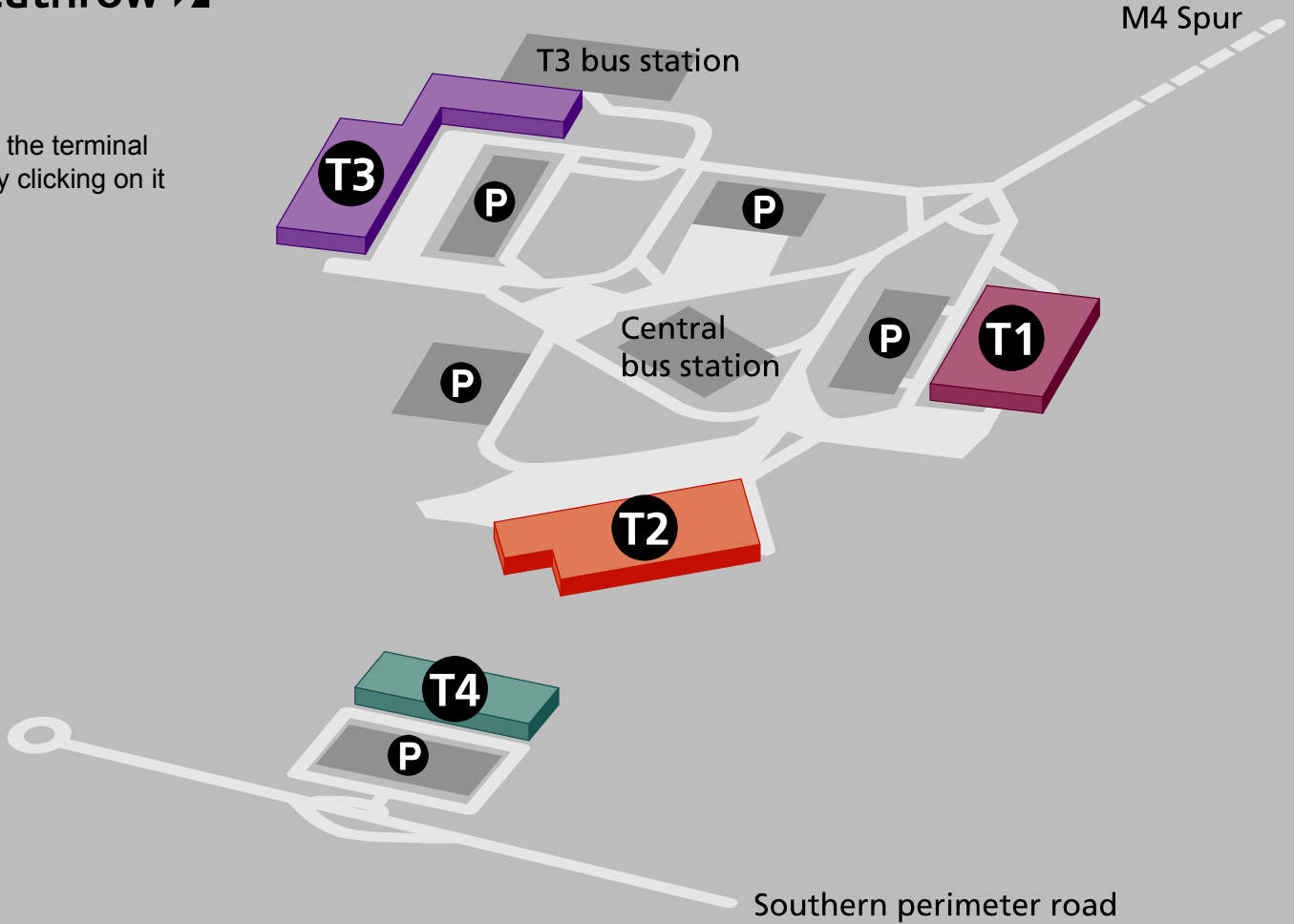
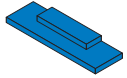


Please select the terminal you require by clicking on it















Terminal 1 - Check-in, Mezzanine level and arrivals



- Public areas
- Passenger areas

Services

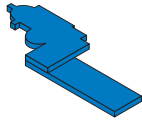
-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Check-in
-  Lift
-  Restaurant / Café
-  Security
-  Ticket sales
-  Toilet men
-  Toilet women
-  114 South African arrivals lounge

Shopping & restaurants

- M1 Café Rouge
- M2 Café Italia
- M3 Game Grid
- M4 Wetherspoons
- M5 Costa Coffee
- 16 Burger King
- 17 Tie Rack
- 18 Accessorize
- 19 Austin Reed
- 20 Rolling Luggage
- 21 Sock Shop
- 22 O'Brian's
- 23 Virgin
- 24 ICE
- 25 Boots
- 26 Travelex
- 27 WHSmith
- 29 Travelex



