masterplan Steering Group (all detailed below for reference).

This FOI was given to Conservative MSP Gavin Brown, who has claimed that the material "suggests that the Scottish Government colluded directly with BAA to bring in this charge" – a charge which is clearly untrue and which we need to reject in the strongest possible terms. Andrew Whitaker, the Scotsman reporter doing the story, has also asked whether [REDACTED] [REDACTED] comments were made "with the blessing of ministers" – again something which was not the case and needs firmly rebutted.

The Scotsman are almost certain to have this on their front page tomorrow, with a double page spread inside.

I have discussed this with Mr Swinney and he is content with the following lines:

"Ministers have always been opposed to plans for a drop-off charge at Edinburgh Airport, which is a matter for BAA.

"These comments from an official were personal views made entirely without ministerial knowledge or approval – and as such did not reflect Scottish Government policy at the time or subsequently."

Grateful for any quick comments to allow this to issue to the Scotsman within the hour – as a final point, were communications officers and special advisers alerted to the fact this FOI was being issued to an opposition MSP, in order to allow lines to be prepared?

06 November 2009 email from from [REDACTED] Scottish Government Aviation Branch to [REDACTED] [REDACTED] planning and development executive at BAA Edinburgh.

I note too the discussion around Kiss and Fly.

I note that [REDACTED] (SESTRANS Coordinator) put forward the suggestion of charging for forecourt use during peak periods. I would support further consideration of such a charge.

Perhaps now though it needs to consider how to dissuade Kiss and Fly and a charge on accessing the Airport site would seem the best way.

The £1 charge at Luton strikes me as being too low and as I mention above, could be construed as primarily a revenue raising tool (maybe Luton has been up-front about that?).

Edinburgh Masterplan Steering Group discussing its Airport Surface Access Strategy - April 27 2010

[REDACTED] suggested that any charges be levied in incremental stages in order to assess the appropriate charging level to achieve desired results.

Edinburgh Masterplan Steering Group discussing its Airport Surface Access Strategy - Jan 21 2010

[REDACTED] felt that the charge of £1 made for drop off at Luton Airport was not sufficient to discourage kiss-and-fly. [REDACTED] proposed that any charging scheme at Edinburgh be introduced in stages, with monitoring and analysis of the results at each stage.

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

**Sent:** Sun Feb 13 18:46:18 2011

**Subject:** Re: Scotsman - FOI on BAA Edinburgh drop-off charge

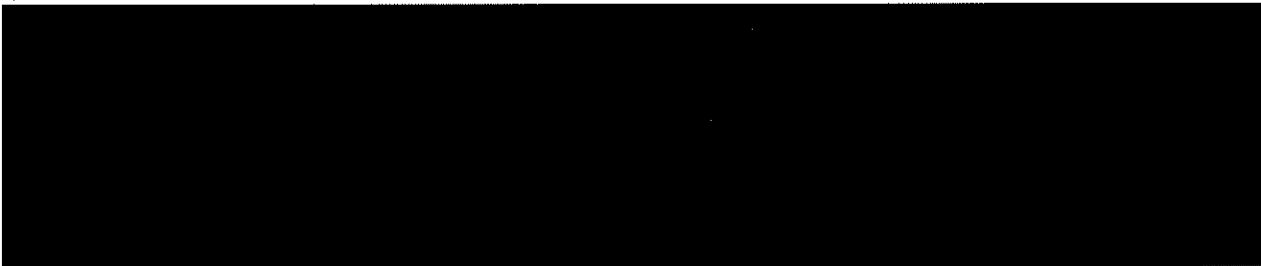
For reference, line below as issued

Scottish Government spokesman said:

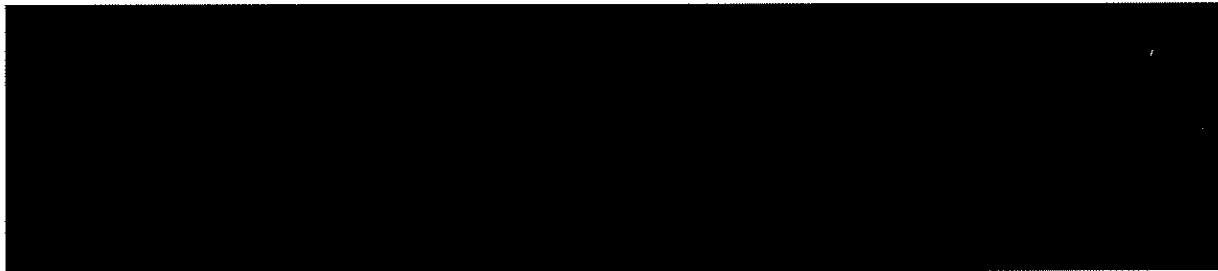
"Ministers have always been opposed to plans for a drop-off charge at Edinburgh Airport, which is a entirely a matter for BAA as a private company.

"These comments from an official were offered without ministerial knowledge or approval – and as such did not reflect Scottish Government policy at the time or subsequently."

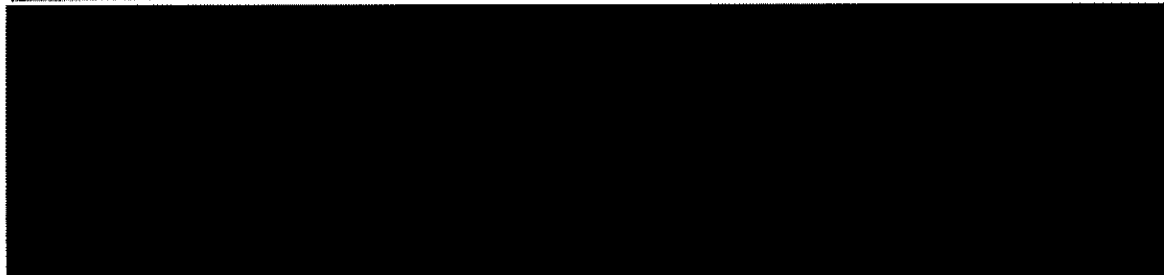
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# Minutes

20<sup>th</sup> April 2011

Meeting title/subject: Airport Transport Forum

Meeting location: Marriott Hotel, Edinburgh

Present:

- [Redacted] - Development Director, Edinburgh Airport
- [Redacted] - Communications Manager, Edinburgh Airport
- Midlothian Council
- Stagecoach East Scotland
- Stagecoach East Scotland
- Airport Consultative Committee
- Forward Travel/John Cumming - Onward Travel
- Transport Scotland
- Traveline Scotland
- Confederation of Passenger Transport
- Confederation of Passenger Transport
- SEStran
- RHASS
- East Lothian Council
- City of Edinburgh Council
- Scotrail
- BMI/Airport Operators' Committee
- West Lothian Council
- Lothian Buses




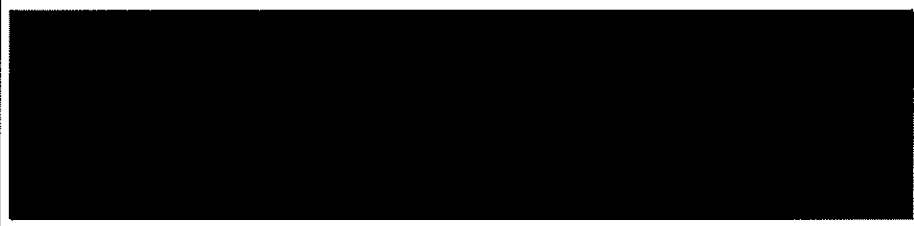





Apologies:

- [Redacted] - Edinburgh Airport
- [Redacted] - Edinburgh Airport
- [Redacted] - E & M Horsburgh
- [Redacted] - Airporcarz
- [Redacted] - Sustrans
- [Redacted] - Edinburgh Chamber of Commerce
- [Redacted] - SEStran
- [Redacted] - SEStran
- [Redacted] - Forward Travel / Central Radio Taxi
- [Redacted] - Transport Scotland
- [Redacted] - RHASS
- [Redacted] - EACC
- [Redacted] - First Group
- [Redacted] - First Group
- [Redacted] - Lothian Buses
- [Redacted] - Lothian Buses
- [Redacted] - West Lothian Council
- [Redacted] - Scottish Government
- [Redacted] - Fife Council
- [Redacted] - Fife Council
- [Redacted] - Fife Council
- [Redacted] - Stagecoach
- [Redacted] - Stagecoach

# Minutes

	<i>Action</i>
<p><b>Introduction</b></p> <p>[REDACTED] opened the meeting and thanked all present for attending.</p>	
<p><b>New Developments</b></p> <p>[REDACTED]</p>	
<p><b>A8 Public Transport Interchange</b></p> <p>[REDACTED]</p>	
<p>[REDACTED]</p>	
<p><b>Tram Update</b></p> <p>[REDACTED]</p>	
<p>[REDACTED]</p>	
<p><b>Rail Update</b></p> <p>[REDACTED]</p>	
<p>[REDACTED]</p>	
<p>[REDACTED]</p>	

# Minutes


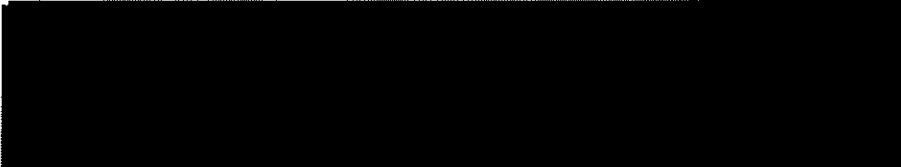
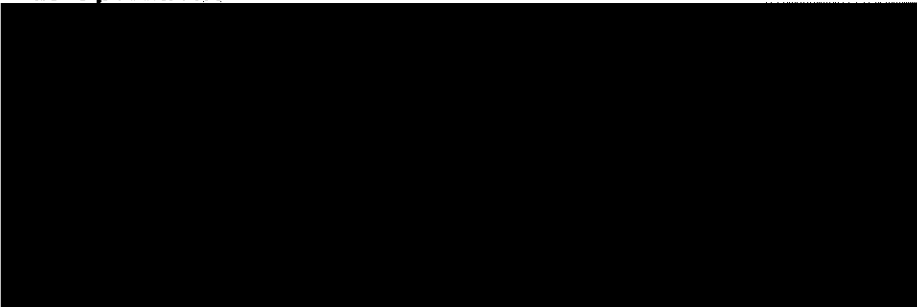
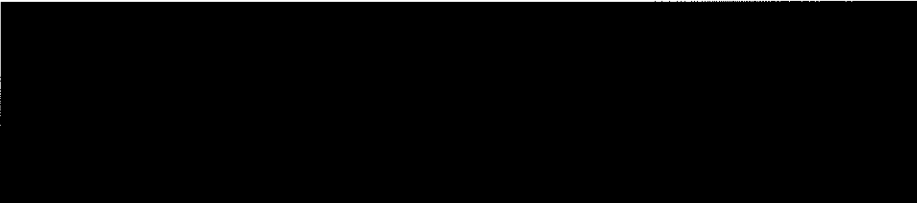
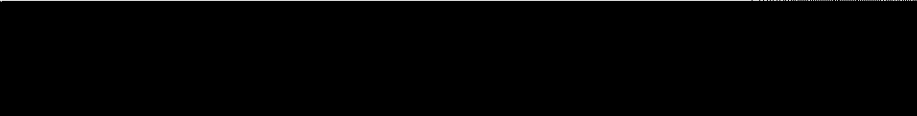
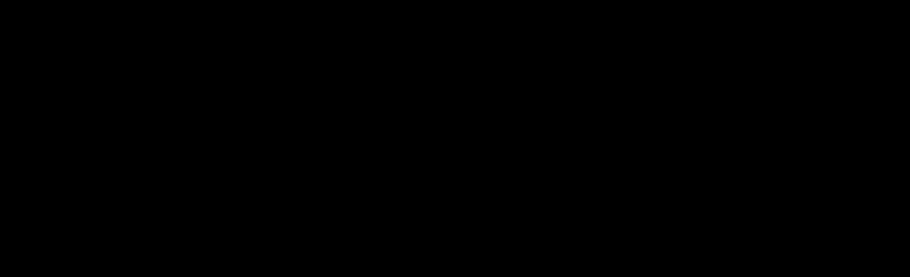
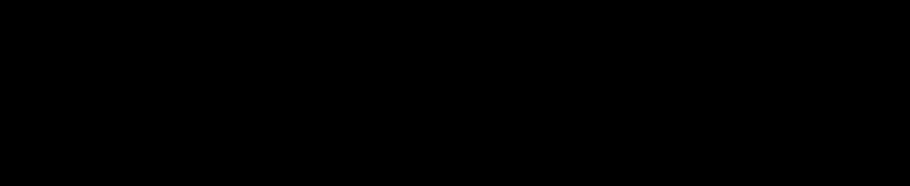
	<i>Action</i>
	
<b>Airport Business Update</b> 	
	
	
	
	
	
	
	

# Minutes




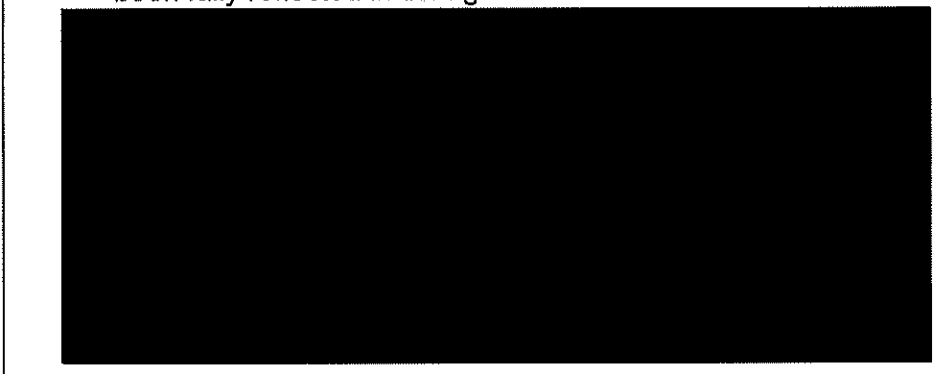



	<i>Action</i>
[Redacted]	
[Redacted]	[Redacted]
[Redacted]	
[Redacted]	
<b>External Roads</b>	
[Redacted]	
[Redacted]	
[Redacted]	
[Redacted]	
[Redacted]	



# Minutes

	<i>Action</i>
	
	
<b>Bus Operations</b>	
	
	
<i>Lothian Buses</i>	
	
<i>Stagecoach</i>	
	
<b>Taxis</b>	
	

# Minutes

	<i>Action</i>
	
<b>Airport Surface Access Strategy</b>	
	
	
<ul style="list-style-type: none"><li>• Kiss &amp; Fly mode share is 22.3% for the 12 months to the end of December and continues to reduce slowly. The impact of the introduction of drop off charging in October 2010 has not yet been fully reflected in the figures.</li></ul>	
	
	
<b>AOB</b>	
	
	
<b>Next meeting October 2011</b>	

# Minutes

	<i>Action</i>

Mobility and Access Committee for  
Scotland (MACS)  
Area 2-D North  
Victoria Quay  
Edinburgh  
EH6 6QQ



11 August 2011

██████████  
Managing Director  
Edinburgh Airport  
Scotland  
UK  
EH12 9DN

Dear ██████████

### **Edinburgh Airport Drop Off Facilities**

The Mobility and Access Committee for Scotland (MACS) was established in 2002. Our role involves giving advice to Scottish Ministers on aspects of policy affecting the travel needs of disabled people, and promoting the travel requirements of disabled people with transport planners and operators and ensuring these needs are fully taken into account in service delivery.

