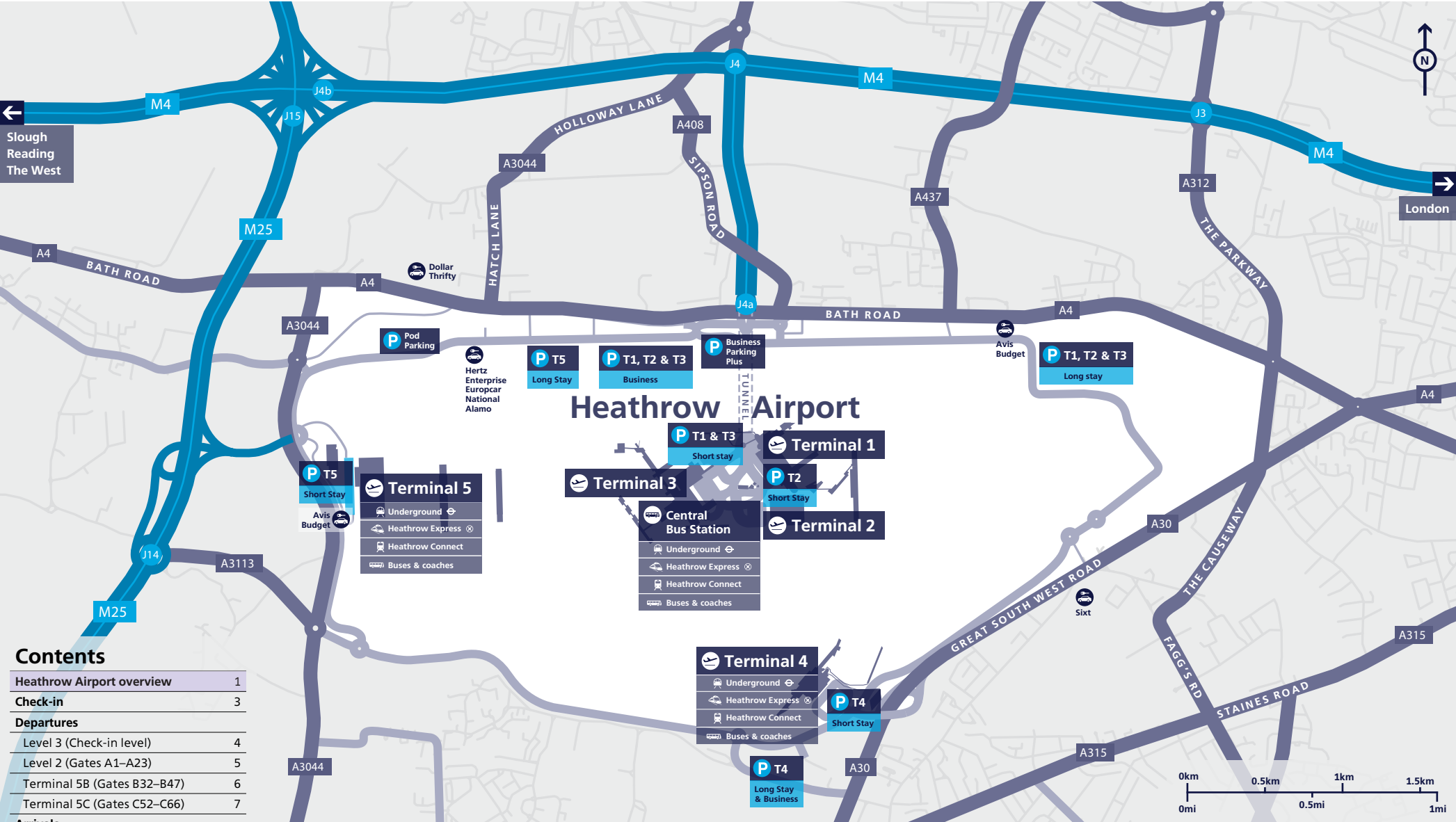


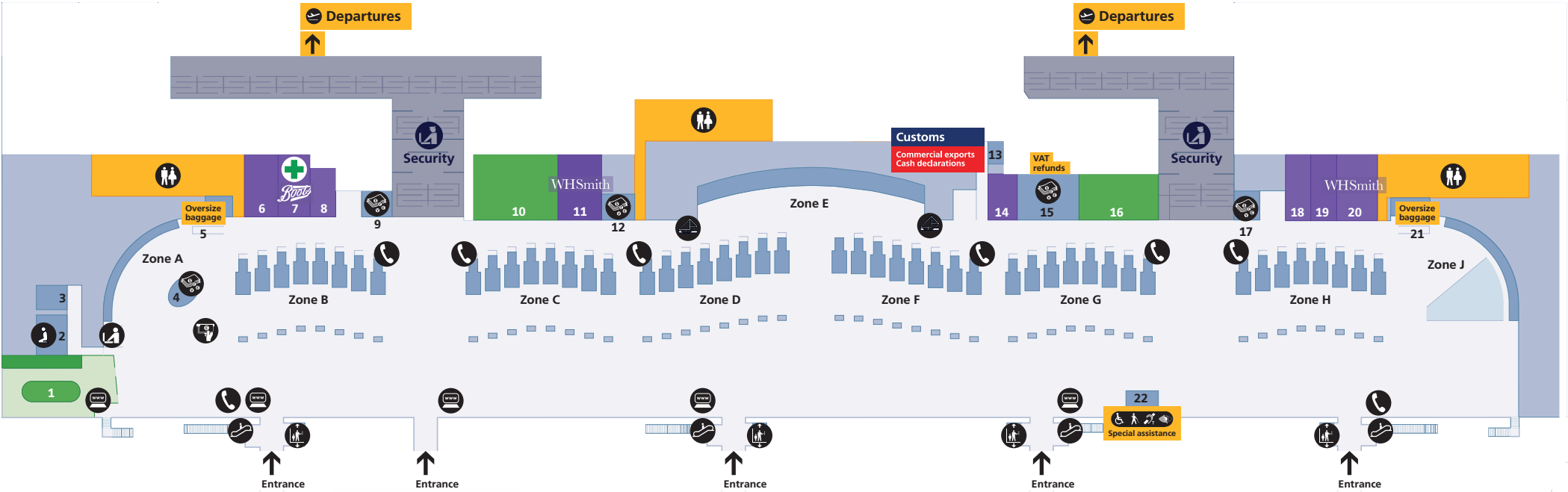
Heathrow Airport

Overview



Terminal 5

Check-in Level 3





















Shopping

Boots	7
Excess Baggage Company	8, 14
Rolling Luggage	18
T5 Expo Art Gallery	19
Vodafone	6
WHSmith	11, 20

Food and drink

Cafés	
Caffè Nero	1
Bars and restaurants	
Carluccio's	10
The 5 Tuns	16

Services

 British Airways Sky Flyers Solo	3	 Commercial exports	13	 Postbox	
 Bureau de change		 Escalator		 Repack area	
