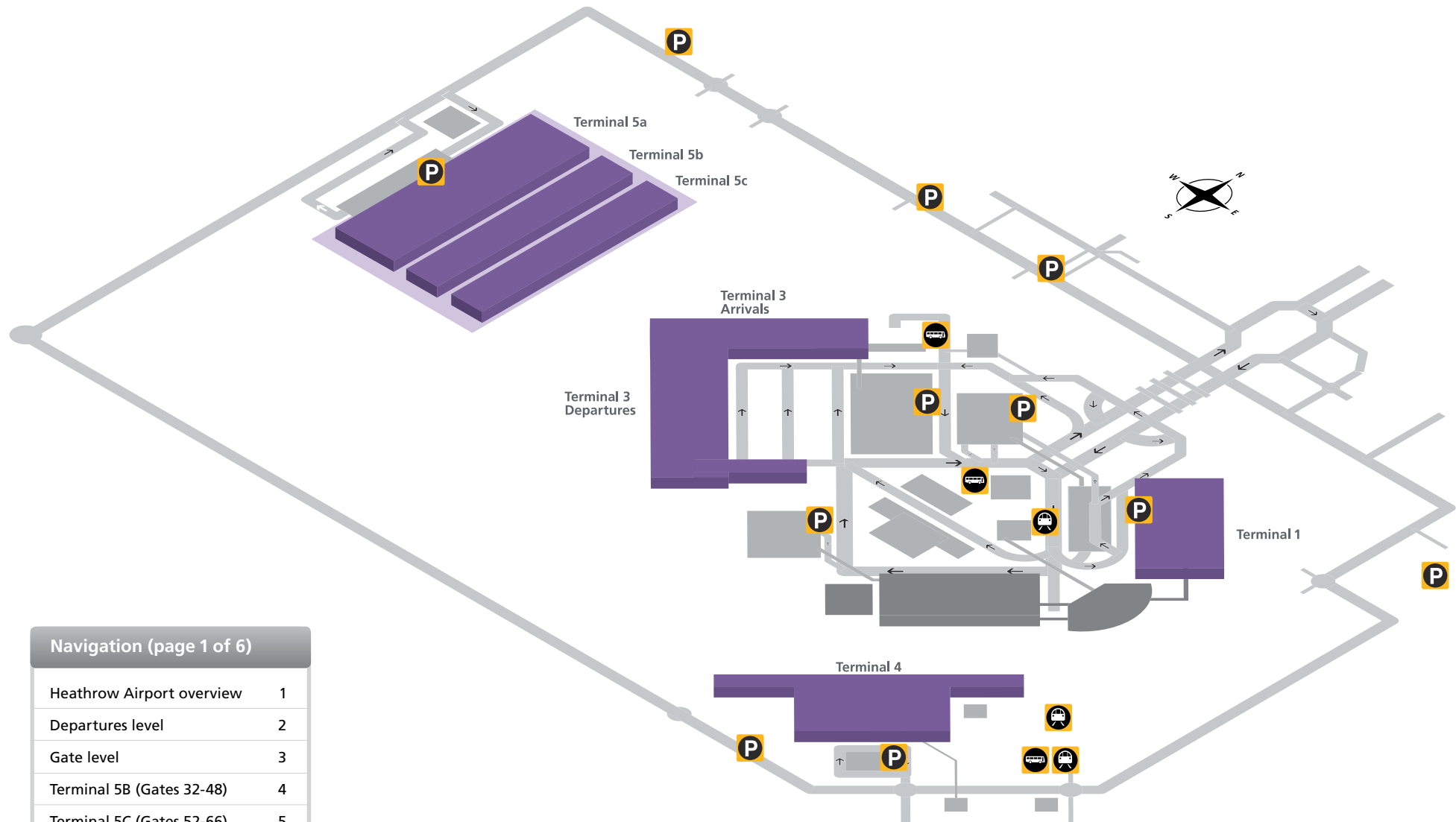


# Heathrow Airport

## Overview

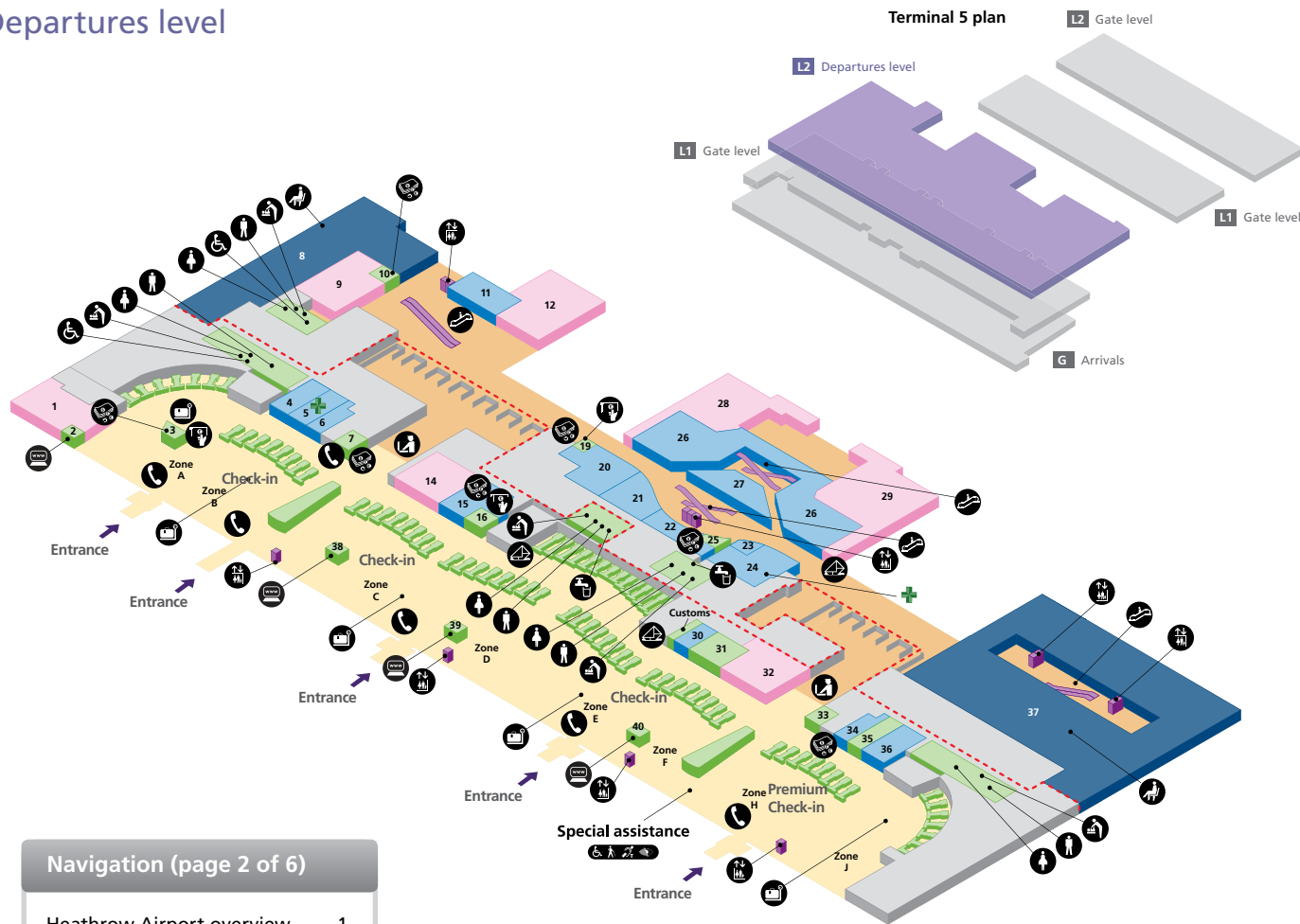


### Navigation (page 1 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

# Terminal 5

## Departures level



### Shopping

Accessorize	6	London 2012 shop	11
Boots	5	Rolling Luggage	34
Dixons Travel	21	Vodafone	4
Dixons ADD+	23	WHSmith	15 20 36
Excess Baggage	30	World Duty Free (Sunglasses, Watches & Jewellery)	27
Harrods Department Store	26		
HMV	22		

### Services

American Express	10 25	Internet facility	2 38 39 40
American Express and cash machines	3 16	Travellex	7 33
VAT refunds	31	Travellex and cash machines	19
		T5 Expo Gallery	35