Terminal 1 - Arrivals



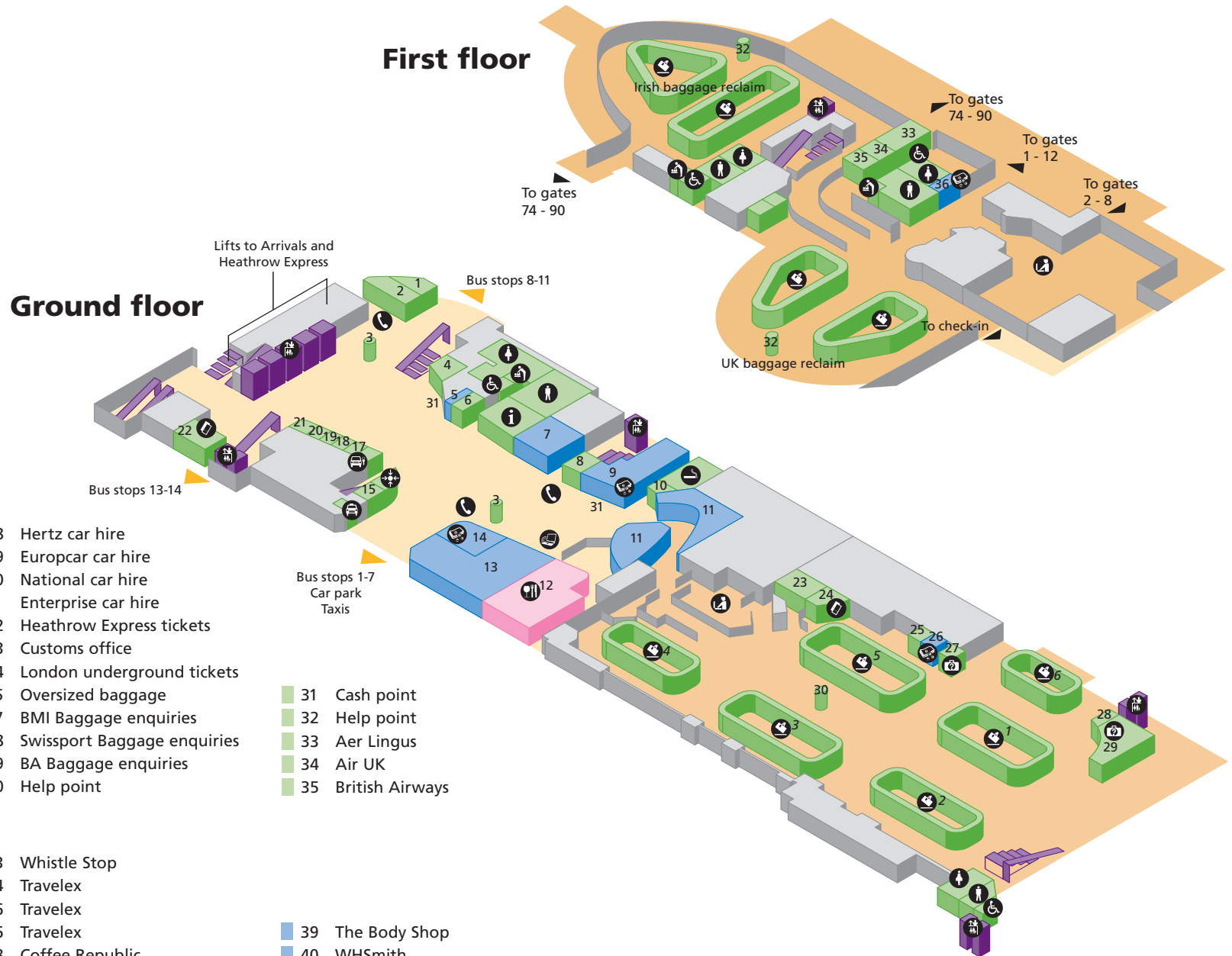
- Public areas
- Passenger areas

Services

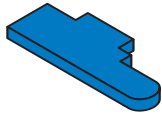
- Accessible toilet
- Baby care
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Car hire
- Information
- Lift
- Meeting point
- Restaurant / café
- Security
- Smoking area
- Taxi
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Wireless hotspot
- Speedlink / Hotel link
- Gwr
- Bus info
- BA bag collection
- Shopping collection point
- Hotel desk
- Reserved seating
- LUL Desk
- Avis car hire
- Hertz car hire
- Europcar car hire
- National car hire
- Enterprise car hire
- Heathrow Express tickets
- Customs office
- London underground tickets
- Oversized baggage
- BMI Baggage enquiries
- Swissport Baggage enquiries
- BA Baggage enquiries
- Help point

Shopping & restaurants

- 5 Primus mobile phones
- 7 WHSmith
- 9 ICE
- 11 World Duty Free
- 12 Costa Coffee
- 13 Whistle Stop
- 14 Travelex
- 26 Travelex
- 36 Travelex
- 39 The Body Shop
- 40 WHSmith



Terminal 1 - International departure lounge



- Public areas
- Passenger areas

Services

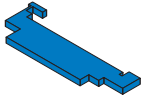
-  Accessible toilet
-  Airline lounge
-  Baby care
-  Bureau de change
-  Lift
-  Restaurant / café
-  Security
-  Showers
-  Smoking area
-  Toilet men
-  Toilet women
-  Wireless Hotspot
-  VAT desk
-  BA executive lounge
-  Play area

Shopping & restaurants

- | | | |
|---|---|--|
| ■ 27 Internet | ■ 74 Austin Reed | ■ 123 HMV |
| ■ 28 Caffé Nero | ■ 75 World of Whiskies | ■ 124 Dixons |
| ■ 50 Sunglass Hut | ■ 78 Pen Shop | ■ 125 Timberland |
| ■ 58 Caviar House Seafood Bar | ■ 79 Clarks | ■ 126 Fat Face |
| ■ 59 Burger King | ■ 80 Caviar House | ■ 127 French Connection |
| ■ 60 Est Est Est | ■ 81 Under development | ■ 128 LK Bennet |
| ■ 61 Pret a Manger | ■ 82 The Cigar House | ■ 129 Tie Rack |
| ■ 62 Glorious Britain | ■ 84 Entertainment Centre | ■ 130 Rolling Luggage |
| ■ 64 The Beauty Centre | ■ 86 Tumi Luggage | ■ 131 Giraffe |
| ■ 65 Thomas Pink | ■ 87 WHSmith | ■ 132 Opens October 2005 |
| ■ 66 Harrods | ■ 88 Vodafone | ■ 133 Opens October 2005 |
| ■ 67 ICE | ■ 90 World Duty Free | ■ 134 Opens October 2005 |
| ■ 69 Books.co | ■ 91 The Perfume Gallery | ■ 135 Links of London |
| ■ 70 Burberry | ■ 113 Est Presso | ■ 136 Goldsmiths |
| ■ 71 PIE Woman | ■ 116 Bridge Bar | ■ 137 Mulberry |
| ■ 72 Bally | ■ 120 The Tin Goose | ■ 138 Chocolate Box |
| ■ 73 Hugo Boss | ■ 121 Caffé Nero | ■ 140 World Duty Free |
| | | ■ 141 Travellex |
| | | ■ 143 WHSmith |
| | | ■ 144 Boots |
| | | ■ 145 Best of the Best |











