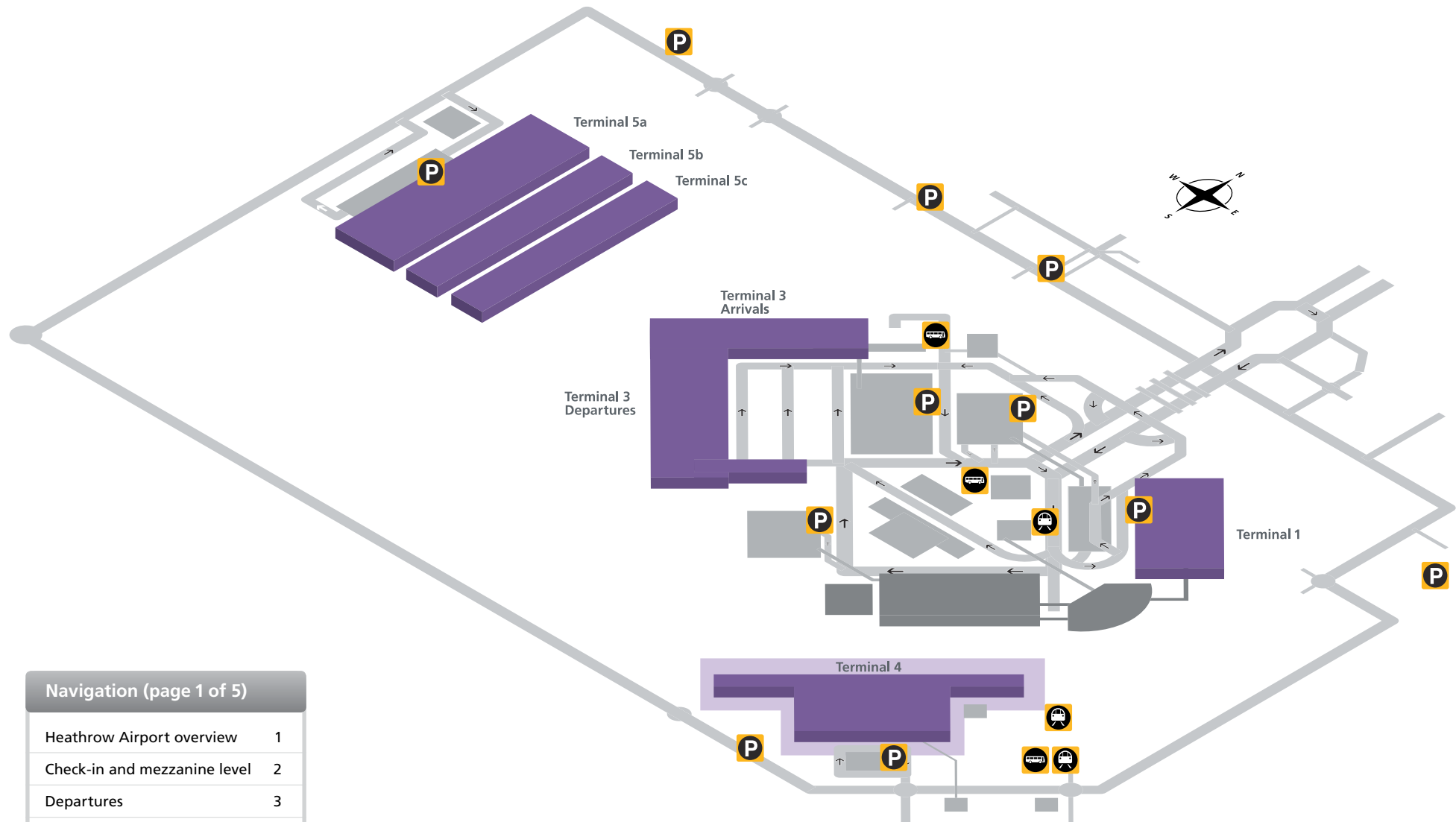


Heathrow Airport

Overview

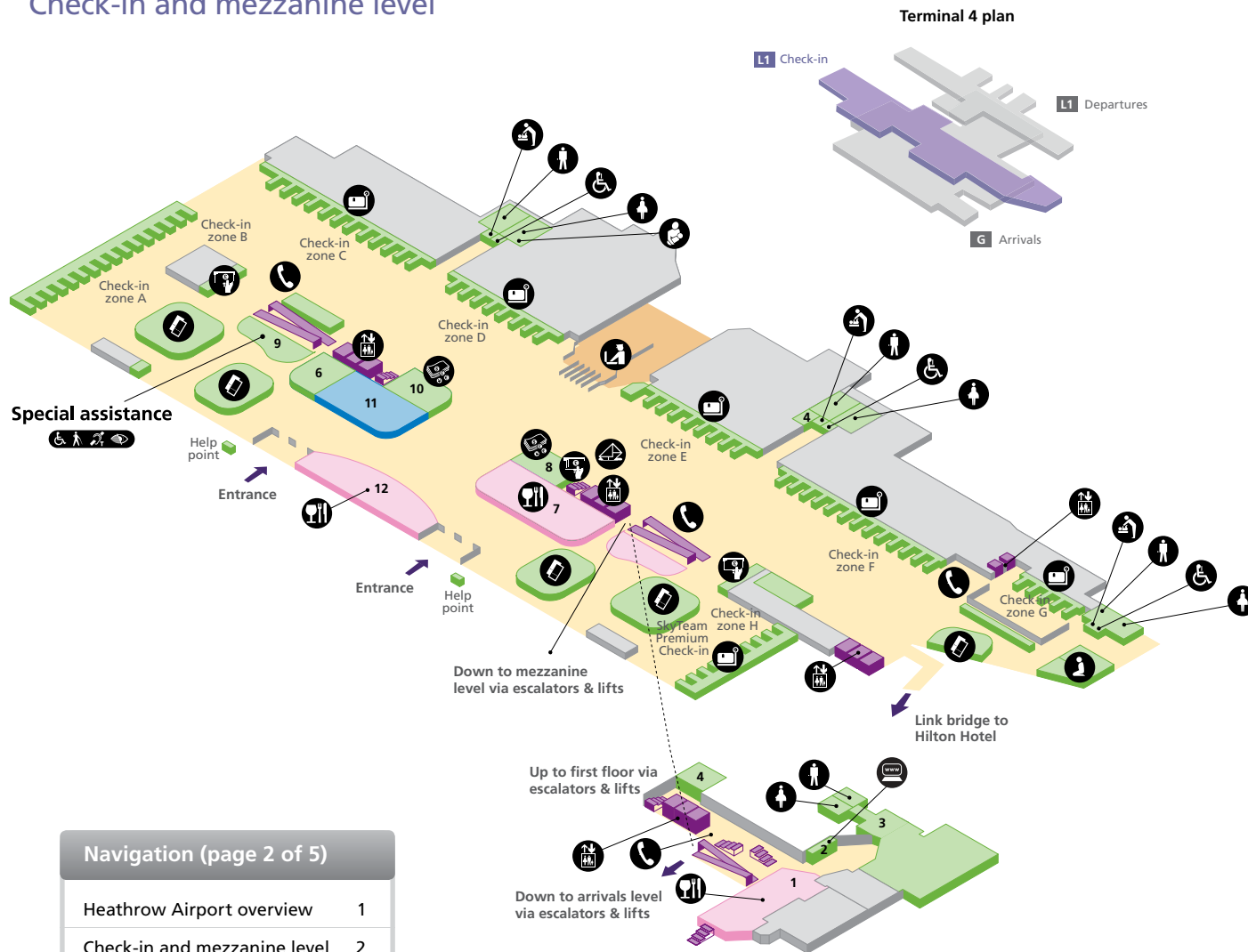


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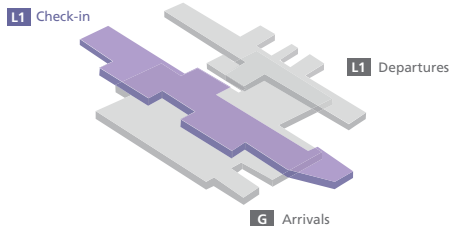
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Terminal 4