### Food and drink

5 Tuns Pub & Kitchen	32	Gordon Ramsay Plane Food	29
Caffè Nero	1	Huxleys	9
Carluccio's	14	Wagamama	28
Giraffe	12		

### Passenger lounges

British Airways Galleries lounge north (by invitation only)	8	British Airways Galleries lounge south (by invitation only)	37
---	---	---	----

Accessible toilet	Internet facility	Toilet men
Baby changing facilities	Lift	Toilet women
Bureau de change	Passenger lounge/Seating area	Public areas
Cash machines	Postbox	Passenger areas
Check-in	Security/Passport Control	Before/After Security
Drinking water	Telephone	Pharmacy
Escalator		

Boingo Wi-Fi is present throughout the terminal

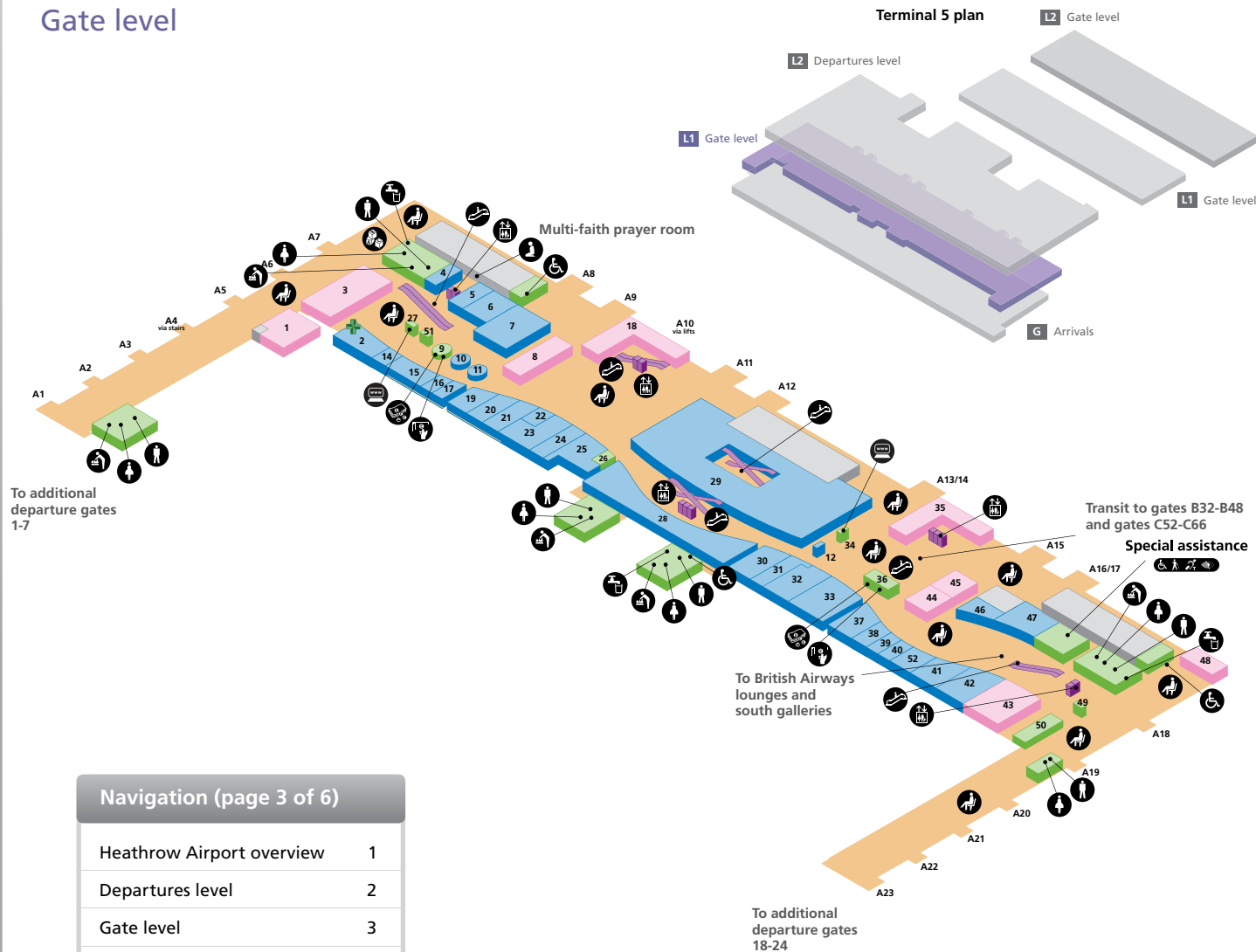
Power charging points for electrical items are available throughout the departure lounge