Terminal 2 - Check-in



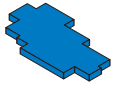
Ground floor

- Public areas
- Passenger areas

Services

-  Accessible toilet
-  Check-in
-  Left luggage
-  Lift
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
- 1 Desk X
- 2 VAT desk

Terminal 2 - Arrivals



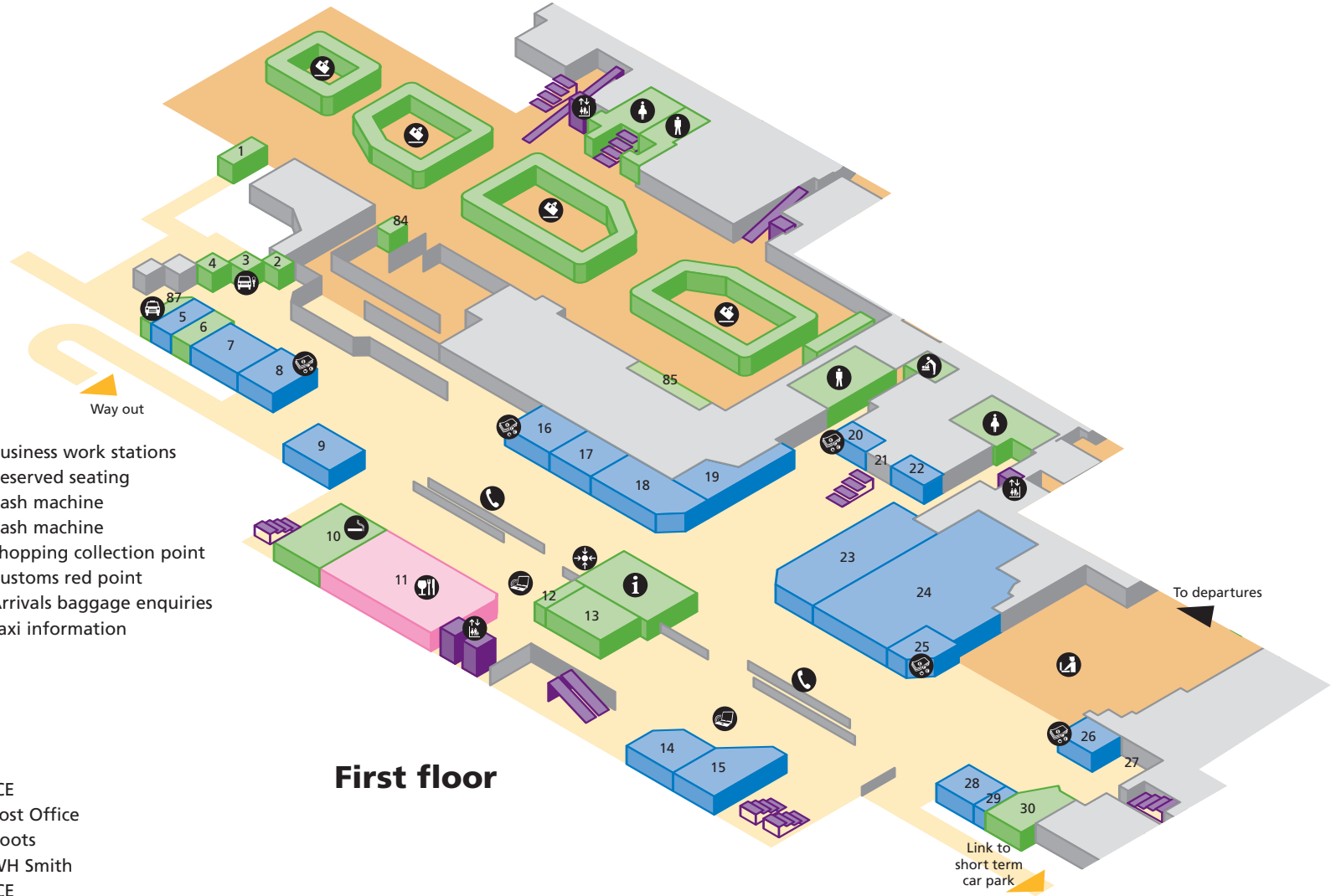
- Public areas
- Passenger areas

Services

-  Babycare
-  Baggage reclaim
-  Bureau de change
-  Car hire
-  Information
-  Lift
-  Meeting point
-  Restaurant / Café
-  Security
-  Smoking area
-  Taxi
-  Toilet men
-  Toilet women
-  Wireless hotspot
- 1 Immigration enquiries
- 2 Avis car hire
- 3 Hertz car hire
- 4 Budget car hire
- 6 LU Expotel
- 10 Smoking area
- 12 Business work stations
- 13 Reserved seating
- 21 Cash machine
- 27 Cash machine
- 30 Shopping collection point
- 84 Customs red point
- 85 Arrivals baggage enquiries
- 87 Taxi information

