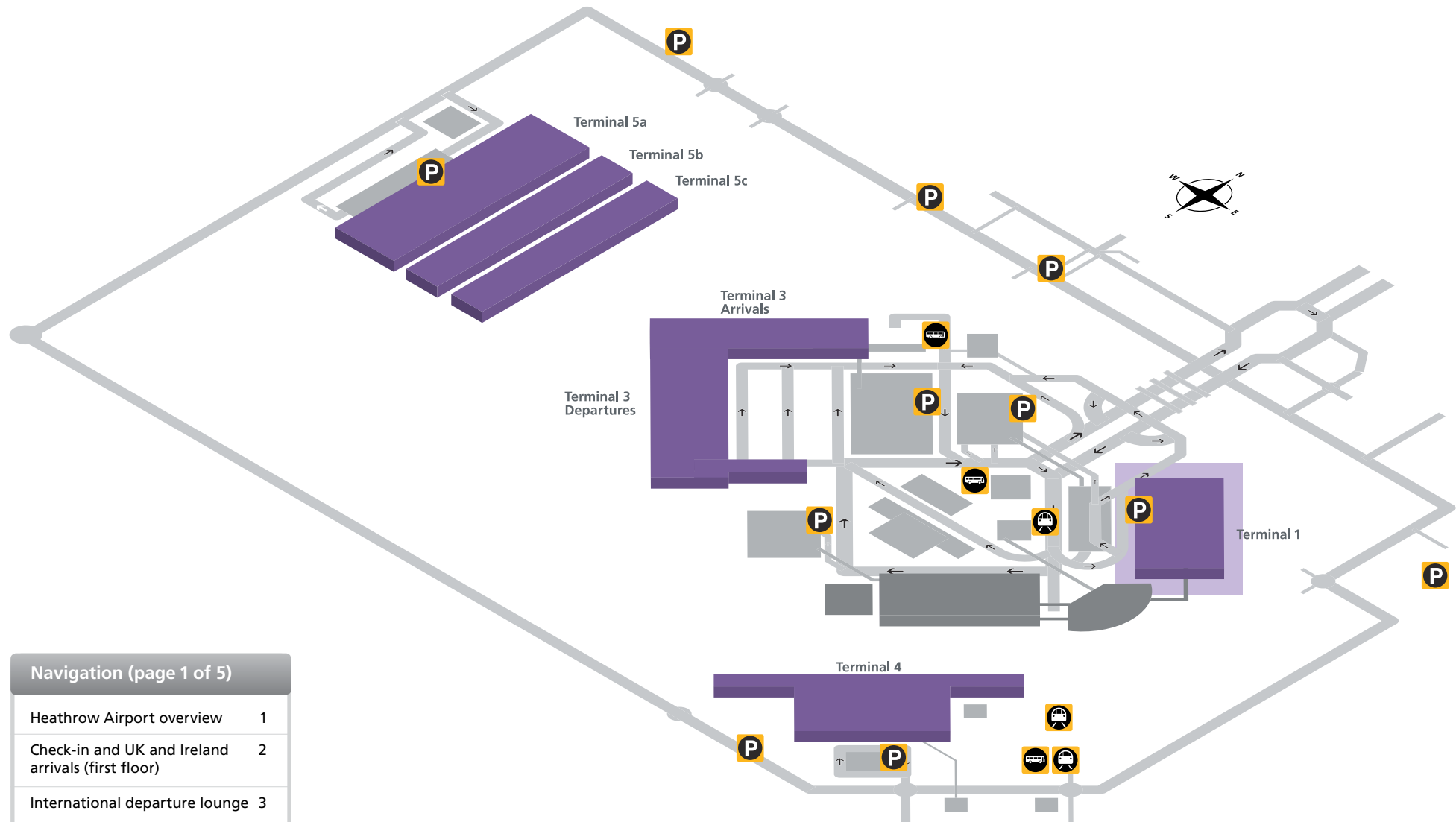


Heathrow Airport

Overview

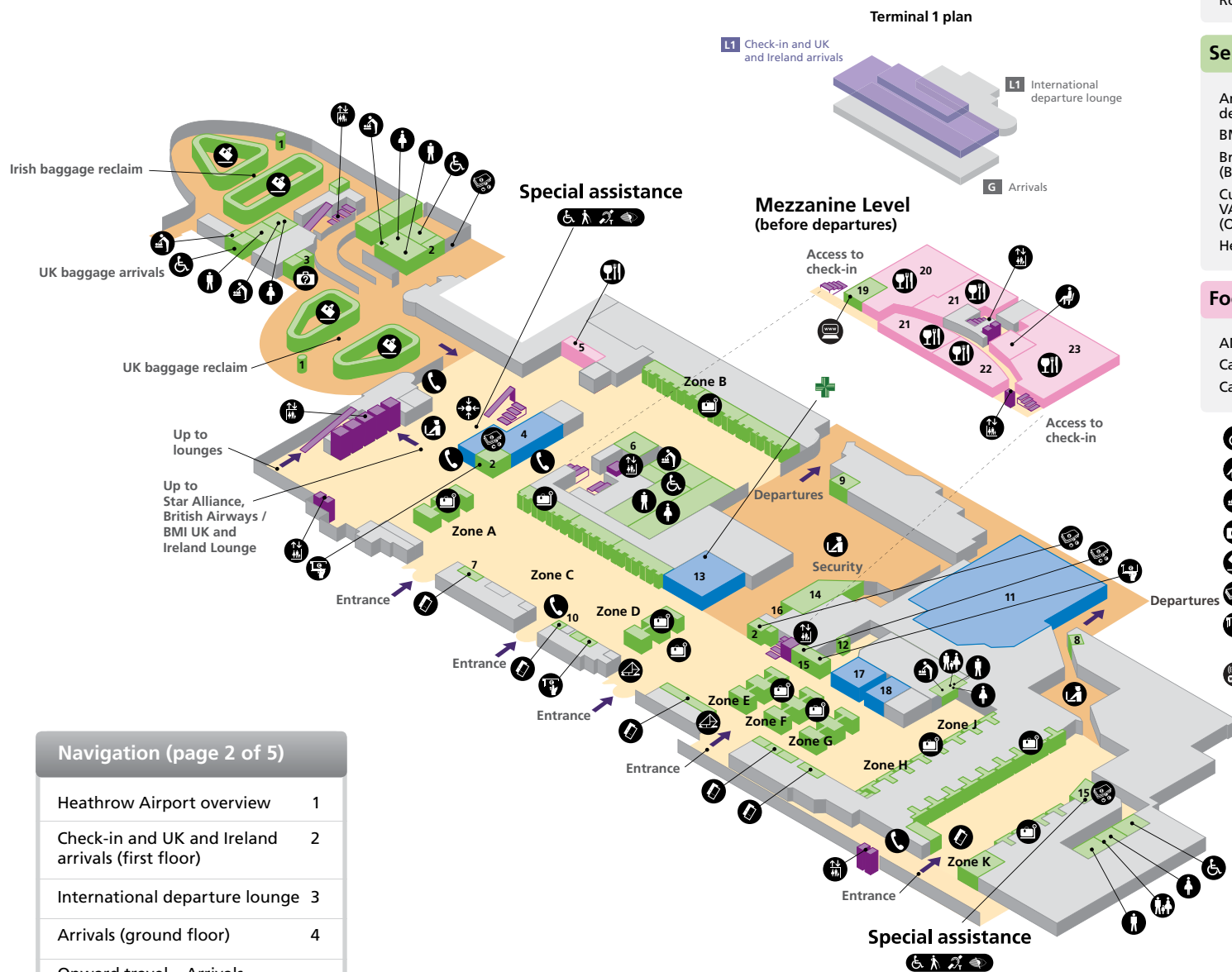


Navigation (page 1 of 5)

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Check-in and UK and Ireland arrivals (first floor)	2
International departure lounge	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5

Terminal 1

Check-in and UK and Ireland arrivals (first floor)



Shopping

Boots +	13	WHSmith	4	17
Rolling Luggage	18	World Duty Free		11

Services

American Express bureau de change	2	Internet facility (Mezzanine level)	19
BMI customer services	6	Iris sign up office	9
British Midland International (BMI) Luggage Services	3	Outsize baggage	16
Customs for VAT refunds (Operated by Travelex)	8 12 14	Travelex bureau de change	15
Help point	1	United Airlines	7
		US Airways	10

Food and drink

AMT Coffee	5	Costa Coffee (Mezzanine level)	22
Café Rouge (Mezzanine level)	20	Skylark – Wetherspoon Bar and Restaurant (Mezzanine level)	23
Caffè Italia (Mezzanine level)	21		

- Accessible toilet
- Airline lounge
- Baby changing facilities
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Cash machines
- Boingo Wi-Fi is present throughout the terminal
- Check-in
- Family toilets
- Internet facility
- Lift and stair access to other floors
- Meeting point
- Postbox
- Restaurant/Café/Pub
- Security
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Pharmacy

Navigation (page 2 of 5)

