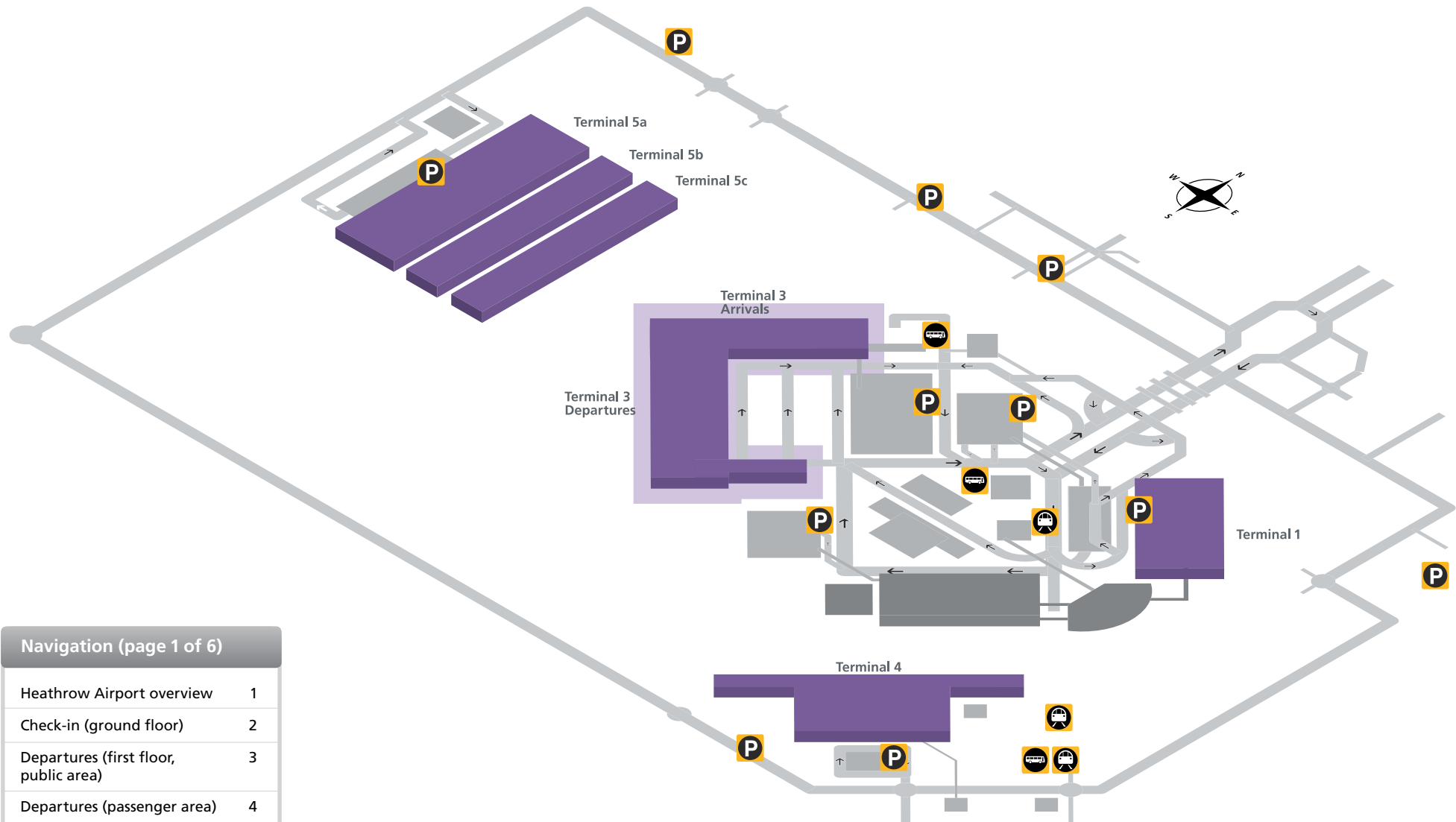


Heathrow Airport

Overview

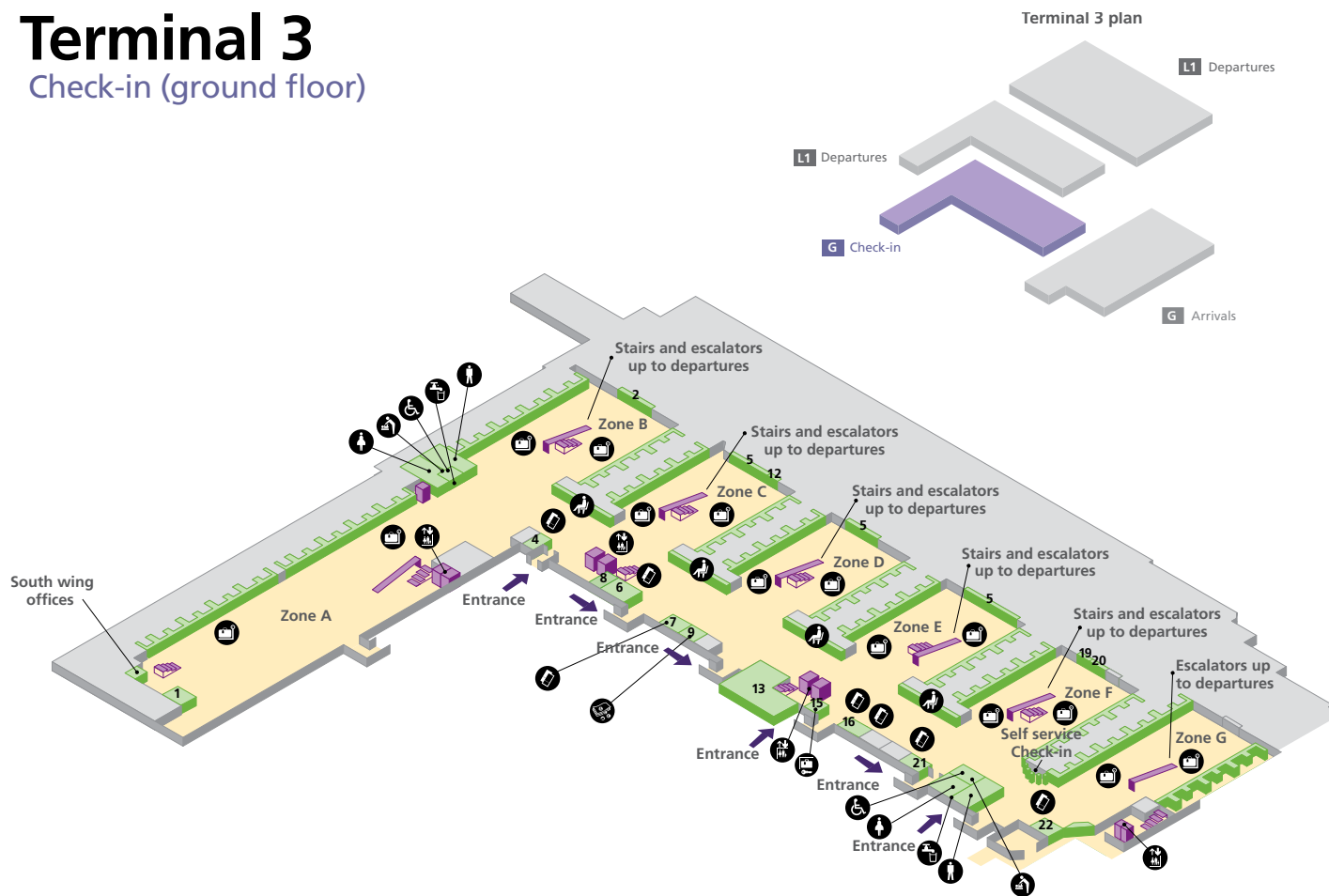


Navigation (page 1 of 6)

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Arrivals (ground floor)	5
Onward travel – Arrivals (ground floor)	6

Terminal 3

Check-in (ground floor)



Services

Airline ticket desk	5	IranAir customer services	19
American Airlines ticket desk	2	Menzies ticket desk	21
BA ticket office	22	PIA ticket desk	8
Customs for VAT returns	13	Singapore Airlines	16
Excess Baggage/left luggage	15	Thai Airways ticket desk	7
Emirates ticket desk	6	Travellex bureau de change	9
HM Customs Desk - Commercial exports	12	Turkish Airlines ticket office	4
Iberia ticket desks	20	Desk 40 Virgin ticket desk	1