Check-in and mezzanine level



Terminal 4 plan



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Shopping

WHSmith	11
---------	----

Services

American Express	8	Special assistance	9
Customs for VAT returns	4	Travelex bureau de change	10
Excess baggage	6	Yotel (24 hour hotel rooms, Mezzanine level)	3
Internet facility (Mezzanine level)	2		

Food and drink

Caffè Nero	12	Café Rouge	7
'The Windsor Castle' – Wetherspoon Restaurant and Bar (Mezzanine level)	1		

- Accessible toilet
- Mothers nursing
- Tickets
- Baby changing facilities
- Multi-faith prayer room
- Toilet men
- Cash machines
- Postbox
- Toilet women
- Check-in
- Restaurant/Café/Pub
- Public areas
- Internet facility
- Security
- Passenger areas
- Lift
- Telephone

Boingo Wi-Fi is present throughout the terminal

Terminal 4

Departures (first floor)

Gates 1-6
AMT Coffee,
Drinking water,
Gate lounges, Internet facility
& Multi-faith prayer room



Terminal 4 plan

L1 Check-in

L1 Departures

G Arrivals

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Shopping

Bally	11	HMV	37
Beauty Studio	10	Jo Malone	42
Boots + (sandwiches and snacks)	12	Links of London	4
Burberry	7	LK Bennett	38
Cath Kidston	9	Mulberry	13
Caviar House and Prunier Shop	43	Rituals	41
Dixons Travel	35	Rolling Luggage	21
Escada	1	Simply Chocolate	19
Glorious Britain	23	Sunglass Hut	31
Gucci	3	Swarovski	40
Hackett	46	Thomas Pink	14
Harrods and Harrods Boutiques - Etro, Jimmy Choo, Michael Kors, Paul Smith, Roberto Cavalli, Valentino	25	Tie Rack	45
Harrods and Harrods Boutiques - Cartier, Dunhill, Ferragamo, Montblanc, Zegna	28	Tumi	48
Harrods - Signature Store and Food Hall	29	Watches of Switzerland	15
		WHSmith	2 34
		WHSmith Bookshop	36
		World Duty Free	5 22 39
		World of Whiskies	18

Services

American Express bureau de change	30	Internet facility	44
American Express bureau de change and cash machines	16	Transfer area	6
Customs for VAT refund	20 26	Travelex bureau de change	27

Food and drink

Bridge Bar and Eating House	33	Dining Street Restaurant	8
Café Apostrophe	47	Garfunkel's Restaurant	49
Costa Coffee	24	Pret A Manger	17
Caviar House and Prunier Seafood Bar	32		

- Airline lounge
- Baby changing facilities
- Bureau de change
- Cash machines
- Drinking water
- Internet facility
- Lift
- Play area (stay & play)*
- Postbox
- Restaurant/Café/Pub
- Security
- Shower
- Toilet men
- Toilet women
- Passenger areas
- Pharmacy
- Being Wi-Fi is present throughout the terminal