We are writing to raise concerns around the implications arising for disabled people from the introduction of changes to the drop-facilities at Edinburgh Airport.

The Committee notes your open letter to all passengers, Edinburgh businesses, community groups and politicians, dated 14 July 2010. This mentions that Edinburgh Airport still offers a free drop off facility. However, this has been relocated to the long stay car park which is situated at a distance requiring a shuttle connection to arrive at the terminal. The distance and the need for a further connection makes this inaccessible for the vast majority of disabled passengers, especially if they need to be accompanied to the check-in areas/help point.

Your letter also states that "the free 15 minutes that blue badge holders currently receive" remains unchanged. We have several issues concerning

this time limit. Fifteen minutes is insufficient time to allow for most disabled people to get inside the terminal and for the driver/helper to get back to the car. In practice, those who have tried the new drop-off facility in front of the terminal, which did offer spacious disabled parking spaces to unload passengers found it impossible not to pay the £1 drop-off charge at the exit which is done automatically through a vehicle registration plate recognition system with no other exit available.

From the Edinburgh Airport website, the Committee notes that there was no mention of disabled provisions available at the Drop Off point or in the Parking/Drop Off section, and no reference to the short-stay car parking option. These points were not mentioned either in the Drop Off Leaflet.

In the Parking/Short Stay Parking section, it mentions that "Blue badge holders, or drivers carrying blue badge holders, are given 15 minutes free access to the Short Stay car park. Drivers carrying blue badges should show their tickets to the ticket desk on the ground floor of the car park for validation." Once again, the time restriction causes problems in gaining access to the airport, validating the ticket at the parking desk inside the car park and exiting all within a 15 minute time span.

Under the Special Assistance/Parking section, the following explanation is provided under **Blue Badge drop-off point**: "Vehicles carrying passengers with blue badges are given 15 minutes free access to any of our car parks. Car parks have wide disabled parking bays, please follow signs to the appropriate zone. Drivers carrying blue badge holders should present their ticket to the Customer Services office for validation to exit." The reference to "any of our car parks" is confusing. The long stay car park is too far away and, as explained above, it is technically impossible to get out of the drop off facility without paying the £1 charge at the coin collection exit with automatic vehicle registration recognition.

Attempts to use the free drop off facility at the short stay car park were frustrated by a lack of signs or explanations as to where the disabled parking bays were, and if free drop off facilities were available. Staff at the entrance explained that there were disabled parking bays available either outside or in the parking building, and that 30 minutes free parking was permitted for disabled users. The parking bays outside are difficult to find but no trouble was experienced getting the parking ticket validated, with confirmation that 30 minutes were allowed.

The situation is therefore very confusing, and not at all well-advertised. Although not ideal, if only the short stay car park were to be used to drop off/pick up disabled passengers, the 30 minute time limit and available disabled parking bays are certainly an acceptable compromise in the circumstances. However, the fact that currently only the Short Stay car park can be used for Blue Badge holders for free drop-off should be explained very clearly under the general Parking section and under the Special Assistance/Parking section of your website - highlighting clearly that this is for a 30 minutes period (not the unrealistic 15 minutes, as presently advertised).

In addition, this information should be added to the Drop-Off leaflet and needs to be made clear at the entrances of each car park - once again stating 30 minutes free drop-off for Blue Badge holders with the need to have the parking ticket validated at the Customer Services desk before returning to the vehicle.

Finally, clear signage at the entrances should indicate where the disabled parking bays are, and from there, where to find the car park desk to validate the ticket.

The Mobility and Access Committee for Scotland makes these suggestions in the spirit of improving the customer experience for disabled visitors to Edinburgh Airport. Consultations with appropriate groups and access consultants would have helped to prevent these issues from arising. The Committee looks forward to your response to the matters raised and would be happy to provide advice in helping you reach a satisfactory conclusion for disabled people visiting Edinburgh Airport. We would also be pleased to meet with you, or your representatives if that would be helpful.

Yours sincerely


Convener

[REDACTED]  
Convener  
Mobility and Access Committee for Scotland (MACS)  
Area 2-D North  
Victoria Quay  
Edinburgh  
EH6 6QQ

T: ++44 (0)844 481 8989  
W: edinburghairport.com

5 October 2011

**RE: Edinburgh Airport Drop Off Facilities**

Dear [REDACTED]

Thank you for your letter regarding our drop off facilities. You wrote to [REDACTED] who introduced the facilities, but has now left the company. I'm delighted to answer on behalf of the airport on the facilities and our provision for disabled passengers in this area.

We introduced the facilities in October last year and I'm pleased to say that it is working well and has achieved its main aims of cutting congestion, providing a better drop off environment and improving our management of our forecourt. We've seen over one million passengers use it in the past year, with approximately 25000 blue badge holders passing through.

Since its opening, we've worked hard to constantly refine and improve the facility. In that spirit, your letter is very welcome and it is only with this type of dialogue that we will make a difference to our passengers' journeys.

You raise a number of points in your letter which I will deal with in turn.

Firstly, you mention our free drop off area and its unsuitability for disabled passengers. This is not the case – the buses we use as shuttles are modern and DDA compliant with easy wheelchair access. Our mobility contractors, THS, will also travel to this drop off area to assist any passengers that require it.

However, as the £1 drop off area is free to blue badge holders, we find most disabled passengers use that facility. The 15 minutes allocated has not proven to be a problem. When deciding on the time we decided to maintain the existing 15 minutes in discussion with the Edinburgh Airport Consultative Committee. Its Special Needs Representative, Bill Macrae, used the facility and it was agreed that 15 minutes was appropriate.

We do monitor our customer comments and have had no complaints about this time length, but in light of your letter we will re-examine this with a view to extending the time allocated to blue badge holders.

You make valid points about the information provision for blue badge holders and that is something that we are currently reviewing. We have found that the majority of passengers are not confused by the reference to "any of our car parks". As stated earlier, the long stay car park zone is

accessible and many blue badge holders have their badges verified and avoid the £1 fee in the other area.

That aside, I have instructed our customer information team and car parks team to carry out a thorough review of the points you raise and to set out a process to:

- Examine the 15 minutes free and implementing a longer time if appropriate
- Improve information on our website concerning blue badge holders across all car parks
- Improve signage within the drop off zone itself for blue badge holders
- Improve general communications to disabled passengers using Edinburgh Airport

I would be delighted to meet with you to discuss progress in these areas and perhaps obtain the Committee's opinion on the results of our activity.

Thank you once again for your attention on this matter. We share the same goal in improving the customer experience for passengers at Edinburgh Airport.

I hope you have found my reply useful and I look forward to discussing progress with you in the coming weeks and months.

Kind Regards



Gordon Robertson  
**Head of Communications**



## **MACS meeting with Edinburgh Airport – Wednesday 8 February 2012**

### Background

██████████ raised the issue of drop off facilities and drop off charges at Edinburgh Airport. The information provided on the Edinburgh Airport website with regards to parking facilities for disabled travellers was quite difficult to negotiate. MACS wrote to the then Managing Director of Edinburgh Airport to raise their concerns and offered to meet with Airport staff to discuss the issues further if this would be helpful.

### Meeting with Edinburgh Airport

Gordon Robertson, Head of Communications at Edinburgh Airport, responded to MACS' letter and agreed to a meeting to discuss the issues which they had raised. The meeting will take place at 12 Noon on Wednesday 8 February 2012 and will be attended by ██████████

██████████ will attend the meeting to provide support to the members, should they require it.

### Issues for discussion

I would suggest that members may wish to cover the following topics at the meeting:

- (i) Signage – are the signs/directions to the appropriate parking (and other) facilities visible and easy to follow?
- (ii) Re: the timing allowed to pick up/drop off – is it adequate? How it was decided how much time should be allowed?
- (iii) Number of disabled parking spaces – are there enough of them?
- (iv) Blue Badges – what is the process for displaying these when you are away on holiday?
- (v) How does the Airport make decisions in relation to policies and facilities for disabled people? Do they consult an Access Consultant/Panel?

**Aviation, Maritime, Freight & Canals**

Victoria Quay, Edinburgh EH6 6QQ  
T: 0131-244 0642



Email: [REDACTED]

Our ref:  
2018/0038704

Date:  
20 November 2018

Dear [REDACTED]

Thank you for your email of 4 November to Michael Matheson MSP, Cabinet Secretary for Transport, Infrastructure and Connectivity, regarding the tram crossing and increase to drop-off charges at Edinburgh Airport. The Minister has asked that I respond.

As you are aware, Edinburgh Airport increased its drop-off charges from 8 November. The airport has said it has taken this decision in order to combat congestion, and its consequent environmental impacts, on the road network in and around the airport. This is a commercial matter for the airport owner and operator and not something in which the Scottish Government can intervene.

The airport is working with the City of Edinburgh Council on a long-term solution to growing congestion problems, specifically on the main Eastfield Road, by proposing to build a new access road to the airport. The airport anticipates funding the majority of this project, estimated to cost £10 million, with the revenue from the increased drop-off charges. I am advised that it remains the case that the free drop off area at Edinburgh Airport, located in the long-stay car-park, is still available as well as the 1 hour free parking facility for blue badge holders.

In regards to the issue you raise concerning the safety of the tram crossing at Edinburgh Airport, this is a matter for Transport for Edinburgh and the City of Edinburgh Council as the owner and operator of the service.

I hope this response is helpful.

Yours sincerely,

[REDACTED]  
**Aviation Branch**

**Aviation, Maritime, Freight & Canals**

Victoria Quay, Edinburgh EH6 6QQ

T: [REDACTED]



E-mail: [REDACTED]

Our ref:  
2018/0008350

Date:  
19 March 2018

Dear [REDACTED]

Thank you for your email of 12 March to the First Minister, Nicola Sturgeon MSP, regarding overlay parking charges at Edinburgh Airport. The First Minister has asked that I respond.

I have contacted Edinburgh Airport on your behalf and the airport has provided the following information:

- We tweeted the following on 1<sup>st</sup> March 'All our car parks are open and accessible. If you have pre-booked your parking & your flight has been cancelled due to snow, we will refund you in full. Please send your flight number and parking booking reference to [onlinebookings@edinburghairport.com](mailto:onlinebookings@edinburghairport.com) & we will arrange a refund.'  
[https://twitter.com/EDI\\_Airport/status/969171878181994497](https://twitter.com/EDI_Airport/status/969171878181994497)
- We continue to offer a refund to anyone who had their flight cancelled or delayed as a result of the snow. The procedure for requesting a refund is to email the dates, flight and booking number to: [onlinesbookings@edinburghairport.com](mailto:onlinesbookings@edinburghairport.com)
- We've already processed 350 refunds relating to the adverse weather and we will do the same for Mr Hall.



I hope this information is helpful.

Yours sincerely,

[REDACTED]  
**Aviation Branch**

From: First Minister  
Sent: 06 March 2018 08:28:13  
To: Public Engagement Unit  
Subject: FW: Message from Scottish Parliament website

MACCS case please for OR

  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
Tel 

First Minister's preferences can be found at:

<http://intranet/InExec/AboutUs/Ministers/MinisterialPrivateOffices/OfficeOfTheFM>

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From: Sturgeon N (Nicola), MSP [mailto:Nicola.Sturgeon.msp@parliament.scot]  
Sent: 06 March 2018 07:08  
To: First Minister  
Subject: Fwd: Message from Scottish Parliament website

Nicola Sturgeon MSP  
Glasgow Southside  
Constituency Office (constituent enquiries only)  
Unit 3  
Govanhill Workspace  
69 Dixon Road  
G42 8AT  
Tel: 0141 424 1174  
nicola.sturgeon.msp@parliament.scot<mailto:nicola.sturgeon.msp@parliament.scot>

From: noreply@parliament.scot<mailto:noreply@parliament.scot>  
<noreply@parliament.scot<mailto:noreply@parliament.scot>>  
Sent: Monday, March 5, 2018 10:45:54 PM

To: Sturgeon N (Nicola), MSP  
Subject: Message from Scottish Parliament website

name:

[REDACTED]

address:

[REDACTED]

postcode:

[REDACTED]

email:

[REDACTED]

telephone:

[REDACTED]

message:

Another example of business exploiting recent severe weather. Airport car parks (Edinburgh) offer no sympathy for delays. A £42.99 charge for a 5 day stay incurred a £130 overlay charge for return flight delayed by 3 days. These penalty charges are inappropriate for circumstances beyond our control. Would accept a reasonable daily rate but this is customer exploitation at its worst.

\*\*\*\*\*  
\*

The Scottish Parliament: Making a positive difference to the lives of the people of Scotland  
Pàrlamaid na h-Alba: A' toirt deagh bhuaidh air beatha sluagh na h-Alba

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**Aviation, Maritime, Freight & Canals**

Victoria Quay, Edinburgh EH6 6QQ



Our ref:  
2018/0002301

Date:  
2 February 2018

E-mail: [REDACTED]

Dear [REDACTED]

Thank you for your email of 19 January to the Minister for Transport and the Islands, Humza Yousaf MSP, and the Cabinet Secretary for Economy, Jobs and Fair Work, Keith Brown MSP, regarding drop-off, pick-up and parking charges at Edinburgh Airport. The Ministers have asked that I respond.

As previously mentioned in our response to you of 13 September 2017, the issues of drop-off, pick-up and parking charges is a commercial matter for the airport owner and operator, and not something in which the Scottish Government can intervene.

Section 63(1) of the Airports Act 1986 gives Edinburgh Airport the power to make byelaws for regulating the use and operation of the airport and the conduct of all persons while within the airport. Scottish Ministers confirmed the Edinburgh Airport Byelaws 2015 on 30 August 2016 and we are content that the byelaws are valid.