Accessible toilet	Left luggage	Ticket sales
Baby changing facilities	Lift	Toilet men
Bureau de change	Restaurant/Café/Pub	Toilet women
Check-in	Seating area	Public areas
Drinking water	Telephone	

Boingo Wi-Fi is present throughout the terminal

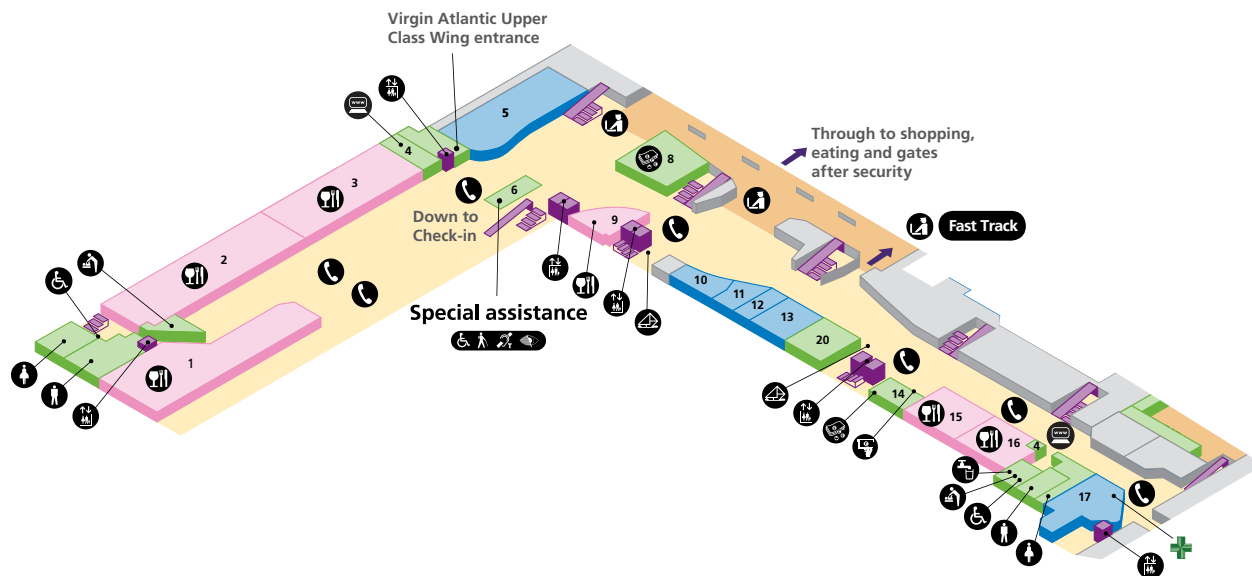
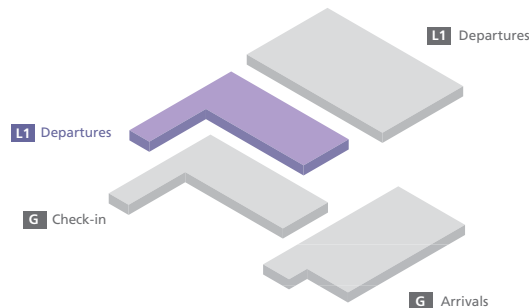
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Terminal 3

Departures (first floor, public area)

Terminal 3 plan



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Shopping

Boots	17	Tie Rack	10
Glorious Britain	13	WHSmith	5 12
Rolling Luggage	11		

Services

American Express bureau de change and cash machines	14	Post Office	20
Internet facility	4	Special assistance	6
		Travellex bureau de change	8