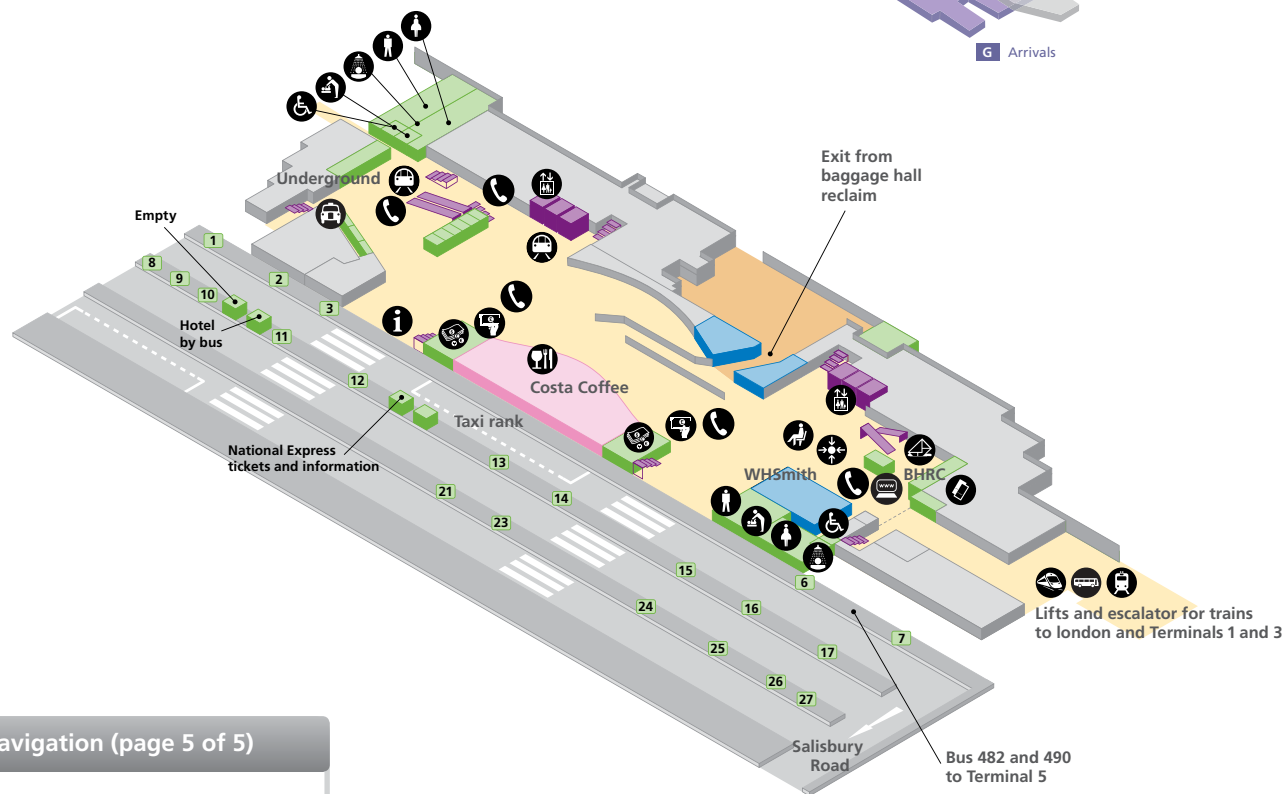
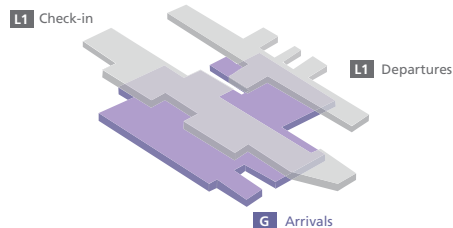
Power charging points for electrical items are available throughout the departure lounge

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

Terminal 4

Onward travel – Arrivals (Ground Floor)

Terminal 4 plan



Bus and coach stop allocation

LOCOG coach bay	2	Business and long stay parking	23
LOCOG coach bay, Help Bus	3	Staff Buses	24 / 25
Local bus 482, 490, 555, 557	6 / 7	Click Park, Economy, Purple Parking, Quality Airport Parking, Reeds	27
Transport for London (TfL) – drop / stand	6 / 7	Car Rental (off airport):	
LOCOG coach bay	8 / 9 / 10	Dollar Thrifty, Sixt	26
LOCOG coach bay	11	Taxi Rank (between 3 and 6)	
Hotel by bus, Hotel Hoppa	12		
Express Coach – National Express	13 / 14		
Group travel – set down	15		
Group travel – pick up	16 / 17		
Avis, Budget, Europcar National	21		
Alamo, Enterprise, Hertz			

- | | | |
|---|---------------------|---------------|
| Accessible toilet | Internet facility | Taxi |
| Baby changing facilities | Lift | Telephone |
| Bus station | Meeting point | Toilet men |
| Bureau de change | Postbox | Toilet women |
| Cash machines | Restaurant/Café/Pub | Train station |
| Heathrow Express | Seating | Underground |
| Information point | Shower | Public areas |
| Boingo Wi-Fi is present throughout the terminal | Passenger areas | |

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