I have contacted Edinburgh Airport on your behalf in relation to the issues you have raised. Edinburgh Airport have informed me that the £1 area you refer to in your e-mail is used for dropping passengers off only and pick-ups are not permitted in this zone to ensure that the drop-off area is safe, efficient and used for its proper purpose. The drop-off facility was introduced in October 2010 and the £1 drop-off rate was changed in September 2014. Edinburgh Airport say that incremental charges were introduced to assist with traffic flow through the airport's road network which saw a £3.00 charge for drop-offs that take between 5-10 minutes, with charges increasing incrementally the longer the waiting time.

Edinburgh Airport has re-iterated that due to the finite amount of parking spaces available, the prices for one parking product constrain another so that they have to balance prices between each product in a way that maximises efficient use of parking space and traffic flow. Edinburgh Airport say that at the airport parking spaces are constrained by other access modes such as bus and tram and as a result the airport have been required to set the price for each of their products at a level that has the correct market value.

In regards to the City of Edinburgh Council's Taxi and Private Hire fare table and the issue of non-application of surcharges for Private Hire vehicles picking up passengers from Edinburgh

Airport, this is a matter for the City of Edinburgh Council and the Scottish Government cannot intervene.

Concerning waiting times to pick up passengers, the airport has said that it is aware of the impact that delays can have but they have said that these delays are often outwith their control and the control of the operators involved.

I hope this response is helpful.

Yours sincerely,

  
**Aviation Branch**

From: [REDACTED]  
Sent: 19 January 2018 12:31:28  
To: scottish.ministers@gov.scot  
Subject: Edinburgh Airport

Please could this email be forwarded on to The Scottish Transport Minister & The Business Secretary,

I have previously had a reply from an aviation employee, I wish to escalate this further.

Hi,

I am an Edinburgh based Private Hire Driver and I'd like to raise a few very serious concerns that I have regarding Airports, in particular Edinburgh Airport and their pick up parking charges which I consider to be Extortion.

Currently Edinburgh Airport charge £4 for 15 minutes, this increases to £7 for 16-30 minutes. 1 hour costs an eye watering £14.50

There is a section of the airport where you can enter the car park for 5 minutes for £1.00 this is far more reasonable. We as Private Hire & Taxi Drivers are no longer allowed to use this section to pick up or we face a £30 fine from Edinburgh Airport. There are two points here which I find completely unacceptable. The first is why does the airport have the legal power to issue a fine? An Airport is a business and should not have the power to be Police, Judge and Jury (regardless of bylaws). The second point is why aren't we allowed to use the £1 section and why are Edinburgh Airport allowed the power to force someone to use another section of the car park which is purely there to increase their profit.

I'd like to point out a few comparisons and points regarding what we as Private Hire Drivers can and are allowed to charge the public. Under Edinburgh Councils Taxi and Private Hire Fare table we are not allowed to charge a surcharge for airport pick ups. A very regular trip we provide is from Edinburgh Airport - Royal Bank Of Scotland at Gogarburn, this fare is about £6.00 (approx). Out of this £6 Edinburgh Airport is charging is £4 (minimum). This leaves the trip payment well below minimum wage. This is unacceptable. If you drive for Uber, the rate that is paid for waiting time is £0.15 per minute, of which Uber take 25% leaving £0.11 per minute. This equals £6.60 per hour. This is less than half of the parking charge if a poor driver happens to have to wait for his passenger.

This leads me on to an equally as bad a practice, Edinburgh Airport are allowed to charge a driver more the longer the passenger takes to make it to the car park. The reason people often take so long to exit an Airport is due to the airport or sub contractors of the airport being slow at doing their jobs. Why are an airport allowed to charge more for performing badly?

I have written to Edinburgh Airport several times regarding this issue, they claim in their response that the charge is 'Market Value'. This confuses me greatly as there is no competition, there is only one car park at the Airport which we are allowed to use. This one car park can and are charging people an extortionate rate because there is no competition. For example if my local Tesco increase the price of a loaf of bread I am left with a choice, go to Sainsbury's (etc). With Edinburgh Airport, I have no choice! So this is not market value as there is no market. There is only extortion. Legally this



seems to be acceptable, this also worries me greatly as the law is clearly favouring the large corporations rather than the people.

I have also contacted my local MP regarding this issue, this was a bit of a waste of time as my MP just accepted the 'Market Value' response from Edinburgh Airport.

I have also contact the general email address for the Scottish Ministers, again the reply from the airport was just accepted.

The parking rates went up for the 2nd time in a year, I contacted Edinburgh Airport to ask them to justify this increase a few weeks ago, I am still waiting for my reply.

I realize I am only mentioning Edinburgh Airport in this letter, this is the main Airport that I use but it is also the most expensive in Scotland, it is now more expensive than Heathrow!

I hope you can see my points and help me to gain a protest free solution to these charges as in my opinion and several of my colleagues these charges should not be legally allowed.

I look forward to your reply.

[REDACTED]

[REDACTED]

[REDACTED]

Sent from my iPhone

---

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---

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 31 December 2019 14:22  
**To:** [REDACTED]  
**Subject:** RE: Parking charges at Edinburgh Airport - Ref: TS2019/599

[REDACTED]

My understanding is that the new road will be fully funded by the airport.

Thanks

[REDACTED]

-----Original Message-----

**From:** [REDACTED]  
**Sent:** 31 December 2019 13:53  
**To:** [REDACTED]transport.gov.scot>  
**Subject:** Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

Thanks [REDACTED] for your response, but I'm afraid that we're going to have to disagree about the fact that The Scottish Government's has little input into the way in which the owners of Edinburgh Airport operate their parking facilities.

Surely if there is to be a new road from Gogar to the airport, then surely there would be a financial input from both The Scottish Government & Edinburgh City Council?

[REDACTED]

Sent from [REDACTED]

> On 31 Dec 2019, at 13:35, [REDACTED]transport.gov.scot wrote:

>

> Dear [REDACTED]

>

> While I note all of your points, it remains the case that the Scottish Government has no power to intervene on this issue. Edinburgh Airport is a private company operating on private land. Providing they comply with all relevant legislation and regulations they are free to operate their business as they see fit.

>

> Yours sincerely

>

> [REDACTED]

>

> -----Original Message-----

> **From:** [REDACTED]  
> **Sent:** 31 December 2019 09:17  
> **To:** [REDACTED]  
> **Subject:** Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

>

> Hi [REDACTED] once again thanks for your prompt response to my e-mail.

>

> Unfortunately, for someone who has been carrying out this job for over 20 years, I'm fed up hearing from the company operating the car parking facilities at Edinburgh Airport in how they are investing in the roads infrastructure to improve the facilities at Edinburgh Airport.

>

> Their initial excuse given for imposing a charge at the airport was to ease congestion & make it a safer environment for dropping off at the airport.

>

> In my opinion, this has gotten worse than better.

>

> I'm sorry, but again in my opinion, this is just another multi-national company ripping off the car park users to improve their shareholders dividend.

>

> I still believe that both The Scottish Government & Edinburgh City Council have a duty to look at the way this company operates at Edinburgh Airport.

>

> [REDACTED]

>

> Sent from [REDACTED]

>

>> On 31 Dec 2019, at 09:05 [REDACTED]@transport.gov.scot wrote:

>>

>> [REDACTED]

>>

>> I understand that the airport is working with the City of Edinburgh Council on a long-term solution to growing congestion problems, specifically on the main Eastfield Road, by proposing to build a new access road to the airport from Gogar. The airport has said that it anticipates funding the majority of this project, estimated to cost £10 million, with the revenue from the drop-off charges.

>>

>> Yours sincerely

>>

>> [REDACTED]

>>

>> -----Original Message-----

>> From: [REDACTED]

>> Sent: 31 December 2019 08:58

>> To: [REDACTED]@transport.gov.scot>

>> Subject: Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

>>

>> Hi [REDACTED] thanks for your prompt response to my e-mail.

>>

>> Unfortunately this was not the response I had hoped for.

>>

>> For an airport that purports to be The Pride of Scotland, I find it incomprehensible to believe that the Scottish Government has no jurisdiction over the charges being imposed by a private company operating on Scottish land, which I'm sure is all about improving the dividends to it's shareholders as opposed to the good of the people who use their airport to go about their business.

>>

>> This includes people like me & people who use the airport to go about their Daily business.

>>

>> I'm sure that it's not in the interest of Scotland as a country trying to convince people to come to our capital city, when confronted with the chaos that often ensues at Edinburgh Airport when we

are having to queue up both to get into the car park & then having to queue up at a pay station to pay for a car park ticket to exit the car park.

>>

>> Apart from the extortionate cost of this car park facility, it's the ensuing chaos on the exit routes.

>>

>> I only hope that if these extortionate costs are not to be capped, then at least these costs will be reinvested in relieving the traffic chaos, after all, this was 1 of the many excuses given for increasing the car park charges.

>>

>> [REDACTED]

>>

>>

>>

>> Sent from [REDACTED]

>>

>>>> On 31 Dec 2019, at 08:39, [REDACTED]

>>>

>>> Dear [REDACTED]

>>>

>>> Thank you for your e-mail of 30 December 2019 to the Scottish Government about the cost of dropping off and picking up people at Edinburgh Airport. I have been asked to reply.

>>>

>>> While I can appreciate the issue that this is causing for your business, the level of charges is a commercial matter for the operator of the car park and the Scottish Government has no power to intervene.

>>>

>>> Yours sincerely

>>>

>>> [REDACTED]

>>>

>>> Aviation Policy

>>> Transport Scotland

>>>

>>> [REDACTED]

>>>

>>>

>>> -----Original Message-----

>>> From: [REDACTED]

>>> Sent: 30 December 2019 18:23

>>> To: Central Enquiry Unit <CEU@gov.scot>

>>> Subject: Parking charges at Edinburgh Airport

>>>

>>>

>>> Is it possible for someone to look into the cost for dropping off/picking up people from Edinburgh Airport?

>>>

>>> The operator of the car parking at Edinburgh Airport have just increased their pick up charges from Edinburgh Airport by around 20%.

>>>

>>> I can't think of any other environment where it is possible to increase your charge by such a large amount without this increase being questioned.

>>>

>>> The Car Park operator had a captive (uncontested) audience. This allows them to raise their charges without recourse to the people that they are penalising.

>>>

>>> I'm an Airport Transfer Specialist, so therefore an important part of my job involves meeting & greeting passengers arriving into the airport.

>>>

>>> The way the car parking charges at Edinburgh Airport are charged at the following rates- from entry to 15mins £5.00, from 16mins to 30mins &9.00 & from 31mins to 1hr £12.00.

>>>

>>> At Edinburgh Airport there are 2 different pick up points. Instead of having both International Arrivals at the same point in the airport, they are located at the opposite ends of the airport.

>>> By the time you determine which part of the terminal your passengers are at & then making contact with them, it is almost an impossibility to enter & exit the car park in the 15mins allowed.

>>>

>>> The car park operators advise you to pass that onto your passengers. I generally take a hit on my car parking charge, as opposed to passing it on to my passenger, as most passengers are unaware of these costs & I'm sure would be unhappy at someone like me passing on these charges to line the pockets of a large car park operator.

>>>

>>> In the past, the car park operator has claimed that they are trying to make it a safer environment for people to use the car park, by spending money gained from these car parking charges to improve the entry & exit routes at the car park.

>>>

>>> In all the time that I have been going this job (20 years), I don't see any improvement at the airport car parking at Edinburgh Airport since these charges became ridiculously expensive.

>>>

>>> To make matters more difficult, the pay station to pay for your car parking is in a different place from the pick up point, & there is only 2 pay stations.

>>>

>>> It is as if they are trying to make it more difficult to enter & exit the car park for the minimum charge of £5.00.

>>>

>>> I look forward to hear from someone within your department, to say that you will at least look at these redivided extortionate charges.

>>>

[REDACTED]

>>>

[REDACTED]

Providing they comply with all relevant legislation and regulations they are free to operate their business as they see fit.

>>

>> Yours sincerely

>>

>> [REDACTED]

>>

>> -----Original Message-----

>> From: [REDACTED]

>> Sent: 31 December 2019 09:17

>> To: [REDACTED]

>> Subject: Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

>>

>> Hi [REDACTED] once again thanks for your prompt response to my e-mail.

>>

>> Unfortunately, for someone who has been carrying out this job for over 20 years, I'm fed up hearing from the company operating the car parking facilities at Edinburgh Airport in how they are investing in the roads infrastructure to improve the facilities at Edinburgh Airport.

>>

>> Their initial excuse given for imposing a charge at the airport was to ease congestion & make it a safer environment for dropping off at the airport.

>>

>> In my opinion, this has gotten worse than better.

>>

>> I'm sorry, but again in my opinion, this is just another multi-national company ripping off the car park users to improve their shareholders dividend.

>>

>> I still believe that both The Scottish Government & Edinburgh City Council have a duty to look at the way this company operates at Edinburgh Airport.

>>

[REDACTED]

>>

>> Sent from [REDACTED]

>>

>>>> On 31 Dec 2019, at 09:05, [REDACTED]

>>>

>>> Dear [REDACTED]

>>>

>>> I understand that the airport is working with the City of Edinburgh Council on a long-term solution to growing congestion problems, specifically on the main Eastfield Road, by proposing to build a new access road to the airport from Gogar. The airport has said that it anticipates funding the majority of this project, estimated to cost £10 million, with the revenue from the drop-off charges.

>>>

>>> Yours sincerely

>>>

>>> [REDACTED]

>>>

>>> -----Original Message-----

>>> From: [REDACTED]

>>> Sent: 31 December 2019 08:58

>>> To: [REDACTED]

>>> Subject: Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

>>>

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 31 December 2019 14:33  
**To:** [REDACTED]  
**Subject:** Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

Hi [REDACTED] considering the amount that they are fleecing the public to use the car park facility, I hope that the public purse will not be used to fund this private company?

In my business, if I were to increase my charges to my customers by 20% every time I upgraded my car's, I'd be out of business by now.

As much as I understand that you are answering my e-mails in a politically correct way, there's no disputing the fact that the car park company are taking advantage of a captive audience?

[REDACTED]

Sent from [REDACTED]

> On 31 Dec 2019, at 14:22, [REDACTED]  
>  
> [REDACTED]  
> My understanding is that the new road will be fully funded by the airport.

> Thanks

> -----Original Message-----

> From: [REDACTED]  
> Sent: 31 December 2019 13:53  
> To: [REDACTED]  
> Subject: Re: Parking charges at Edinburgh Airport - Ref: TS2019/599

> Thanks [REDACTED] for your response, but I'm afraid that we're going to have to disagree about the fact that The Scottish Government's has little input into the way in which the owners of Edinburgh Airport operate their parking facilities.

> Surely if there is to be a new road from Gogar to the airport, then surely there would be a financial input from both The Scottish Government & Edinburgh City Council?

[REDACTED]

>> On 31 Dec 2019, at 13:35, [REDACTED]

>> Dear [REDACTED]

>> While I note all of your points, it remains the case that the Scottish Government has no power to intervene on this issue. Edinburgh Airport is a private company operating on private land.