Moneycorp	4, 12	 Internet facility		Special Assistance	22
Travelex	9, 17	 Lift		 Telephone	
VAT refunds managed by travelax	15	 Multi-faith prayer room	2	 Toilets	
 Check-in		Oversize baggage	5, 21	 Accessible toilet	All
 Cash machine		 Pharmacy	7	 Baby care	All
				 VAT refunds managed by Travelax	15
 Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

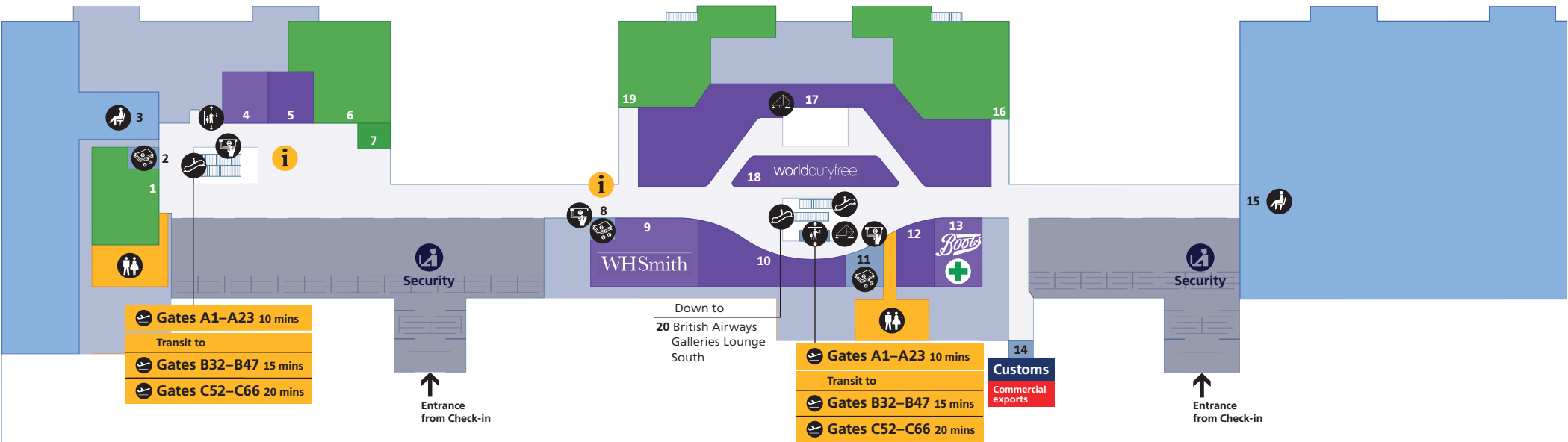
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Terminal 5