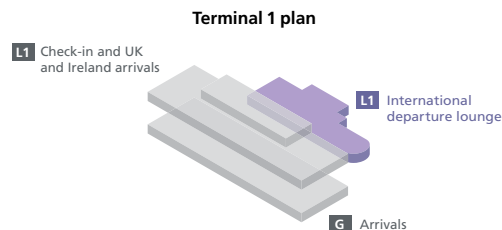
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Terminal 1

International departure lounge

Gates 2-8, Costa Coffee (except Gate 2), WHSmith and British Midland International Lounge (Gate 5 - Changing to British Airways lounges from 28 October) and British Midland Domestic Lounge (Gate 8 - Changing to British Airways lounges from 28 October)

Gates 74-90, Wetherspoon Bar and Restaurant, WHSmith and Aer Lingus Lounge



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Boingo Wi-Fi is present throughout the terminal

Power charging points for electrical items are available throughout the departure lounge

Shopping

Bally	65	Links of London	25
Barbour	54	LK Bennett	14
Boots	2	Montblanc	55
Burberry	67	Mulberry	23
Caviar House and Prunier	21	Omega	43
Chanel Fragrance	6	Perfume Gallery	48
Chocolate Box	22	Rolling Luggage	16
Clarks	57	Sunglass Hut	63
Cocoon from World Duty Free	36	Swarovski	56
Collection	26	Ted Baker	68
Dixons Travel	35	Ted Baker Sweet Shoppe	45
Fat Face	12	Thomas Pink	37
French Connection	13	Tie Rack	15
Glorious Britain	34	Timberland	11
Hamleys	58	Tumi Luggage	52
Harrods	38	Watches of Switzerland	24
HMV	9	WHSmith	1 27 51
Hugo Boss	64	WHSmiths Bookshop	69
Longchamp	66	World Duty Free	4 30
		World of Whiskies	62

Services

American Express bureau de change	46	Servisair CIP lounge (via stairs)	60
American Express bureau de change and cash machines	41	Spit 'n' Polish	49
Customs for VAT refunds (Operated by Travelex)	29	Shoeshine Company	
Internet facility	18 20 42	Star Alliance desks	50
Iris sign up office	28	Star Alliance CIP lounge	53
		Travelex bureau de change, cash machines and VAT refunds (Operated by Travelex)	5