Michael Matheson MSP  
15A East Bridge Street  
Falkirk  
FK1 1YB

08 January 2020

Dear Michael,

Thank you for your letter and for alerting us to the issues raised by your constituents. I will attempt to explain the issues we face when it comes to our operations.

Essentially, we are private business that takes decisions at least in part on a commercial basis that then allows us to invest and grow through offering better connectivity to and from Scotland. We do this with no financial support from the Scottish or UK Governments despite both demanding success in terms of connectivity and export and tourism strategies.

However, our ability to deliver that success is more constrained than ever while both the Scottish and UK governments continue to charge the highest aviation tax in Europe. This makes Scotland a less viable investment plan for airlines compared to our European competitors. Like any successful business, we need to examine our own offer and formulate a strategy that takes those restraints into account but still manages to make Edinburgh attractive. We do so through investment in our airport and airline discount strategies.

We are currently investing record levels to deliver capacity and renew facilities at the airport to accommodate the huge increase in connectivity that we have achieved since 2012. To provide some context, we are investing virtually all our profit each year in new facilities – I think you would struggle to identify another business of our scale which comes close to this level of reinvestment.

Part of that investment now includes a planned new access road to the airport. This is public infrastructure which a private company is having to pay for because both national and local government has failed to provide any funding or plans to help cope with a 65% growth in passenger numbers since 2012. We are stepping up our own commitments because we are the ones who face this barrage of criticism when the public infrastructure fails to cope, as it now does on a regular basis. It feels as though our success is either a trophy or a hammer depending on the mood of the government.

It is also worth noting that we are Edinburgh's largest rate payer, while we also pay more than £2 million a year for police services, something you will be aware of thanks to your role as Justice Secretary.

Regarding our pricing charges, we take the decision of what is in the best interest of the airport and for Scotland's economy where we prioritise connectivity and accessibility for the country. We also



believe in the principle that users of service should pay rather than, for example, expecting public transport users to contribute indirectly to private car facilities. We follow this principle across all transport modes.

We analyse the movements of those vehicles that come to the airport and we know that those people who are using the Drop-Off and Pick-Up areas are the shortest duration stayers as well as the highest consumers of capacity – a single passenger return flight generates two return car journeys. We are actively trying to discourage this mode choice, especially in advance of delivering new road capacity that cannot be delivered until 2022 at the earliest and still requires as yet unsecured public cooperation and partnership. We believe this also has a climate emergency contribution to make by discouraging the most wasteful road trips.

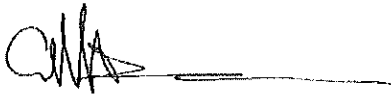
What has never changed is the availability of our free drop-off and pick-up option that we continue to offer. It is situated in our long-stay car park, is sign posted and has a free shuttle bus that takes passengers to the terminal building. It does not consume the scarce resource that we have at the front of the terminal and helps us to spread the load. Any price sensitive passengers or their drivers can therefore access the airport with no charge.

We would be delighted to meet with you in your ministerial role to discuss how we address the absence of public sector investment in transport infrastructure to serve Scotland's largest and fastest growing airport. That investment is something we have been arguing for the past eight years with no success to date, but I hope your letter and our explanation will help you realise just how important this investment is and how it can impact on others and how in the absence of public investment in public infrastructure we must find ways of funding essential new road capacity and balancing demand for scarce resources.

Your letter has been incredibly timely, and I hope you are now able to explain to your constituents the many different factors involved. I look forward to receiving potential dates from your Private Office for our meeting.

I look forward to your reply.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Gordon Dewar', followed by a horizontal line extending to the right.

**Gordon Dewar**

**Chief Executive**

[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 22 January 2020 08:35  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: Edinburgh Airport - Pick-up/Drop-off charges / Car parking

Hi [REDACTED]

I'm intending to keep the responses high level but if we need any information I'll let you know.

Thanks for the offer.

[REDACTED]

**From:** [REDACTED]<[REDACTED]@edinburghairport.com>  
**Sent:** 21 January 2020 21:30  
**To:** [REDACTED] >  
**Cc:** [REDACTED]  
**Subject:** RE: Edinburgh Airport - Pick-up/Drop-off charges / Car parking

Hi

Do you need assistance with the answers?

[REDACTED]

**From:** [REDACTED]  
**Sent:** 21 January 2020 17:39  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Edinburgh Airport - Pick-up/Drop-off charges / Car parking

**WARNING:** This email did not originate within Edinburgh Airport. Please do not click on links or open attachments unless you're confident the email is legitimate. All suspicious emails should be reported.

[REDACTED]

For awareness, we have had some correspondence recently about the pickup/drop-off charges at the airport as well as general comments on car parking.

We'll be responding to these shortly.

Regards

\*\*\*\*\*

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**Aviation, Maritime, Freight & Canals**

Victoria Quay, Edinburgh, EH6 6QQ  
[REDACTED]



**TRANSPORT  
SCOTLAND**

CÒMHDHAIL ALBA

Our ref:  
2019/0033075

Date:  
23 January 2020.

Dear [REDACTED]

Thank you for your email of 19 December 2019 to the First Minister regarding Edinburgh Airport's pick-up and drop-off charges. I have been asked to reply.

I appreciate that any increase in charges will have an impact on you as a private hire driver, however, the level of charges and operation of the facility is a commercial matter for the Airport owner and operator, and the Scottish Government has no power to intervene.

I understand that as part of future development works the airport will deliver a new East Terminus where the airport's licensed taxis will pick-up and drop-off from.

Yours sincerely

[REDACTED]  
Aviation Team

From: [REDACTED]  
Sent: 08 January 2020 10:05:23  
To: Public Engagement Unit  
Cc: Cabinet Secretary for Culture, Tourism and External Affairs  
Subject: FW: Constituent Complaint CRM:02140174

[REDACTED] please.

Kind regards,  
[REDACTED]

[REDACTED]  
Office of Fiona Hyslop, Cabinet Secretary for Culture, Tourism and External Affairs

Telephone: [REDACTED]

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From: [REDACTED]  
Sent: 07 January 2020 15:51  
To: Cabinet Secretary for Culture, Tourism and External Affairs  
<CabSecCTEA@gov.scot>  
Subject: Constituent Complaint CRM:02140174

Good afternoon [REDACTED]

[REDACTED]

I received the following email from the abovementioned constituent,

Good morning Joe,

I am a private hire/airport transfer specialist based in Dundee.

In late December 2019 the company in charge of car parking at Edinburgh Airport increased their pick up point charges by 20%.

I'm not sure of any other person or company who are in a position to increase their charges by 20% without any recourse to their actions.

This is meant to be Scotland's flagship airport, but it appears to me that this is a company taking advantage of a captive audience.

I know that the car park company offer a free drop off and pick up at their long stay car park. This option isn't practical & I'm sure that they offer this free service to say that their is a free alternative.

The very small pick up point is now at the point where it is now taking so long to get into the pick up point that it is almost impossible to make your pick up & get to the pay station to validate your car park ticket in 15mins, which is the time allowed before your car park cost goes from £5-£7. If you're really unlucky & miss the £5 or £9 charge, it then costs £12 to make your pick up.

These charges are based on-entry to car park-£5.00 for 15mins, £7.00 for 16mins to 30mins & £12.00 for 31mins to 1hr.

To further exacerbate the situation, there isn't a pay-station in the pick up point, it's a further 100yds away from the pick up point & there's only 2 pay machines. On a busy day, this often ends up in you going over the lesser pick up time & onto the next level of payment.

The amount of times that I hear members of the public complaining of how much it had cost them to pick up a relative.

Hardly the way in which people should experience a pick up from Scotland's Flagship Airport.

I have 2 choices in relation to these charges, I either take the hit on these charges or pass them onto my customers.

All the while, the operator of the car park are exploiting their customers for a terribly poor service. They are obviously offering good dividends to their shareholders, it's only a pity they didn't pay as much attention their service users?

I have contacted The Scottish Government who inform me that they have no jurisdiction on these charges, because it is a private company operating on private property.

While that maybe the case, I'm sure The Scottish Government must have some input into how this company operates it's car parking charges.

[REDACTED]

I have let [REDACTED] know that the response from the Scottish Government is correct. However, I wanted to raise the matter with you and ask for any information or advise on the matter as it directly relates to the tourism industry?

Thank you,

[REDACTED]

\*\*\*\*\*  
\*

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Cabinet Secretary for Transport, Infrastructure and  
Connectivity  
Michael Matheson MSP



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

T: 0300 244 4000  
E: scottish.ministers@gov.scot

Miles Briggs MSP  
The Scottish Parliament  
EDINBURGH  
EH99 1SP

Miles.Briggs.msp@parliament.scot

Our ref: 2020/0000142  
31 January 2020

Dear Miles,

Thank you for your email of 7 January 2020 regarding your constituents concerns in relation to drop-off and parking charges at Edinburgh Airport.

I am sorry to hear about the difficulties your constituent recently experienced, however, the level of charges and operation of the facility is a commercial matter for the Airport owner and operator, and the Scottish Government has no power to intervene.

**MICHAEL MATHESON**

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St Andrew's House, Regent Road, Edinburgh EH1 3DG  
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From: [REDACTED]  
Sent: 07 January 2020 16:41:55  
To: scottish.ministers@gov.scot  
Subject: FAO: Michael Matheson re Edinburgh airport parking charges

Dear Cabinet Secretary,

I have been approached recently by a number of constituents who have expressed concern about the recently announced drop-off and parking charges at Edinburgh airport.

I enclose the anonymised comments of one constituent as an example. I am sympathetic to the concerns he raises.

I wonder if you could set out the Scottish Government's position on this matter and whether it is engaging with airport management on these concerns.

I thank you for your attention in this matter and look forward to your response.

Kind regards,

Miles Briggs MSP

-----  
I am alarmed at the recently announced drop-off and parking charges at Edinburgh airport. These are excessive and punitive, and on top of the existing charges are simply unacceptable. On my recent visit to drop off my daughter, son-in-law and their 2 children (ages 6 months and 30 months) the minimum charging time was impossible to meet. It is simply impossible to get to a parking bay safely to enable the infants to be unloaded, get all luggage out safely and ensure they can get on their way safely.

I have no problem with a charge. However the chaos due to uncontrolled car movements as drivers see a parking space, delays due to pedestrians crossing and delays on exit due to people trying to pay means that the exorbitant charges already in existence are a total rip off.

This is something that needs to be examined urgently and some form of control imposed on these charges. The management at Edinburgh Airport need to be brought to account to prevent this excessive and unnecessary price rise.

\*\*\*\*\*  
\*

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Cabinet Secretary for Transport, Infrastructure and  
Connectivity  
Michael Matheson MSP



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

T: 0300 244 4000  
E: scottish.ministers@gov.scot

Joe FitzPatrick MSP  
The Scottish Parliament  
EDINBURGH  
EH99 1SP

Joe.FitzPatrick.msp@parliament.scot

Our ref: 2020/0000166  
5 February 2020

Dear Joe,

Thank you for your email of 7 January 2020 to the Cabinet Secretary for Culture, Tourism and External Affairs, on behalf of your constituent [REDACTED] regarding pick-up costs at Edinburgh Airport. I am responding given my portfolio responsibility for aviation.

As you mention in your letter, the level of charges and operation of the facility is a commercial matter for the Airport owner and operator, and the Scottish Government has no power to intervene.

I appreciate that any increase in charges will have an impact on your constituents business. However, I understand that as part of future development works the airport will deliver a new East Terminus where the airport's licensed taxis will pick-up and drop-off from.

**MICHAEL MATHESON**

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[REDACTED]

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**From:** [REDACTED]  
**Sent:** 29 August 2014 13:04  
**To:** [REDACTED]  
**Subject:** FW: Changes to Edinburgh Airport Drop Off  
**Attachments:** Drop-off changes release 29.08.14.pdf; EDI 3306 New Drop Off Map\_v5.pdf

For info

[REDACTED]  
[REDACTED]  
[REDACTED]  
Head of Aviation



An agency of  The Scottish Government

---

**From:** [REDACTED]  
**Sent:** 29 August 2014 11:29  
**Subject:** Changes to Edinburgh Airport Drop Off

Good morning

I wanted to make you aware of changes to the drop-off and pick-up areas at Edinburgh Airport. I had hoped to send you this before any media coverage but unfortunately the story leaked before we could do that.

In order to cope with increasing passenger numbers, provide a better service and simplify use for drivers, we've made some changes to the way drivers access the airport drop-off zone. We are continually talking to our passengers and we've made these changes after feedback told us that passengers wanted congestion reduced, improved flows and a clear pick up area..

We've done all of this – upgraded the drop off area, created a new pick up area and altered the timings on charges to encourage better flows.

From September 1st, drivers who spend between five and 10 minutes in the drop-off area will be charged £3. The £1 charge remains for the vast majority of drivers who pass through in five minutes or less. Our disabled drivers will be unaffected by the changes and retain their free access.

I have attached a press release which we are issuing today and an accompanying map.

If you've any further questions, please don't hesitate to contact me.

Regards

[Redacted]

[Redacted]

Director of Communications



Edinburgh Airport Limited  
EH12 9DN Scotland

t: [Redacted] m: [Redacted]  
w: [edinburghairport.com](http://edinburghairport.com) t: [twitter.com/edi\\_airport](https://twitter.com/edi_airport)



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Press release

Friday 29 August, 2014

### **Drop-off changes at Edinburgh Airport for better customer experience**

Edinburgh Airport is changing its terminal drop-off area to cope with increased passenger numbers, enhance service and to simplify use for drivers.

The changes, which have been taking place through the summer, have seen the drop-off area reconfigured to cut down on queues, maintain the availability of blue badge spaces and encourage better traffic flow.

A new separate pick-up zone, situated next to the drop-off area, has been created in response to passenger feedback. A separate entrance and exit to the pick-up zone will make it easier for vehicles to come and go without having to drive towards the terminal around the main airport approach road.

In addition, the time bands on charges have been changed to encourage drivers not to stay and alleviate congestion in the drop-off area. From 01 September, drivers who spend between five and 10 minutes in the drop-off area will be charged £3. The £1 charge remains for the vast majority of drivers who pass through in five minutes or less.

The free drop-off area in the airport's long stay car park will continue to be available for those who don't wish to pay the £1 charge. Blue badge holders will be unaffected by the new charging regime.

In June, 87% of the passengers that used the drop-off area passed through in 3.5 minutes.

Edinburgh Airport is continually talking to its passengers and has made these changes following valuable feedback from customers who have said that taxis using the drop-off zone to wait for pick-ups are causing a lot of congestion.