Departures

Level 3 (Check-in level)



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Shopping

Add+	12
Boots +	13
Dixons Travel	10
Glorious Britain	4
Hamleys	5
Harrods With Signature	17
WHSmith	9
World Duty Free	18

Food and drink

Cafés	
Frae	7
Giraffe	6
Bars and restaurants	
Gordon Ramsay Plane Food	16
Huxley's	1
Wagamama	19

Services

Airline lounges	Bureau de change	Lift
British Airways Concorde Room 15	Moneycorp 2	+ Pharmacy 13
British Airways Galleries Lounge North 3	Travelex 8, 11	Postbox
British Airways Galleries Lounge South 20	VAT refunds managed by Travelex 8, 11	Stairs
Cash machine		Toilets
Commercial exports 14		Accessible toilet All
Escalator		Baby care All
Information		VAT refunds managed by Travelex 8, 11

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Terminal 5

Departures

Level 2 (Gates A1–A23)



Shopping			
Boots	2	Thomas Pink	4
Chocolate Box	43	Tiffany & Co.	6
Dior	18	Tumi	36
Dior Fragrances and Beauty	29	WHSmith	21, 41
Dixons Travel	12	World Duty Free	16, 31, 40
Gucci	19	World Of Whiskies	13
Kurt Geiger	10		
Mappin & Webb	17		
Montblanc	5		
Mulberry	8		
Prada	20		
Rolling Luggage	3		
Shoe Shine Company	23, 38		
Smythson	25		
Sunglass Hut	7		
Ted Baker	9		

Food and drink

Cafés

EAT.	28
Pret A Manger	35
Starbucks	34

Bars and restaurants

The Crown Rivers by JD Wetherspoon	1
------------------------------------	---

Services			
Airline lounge		Cash Machine	
British Airways 39 Galleries Lounge North		Escalator	
British Airways 24 Galleries Lounge South		Information	
British Airways York & Lancaster Rooms next to Gate A4		Internet facility	
British Airways 27, 33 customer services		Lift	
Bureau de change		Multi-faith prayer room	42
Moneycorp 11, 37		Pharmacy	2
Travelex 26		Play area next to Gate A7	
VAT refunds managed by Travelex	26	Priority seating	
		Quiet zone	30
		Seating	
		Stairs	
		Telephone	
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	44, 46, 47
		VAT refunds managed by Travelex	26

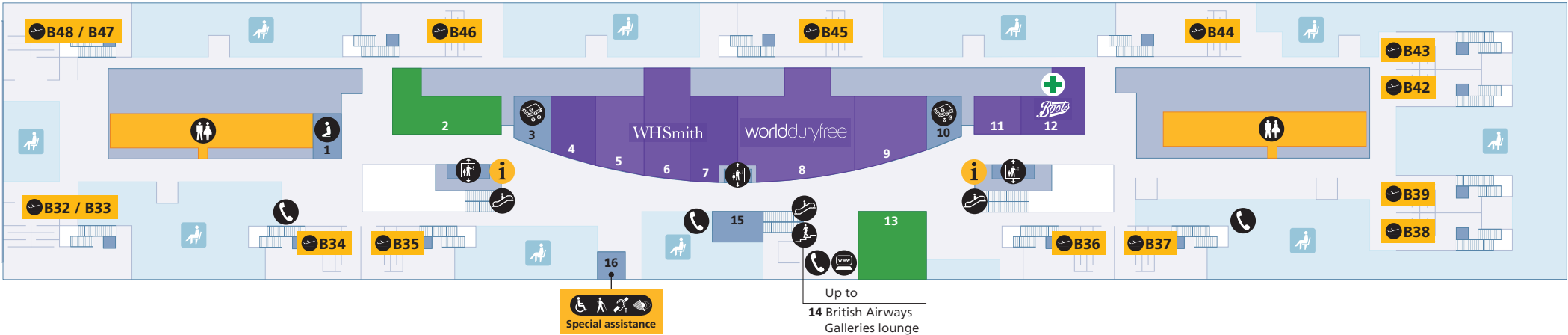
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Terminal 5