### Navigation (page 2 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

# Terminal 5

## Gate level



To additional departure gates 1-7

To British Airways lounges and south galleries

To additional departure gates 18-24

### Shopping

Accessorize	5	Oakley	10
Boots +	2	Omega Olympics	12
Burberry	38	Paul Smith 'Globe'	42
Bulgari	39	Prada	33
Caviar House and Prunier	46	Reiss	23
Chocolate Box	4	Rolling Luggage	14
Dior	31	Smythson of Bond Street	40
Dixons Travel/Apple	25	Sunglass Hut	22
Dolce & Gabbana	52	Ted Baker	20
Glorious Britain	19	Thomas Pink	15
Gucci	32	Tiffany & Co.	37
Harrods	41	WHSmith	6 47
Kurt Geiger	21	WHSmith Bookshop	24
Links of London	16	World Duty Free	28
Mappin & Webb	30	World Duty Free (inc. World of Whiskies & Cigar House)	29
Montblanc	11		
Mulberry	17	World Duty Free Express	7

### Services

American Express	26	Shoe shine	49 51
Be Relax	50	Travellex and cash machines	9 36
Internet facility	27 34		

### Food and drink

Caviar House and Prunier	44	Wetherspoon Bar and Restaurant - 'The Crown Rivers'	3
Seafood Bar			
EAT.	35		
Espresso	48	Pret A Manger	1 8
ITSU	45	Starbucks	18
		V Bar	43

Accessible toilet	Internet facility	Toilet men
Baby changing facilities	Lift	Toilet women
Bureau de change	Multi-faith prayer room	Passenger areas
Cash machines	Play area (stay & play)*	
Drinking water	Passenger lounge/Seating area	
Escalator		Boingo Wi-Fi is present throughout the terminal

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

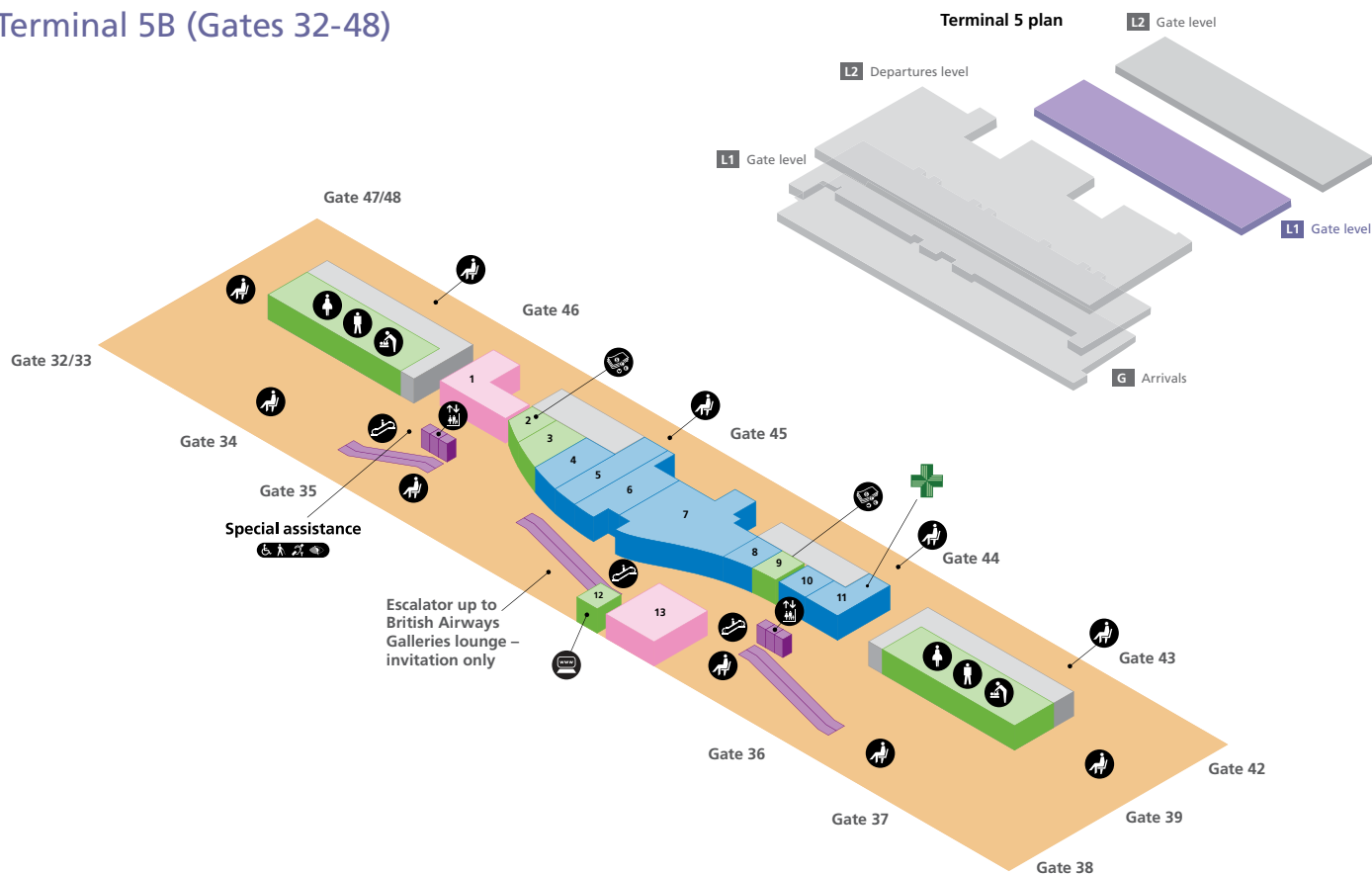
\*Please note, 'Play area (stay & play)' operates at certain times of the year, i.e. school summer holidays/half term.