Food and drink

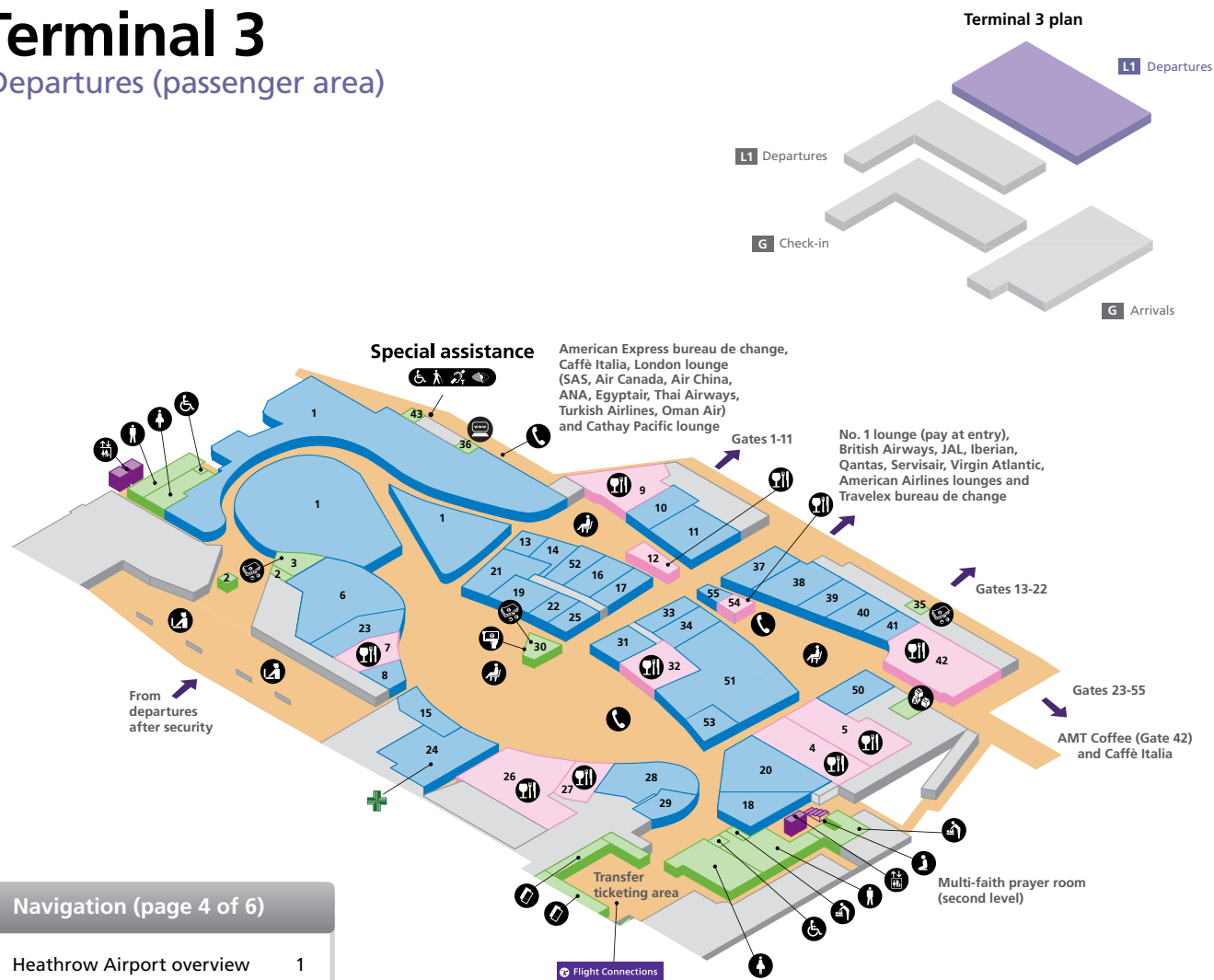
Caffè Italia	1	Leon Restaurant	15
Costa Coffee	16	Pret A Manger	3
Krispy Kreme	9	The Three Bells	2

- Accessible toilet
- Baby changing facilities
- Bureau de change
- Cash machines
- Drinking water
- Boingo Wi-Fi is present throughout the terminal
- Internet facility
- Lift
- Postbox
- Restaurant/Café/Pub
- Security
- Telephone
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Pharmacy

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

Terminal 3

Departures (passenger area)



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Shopping

Bally	34	London 2012 shop	18
Boots +	24	MAC	13
Bulgari	33	Miu Miu	17
Burberry	50	Mulberry	52
Caviar House and Prunier	55	Paul Smith	16
Chanel	11	Smythson of Bond Street	41
Dixons Travel	28	Sunglass Hut	8
Glorious Britain	22	Perfume Gallery	25
Gucci	37	Thomas Pink	10
Harrods and Harrods Boutiques - Cartier, Etro, Ferragamo, Montblanc, Ralph Lauren, Swarovski	51	Tiffany & Co.	39
Hermès	38	Rolling Luggage	19
HMV	23	Watches of Switzerland	40
Jo Malone	14	WHSmith	6 29
Kurt Geiger	21	WHSmith Bookshop	15
		World Duty Free	1 53
		World of Whiskies	31
		Zara	20