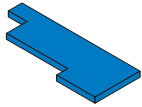
Shopping & restaurants

- 5 Sky Diamond
- 7 WH Smith
- 8 Travelex
- 9 Whistlestop
- 11 Costa Coffee
- 14 Tie Rack
- 15 Body Shop
- 16 ICE
- 17 Accessorize
- 18 Whittard
- 19 Sunglass Hut
- 20 ICE
- 22 Post Office
- 23 Boots
- 24 WH Smith
- 25 ICE
- 26 Travelex
- 28 Knickerbox
- 29 Primus









First floor

Terminal 2 - Departures



- Public areas
- Passenger areas

Services

-  Information
-  Lift
-  Passports
-  Smoking area
-  Telephone
-  Wireless hotspot
- 39 Airline desk
- 42 Internet access / business work stations
- 68 Reserved seating
- 86 Airline enquiries
- 89 Retail information

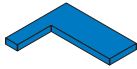
Shopping & restaurants

- 40 World duty free
- 41 Harrods
- 43 Dixons
- 44 The Perfume Gallery
- 45 Books etc.
- 46 Rolling Luggage
- 47 Gifts 4 all
- 48 Coccinelle
- 49 Glorious Britain
- 50 Tie Rack
- 51 Travelex
- 52 The Pen Shop
- 53 WH Smith
- 54 Barbour
- 55 World of Whiskey
- 57 Austin Reed
- 58 Timberland
- 59 Virgin
- 60 Boots
- 61 World duty free
- 62 Hamleys
- 63 Sunglass Hut
- 64 Caviar House
- 65 ICE
- 66 Bally
- 67 Burberry
- 88 Naturally Cashmere



























First floor

Terminal 3 - Check-in



- Public areas
- Passenger areas

Services

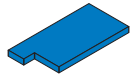
-  Accessible toilet
-  Bureau de change
-  Check-in
-  Information
-  Lift
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Excess baggage
-  3 BAA Information desk
-  4 HM Customs desk - VAT exports
-  5 United Airlines & BWIA ticket office
-  6 Reserved seating
-  50 HM Customs Desk - Commercial exports
-  51 Gulf Air ticket office
-  52 Cathay Pacific ticket office
-  53 BA ticket office
-  54 Singapore Airlines ticket office
-  55 Malaysian Airlines ticket office
-  56 Qatar Airways ticket office
-  57 PIA ticket office
-  59 Airline ticket desk
-  60 Virgin ticket desk