### Navigation (page 3 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

# Terminal 5

Terminal 5B (Gates 32-48)



## Shopping

Boots	11	Sunglass hut	10
Collection	8	WHSmith	5
Harrods	4	World Duty Free	7
Rolling Luggage	6		

## Services

American Express	2	Internet facility	12
Be Relax	3	Travelex	9

## Food and drink

Café Apostrophe	1	Wetherspoon Bar and Restaurant	13
-----------------	---	--------------------------------	----

- Baby changing facilities
- Bureau de change
- Escalator
- Internet facility
- Lift
- Passenger lounge/Seating area
- Toilet men
- Toilet women
- Pharmacy
- Passenger areas

Boingo Wi-Fi is present throughout the terminal

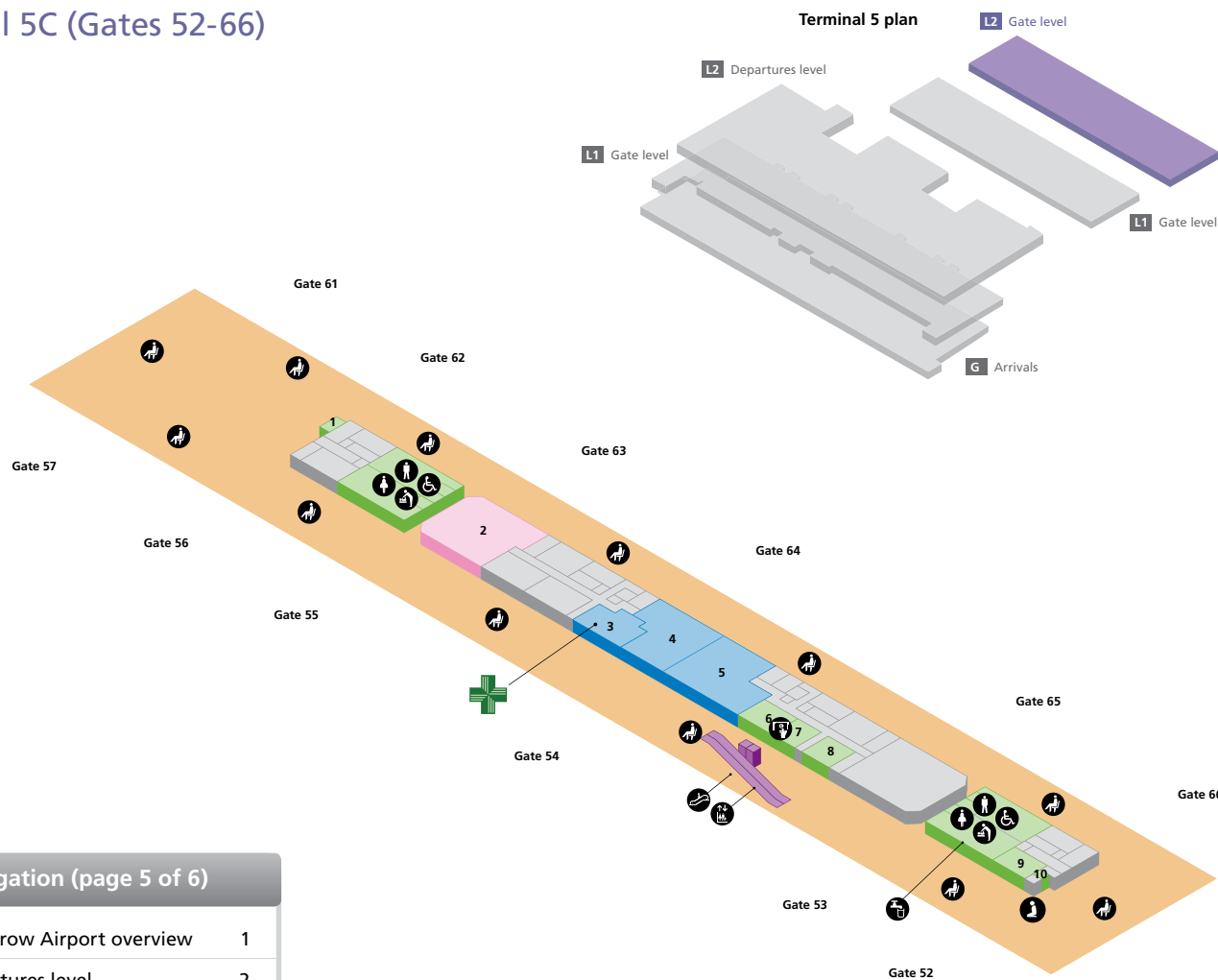
Power charging points for electrical items are available throughout the departure lounge

### Navigation (page 4 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

# Terminal 5

Terminal 5C (Gates 52-66)



## Shopping

Boots	+	3	World Duty Free	5
WHSmith		4		

## Services

BA customer services desk	8	Orientation zone	6
Cash machines	7	Vending machine	1 10
Multi-faith prayer room	9		