Services

American Express bureau de change	30	Special assistance	43
Customs for VAT returns	2	Travellex bureau de change / VAT refund	3 35
Internet facility	36		

Food and drink

Bridge Bar and Eating House	26	Oriel French Restaurant and Bar	42
EAT.	7	Pret A Manger	4
Caviar House and Prunier Oyster Bar	54	Rhubarb Restaurant and Bar	9
Caviar House and Prunier Seafood Bar	12	Starbucks	32
		Strada Italian Restaurant	5
		YO! Sushi	27

Accessible toilet	Multi-faith prayer room	Toilet men
Baby changing facilities	Restaurant/Café/Pub	Toilet women
Bureau de change	Seating	Passenger areas
Cash machines	Security	Pharmacy
Lift	Telephone	
Play area (stay & play)*	Ticket sales	

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.

Terminal 3

Arrivals (ground floor)

Terminal 3 plan

L1 Departures

L1 Departures

G Check-in

G Arrivals

Access to forecourt and check-in

Stairs and ramp to Underground and Central Bus Station
Walkway to Terminal 1
Trains to Terminals 4, 5 and London

LOCOG welcome desk

Charging point

Smoking area
Coach waiting lounge and taxi rank

Event management desk

Navigation (page 5 of 6)

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Shopping

Boots + WHSmith	10	World Duty Free	28
	9		

Services

Airline baggage desk	25	Global Baggage Solutions	39
American Airlines baggage office	30	Global Baggage Solutions Premier desk	38
American Express bureau de change	22 33 41	Hertz car hire	15
Aviance baggage desk	36	Hotel by bus	13
Avis car hire	16	Licensed London Taxi desk	42
British Hotel Reservation Centre (BHRC) and Shop and Collect	6	One World	37
Budget car hire	19	Sixt car hire	17
Dnata	34	Star Alliance Air Canada baggage services	40
Emirates chauffeur drive	24	Travellex bureau de change	8 21
Emirates chauffeur drive lounge	29	UK immigration service	26
Enterprise car hire	18	Virgin Atlantic baggage reclaim	35
Europcar National car hire	14	Virgin Upper Class limo service	23
Excess baggage/left luggage	20	Voyager Entertainment	5

Food and drink

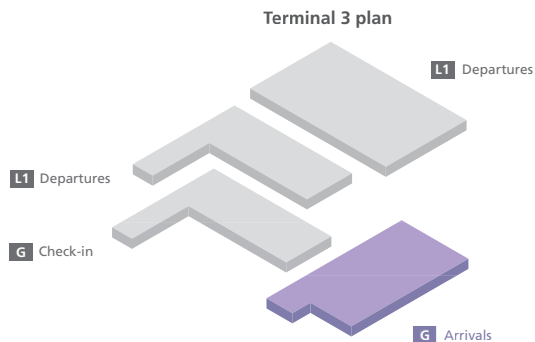
AMT Coffee	11	The Globe Freehouse	1
Bite	2		
Marks & Spencer Simply Food	27		

- Accessible toilet
- Airline lounge
- Baby changing facilities
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Car hire
- Cash machines
- Drinking water
- Facilities for the hard of hearing
- Internet facility
- Left luggage
- Lift
- Meeting point
- Post box
- Restaurant/Café/Pub
- Taxi
- Telephone
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Pharmacy

Boingo Wi-Fi is present throughout the terminal

Terminal 3

Onward travel – Arrivals (ground floor)



Navigation (page 6 of 6)

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Bus and coach stop allocation

Delivery	1	Car Rental (off airport)	
Hotel by Bus	2	Dollar Thrifty, Sixt	21
Crew coaches	3-4	Car Rental (on airport)	
Group travel	6-9	Avis, Budget, Europcar National	22
LOCOG Coach Bay	10-13	Alamo, Enterprise, Hertz	
Business parking and long stay, Help Bus	16	Off airport Parking companies:	
Staff Buses	17-18	Parkwise, Purple Parking, Quality Airport Parking, Reeds	22
Taxi		Hotel Hoppa	
Taxi Rank middle lane	19	Follow signs to Central Bus Station (Bus stops 1-4)	

- Accessible toilet
- Airline lounge
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- Baggage enquiries
- Car hire
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- Public areas
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