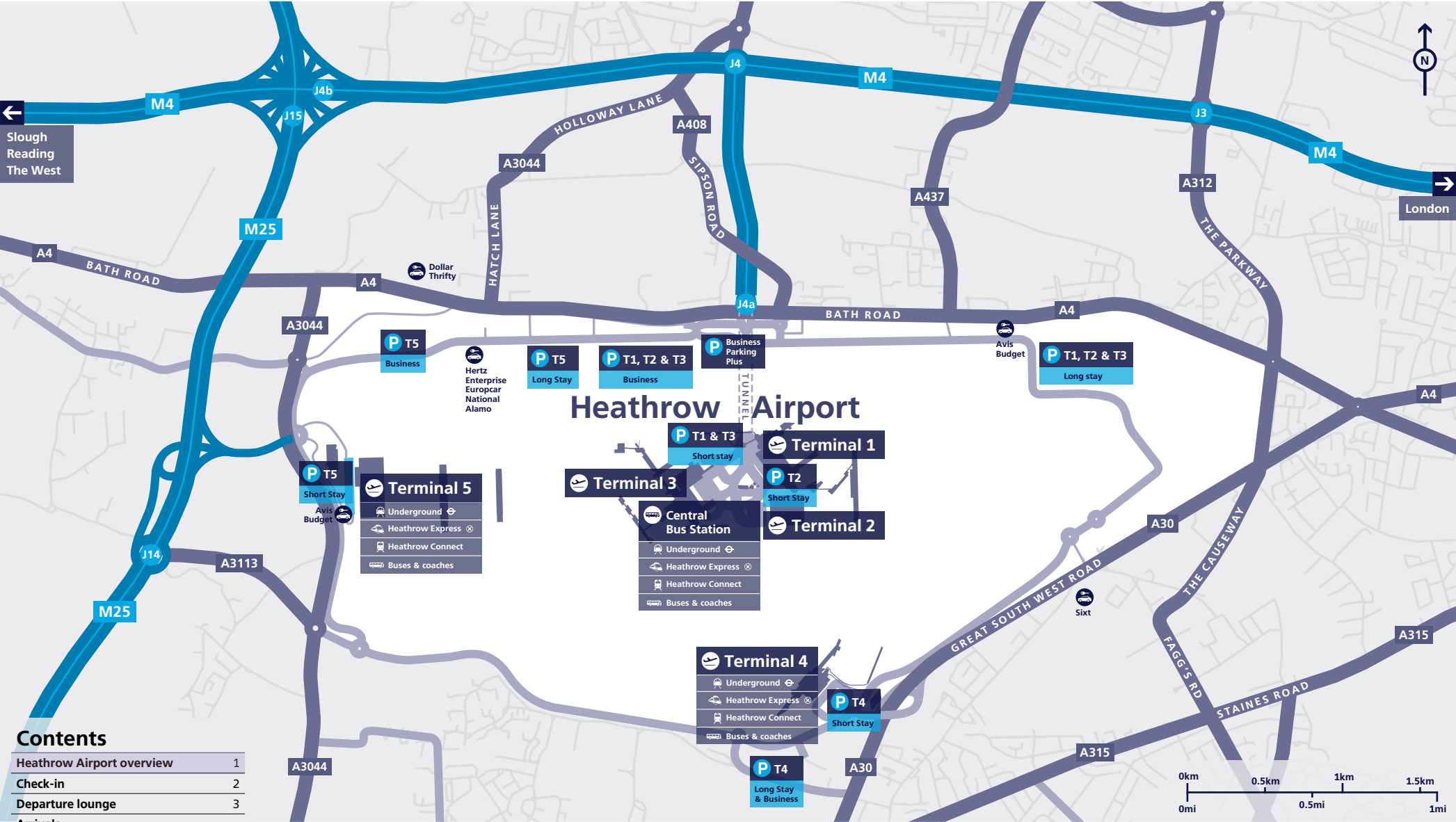


Heathrow Airport

Overview



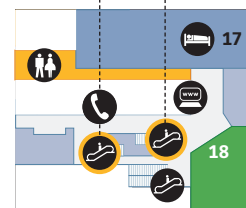
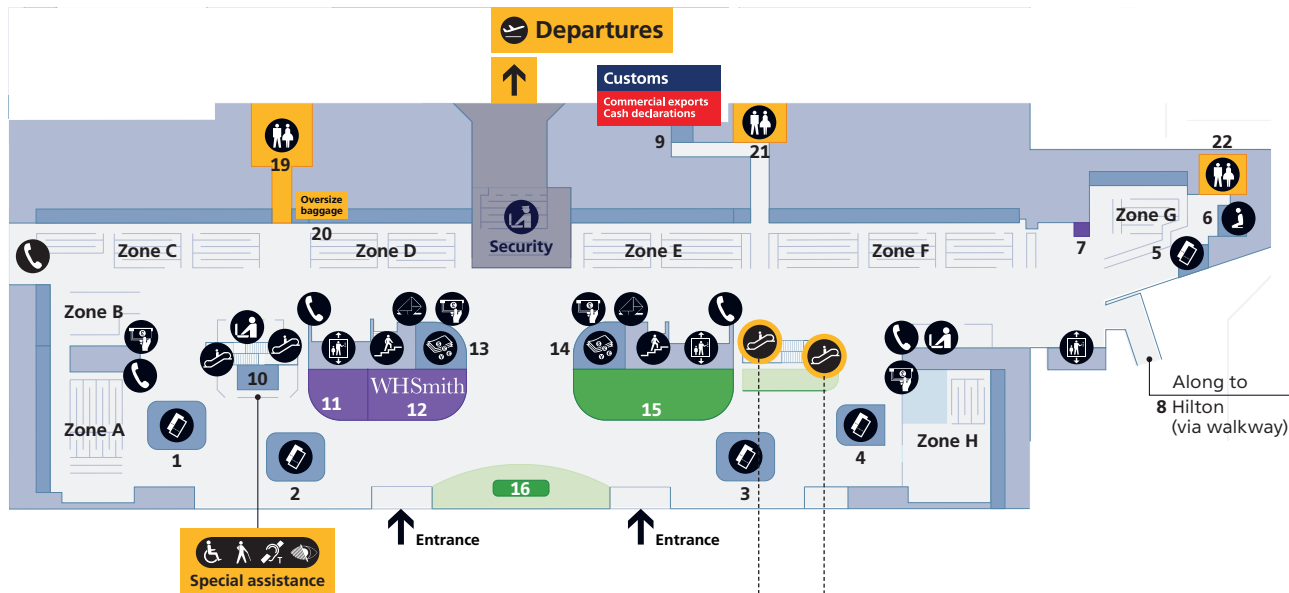
Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Check-in

Level 2 and mezzanine



Mezzanine

Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Shopping	
Bag Wrap	7
Excess Baggage Company	11
WHSmith	12

Food and drink	
Caffè Nero	16
Café Rouge	15
The Windsor Castle by JD Wetherspoon	18

Ticket desks			
Aeroflot	4	Jat Airways	2
Air France	4	Jet Airways	2
Air India	5	Kenya Airways	4
Air Malta	3	KLM Royal Dutch Airlines	4
Alitalia	4	Korean Air	4
Arik Air	3	Kuwait Airways	2
Azerbaijan Airlines	3	Malaysia Airlines	1
Bulgaria Air	1	Qatar Airways	1
China Eastern Airlines	4	Saudi Arabian Airlines	3
Delta Air Lines	4	Sri Lankan Airways	1
Etihad Airways	1	Tunisair	3
Gulf Air	3	United Airlines	3

Services			
Airline service desk	1-5	Special assistance	10
Bureau de change		Stairs	
Moneycorp	14	Telephone	