Richard Townsend, Head of Retail and Property at Edinburgh Airport, said: "At Edinburgh Airport we work hard to make sure that we're developing our services and facilities to meet the expectations of our passengers and airlines.

"These changes are necessary to make sure that, as our airport continues to grow, we offer our customers a convenient, efficient pick-up and drop-off experience.

“A free drop-off zone will still be available but the one million vehicles which use the drop-off area on a yearly basis show that people still want to use this facility.”

Drop-off and pick-up price changes from 01 September:


<b>Drop-off</b>	
<b>Duration</b>	<b>Price</b>
0-5 mins	£1.00
5-10 mins	£3.00
10-20 mins	£5.00
20 mins - 1 hour	£7.00
Thereafter	£9.00

<b>Pick-up and Short Stay parking</b>	
<b>Duration</b>	<b>Price</b>
0-15 mins	£2.90
15-30 mins	£4.70
30 mins – 1 hour	£5.90
1-2 hours	£8.90


More information available on the Edinburgh Airport [website](#).

**More information from:**

Gordon Robertson, Director of Communications

 or [gordon\\_robertson@edinburghairport.com](mailto:gordon_robertson@edinburghairport.com)

Stuart Young, Communications Officer

 or [stuart\\_young@edinburghairport.com](mailto:stuart_young@edinburghairport.com)

**About Edinburgh Airport:**

Edinburgh Airport is Scotland's busiest airport. More than 40 airlines serve 100-plus destinations and 9.78 million passengers passed through the airport in 2013 – the busiest year ever for a Scottish airport.

July 2014 was the airport's busiest month ever with over 1.1 million passengers travelling through its terminal.

It is the 5th largest in the UK, in terms of passenger numbers, and employs over 5000 people, contributing hundreds of millions of pounds to Scotland's economy.

Edinburgh Airport was named best in Britain, and top three in Europe, for passenger satisfaction, at the Airport Service Quality (ASQ) Awards for 2012 and 'Best European Airport (5-10m passengers)' at the ACI EUROPE Best Airport Awards for 2012. It has also won Scottish Airport of the Year at the Scottish Transport Awards in 2013 and 2014.

[edinburghairport.com](http://edinburghairport.com)



**STAY PRICES**

_____	£2.90
_____	£4.70
_____	£5.90
_____	£8.90

**DROP-OFF PRICE**

0-5 mins	_____
5-10 mins	_____
10-20 mins	_____
20 mins-1 hour	_____
Thereafter	_____

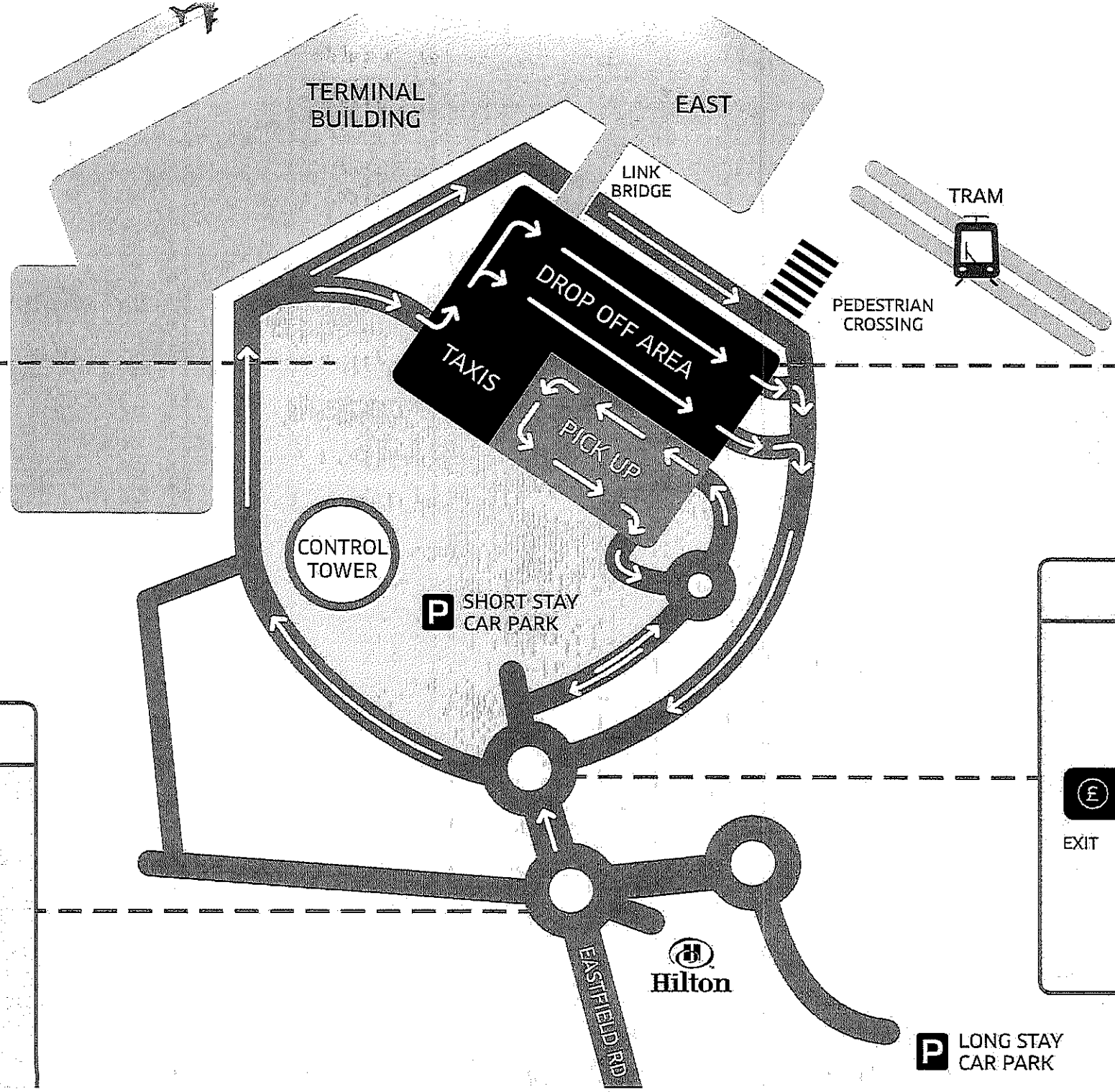
**EDINBURGH AIRPORT**

- LONG STAY CAR PARK
- FREE DROP OFF
- CAR HIRE & TERMINAL DELIVERY

**EDINBURGH AIRPORT**

DROP OFF AREA

EXIT



[REDACTED]  
The Airport Shuttle Team  
Email:

Our ref:  
2017/0027913

Date:  
21 August 2017

Dear Sir,

Thank you for your email of 13 August to Scottish Ministers regarding pick-up & drop-off charges at Edinburgh Airport. I have been asked to respond.

The issues of drop-off & pick-up and parking charges is a commercial matter for the Airport owner and operator, and not something in which the Scottish Government can intervene.

However, I have contacted Edinburgh Airport on your behalf and as I understand you have received a response from the airport saying that the airport is considering the future layout of its landside area as part of its wider development plans.

The airport has said that due to the finite amount of parking spaces available the prices for one parking product constrain another so that they have to balance prices between each products in a way that maximises efficient use of parking space. Furthermore, parking spaces are constrained by other access modes such as bus and tram and as a result the airport have been required to set the price for each of their products at a level that has the correct market value.

The airport has said that it reviewed charges to chauffeur and transfer companies and aligned these charges to the standard tariff to ensure that each company could compete on a level playing field.

However, the airport says it appreciates that delays can occur but that they are outwith both its control and that of companies. Edinburgh Airport is considering other ways to manage and facilitate regular users but, at this stage, no decision or commitment has been made in this respect.

I hope this response is helpful.

Yours faithfully,

[REDACTED]  
Aviation Branch



**From:** [REDACTED]  
**Sent:** 09 August 2017 13:36:02  
**To:** SG Complaints  
**Subject:** EDIBURGH AIRPORT  
**Auto forwarded by a Rule**

IS THERE NOTHING THE SCOTTISH GOVERNMENT CAN DO TO STOP THE ROBBERY BY  
EDINBURGH AIRPORT CAR PARKING CHARGES?? WE ARE BEING HELD TO RANSOM AS THE  
LUGGAGE TAKES AN HOUR TO COME THROUGH...  
THIS IS HAVING SERIOUS EFFECTS ON MY BUSINESS AND BUSINESSES LIKE MINE?  
I ENCLOSE THEIR TARIFF CHARGES  
REGARDS  
[REDACTED]



From: [REDACTED]  
Sent: 12 October 2015 16:02:12  
To: Ministerial Correspondence Unit  
Subject: FW: Edinburgh Airport charges

From: [REDACTED]  
Sent: 06 October 2015 14:05  
To: Mackay D (Derek), MSP  
Subject: Edinburgh Airport charges

Dear Mr Mackay,  
As the Minister responsible for transport I would like to raise with you the issue of onsite parking at Edinburgh Airport.

I have proof that prices to park onsite have increased by over 100% since last year. This is a cost that tends primarily to be paid by business travellers and as it is charged as such is generally an additional cost to businesses.

How can this organisation get away with fleecing local businesses like this - on top of the extortionate charges it imposes on passengers using taxis.

As a Scottish business person I would urge you to look into this and the charging practices adopted by Edinburgh Airport.

I look forward to your reply

Kind Regards

[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED]  
[REDACTED] (mob)

[Description: Description: Description: [REDACTED]]

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From: [REDACTED]  
Sent: 08 September 2016 10:30:42  
To: scottish.ministers@gov.scot  
Subject: RE: Edinburgh airport

Dear minister,

I've been contacted by a constituent who has recently had a very poor experience at Edinburgh airport and has raised the issue that this type of experience would have a very negative impact on first time visitors to Edinburgh. Please find details outlined below:

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]

[REDACTED]



[REDACTED]

[REDACTED]

I do feel that since BAA were forced to sell Edinburgh Airport, the new management has moved to concentrate on revenue generation, rather than, or sometimes (as in this case) at the cost of customer service.

[REDACTED]

And the car parking fees are extortionate. Nearly £3 for 15 minutes (which is never going to be long enough anyway), £6 for half an hour and £9 for an hour? No wonder they make sure that visitors take a long time to arrive, to force those fees up.

I used to enjoy travelling from Edinburgh airport. My experiences over the past couple of years have REALLY put me off it since. If you can do anything to encourage a better experience for the travellers, that would be most appreciated.

As Edinburgh airport continues to expand and get busier, are there any plans in place to ensure that the quality of experience and services for passengers is improved and maintained?

Many thanks in advance for your help in this matter.

Kind Regards,

Daniel

\_\_\_\_\_  
Daniel Johnson MSP  
0131 348 6462  
Danieljohnson.org.uk  
MG.03, The Scottish Parliament, Edinburgh, EH99 1SP

\*\*\*\*\*  
\*

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From: Airport Shuttle  
Sent: 13 August 2017 14:14:53  
To: scottish.ministers@gov.scot  
Cc: [REDACTED]  
Subject: Edinburgh Airport

I am appealing for someone to assist with an issue we have with Edinburgh Airport.

Individually, I've been in contact with the airport over the last two years regarding pick-up & drop-off charges - to no avail. I and others like me are struggling to make certain work profitable as a result of ludicrous charges imposed by the airport - a single driver can spend £40 a day getting in & out of the airport as quickly as possible.

Throughout previous discussions with airport authorities myself and others have made it clear we accept in principal the business need to charge all drivers. We have no objections paying a set fee but we find it outrageous at being penalised for delays with baggage and at passport control. It regularly takes 1-1.5 hours for passengers to clear international flights. As many of our customers do not speak English or are uncontactable by phone, we cannot run the risk of missing them inside the terminal.

Unlike Glasgow at £2, a simple 5 minute pick-up costs £3.90. One of our self-employed drivers totalled up his parking charges for the year recently. His hours are limited due to child care issues but he still amassed £3,000! Surely, by anyone's standards that figure is outrageous for one solitary driver. Things are now so bad we are turning down work on the grounds of viability, all whilst the existing airport approved taxi companies regularly fail to cope with demand.

All myself and others like me are asking for is an agreed set rate. We do not wish to be punished for the airport's inability to ensure the likes of Swissport or Menzies have adequate staff to unload luggage.

Your assistance would be greatly appreciated.

[REDACTED]  
The Airport Shuttle Team

[REDACTED]  
www.airportshuttlescotland.co.uk

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From: [REDACTED]  
Sent: 18 August 2017 22:11:29  
To: scottish.ministers@gov.scot  
Subject: Fwd: Airport parking

Dear sir,

I am forwarding you an email that I sent to Edinburgh Airport a couple of days ago regarding the abuse of apparent airport bylaws.

Could you please advise who would be the best person to contact regarding this issue?

Regards

[REDACTED]

[REDACTED] iPhone

Begin forwarded message:

> [REDACTED]  
> Date: 14 August 2017 at 22:04:22 BST  
> To: [REDACTED]@edinburghairport.com>  
> Subject: Airport parking

>  
> [REDACTED]

> As you may remember we exchanged a few emails a few months ago after I had to go to the trouble to write to my local MP regarding Edinburgh Airports parking charges and lack of response to my complaints.

> Tonight I witnessed an incident in the Drop Of Zone which I think you need to know about. To me this incident had the potential to be much worse and I strongly feel that it was fueled by Edinburgh Airports greed.

> I entered the Pick Up Point at approx 2035 this evening. When I could not find my passengers I headed through to the Drop Of Zone to see if they were there.

> As I entered the Drop Of Zone I heard a disturbance to my right side. As I look around I witnessed a security guard standing in front of an open Private Hire VW Passat rear door refusing to allow the passengers to enter the vehicle, shouting to the passengers that this was an illegal Hire. When the Private Hire driver questioned the security guard he quite literally squared up to the driver. The Private Hire Driver stood his ground. I then heard the Security Guard say to the driver "what are you going to" in a very threatening manor. The driver replied "nothing".

> I then intervened, My first thought was - this is happening in front of passengers.....how poor is this. I spoke with the security guard as the passengers got in the car. The Security Guard then stood in front of the vehicle and refused to move. Again I had to talk to him, I didn't want him to get hurt. By standing in front of a vehicle in a heated situation like that is a recipe for disaster.

> The Private Hire Car drove Of.

> The reason this incident took place was the driver was picking up in the ?1 drop of

zone to avoid having to pay the extremely high and unfair charge of ?3.90 to enter the pick up zone.

>

> Having spent in excess of ?100 on airport parking last week myself I completely understand why the driver was so irate, I am also extremely frustrated by these charges.

>

> I also understand why the security guard was so wound up, he's probably had various taxi & private Hire drivers moaning at him all day, it's probably taking its toll on him as it would anyone.