Departures

Terminal 5B (Gates B32–B47)



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Shopping	
Be Relax	4
Boots	12
Collection	9
Rolling Luggage	7
Sunglass Hut	11
WHSmith	6
World Duty Free	8

Food and drink	
Apostrophe	2
Wetherspoon Express	13


Services		
Airline lounge	Escalator	Stairs
British Airways Galleries lounge 14	Information	Telephone
British Airways customer services 15	Internet facility	Toilets
Bureau de change	Lift	Accessible toilet All
Moneycorp 3	Multi-faith prayer room 1	Baby care All
Travelex 10	Pharmacy 12	Drinking fountain All
VAT refunds managed by Travelex 10	Seating	VAT refunds managed by Travelex 10
	Special Assistance 16	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

Terminal 5














Departures

Terminal 5C (Gates C52–C66)



Shopping	
Boots 	2
WHSmith	3
World Duty Free	4

Food and drink	
Starbucks	1

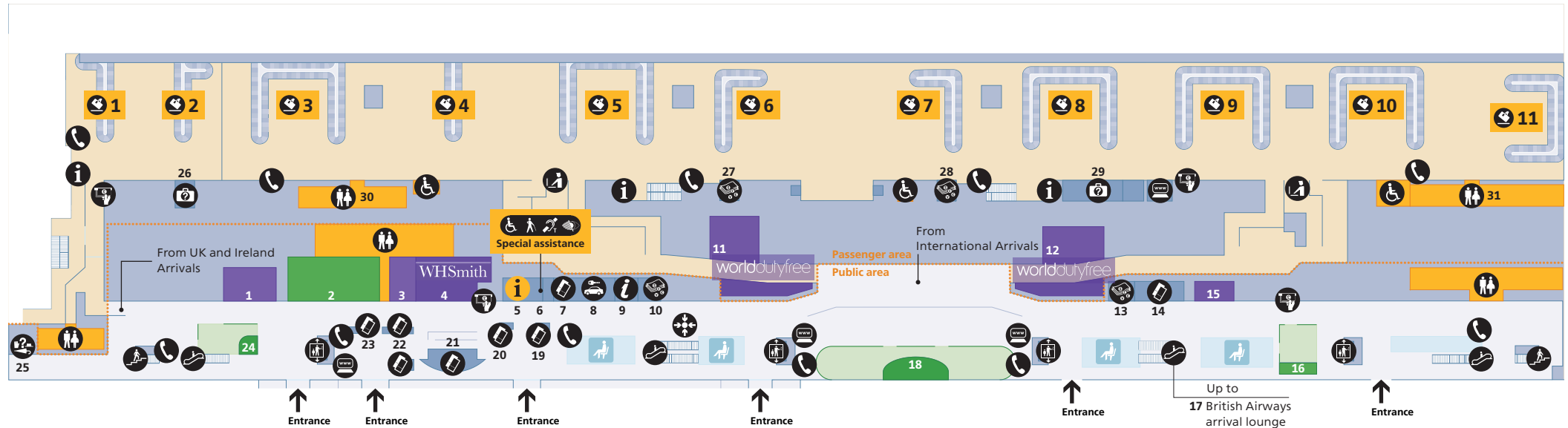
Services		
British Airways customer services	6	 Lift
 Cash machine		 Multi-faith prayer room
 Escalator		 Pharmacy
 Information		 Seating
 Internet facility		Special assistance
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		5
		 Telephone
		 Toilets
		 Accessible toilet
		 Baby care
		 Drinking fountain

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Terminal 5

Arrivals

Ground floor



Shopping

Excess Baggage Company	1
Voyager Entertainment	3, 15
WHSmith	4
World Duty Free	11, 12