Travelex	13	Toilets	
VAT refunds managed by Travelex	13	Accessible toilet	All
Cash machine		Baby care	19, 21
Commercial exports	9	Drinking fountain	19, 22
Escalator		VAT refunds managed by Travelex	13
Hotel			
Hilton	8		
Yotel	17		
Lift			
Multi-faith prayer room	6		
Postbox			
Repack area			
Seating			
Oversize baggage	20		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi			

Terminal 4

Departure Lounge

Level 2



Shopping	
Bally	1
Be Relax Spa and Beauty	58
Beauty Studio	21
Boots +	22
Burberry	6
Bvlgari	20
Cath Kidston	3
Caviar House & Prunier	49
Dior Fragrances and Beauty	5
Dixons Travel	14, 39
Glorious Britain	45
Gucci	19
Hackett	38
Harrods	27, 32, 35
Hugo Boss	18
Jo Malone	48
Kipling	40
L.K. Bennett	2
MCM	41
Mulberry	23
Rituals	47
Rolling Luggage	43
Simply Chocolate by World Duty Free	42
Sunglass Hut	36
Swarovski	46
Thomas Pink	24
Tumi	44
Watches of Switzerland	25
WHSmith	11, 50, 62
WHSmith Books	59
World Duty Free	10, 28, 31, 57
World of Whiskies	37

