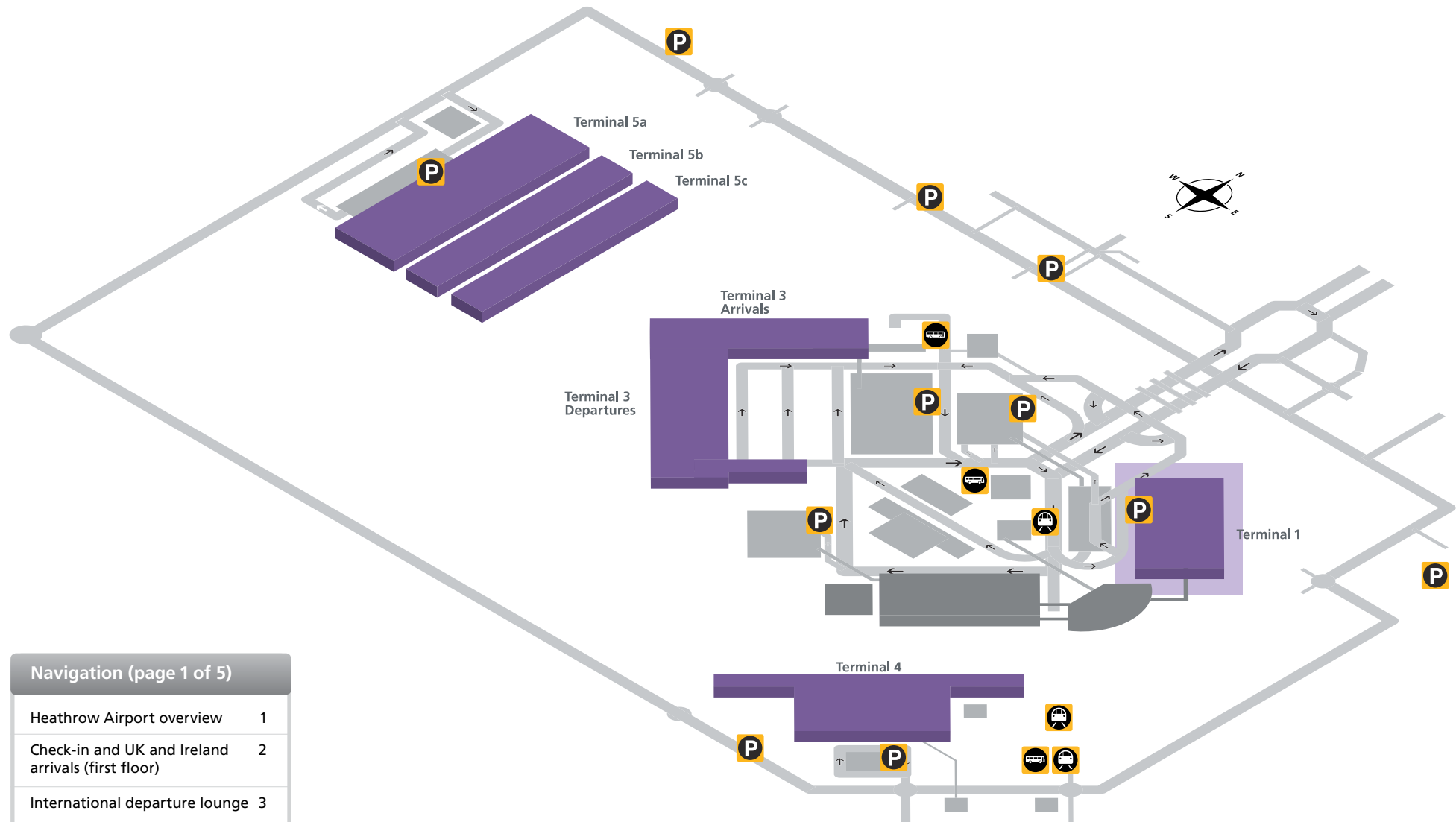


# Heathrow Airport

## Overview

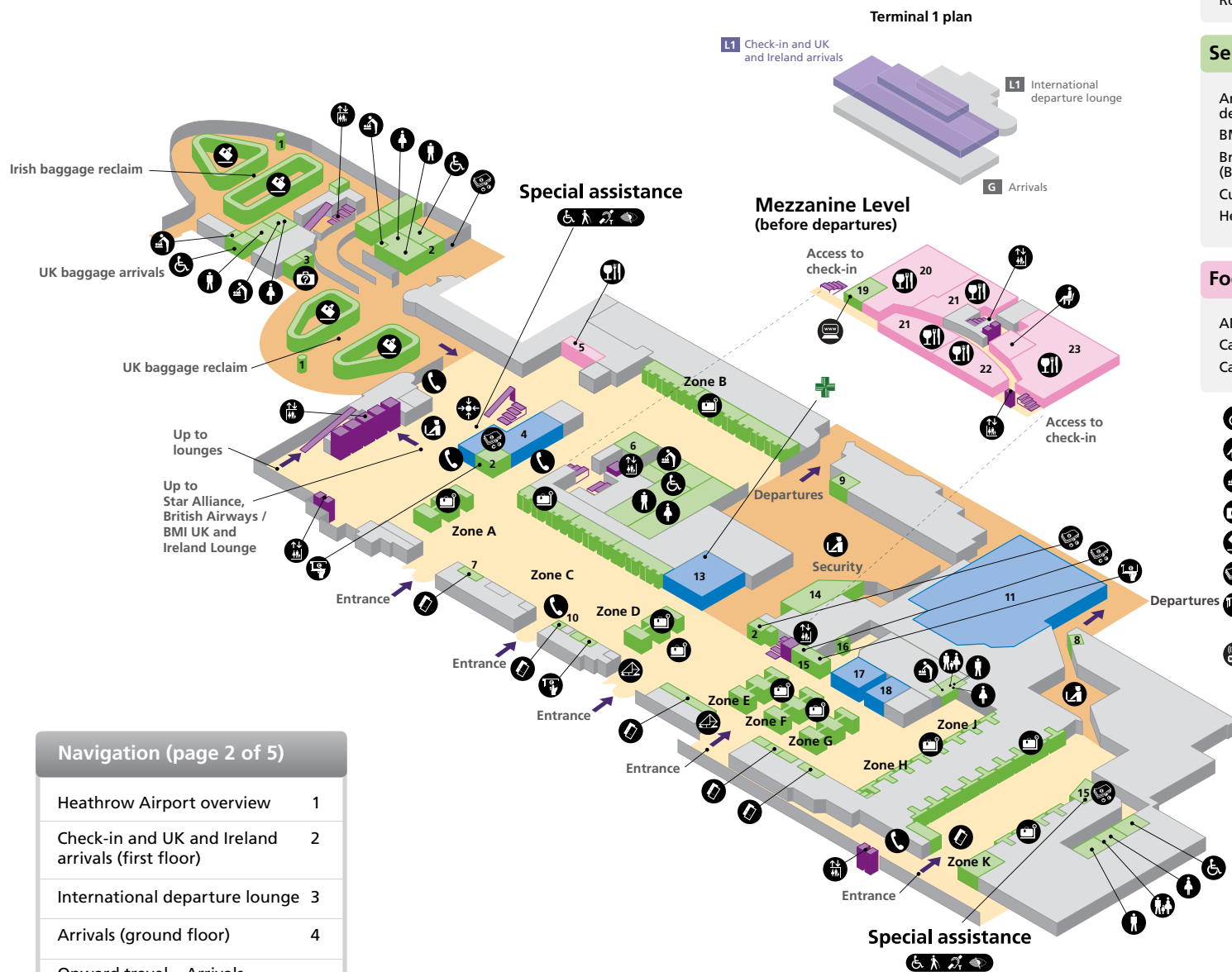


### Navigation (page 1 of 5)

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Check-in and UK and Ireland arrivals (first floor)	2
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# Terminal 1

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



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## 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 returns	8	14	Travelx 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

# Terminal 1

## International departure lounge

Gates 2-8, Costa Coffee (except Gate 2), WHSmith and British Midland International Lounge (Gate 5) and British Midland Domestic Lounge (Gate 8)

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



L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals

Entrance from check-in

Gates 16-21

Entrance from Zone K

Special assistance

Gates 31-49, Costa Coffee, El Al Lounge, Internet facility, and WHSmiths

Boingo Wi-Fi is present throughout the terminal

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

\*Please note, 'Play area (stay & play)' operates at certain times of the year, i.e. school summer holidays/half term.

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### Shopping

Bally	65	Longchamp	66
Barbour	54	Links of London	25
Boots	2	LK Bennett	14
Burberry	67	Montblanc	55
Caviar House and Prunier	21	Mulberry	23
Chanel Fragrance	6	Omega	43
Chocolate Box	22	Perfume Gallery	48
Clarks	57	Rolling Luggage	16
Cocoon from World Duty Free	36	Sunglass Hut	63
Collection	26	Swarovski	56
Dixons Travel	10 35	Ted Baker	68
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
Jo Malone	47	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 returns	29	Shoeshine Company	
Internet facility	18 20 42	Star Alliance desks	50
Iris sign up office	28	Star Alliance CIP lounge	53
		Travelx bureau de change, cash machines and VAT refund	5