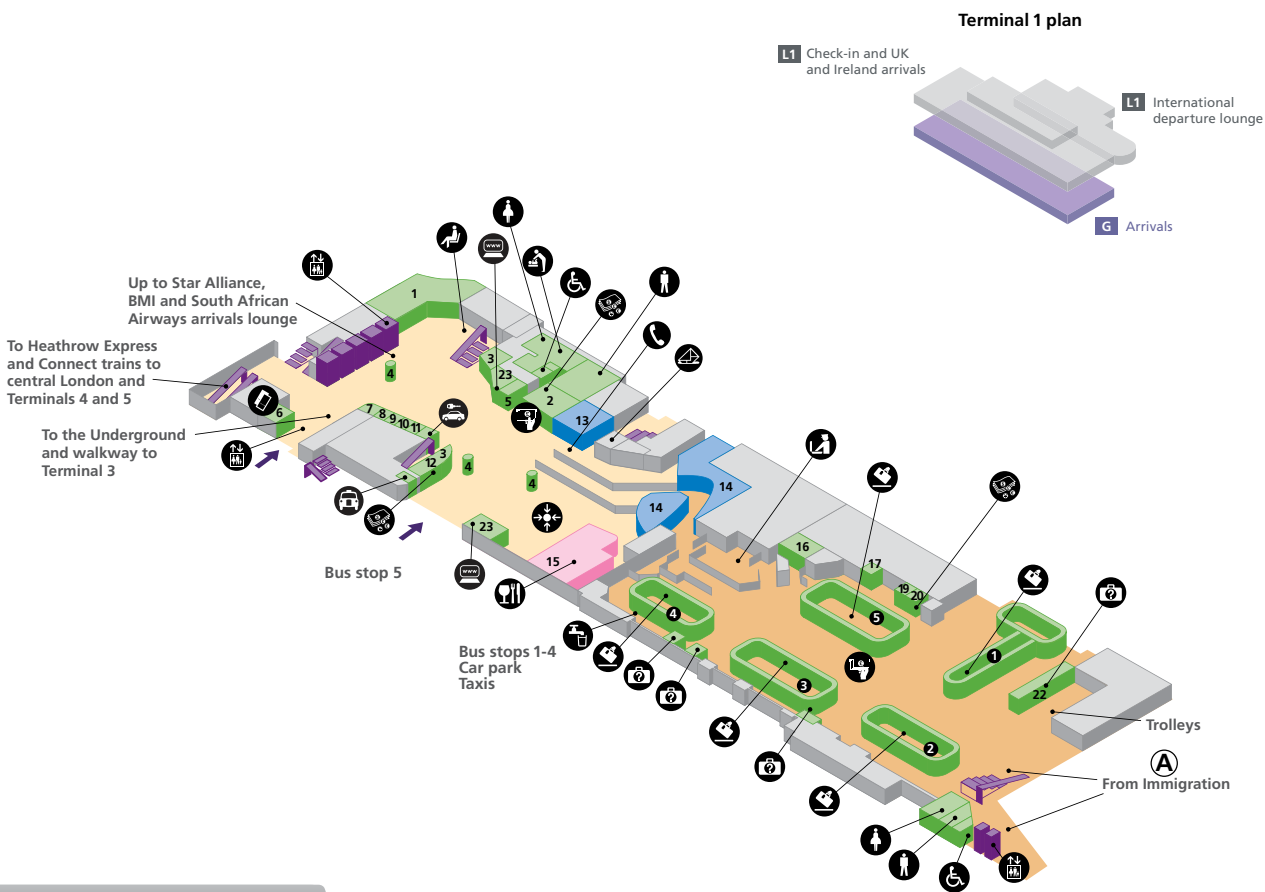
Food and drink

Bridge Bar and Eating House	59	Giraffe	17
Caffè Nero	8	Harlequin Alehouse & Eatery	31
Caviar House and Prunier Seafood Bar	39	Pret A Manger	33
Est	32	The Tin Goose Pub and Eating House	3

- Accessible toilet
- Baby changing facilities
- Bureau de change
- Cash machines
- Drinking water
- Family toilets
- Information point
- Internet facility
- Lift
- Meeting point
- Mothers nursing
- Play area (stay & play)
- Postbox
- Restaurant/Café/Pub
- Seating
- Security
- Toilet men
- Toilet women
- Passenger areas
- Pharmacy

Terminal 1

Arrivals (ground floor)



Navigation (page 4 of 5)

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Shopping

WHSmith	13	World Duty Free	14
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Services

American Express	2	19	Heathrow Express tickets	6
British Hotel Reservation Centre (BHRC) and Shop and Collect	5		Hertz car hire	11
Budget car hire	8		Hotel by Bus	3
Bus and coach information	4		Internet facility	23
Customs office	16		Outsize baggage	17
Enterprise car hire	7		Sixt car hire	10
Alamo car hire/Europcar/National	9		STAR baggage enquiries	22
Excess Baggage/left luggage	1		Travelex bureau de change	12 20

Food and drink

Costa Coffee	15
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- | | | |
|--------------------------|---------------------|-----------------|
| Accessible toilet | Drinking water | Security |
| Baby changing facilities | Internet facility | Taxi |
| Baggage enquiries | Lift | Telephone |
| Baggage reclaim | Meeting point | Ticket sales |
| Bureau de change | Postbox | Toilet men |
| Car hire | Restaurant/Café/Pub | Toilet women |
| Cash machines | Seating | Public areas |
| | | Passenger areas |

Boingo Wi-Fi is present throughout the terminal

Terminal 1

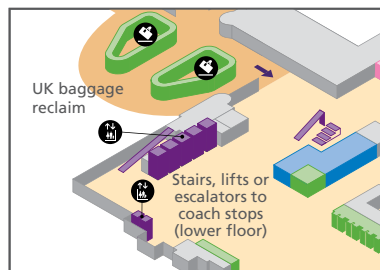
Onward travel – Arrivals (ground floor)

Terminal 1 plan

L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals



Directions from UK, Ireland and Channel Islands arrivals (upper floor)



Bus and coach stop allocation

Business parking Terminals 1 and 3, Long stay parking Terminals 1 and 3, Hotel by bus, Help Bus	1	1a	Group Travel – pick-up Crew coaches	4	5
Car Rental (on airport): Avis Budget, Europcar/National/Alamo, Enterprise, Hertz	2		Car Rental (off airport): Dollar Thrifty, Sixt	5	
Hotel Hoppa	3		Off airport Parking companies: NCP Flight Path, Purple Parking, Purple Parking Business, Reeds	5	
			Taxi Rank (2nd lane)		

- Accessible toilet
- Baby changing facilities
- Baggage reclaim
- Bus station
- Boingo Wi-Fi is present throughout the terminal
- Lift
- Postbox
- Telephone
- Underground
- Taxi
- Toilet men
- Toilet women
- Public areas
- Passenger areas

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