Shopping & restaurants

- 5 United Airlines & BWIA ticket office



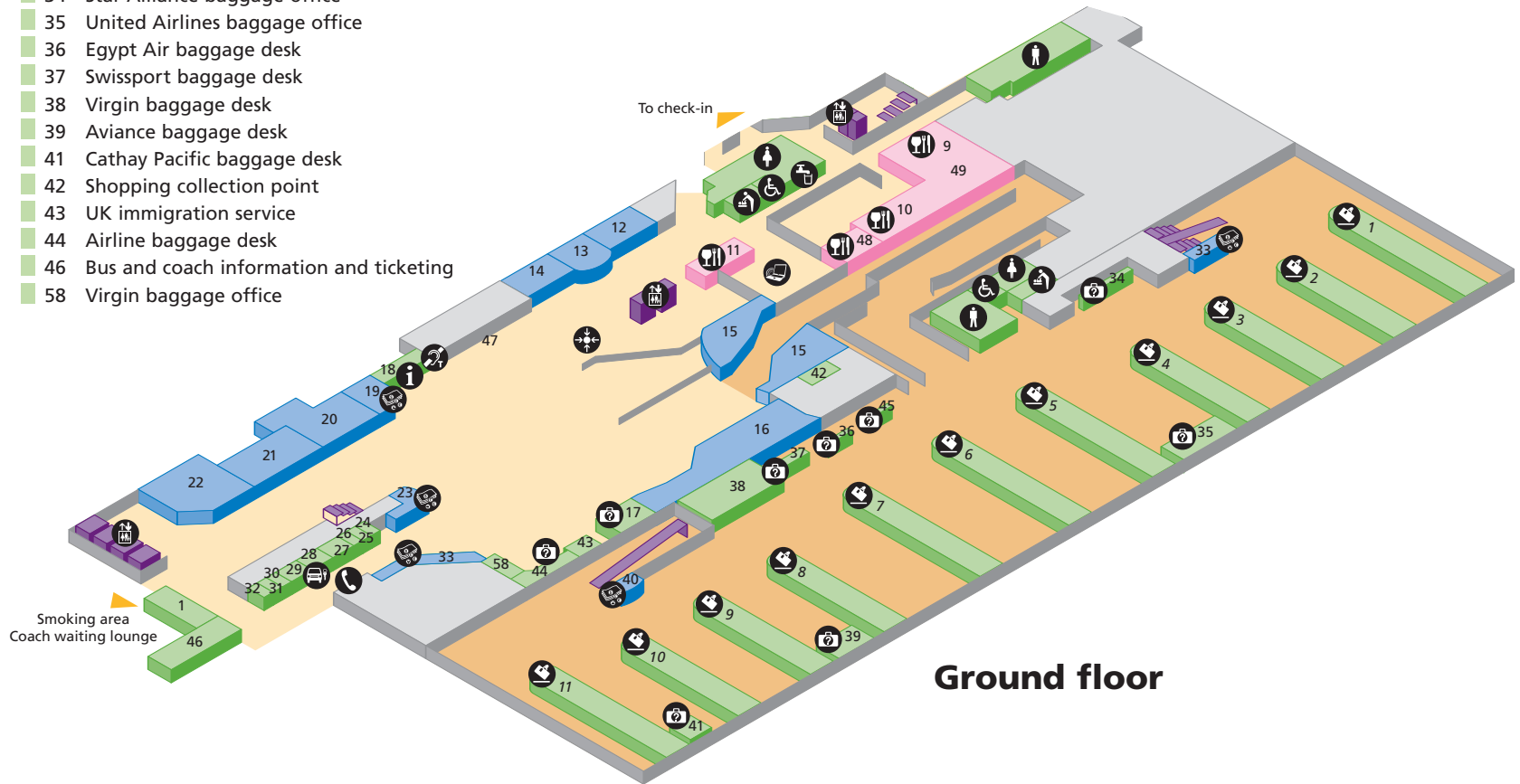
Terminal 3 - Arrivals



- Public areas
- Passenger areas

Services

-  Accessible toilet
-  Babycare
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de change
-  Car hire
-  Drinking water
-  Facilities for the hard of hearing
-  Information
-  Lift
-  Meeting point
-  Restaurant / Café
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
- 1 Excess baggage
- 17 American Airlines service desk
- 18 BAA Information desk
- 24 Taxis
- 25 Hotel shuttle
- 26 Hotel link
- 27 Avis car hire
- 28 Hertz car hire
- 29 Europcar car hire
- 30 Enterprise car hire
- 31 Alamo car hire
- 32 National car hire
- 34 Star Alliance baggage office
- 35 United Airlines baggage office
- 36 Egypt Air baggage desk
- 37 Swissport baggage desk
- 38 Virgin baggage desk
- 39 Aviance baggage desk
- 41 Cathay Pacific baggage desk
- 42 Shopping collection point
- 43 UK immigration service
- 44 Airline baggage desk
- 46 Bus and coach information and ticketing
- 58 Virgin baggage office

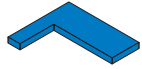


Ground floor

Shopping & restaurants











- 9 Wendy's Hamburgers
- 10 Garfunkels Express
- 11 Millies Cookies
- 12 Serendipity Games
- 13 Hotel & Traveller Centre
- 14 Serendipity Games
- 15 World Duty Free
- 19 Travelex
- 20 World News
- 21 Boots
- 22 Whistlestop
- 23 Travelex
- 33 American Express
- 40 Travelex
- 48 Metro café
- 49 Food World

Terminal 3 - Departures (public area)



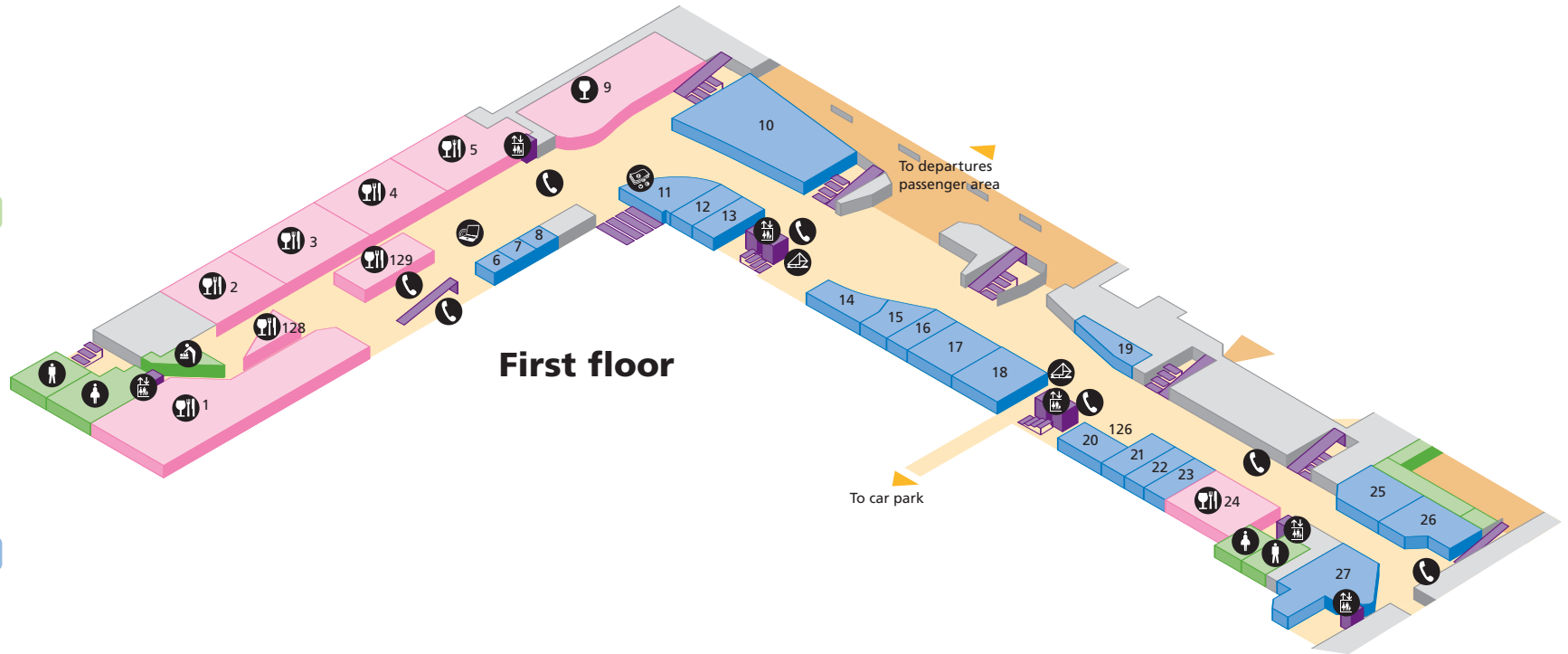
- Public areas
- Passenger areas

Services

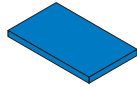
-  Babycare
-  Bar / Pub
-  Bureau de change
-  Lift
-  Mailbox
-  Restaurant / Café
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot

Shopping & restaurants

- | | |
|---|---|
| <ul style="list-style-type: none"> 1 Burger King 2 Sbarro 3 Taste 4 Harry Ramsden's 5 Village Grill 6 Sock Shop 7 Body Shop 8 Whittard 9 Parallel 54 bar 10 Alpha World News 11 Travelex 12 Sunglass Hut 13 Accessorize 14 Tie Rack 15 Rolling Luggage 16 Clinton Cards | <ul style="list-style-type: none"> 17 Glorious Britain 18 Past Times 19 The Link 20 American Express 21 Lush 22 La Senza 23 Thorntons 24 Starbucks 25 Hargreave's Sport 26 Serendipity 27 Boots 128 Uppercrust 129 Franklins of Boston |
|---|---|























Terminal 3 - Departures (passenger area)



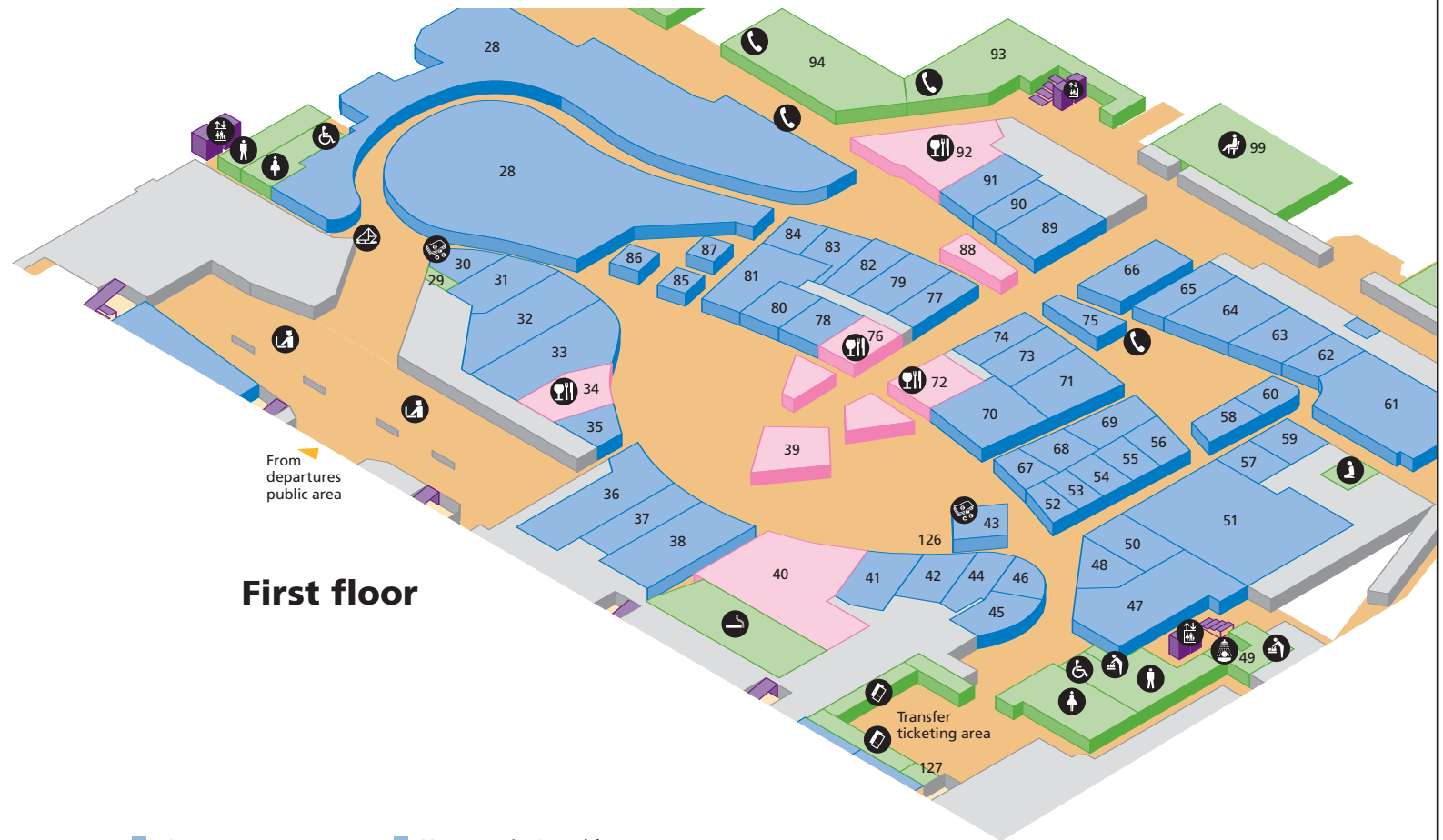
- Public areas
- Passenger areas

Services

-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Lift
-  Mailbox
-  Prayer room
-  Restaurant / Café
-  Security
-  Shower
-  Smoking area
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  29 VAT Returns
-  49 Family toilet
-  93 Gate room 2
-  94 Gate room 4
-  99 The London Lounge
-  126 Cash machine
-  127 Virgin Atlantic Airways lounge