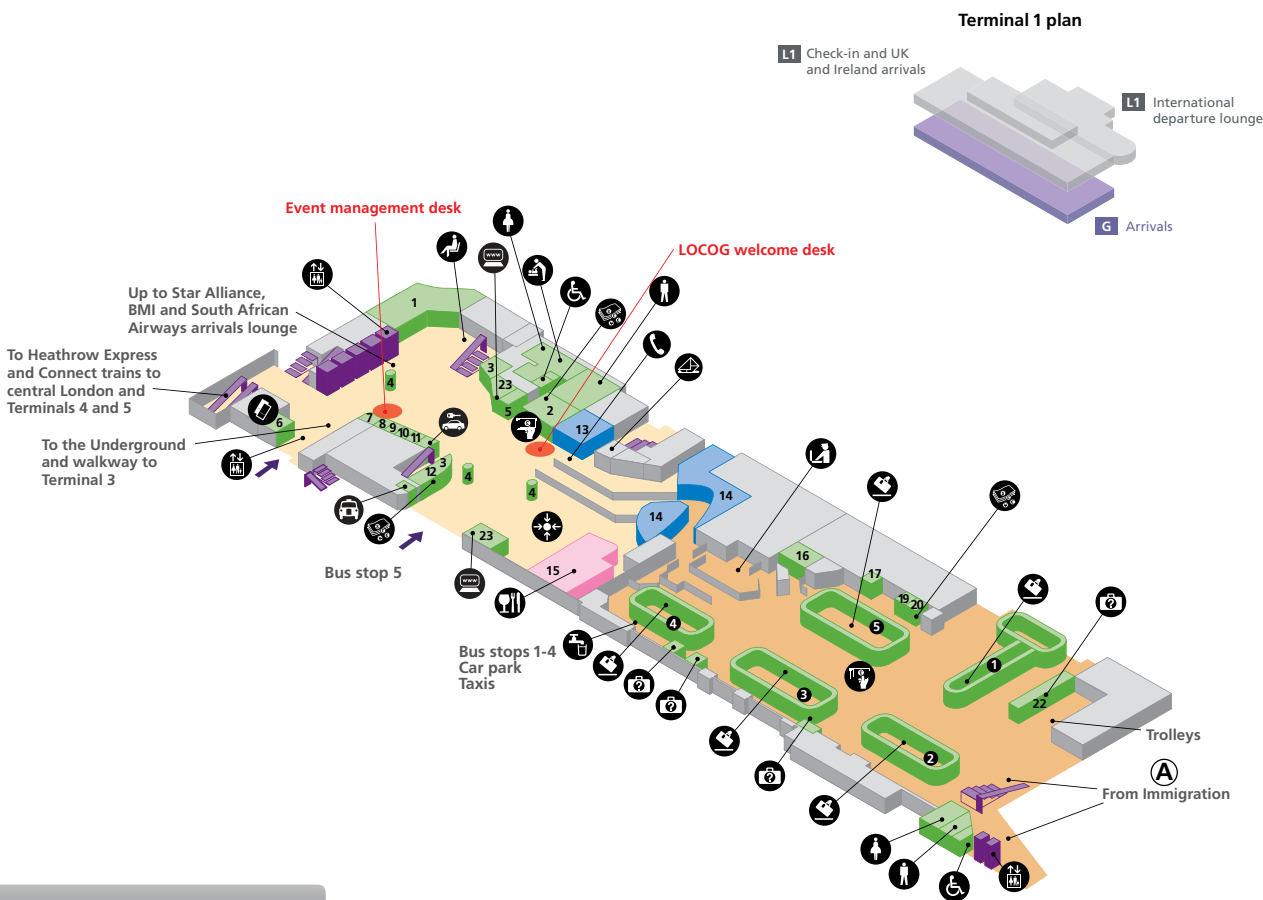
### Food and drink

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)



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

# Terminal 1

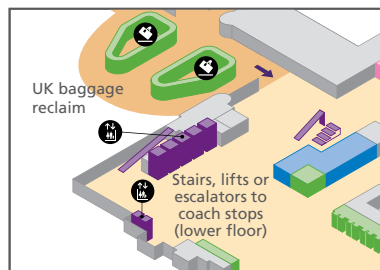
## Onward travel – Arrivals (ground floor)

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 | 1 | 1a | <b>Taxi Rank (2nd lane)</b>   |
| LOCOG Coach bay, Help bus   | 2 | 3  | <b>Car Rental (on airport):</b><br>Follow signs to departures   |
| Group Travel – pick-up  | 4 |    | <b>Hotel Hoppa</b><br>Follow signs to Central Bus Station (Bus stops 1-4)   |
| <b>Car Rental (off airport):</b><br>Dollar Thrifty, Sixt, Hertz                       | 5 |    | <b>All other off airport Parking companies</b><br>Purple Parking, Quality Airport Parking, Reeds, Parkwise.<br>Follow signs to departures |
| <b>Off airport Parking companies:</b><br>NCP Flight Path                              | 5 |    |   |

- |                          |             |                 |
|--------------------------|-------------|-----------------|
| Accessible toilet        | Lift        | Taxi            |
| Baby changing facilities | Postbox     | Toilet men      |
| Baggage reclaim          | Telephone   | Toilet women    |
| Bus station              | Underground | Public areas    |
|                          |             | Passenger areas |

Boingo Wi-Fi is present throughout the terminal

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Escalator and ramp down to central bus station, T3 and Underground

Stairs up to car park 1a

Help bus phone