



Press Release



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FOR IMMEDIATE RELEASE

WATCHDOG VICTORY: CPB EXPOSES HEATHROW DROP-OFF FLAW AFTER APCOA U-TURN

Westminster, 08 October 2025

The Consumer Protection Bureau (CPB) has successfully intervened in consumer complaint against APCOA Parking (UK) Ltd, resulting in cancellation of unfair penalty issued to motorist at Heathrow Airport's "Drop-Off Zone."

The case, first raised by driver Chris Tylee, exposed how APCOA's automated system charged motorists multiple times for a single visit even when no second drop-off occurred.

Mr Tylee had paid the £6 drop-off fee after dropping off a passenger at Terminal 3, but minutes later was issued a second charge after re-entering the same roadway while searching for short-stay parking. Crucially, he never stopped a second time.

After CPB formally intervened, writing to APCOA to highlight the systemic flaw and possible breaches of UK consumer protection law, the company has now confirmed that Mr Tylee's fine has been cancelled.

"This is not just about one driver," said Yousouf Jhugroo, Managing Director of the Consumer Protection Bureau. "The fact that APCOA backed down shows there's a much deeper problem in how these airport schemes are run. Consumers are being penalised for systemic errors that's not enforcement, that's entrapment."



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CPB is now continuing its broader investigation into whether Heathrow's "Drop-Off Zone" operates as a toll road rather than a genuine drop-off facility. The Bureau has requested that Heathrow Airport Holdings review the system and ensure signage clearly reflects the true nature of the charge.

"If a motorist can be billed just for driving past a camera, the term 'Drop-Off Zone' is misleading," Jhugroo added. "We will not hesitate to escalate this matter to regulators if needed."

The Consumer Protection Bureau urges any driver who has faced a similar situation to contact them at info@consumerprotectionbureau.co.uk, quoting "APCOA Drop-Off Case."

END

NOTES TO EDITORS

About CPB:

The Consumer Protection Bureau (CPB) is a UK Community Interest Company campaigning for fairness, transparency, and accountability in consumer markets.

Website: www.consumerprotectionbureau.co.uk

Background:

UK airports currently charge between £5-£7 for drop-off access, with penalties up to £100 for non-payment. Many are operated by private contractors such as APCOA under ANPR systems.

CPB's intervention in the Heathrow case forms part of its wider review into airport charging practices.



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