>

> This incident highlights how serious drivers are taking these unfair charges. If I'm honest I can see far more of these incidents in the future. They are of course entirely avoidable.

>

> Edinburgh Airport needs to be more friendly and accommodating towards pre booked Private Hire vehicles. Onward travel is a huge industry now and as it stands most of the journeys are distributed through agency's who take a huge cut, then there's regular running costs of the vehicle, fuel, insurance and then to top it off Edinburgh Airport charge approx 25% of a City Centre fare in parking. That's assuming the passengers make it to the pick up point within 15 minutes or it then jumps up to ?6.30 - ?9.60 & then to an eye watering ?15.30 THIS IS COMPLETELY UNACCEPTABLE.

>

> I myself have a few questions that I hope you can clarify for me.

>

> Why are these charges so high?

>

> Why are we not allowed to pick up in the ?1 zone if it is a pre book and legal Hire?

>

> Why are chauffeur cars allowed to pick up in the ?1 drop Of Point?

>

> Why are Executive Travel Providers allowed to pick up in the ?1 drop of zone ?

>

> Why are Edinburgh Airport allowing so many passengers (not flight crew) to be picked up at stance 23?

>

> Why are members of the public allowed to pick up in the ?1 drop of zone?

>

> Why are Edinburgh Airport discriminating against Private Hire Drivers?

>

> I've taken the liberty to attach a copy of Edinburgh City Council's Taxi & Private Hire Fare Tariff. I'd like to draw your attention to the section where it says Airport Pick Up. This clearly states drivers are not allowed to add these parking fees to the fare. Leaving hard working low earning drivers out of pocket.

>

> If this issue is not addressed then the risk remains that there's going to be far more heated arguments, they may not all end like this one ended.

>

> As I feel peoples safety is being put at risk (based on what I witnessed tonight) I'm going to send a copy of this letter to Police Scotland, again I'm going to copy in my Local MP.

>

> I really do hope that a sensible and fair conclusion can be reached.

>

> If you wish to discuss this further please do not hesitate to contact me by email or

>

>

>

>  
> Sent from my iPhone

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From: [REDACTED]  
Sent: 14 November 2018 10:51:09  
To: scottish.ministers@gov.scot  
Subject: FAO: Transport Secretary Michael Matheson re Edinburgh Airport drop off charges

Dear Cabinet Secretary,

I have been asked to write to you by Lothian constituents to raise their concerns about the doubling of drop off charge at Edinburgh Airport.

Some have suggested it is disabled and older people without blue badges who will get hit hardest by the exponential increases in charges, which they consider unfair.

I would be grateful if you could set out the Scottish Government's position on this matter.

Thank you for your attention in this matter and I look forward to your response.

Kind regards,

Miles Briggs MSP

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\*

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From: [REDACTED]  
Sent: 18 January 2018 12:39:03  
To: Public Engagement Unit  
Subject: FW: Edinburgh airport pick off charges

OR

[REDACTED]  
[REDACTED]  
Sent: Thursday, January 18, 2018 11:27:47 AM  
To: Yousaf H (Humza), MSP  
Subject: Edinburgh airport pick off charges

Hi humza,  
It cost me £3.96 to collect my daughter. That was for 12mins.  
I'm sure you know this is too much.  
What I'd like to know is who best to register my complaint with?  
I have written to Edinburgh airport but have had no reply.  
[REDACTED]

\*\*\*\*\*  
\*

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[REDACTED]  
[REDACTED]  
Sent: 19 December 2019 15:47:23  
To: Public Engagement Unit  
Subject: FW: Edinburgh airport charges

MACCS case please for OR

[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
[REDACTED]

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[REDACTED]  
Sent: 19 December 2019 00:03  
To: First Minister <[firstminister@gov.scot](mailto:firstminister@gov.scot)>  
Subject: Edinburgh airport charges

Dear First Minister,

Could you possibly raise an issue into Edinburgh airport's pickup and drop off charges.

In the last year Edinburgh airport has increased drop off charges by 100% to ?2. Several increases over the past 4 years have seen the cost of picking up from the airport increase from ?2.40 to now ?5.

It's outrageous. As far as I can see, it makes Edinburgh airport short stay/ pickup zone the most expensive in the UK per minute. It's more expensive than Heathrow and Gatwick, and far more expensive than Glasgow. But it has a monopoly, we have no choice but to pay these charges.

I'm a private hire driver, mostly, doing jobs to and from the airport and these rising costs have a massive impact on myself and other drivers, as well as the general public. Often, a meet and greet at the airport can take upwards of 45 minutes. That means having to pay ?12 or ?18 in parking charges, which is just ridiculous.

The parking facilities on offer are terrible as well. Not enough spaces and the spaces they have are too small, which often means vehicles taking up two spaces.

The car park is so congested at times, that it can sometimes take 15 minutes just to find a space and head into the terminal. By that point you've already incurred ?9 in parking charges.

In the past, businesses would try to absorb as much of these costs as possible, but that's simply not sustainable. That means passing extra costs onto the general public and visitors to Edinburgh.

The airport has free pickup and drop off zones, but they are completely impractical.

Any help or awareness you can bring to this would be most appreciated.

Yours sincerely

[REDACTED]

Sent from my Samsung Galaxy smartphone.

Sent from my Samsung Galaxy smartphone.

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From: [REDACTED]  
Sent: 04 July 2014 16:03:57  
To: Ministerial Correspondence Unit  
Subject: FW: Edinburgh Airport chaos SM

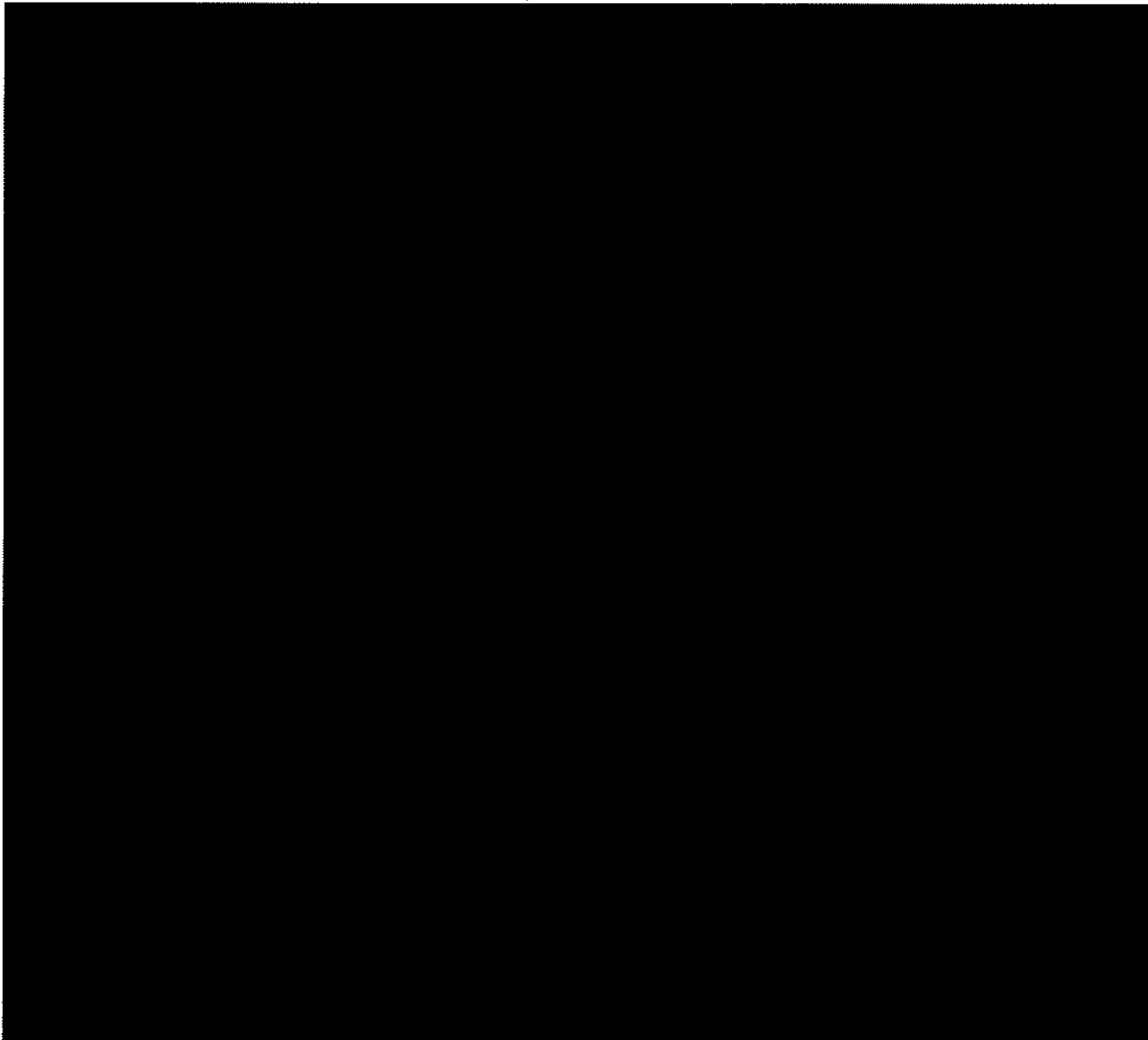
OR please.

From: [REDACTED]  
Sent: 04 July 2014 16:00  
To: Minister for Transport and Veterans  
Subject: Edinburgh Airport chaos

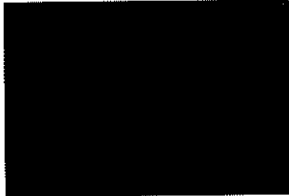
Dear [REDACTED]

Below is the text of a complaint I sent to Edinburgh Airport. I would appreciate your support with this and would also appreciate your response to the points I made.

Additionally, I send a further complaint about the introduction of a charge for dropping off passengers at the airport. Although this does not affect me directly as a resident of Aberdeenshire the introduction of such a charge is clear profiteering. Transport is a devolved matter and your government should be ensuring that little rip-offs such as these are not allowed to happen.







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[REDACTED]

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**From:** [REDACTED]@edinburghairport.com>  
**Sent:** 01 August 2014 13:32  
**To:** [REDACTED]  
**Subject:** FW: Contribution for 2014/0022212 (OR), Target date: 04/08/2014  
**Attachments:** S20140022212.PDF

Hi [REDACTED]

Please see below for our response to this letter.

*We are sorry to hear that [REDACTED] and his family didn't have the best experience when they recently travelled through Edinburgh Airport.*

*The summer season is always very busy and sometimes it is the case that the entrance and exits to the terminal can become congested. This can happen when more than one international flight has arrived or if a number of flights open to check-in.*

*Obviously it's a great thing that we are so busy but we also appreciate that, for some passengers, this can be frustrating. As [REDACTED] will also be aware, we are investing a lot of money in our terminal facilities and our new EAST Expansion will open later this year – creating a brand new entrance to the main terminal building. As we are doing a lot of construction work, it was necessary to relocate the coach park to its current position. A covered walkway does exist from directly opposite the coach park into the airport building. This runs parallel to the new EAST site and tram stop.*

*As Edinburgh Airport grows, it is necessary to invest in our facilities to accommodate the increasing number of passengers that new airlines will bring.*

*[REDACTED] comments about the terminal toilets have been noted and passed to our cleaning provider. This matter has also been escalated to our Head of Terminal Operations.*

*We hope that [REDACTED] next visit through Edinburgh Airport is a more positive experience.*

If you need anything else just let me know.

Thanks

[REDACTED]

Communications Officer

**Edinburgh Airport**   
*Where Scotland meets the world*

[REDACTED]

w: [edinburghairport.com](http://edinburghairport.com)  
t: [twitter.com/edi\\_airport](https://twitter.com/edi_airport)



---

**From:** [REDACTED]  
**Sent:** 28 July 2014 15:42  
**To:** Stuart Young  
**Subject:** FW: Contribution for 2014/0022212 (OR), Target date: 04/08/2014

[REDACTED]  
Marketing Manager



Edinburgh Airport Limited  
Capital House  
Edinburgh  
EH12 9DN Scotland

m: [REDACTED]  
w: [edinburghairport.com](http://edinburghairport.com) t: [twitter.com/edi\\_airport](https://twitter.com/edi_airport)



---

**From:** [REDACTED]  
**Sent:** 28 July 2014 15:40

[REDACTED]

T: 0131-244 0642, F: 0131- 244 0463

**From:** [REDACTED]  
**Sent:** 08 July 2014 10:56  
**To:** [REDACTED]  
**Subject:** Contribution for 2014/0022212 (OR), Target date: 04/08/2014

Please can you provide a contribution to the attached case.

My deadline for reply is **4 August 2014**.

Thank you.

**Transport Scotland**  
**Aviation, Maritime, Freight & Canals**  
Victoria Quay, Edinburgh EH6 6QQ  
F: 0131- 244 1423

In 2014 Scotland Welcomes the World  
To find out more click here



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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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From: [REDACTED]  
Sent: 23 March 2015 12:42:04  
To: Ministerial Correspondence Unit  
Cc: [REDACTED]  
Subject: FW: Message from Scottish Parliament websiteGH

MACCS case please for OR

[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
[REDACTED]

First Minister's preferences can be found at:  
<http://intranet/InExec/AboutUs/Ministers/MinisterialPrivateOffices/OfficeOfTheFM>

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From: Nicola.Sturgeon.msp@scottish.parliament.uk  
[mailto:Nicola.Sturgeon.msp@scottish.parliament.uk]  
Sent: 23 March 2015 11:57  
To: First Minister  
Subject: Fwd: Message from Scottish Parliament website

Nicola Sturgeon MSP  
Glasgow Southside  
Constituency Office (constituent enquiries only)  
627 Pollokshaws Road  
Glasgow  
G41 2QG  
Tel: 0141 424 1174  
nicola.sturgeon.msp@scottish.parliament.uk<mailto:nicola.sturgeon.msp@scottish.parliament.uk>

All other enquiries to [nicola.sturgeon@snp.org](mailto:nicola.sturgeon@snp.org)<mailto:nicola.sturgeon@snp.org>

Begin forwarded message:

From: <noreply@scottish.parliament.uk<mailto:noreply@scottish.parliament.uk>>  
Date: 23 March 2015 11:24:36 GMT  
To:  
<Nicola.Sturgeon.msp@scottish.parliament.uk<mailto:Nicola.Sturgeon.msp@scottish

.parliament.uk>>

Subject: Message from Scottish Parliament website  
name:

[REDACTED]

address:

[REDACTED]

postcode:

[REDACTED]

email:

[REDACTED]

telephone:

[REDACTED]

message:

Hello Nicola,

I heard your comments on the radio just after you became First Minister and Leader of the SNP. You said you wished to be accessible and for people to get in contact with you through your office. So, I am daein' as am telt.