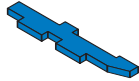
Shopping & restaurants

- | | | | |
|---|---|---|---|
| ■ 28 World Duty Free | ■ 40 O'Neill's | ■ 52 Versace | ■ 63 Mappin & Webb |
| ■ 30 Travelex | ■ 41 Harrods | ■ 53 Mont Blanc | ■ 64 Salvatore Ferragamo |
| ■ 31 Nike | ■ 42 Glorious Britain | ■ 54 Zegna | ■ 65 Hermes |
| ■ 32 FCUK | ■ 43 American Express | ■ 55 Cartier | ■ 66 Gucci |
| ■ 33 World News | ■ 44 Taste of Britain | ■ 56 Dunhill | ■ 67 World of Whiskies |
| ■ 34 La Brioche Doree | ■ 45 World News | ■ 57 Dior | ■ 68 Cigar House |
| ■ 35 Sunglass Hut | ■ 46 Waterford / Wedgwood | ■ 58 Lancôme | ■ 69 Berry Bros. & Rudd |
| ■ 36 Dixons | ■ 47 World Duty Free | ■ 59 Rigby & Peller | ■ 70 Books etc. |
| ■ 37 Virgin Megastore | ■ 48 Chocolate Box | ■ 60 David Culow | ■ 71 Bally |
| ■ 38 Boots | ■ 50 Liberty | ■ 61 Chez Gerrard | ■ 72 Café Italia |
| ■ 39 Starbucks | ■ 51 Harrods | ■ 62 Smythsons | ■ 73 Burberry |
| | | | ■ 74 Bulgari |
| | | | ■ 75 Caviar House |
| | | | ■ 76 Bagel Street |
| | | | ■ 77 Escada |
| | | | ■ 78 Hugo Boss |
| | | | ■ 79 Paul Smith |
| | | | ■ 80 Tumi / Rolling Luggage |
| | | | ■ 81 Kurt Geiger |
| | | | ■ 82 Pringle |
| | | | ■ 83 Folli Follie |
| | | | ■ 84 MAC |
| | | | ■ 85 Swatch |
| | | | ■ 86 Tie Rack |
| | | | ■ 87 World Duty Free |
| | | | ■ 88 Seafood Bar |
| | | | ■ 89 Chanel |
| | | | ■ 90 Holland & Holland |
| | | | ■ 91 Thomas Pink |
| | | | ■ 92 TGI Friday's |