Food and drink	
Cafés	
Apostrophe	54
Carluccio's	52
Costa Coffee	30
Pret A Manger	15
Bars and restaurants	
Bridge Bar and Eating House	61
Caviar House & Prunier Seafood Bar	60
Comptoir Libanais	51
Dining Street Restaurant	4

Services		
Airline lounges		
Air India lounge	13	
Etihad Airways lounge	55	
Falcon Gold Gulf Air lounge	17	
Malaysia Airlines lounge	16	
Qatar Airways Premium lounge	12	
Skyteam lounge	56	
Airline service desks	9	
Bureau de change		
Moneycorp	26, 34	
Travelex	33	
VAT refunds managed by Travelex	33	
Cash machine		
Commercial exports	63	
Escalator		
Information		
Internet facility		
Lift		
Multi-Faith prayer room next to Gate 5b		
Pharmacy		
Play area	7	
Postbox		
Seating		
Smoking area	8	
Special Assistance	29	
Stairs		
Telephone		
Toilets		
Accessible toilet	All	
Baby care	65	
Drinking fountain	64, 65	
Family toilets	65	
VAT refunds managed by Travelex	33	
View Heathrow Observation Deck	53	

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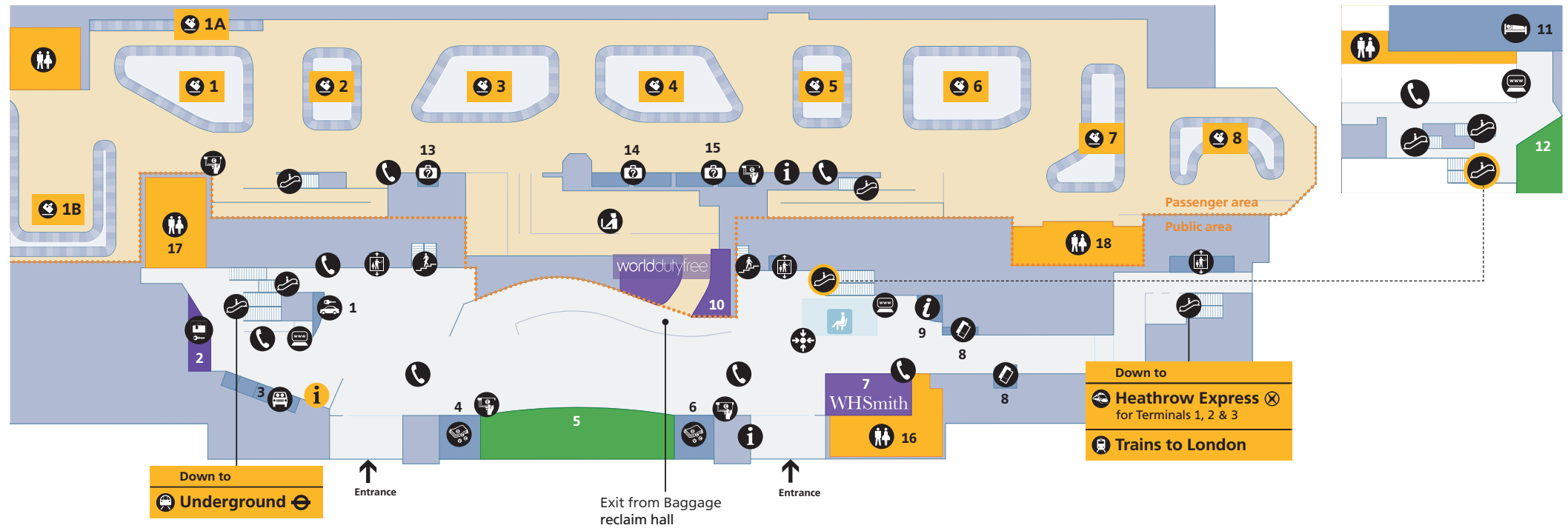
Contents	
Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Arrivals