## Food and drink

Starbucks	2
-----------	---

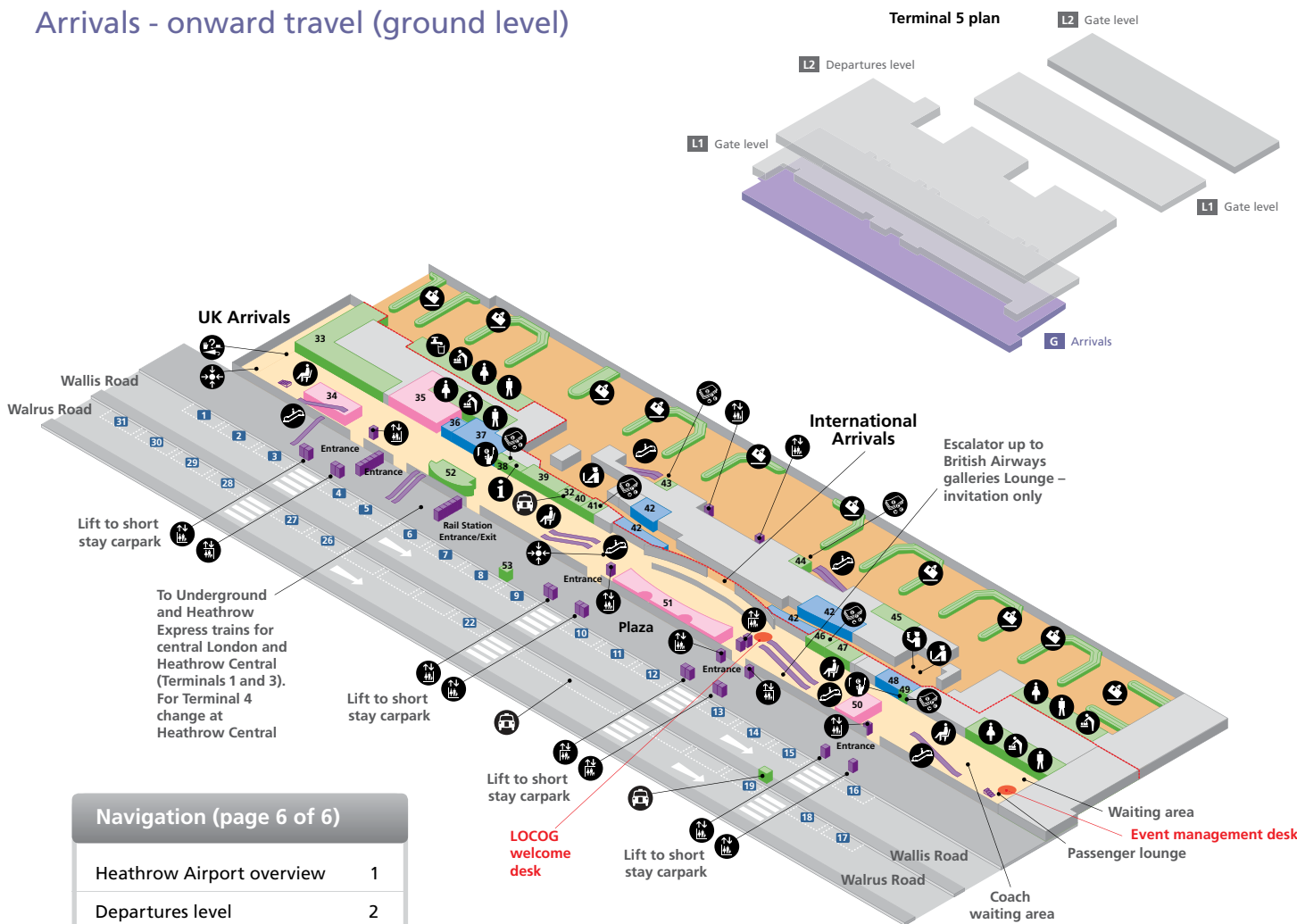
- Accessible toilet
- Lift
- Toilet women
- Baby changing facilities
- Multi-faith prayer room
- Passenger areas
- Cash machine
- Passenger lounge/Seating area
- Pharmacy
- Drinking water
- Toilet men
- Escalator
- Boingo Wi-Fi is present throughout the terminal

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

Navigation (page 5 of 6)	
Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

# Terminal 5

Arrivals - onward travel (ground level)



## Shopping

Leisure Link	36	48	World Duty Free	42
WHSmith		37		

## Services

American Express	44	46	Europhire	53
American Express and cash machines	49		Excess Baggage	33
British Airways baggage and customer service desk	45		National Express	47
British Hotel Reservation Centre (BHRC) Shop and Collect pick-up point	40		Rail ticket desk	52
Car rental and Travel Information Centre	39		Taxi desk	32
			Travelex	41 43
			Travelex and cash machines	38

## Food and drink

Costa	51	Krispy Kreme	50
Giraffe Juice	34	Marks & Spencer Simply Food	35

## Bus and coach stop allocation

Business Parking, Long Stay T5	22	Local buses	7-9
LOGOG coaches	13-18	Oxford the Airline	11
Express Coach – National Express	13-15	Transport for London (TfL) – drop / stand	1-8
Express Coach – Reading / Oxford Railair	9	<b>Car Rental (on airport):</b>	
Express Coach – Woking Railair	12	Avis Budget, Europcar National	19
Group Travel – pick up	30-31	Alamo, Enterprise, Hertz	
Group Travel – drop off	28-29	<b>Taxi (between stands 21 and 22)</b>	
T4 Hilton Hotel	26-27	<b>Off airport parking / off airport car rental is located at MSCP 5</b>	

- Baby changing facilities
- Baggage reclaim
- Bureau de change
- Cash machines
- Drinking water
- Escalator
- Information point
- Boingo Wi-Fi is present throughout the terminal
- Lift
- Lost property
- Meeting point
- Passenger lounge/Seating area
- Passport control
- Security control
- Taxi
- Toilet men
- Toilet woman
- Public areas
- Passenger areas
- - - Before/After Security

Navigation (page 6 of 6)	
Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6