I trust you are well and of course extremely busy. Just minor point that you my consider.

Yesterday I had the great fortune to pick up my son, his wife and our granddaughter. The live in The Netherlands. They arrived in Edinburgh airport.

The point I would like to make is the cost to meet them in the pick up zone could only be described as extortionate.

Taking into account the time get into the parking space, say our hello's, pack up the car and then wait in the queue to get out the £1 for 5 minutes became £5 for 12 seconds over 10 minutes. Of course I complained and refused to move my car. I was eventually allowed to leave after paying £1.00. What can I say I am a weegie.

If this is my experience and I live in Scotland, what about the business people who use the airport, the holiday makers and most importantly the visitors to our great country. What is the additional cost of doing business. what is the impression we are making here?

I expect there are the usual complaints and comments being made. This is normal as we just comment and complaint but very few take the added effort to write. I tend to be a bit different and pick my complaining time.

The last one was a southbound bus stop that I campaigned for with the help of Roseanne Cunningham and Joseph Giacobazzi.

Anyway, back to the robbery at Edinburgh airport. I know us "common folk" have to pay, but charges have to be reasonable and reflective of the service.

Please do not let us become rip off Scotland and wrestle the label from rip off Britain.

I bring this to your attention as I expect you and your colleagues in Parliament will not see these charges as you go in the VIP route.

Anyway, keep up the great work. You and SNP team have our fullest support.



\*\*\*\*\*  
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**From:** [REDACTED]@edinburghairport.com>  
**Sent:** 30 March 2015 09:23  
**To:** [REDACTED]  
**Subject:** RE: Contribution for 2015/0011189 (OR), Target date: 23/04/2015

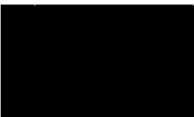
Hi [REDACTED]

Sorry for the delay in coming back to you.

- As you may be aware, we introduced a revised drop-off tariff at the beginning of September and changes to our road layout to make the facility work more efficiently. These changes were made in response to passenger feedback and to help address issues with congestion in the drop-off zone at peak times.
- We believe the tariff changes have been a success and have seen 91% of vehicles exiting the drop-off area in under five minutes since they came into effect. These drivers will still only pay £1.
- We are not expecting to make any extra money from this change to the drop-off area. However, we need to make sure that it works and that drivers move on in a timely fashion.
- For those passengers who do not wish to pay, a free drop-off area remains in our Long-Stay car park.
- At the moment we do monitor taxi queues and are working hard with Empark to alter the configuration of the barriers for the taxi rank to capture taxi departure times.

Let me know if you need anything else.

Thanks



Communications Officer



Edinburgh Airport Limited  
Ground floor, Capital House  
Edinburgh  
EH12 9DN Scotland

t: [REDACTED]  
m: [REDACTED]  
w: [edinburghairport.com](http://edinburghairport.com)  
t: [twitter.com/edi\\_airport](https://twitter.com/edi_airport)



**From:** [REDACTED]  
**Sent:** 24 March 2015 12:25  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** Contribution for 2015/0011189 (OR), Target date: 23/04/2015

[REDACTED]

Anything you want to add to my reply that this a matter for the owner and operator of the car park?

Is there an issue with queuing to leave the drop off zone – which seems to have added to the time, and hence costs, in this case?

The correspondence is attached.

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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**Aviation, Maritime, Freight & Canals**  
Aviation Branch

Victoria Quay, Edinburgh EH6 6QQ  
F: 0131- 244 1423



Your ref:

Our ref:  
2015/0011189

Date:  
30 March 2015

Dear [REDACTED]

Thank you for your e-mail of 23 March to the First Minister with regard to passenger drop-off charges at Edinburgh Airport (EDI). I have been asked to reply.

The issues of charging is a commercial matter for the Airport owner and operator, and not something in which the Scottish Government can intervene. However, I have contacted Edinburgh Airport on your behalf. EDI introduced a revised drop-off tariff at the beginning of September and changes to its road layout to make the facility work more efficiently. These changes were made in response to passenger feedback and to help address issues with congestion in the drop-off zone at peak times. The Airport believes the tariff changes have been a success and have seen 91% of vehicles exiting the drop-off area in under five minutes since they came into effect. These drivers will still only pay £1.

EDI also advise that they are not expecting to make any extra money from this change to the drop-off area. However, the Airport needs to make sure that it works and that drivers move on in a timely fashion. For those passengers who do not wish to pay, a free drop-off area remains in the Long-Stay car park.

I hope that this information has been useful.

Yours sincerely,

[REDACTED]  
Aviation Branch



Aviation, Maritime, Freight & Canals  
Aviation Branch

Victoria Quay, Edinburgh EH6 6QQ  
E: 0131-244 0423



CÒMH-DHAIL  
ALBA

TRANSPORT  
SCOTLAND

Your ref:

Our ref:  
2015/0025339

Date:  
12 August 2015

Dear [REDACTED]

Thank you for your e-mail of 21 July to the First Minister with regard to public and NHS transport in Dumfries and Galloway. I have been asked to reply

I fully appreciate the points you make with regard to the position of airports in Scotland, however, this is largely historical and there are no plans to build additional airports in Scotland. Also these are commercial enterprises in which the Scottish Government cannot intervene.

We recognise the importance to our economy of improving Scotland's international air connectivity and access for business and inbound tourism and will continue to promote Scotland as a destination which can sustain more direct international air services and will support Scotland's airports in the pursuit of this. However, the guiding interest for airlines will always be how commercially successful and profitable any particular routes are; whether they be from Edinburgh, Glasgow or Prestwick. Ultimately, it is a commercial matter for the airlines themselves to decide which routes they wish to operate. We would, however, consider any approach for support from Scotland's airports which has the potential to improve Scotland's international connectivity, which would be State Aid compliant and which can be funded from the finite resources available.

Similarly, the issues of car parking and charging at Edinburgh Airport are commercial matters for the Airport owner and operator, and not something in which the Scottish Government can intervene. However, I have contacted Edinburgh Airport on your behalf. The Airport's parking team advise that;

- Blue Badge holders are entitled to 30 minutes free in any of Edinburgh Airport's car parks, or 30 minutes free in the Drop-off Zone.
- In the instance that they stay longer than this, the Airport only charge for the duration minus 30 minutes.
- The Blue Badge vehicle driver should present their ticket and the Blue Badge (of the driver or passenger) at the parking reception desk and the Airport will validate their ticket for exit.



- Edinburgh Airport have 4 Blue Badge bays in Drop-off Zone, 5 in Pick-up zone, 22 bays in the Terminal Surface car park at the Terminal, and 30 in the multi-storey car park. The bays are provided at the most convenient point of the car park, near the exit, are wide bays, and have space around them to ensure easy access.
- Edinburgh Airport provide Blue Badge parking information on their website at: <http://www.edinburghairport.com/prepare/special-assistance/blue-badge-parking>

The Airport's view in this instance is that you may have parked in the fast track spaces of the multi-storey car park, when you could have used the Pickup area on the ground floor, or the Surface parking outside the Terminal for £4.90 with the blue badge validation.

As you did not get the best deal possible, Edinburgh airport would be happy to refund you in full as a gesture of good will.

Please contact the parking team at [parkingfeedback@edinburghairport.com](mailto:parkingfeedback@edinburghairport.com) who will be able to arrange this refund.

While there are no plans for a direct Dumfries to Edinburgh rail service, an enhanced train service between Glasgow and Dumfries will be introduced in 2017 with additional services in both directions.

The new Dumfries services will offer:

- Dumfries/Glasgow service - 3 additional weekday services in both directions, 4 additional Saturday services;
- 2 additional Sunday services in each direction with one morning service;
- A reduction in longest and average interval between trains. Longest goes from 3 hours to 2 hours and average time between trains will be reduced by a little over 30 minutes;
- 1 additional Dumfries/Carlisle shuttle;
- Newcastle – 3 weekday and Saturday Northbound and 5 weekday and 4 Saturday southbound;
- Effective from December 2017 timetable;
- Greater number of day time connections at Kilmarnock, and
- Bike and Go scheme

Bus services generally are a matter for individual bus companies who use their own commercial judgement on service routes and frequencies. Local authorities have a duty to identify where there is a social need for particular bus services and to subsidise these at their discretion. Therefore, if you have not already done so, contacting Dumfries and Galloway Council with your concerns is the best course to take.

With regard to the health issues you raise, I have contacted NHS Dumfries and Galloway on your behalf and attach their response.

Signed Resposne -  
28-7-15.pdf

I hope that this information has been useful.

Yours sincerely,

Aviation Branch



[REDACTED]

---

**From:** [REDACTED]@edinburghairport.com>  
**Sent:** 06 November 2015 09:10  
**To:** [REDACTED]  
**Subject:** RE: Contribution for 2015/0035841 (OR), Target date: 9/11/2015

Hi [REDACTED]  
Response here.  
Hope you have a good Friday.  
Cheers,  
[REDACTED]

Car parking prices are roughly in line with other European capital airports and we benchmark against other UK airports.

Prices can fluctuate with demand and quality of the product – both of which are exceptionally strong at Edinburgh Airport.

The majority of car parking is pre-booked online, and there are around 100,000 price-points that we use to manage the car parks. It's therefore difficult to direct compare overall prices year on year. However as a whole our car parks have been over 20% fuller year on year.

There are very reasonable prices if you book online in advance – for example 8 days in Long Stay is £41.99 for arrivals on 1<sup>st</sup> December. If you book a long stay car park 90 days + in advance you will be able to take advantage of our excellent offers.

We also provide free drop-off in the Long Stay for those getting dropped off, and 30 minutes free for any blue badge vehicle (whether the blue badge holder is dropping off, or being dropped off).

---

**From:** [REDACTED]  
**Sent:** 04 November 2015 13:51  
**To:** [REDACTED]  
**Subject:** FW: Contribution for 2015/0035841 (OR), Target date: 9/11/2015

[REDACTED]

Please see below and attached.



Transport Scotland Aviation Branch

**From:** [REDACTED]  
**Sent:** 16 October 2015 09:43  
**To:** [REDACTED]  
**Subject:** Contribution for 2015/0035841 (OR), Target date: 9/11/2015

Please can you provide a contribution to the attached case relating to car parking charges at EDI.

My deadline for reply is **9 November**.

Thanks.

[REDACTED]  
[REDACTED]  
Aviation Branch

Transport Scotland  
Aviation, Maritime, Freight & Canals  
Victoria Quay, Edinburgh EH6 6QQ  
[REDACTED] F: 0131- 244 0463  
[REDACTED]

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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[REDACTED]

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**From:** [REDACTED]@edinburghairport.com>  
**Sent:** 01 September 2016 14:16  
**To:** [REDACTED]  
**Subject:** RE: MACCS 2016/0026290 - Airport Parking Charges

Hi [REDACTED]

We are sorry that [REDACTED] found the car parking charges to be excessive. Edinburgh Airport offers a range of car parking products and prices and we are one of only six of the major UK airports to offer a free pick up and drop off area – this is a popular service that we are committed to maintaining.

Best,  
[REDACTED]

---

**From:** [REDACTED]  
**Sent:** 01 September 2016 14:06  
**To:** [REDACTED]  
**Subject:** FW: MACCS 2016/0026290 - Airport Parking Charges

---

**From:** [REDACTED]  
**Sent:** 01 September 2016 12:08  
**To:** [REDACTED]  
**Subject:** FW: MACCS 2016/0026290 - Airport Parking Charges

Hi [REDACTED]

I was wondering if you could provide a short contribution to the attached correspondence as the deadline for my response is fast approaching.

Kind regards, [REDACTED]



[REDACTED]

Aviation Policy | Aviation, Maritime, Freight and Canals Directorate | 2F North, Victoria Quay, Edinburgh, EH6 6QQ

 [REDACTED] |  [REDACTED]

For agency and travel information visit our [website](#)

---

Transport Scotland, the national transport agency

Còmhhdhail Alba, buidheann nàiseanta na còmhhdhail



[transcotland](#)



---

**From:** [REDACTED]  
**Sent:** 12 August 2016 15:38  
**To:** [REDACTED]@edinburghairport.com  
**Cc:** [REDACTED]  
**Subject:** MACCS 2016/0026290 - Airport Parking Charges

Hi [REDACTED]

Would you be able to provide a contribution to the attached correspondence. The deadline for my response is 29 August.

Regards [REDACTED]



Aviation Policy | Aviation, Maritime, Freight and Canals Directorate | 2F North, Victoria Quay, Edinburgh, EH6 6QQ



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Còmhhdhail Alba, buidheann nàiseanta na còmhhdhail



[transcotland](#)



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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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[REDACTED]

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**From:** [REDACTED]@edinburghairport.com>  
**Sent:** 04 October 2016 11:13  
**To:** [REDACTED]  
**Cc:** [REDACTED]  
**Subject:** RE: MACCS 2016/0031091

**Follow Up Flag:** Follow up  
**Flag Status:** Flagged

**Categories:** Red Category

Dear [REDACTED]

As discussed – we've already responded to [REDACTED] via Hannah Bardell's office directly on this.  
[REDACTED]

We are always keen to hear of our passengers' experience, I'm only sorry that Mr Bennett has negative feedback.

As a general point we are committed to offering passengers choice and operate without a penny of subsidy from the public purse.

Most specifically;

- [REDACTED]
- 2) The immigration hall is managed and run by Border Force for the UK Government's Home Office. In the summer Edinburgh Airport raised concerns with the Home Secretary about the length of time passengers have to wait in peak periods and part of their solution is the £5 FastTrack option. This model works well in security hall and helps break up congestion and – with the assurance that Border Force will not take out personnel from the existing service – we are confident that it will help at Passport Control too.
  - 3) Edinburgh Airport is one of only six of the major UK airports to offer a free pick up and drop off area – this is a popular service that we are committed to maintaining.
  - 4) We have a range parking price options available to suit different passengers needs and we advise passenger book online early, where you can save up 60% on drive up costs.
  - 5) [REDACTED]elves. However, the [REDACTED] that EAT (both landside [REDACTED] are also 'meal deal'

Kind Regards,  
[REDACTED]

**From:** [REDACTED]  
**Sent:** 04 October 2016 10:49  
**To:** [REDACTED]  
**Subject:** [REDACTED]

Hi [REDACTED]

Please see attached enclosure as discussed. Apologies for putting pressure on you.

Regards, [REDACTED]

Hi [REDACTED]

Please see attached correspondence which has been sent to Humza Yousaf MSP from Hannah Bardell MP relating to Edinburgh Airport charges and other points:

I would appreciate if you could provide me with a contribution for response by 3 October.