Ground floor and mezzanine

Mezzanine



Shopping	
Excess Baggage Company	2
WHSmith	7
World Duty Free	10

Food and drink	
Costa Coffee	5
The Windsor Castle by JD Wetherspoon	12

Services			
Baggage enquiries	13-15	Chauffeur services	3
Baggage reclaim		Customs	
Bureau de change		Escalator	
Moneycorp	4	Help point	
Travelex	6	Hotel	
Car rental	1	Yotel	11
Cash machine		Information	
		Left baggage	2
		Internet facility	
		Lift	
		Meeting point	
		Seating	
		Stairs	
		Telephone	
		Ticket sales	
		Heathrow Express	8

Contents	
Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

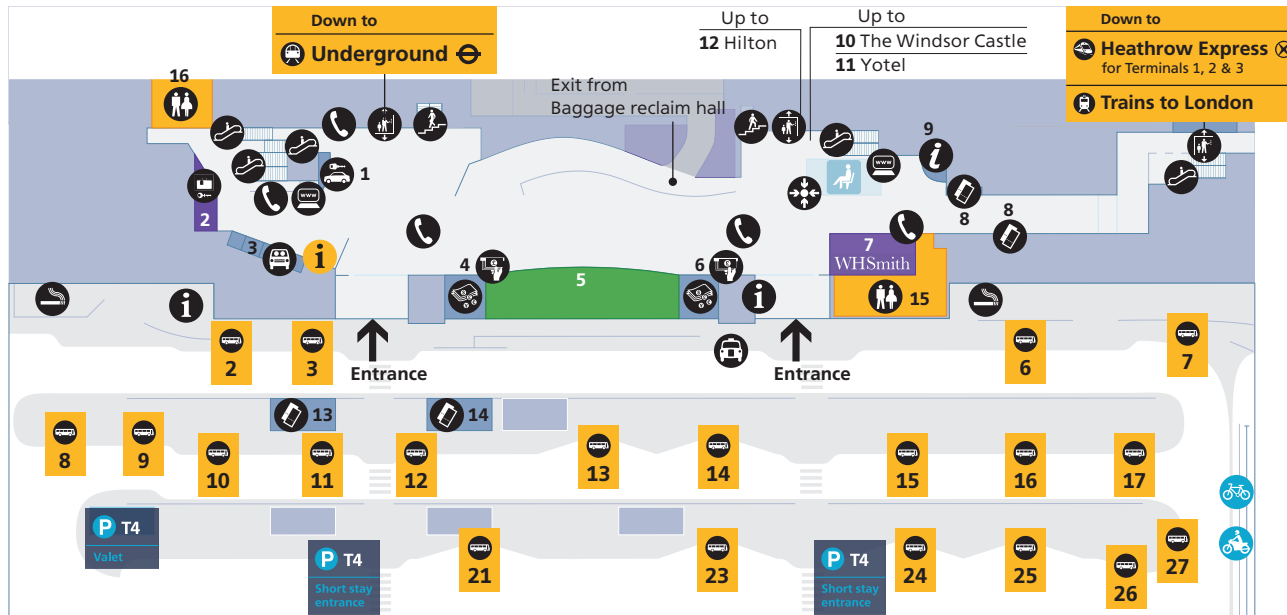
Toilets	
Accessible toilet	All
Baby care	All
Drinking fountain	17, 18
Tourist information	9
Tourist services by British Hotel Reservation Centre	9

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Terminal 4

Arrivals (Onward travel)

Ground floor



Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Shopping

Excess Baggage Company	2
WHSmith	7

Food and drink

Costa Coffee	5
The Windsor Castle by JD Wetherspoon	10

Bus and coach stop allocation

Buses – Local & TfL 482, 490, 555, 557	6-7	Car rental (off airport) Dollar Thrifty, Sixt	23
Hotel by bus	10	Car rental (on airport) Avis, Budget, Europcar National Alamo, Enterprise, Hertz	2
Hotel Hoppa	11	Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Reeds	21
Express coach – National Express	12-14	Car parking (on airport) Business, Long stay, Help bus	3
Group travel – pick up	16-17		

Services

Bureau de change		Information		Ticket sales	
Moneycorp	4	Internet facility		Heathrow Express	9
Travelex	6	Left baggage	2	Hotel by Bus	13
Bus stop		Lift		National Express	14
Cash machine		Meeting point		Toilets	
Car rental	1	Motorcycle parking		Accessible toilet	All
Chauffeur services	3	Seating		Baby care	All
Cycle parking		Shower		Drinking fountain	16
Escalator		Smoking area		Tourist information	9
Help point		Stairs		Tourist services by British Hotel Reservation Centre	9
Hotel		Taxi rank			
Yotel	11	Telephone			
Hilton	12				

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