Food and drink

Caffè Nero	16
Costa Coffee	18
Giraffe Juice	24
M&S Simply Food	2

Services

Airline lounge	Escalator	Ticket sales
British Airways arrival lounge	Help point	Heathrow Express 19, 23
Airport information 5	Internet facility	Hotel by Bus 7
Baggage enquiries 26, 29	Lift	National Express 14
Baggage reclaim	Lost property 25	Underground 20-22
Bureau de change	Meeting point	Toilets
Moneycorp 13, 28	Seating	Accessible toilet All
Travelex 10, 27	Special assistance 6	Baby care All
Car rentals desk 8	Stairs	Drinking fountain 30, 31
Cash machine	Telephone	Tourist information 9
		Tourist services by British Hotel Reservation Centre 9

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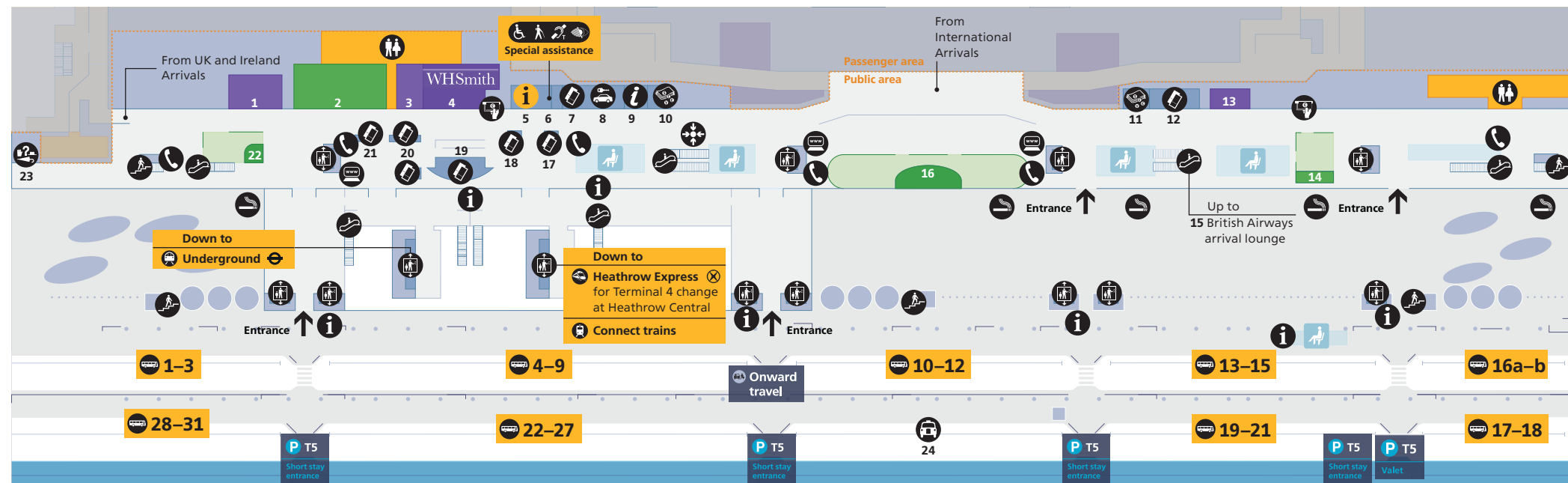
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Terminal 5

Arrivals (Onward travel)

Ground floor



Shopping

Excess Baggage Company	1
Voyager Entertainment	3, 13
WHSmith	4

Food and drink

Caffè Nero	14
Costa Coffee	16
Giraffe Juice	22
M&S Simply Food	2

Bus and coach stop allocation

Group travel	16, 16a, 16b
Hotel Hoppa, Hotel by bus, T4 Hilton Hotel	26-27
Express coach – National Express	11-15
National Express Coach / Railair	9
Oxford the Airline	10
Transport for London (TfL) – drop/stand	1-8
Staff bus N1 / N5	24
Staff bus N2	25
BA and BA crew coaches	21
Business parking, Long stay	22
Car rental (off airport)	28
Dollar, Thrifty, Sixt	
Car rental (on airport)	19
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Car parking (off airport)	29
Click Park, Purple Parking, Purple Parking Business, Reeds	

Services

Airline lounge	15	Internet facility		Ticket sales	17
British Airways arrival lounge		Lift		Heathrow Express	
Airport information	5	Lost property	23	Hotel by Bus	7
Bureau de change		Meeting point		National Express	12
Moneycorp	11	Seating		Underground	18-21
Travelex	10	Smoking area		Toilets	
Bus Stop		Special assistance	6	Accessible toilet	All
Car rentals desk	8	Stairs		Baby care	All
Cash machine		Taxi rank	24	Tourist information	9
Escalator		Telephone		Tourist services by British Hotel Reservation Centre	9
Help point					
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

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