Kind regards, [REDACTED]



[REDACTED]

Aviation Policy | Aviation, Maritime, Freight and Canals Directorate | 2F North, Victoria Quay, Edinburgh, EH6 6QQ

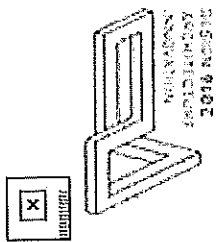
[REDACTED]

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Còmh-dhail Alba, buidheann nàiseanta na còmh-dhail



@transcotland



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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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From: [REDACTED]  
Sent: 22 September 2016 12:02:38  
To: Ministerial Correspondence Unit  
Subject: FW: (Case Ref: ZÅ2712)

MR please

Kind regards

[REDACTED]  
Assistant Private Secretary and Correspondence Secretary to Humza Yousaf MSP  
Minister for Transport and the Islands  
The Scottish Government

[REDACTED]  
transportminister@gov.scot  
www.gov.scot<<http://www.gov.scot/>>

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P Please do not print this e-mail unless you really need to.

From: Hannah Bardell MP [mailto:[hannah.bardell.mp@parliament.uk](mailto:hannah.bardell.mp@parliament.uk)]  
Sent: 22 September 2016 11:43  
To: Minister for Transport and the Islands  
Subject: (Case Ref: ZÅ2712)

Dear Mr Yousaf,

RE: [REDACTED]

Hannah has received the following enquiry copied below in its entirety for your information.

Hannah's constituent is looking for comment on any Scottish Government plans to intervene with regards to airport charges for food, parking, drop off, queue jumping and signage. I have also enquired with [REDACTED] at Edinburgh Airport for his comment on charges and signage.

Hannah would be grateful for your thoughts on this.

Kindest regards,

[REDACTED]  
On behalf of Hannah Bardell MP

?You may recall my e mail to you some time ago re issues of getting through security at Edinburgh Airport. I almost missed a flight and some others did. You took this up and things improved slowly. I believe the head of security was removed. I believe he

was a scape goat and Mr Dewar should have gone instead.  
Now he is making a charge of ?5 for passengers coming in to Edinburgh airport to jump the queue. He seems to want benefit from the airports inefficiency. I would suggest he is doing this to deflect blame from himself.

We get charged a ?1 to drop folk off, now we get charged to jump the Queue, car parking charges are away beyond reasonable. Food charges ridiculous.  
Signage to short stay car park at best confusing.

When is government going to intervene in making airports a bit more customer focused?

This ?5 Charge to jump the queue is the giddy limit. I hope your able to turn the heat up on Mr Dewar for doing this.Has the government any plans to curb this sort of behaviour?

Your faithfully

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**Aviation, Maritime, Freight & Canals**

Victoria Quay, Edinburgh EH6 6QQ  
[REDACTED]



[REDACTED]

Our ref:  
2017/0020269

Date:  
8 June 2017

Dear [REDACTED]

Thank you for your e-mail of 5 June to the First Minister, Nicola Sturgeon MSP, regarding toll charges at Edinburgh Airport. I have been asked to respond.

The issues of drop-off/pick-up and parking charging is a commercial matter for the Airport owner and operator, and not something in which the Scottish Government can intervene.

However, I have contacted Edinburgh Airport on your behalf. The airport says the drop-off facility was introduced in October 2010 and the £1 drop-off rate has remained unchanged since then. Another charge was introduced in September 2014 to assist with traffic flow through the airport's road network which saw a £3.00 charge for drop-offs that take between 5-10 minutes.

The airport has said it continues to offer a free drop-off and pick-up in the free drop-off area in the long stay car park which also provides a free bus link to the main terminal building, as well as 1 hour's free access to all their car parks and provision of a drop-off zone for blue badge holders.

I hope that this information has been useful.

Yours sincerely,

[REDACTED]  
Aviation Branch

From: [REDACTED]  
Sent: 06 June 2017 08:49:20  
To: Public Engagement Unit  
Cc: [REDACTED]  
Subject: FW: Toll charges

MACCS case please for OR

[REDACTED]  
Office of the First Minister  
Scottish Government  
5TH floor/St Andrews House/Regent Road  
Edinburgh EH1 3DG  
[REDACTED]

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<http://intranet/InExec/AboutUs/Ministers/MinisterialPrivateOffices/OfficeOfTheFM>

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From: [REDACTED]  
Sent: 05 June 2017 22:45  
To: First Minister  
Subject: Fwd: Toll charges

Sent from my iPad

Begin forwarded message:

From: [REDACTED]  
Date: 5 June 2017 at 22:41:39 BST  
To:  
Nicola.Sturgeon.msp@parliament.scot<mailto:Nicola.Sturgeon.msp@parliament.scot>  
>  
Subject: Toll charges

Dear Nicola, Can I bring to your attention the massive increase of Toll charges of 200% at Edinburgh airport dropping of and picking up passengers, there is no other way to drop / pick up passengers as security is always at a high, this is just profiteering from the management at this airport, you as leader of the Scottish national party must do your duty and get these TOLL CHARGES ABOLISHED in Scotland all together. Kind regards.

[REDACTED]  
Sent from my iPad

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[REDACTED]

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**From:** [REDACTED]@edinburghairport.com>  
**Sent:** 13 September 2017 15:32  
**To:** [REDACTED]  
**Subject:** RE: MACCS: New case 2017/0029784 allocated.

Hi [REDACTED]

This is what we went back with. Hopefully that helps with your response.

Thanks,  
[REDACTED]

Why are these charges so high?

We only have a finite amount of parking spaces available and we know that prices for one parking product constrain another. We also know that parking prices constrain and are constrained by other access modes such as bus and tram. Therefore, we have set the price for our products at a level we believe is the right market value.

Why are we not allowed to pick up in the £1 zone if it is a pre book and legal Hire?

Touting and/or loading passengers is in breach of the Edinburgh Airport Byelaws 2015 ("Byelaws").

Byelaw 8(1) prohibits non-authorized taxis (Hackneys) from (i) plying for hire or (ii) loading pre-booked passengers except in a designated area.

Byelaw 3(27) prohibits non-authorized private hire cars (PHCs) from loading pre-booked passengers except in a designated area. The designated area for non-authorized taxis/PHCs to load pre-booked passengers is the Pick-Up Zone.

Byelaw 4(12) prohibits the sale or hire of services at the airport without Edinburgh Airport's permission.

Byelaw 4(13) prohibits, in car parks and public places on the Airport, the offering of vehicles for hire and services relating to supply or hire of vehicles without Edinburgh Airport's permission.

We keep records of taxis and PHCs observed breaching the Byelaws. We may, as appropriate, share that information with Police Scotland and/or with the relevant taxi licensing authority.

Contravention of these Byelaws is a criminal offence that may result in a fine of up to £2,500 on summary conviction.

Why are chauffeur cars allowed to pick up in the £1 drop Of Point?

My understanding is that chauffeur companies should have a PHC licence and therefore the Byelaws mentioned above would apply.

Why are Executive Travel Providers allowed to pick up in the £1 drop of zone ?

My understanding is that chauffeur companies should have a PHC licence and therefore the Byelaws mentioned above would apply.

Why are Edinburgh Airport allowing so many passengers (not flight crew) to be picked up at stance 23?

None of the aircrew pick up companies are permitted to pick up passengers in the stance 23 area. If you have evidence, even just dates and times, of when this has occurred I am happy to follow up.

Why are members of the public allowed to pick up in the £1 drop of zone?  
Our Byelaws do not cover public pick-ups in the Drop-Off Zone.

Why are Edinburgh Airport discriminating against Private Hire Drivers?  
With the exception of our business partner hackneys and private hire cars all other pre-booking hackneys and PHCs should perform pick-ups in the Pick-Up Zone at the same tariff. Therefore, all operators are being treated the same and there is no discrimination.

#### Taxi Tariffs

The taxi tariffs set by Edinburgh City Council are currently going through a consultation period during which time the taxi trade will have the ability to put forward its views. I do not believe there is anything to stop the City Council adding a pick-up charge to the tariff board as a result of that process.

-----Original Message-----

From: [REDACTED]  
Sent: 13 September 2017 13:01  
To: [REDACTED]@edinburghairport.com>  
Subject: RE: MACCS: New case 2017/0029784 allocated.

Hi [REDACTED]

Would it be possible to have this by midday tomorrow as I will be out of the office after then until Tuesday next week, missing the deadline.

Thanks, [REDACTED]

---

a

[REDACTED]  
Aviation Policy | Aviation, Maritime, Freight and Canals Directorate | 2F North, Victoria Quay,  
Edinburgh, EH6 6QQ

[REDACTED]  
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Transport Scotland, the national transport agency Còmhdhail Alba, buidheann nàiseanta na còmhdhail

transcotland

-----Original Message-----

[REDACTED]

Sent: 12 September 2017 12:26

To: [REDACTED]

Subject: RE: MACCS: New case 2017/0029784 allocated.

Hi [REDACTED]

Yes, it would be helpful to see your answers.

Thanks [REDACTED]

---

a  
[REDACTED]

Aviation Policy | Aviation, Maritime, Freight and Canals Directorate | 2F North, Victoria Quay,  
Edinburgh, EH6 6QQ

[REDACTED]

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Transport Scotland, the national transport agency Còmhdhail Alba, buidheann nàiseanta na còmhdhail

transcotland

-----Original Message-----

From: [REDACTED]@edinburghairport.com]

Sent: 28 August 2017 15:29

To: [REDACTED]

Subject: RE: MACCS: New case 2017/0029784 allocated.

Hi [REDACTED]

[REDACTED] emailed us directly with similar if not the same questions and we responded. Please let me know if you'd like to have those answers.

Thanks,

[REDACTED]

-----Original Message-----

From: [REDACTED]

Sent: 22 August 2017 10:03

To: [REDACTED]@edinburghairport.com>

Subject: FW: MACCS: New case 2017/0029784 allocated.

Hi [REDACTED]



Would you be able to provide a contribution/update on the attached correspondence regarding byelaws for Private Hire vehicles/Taxis drop off/pick up charges.

I am off on holiday for 2 weeks as from this Friday, so I'll pick this up on my return. Great if you could respond by 15 September.

Thanks [REDACTED]

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Dh'fhaodadh gum bi teachdaireachd sam bith bho Riaghaltas na h-Alba air a chlàradh neo air a sgrùdadh airson dearbhadh gu bheil an siostam ag obair gu h-èifeachdach neo airson adhbhar laghail eile. Dh'fhaodadh nach eil beachdan anns a' phost-d seo co-ionann ri beachdan Riaghaltas na h-Alba.

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Aviation, Maritime, Freight & Canals  
Aviation Branch

Victoria Quay, Edinburgh EH6 6QQ



Your ref:

Our ref:  
2015/0035841

Date:  
9 November 2015

Dear [REDACTED]

Thank you for your e-mail of 6 October Derek Mackay MSP, Minister for Transport and Islands with regard to car parking charges at Edinburgh Airport. The Minister has asked that your letter be passed to me for reply.

The issues of car parking and charging at Edinburgh Airport are commercial matters for the Airport owner and operator, and not something in which the Scottish Government can intervene. However, I have contacted Edinburgh Airport on your behalf. The Airport advises that car parking prices are roughly in line with other European capital airports and that it benchmarks against other UK airports.

I have been informed that the majority of car parking at Edinburgh Airport is pre-booked online, and there are around 100,000 price-points which the Airport uses to manage the car parks. It is therefore difficult to directly compare overall prices year on year. However, as a whole, Edinburgh Airport's car parks have been over 20% fuller year on year. The Airport also point out that there are lower prices if booked online in advance – for example 8 days in Long Stay is £41.99 for arrivals on 1<sup>st</sup> December. If booked in a long stay car park 90 days + in advance you will be able to take advantage of these offers.

Edinburgh also provide free drop-off in the Long Stay for those getting dropped off, and 30 minutes free for any blue badge vehicle (whether the blue badge holder is dropping off, or being dropped off).

I hope that this information has been useful.

Yours sincerely,

[REDACTED]  
Aviation Branch



**Aviation, Maritime, Freight & Canals**

Victoria Quay, Edinburgh EH6 6QQ



Our ref:  
2018/0002162

Date:  
19 January 2018

Dear [REDACTED]

Thank you for your email of 18 January to Humza Yousaf MSP, Minister for Transport and the Islands, regarding drop off/pick up charges at Edinburgh Airport. The Minister has asked that I respond.

The issue of drop-off/pick up/parking charges is a commercial matter for the Airport owner and operator, and not something in which the Scottish Government can intervene.

However, I have contacted Edinburgh Airport on your behalf. In regards to parking and pick up/drop off charges, the airport says the drop-off facility was introduced in October 2010 and the £1 drop-off rate was changed in September 2014 and saw another charge introduced to assist with traffic flow through the airport's road network which saw a £3.00 charge for drop-offs that take between 5-10 minutes, with charges increasing incrementally the longer the waiting time. I attach a link to their pricing structure:

<https://www.edinburghairport.com/edinburgh-airport-parking/drop-off-and-pick-up>

The airport has said it continues to offer a free drop-off and pick-up in the free drop-off area in the long stay car park which also provides a free bus link to the main terminal building, as well as 1 hour's free access to all their car parks and provision of a drop-off zone for blue badge holders.

Should you wish to contact the airport directly, I have included detail of their Communication Manager: Greg Maxwell, Edinburgh Airport Communication Manager:  
[greg\\_maxwell@edinburghairport.com](mailto:greg_maxwell@edinburghairport.com)

Yours sincerely,

[REDACTED]  
**Aviation Branch**

Cabinet Secretary for Transport, Infrastructure and  
Connectivity  
Michael Matheson MSP



Scottish Government  
Riaghaltas na h-Alba  
gov.scot

██████████  
E: scottish.ministers@gov.scot

Miles Briggs MSP  
The Scottish Parliament  
EDINBURGH  
EH99 1SP

Our ref: 2018/0039896  
November 2018

Thank you for your email of 14 November 2018 regarding the recent announcement from Edinburgh Airport concerning the increase to their drop-off charges.

As you are aware, Edinburgh Airport increased its drop-off charges from 8 November. The airport has said it has taken this decision in order to combat congestion, and its consequent environmental impacts, on the road network in and around the airport. This is a commercial matter for the airport owner and operator and not something in which the Scottish Government can intervene.

The airport is working with City of Edinburgh Council on a long-term solution to growing congestion problems, specifically on the main Eastfield Road, by proposing to build a new access road to the airport. The airport anticipates funding the majority of this project, estimated to cost £10 million, with the revenue from the increased drop-off charges.

In terms of the financial impact of the price increases to charges for older and disabled people without blue badges. I am advised that it remains the case that the free drop off area at Edinburgh Airport, located in the long-stay car-park, is still available as well as the 1 hour free parking facility for blue badge holders.

**Michael Matheson**

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