First floor

Terminal 4 - Check-in



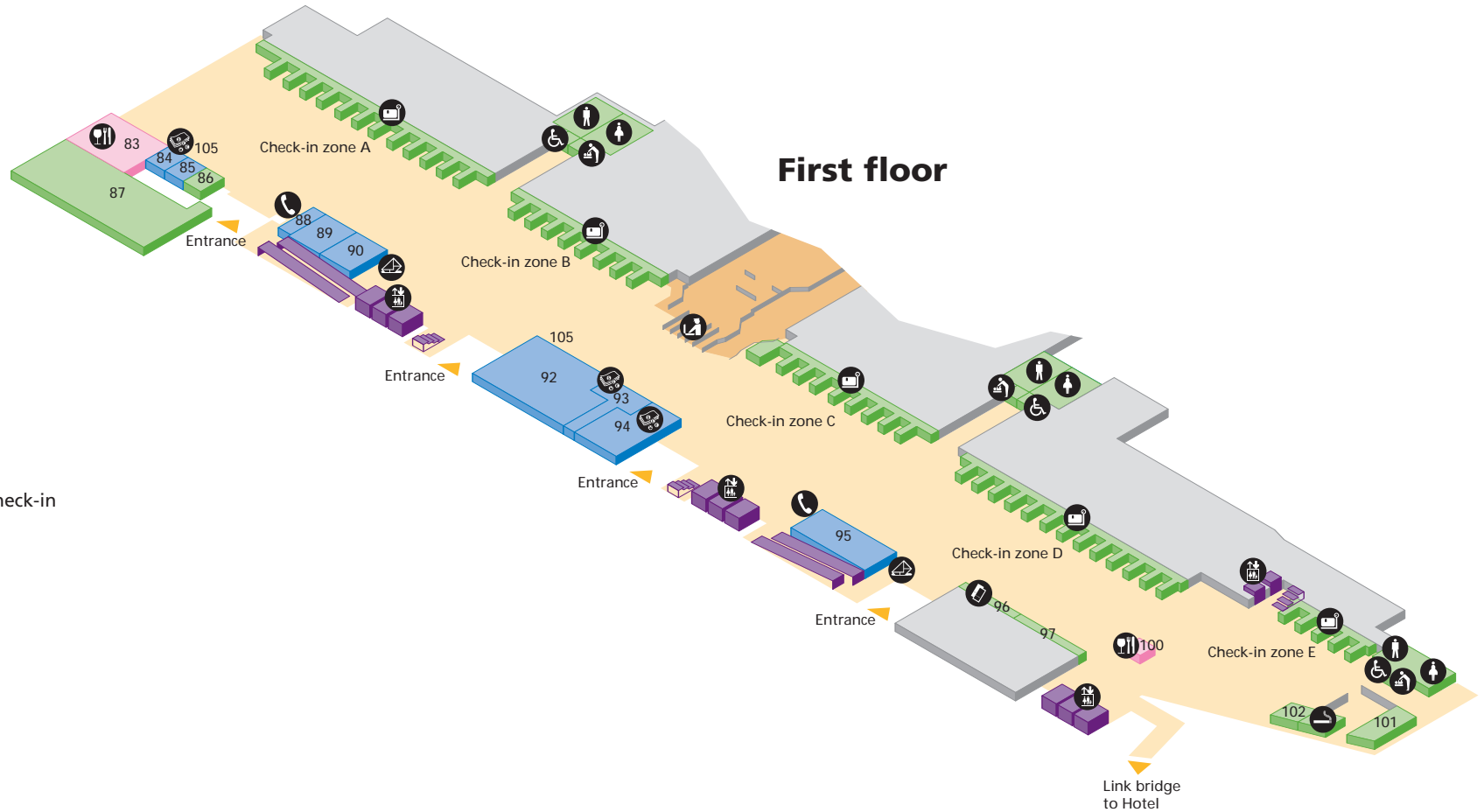
- Public areas
- Passenger areas

Services

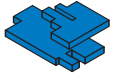
-  Accessible toilet
-  Babycare
-  Bureau de Change
-  Check-in
-  Lift
-  Mailbox
-  Restaurant / Café
-  Security
-  Smoking area
-  Telephone
-  Tickets
-  Toilet men
-  Toilet Women
-  85 Post Office
-  87 British Airways hand luggage check-in
-  96 Ticket sales
-  97 British Airways ticket desk
-  101 British Airways Skyflyer lounge
-  102 Reserved seating
-  105 Cash machine

Shopping & restaurants

- 83 Costas
- 84 Travelex
- 86 Sri Lankan Airways
- 88 Sunglass Hut
- 89 Tie Rack
- 90 Body Shop
- 92 WH Smith
- 93 Travelex
- 94 American Express
- 95 Boots
- 100 AMT Coffee Bar


















Terminal 4 - Arrivals & mezzanine level



- Public areas
- Passenger areas

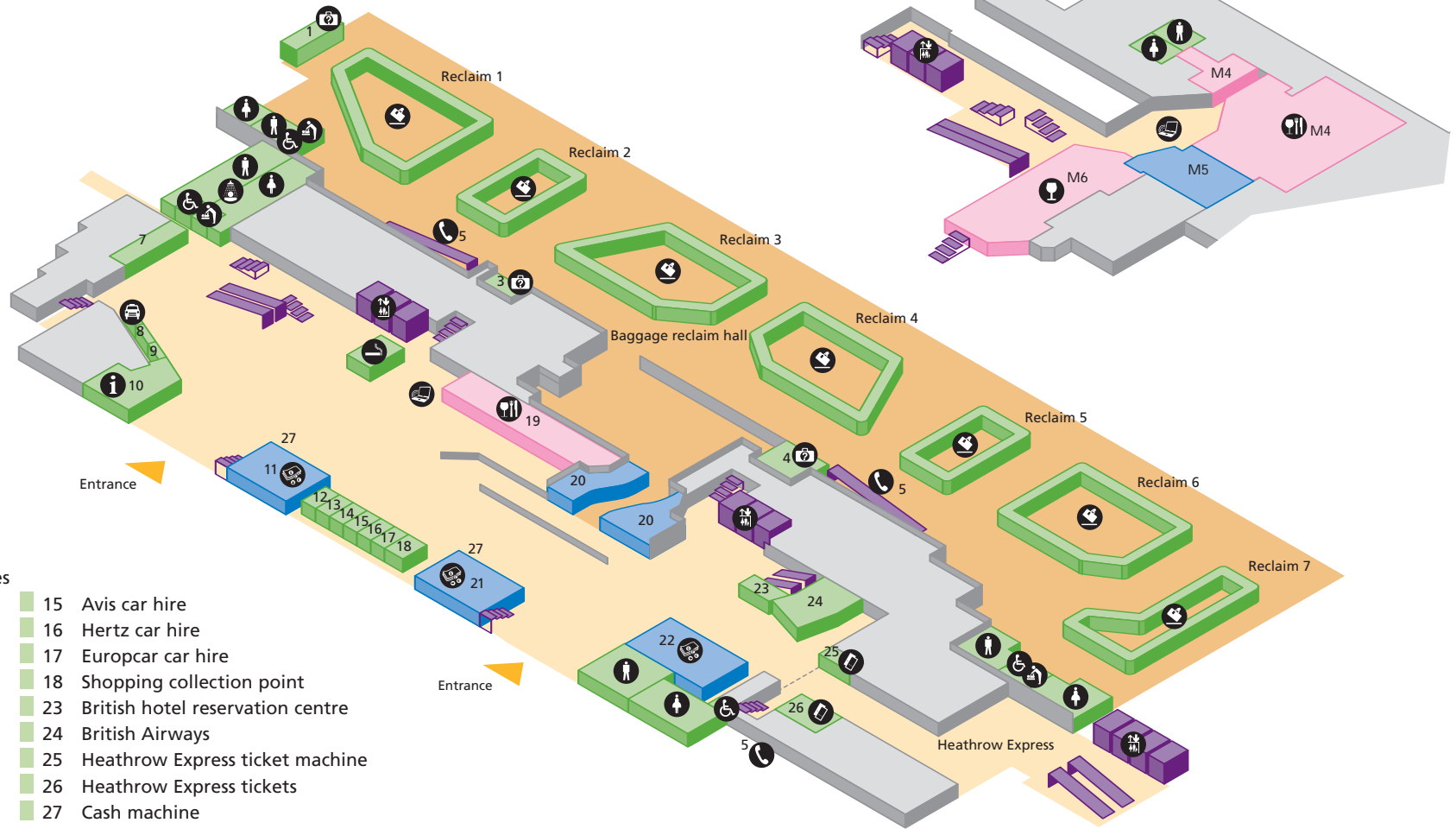
Services

-  Accessible toilet
-  Babycare
-  Bar / Pub
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de Change
-  Information
-  Lift
-  Shower
-  Smoking area
-  Taxi
-  Ticket sales
-  Toilet men
-  Toilet women
-  Wireless hotspot
- 1 British Airways baggage enquiries
- 3 Baggage enquiries
- 5 Help phone
- 7 Excess baggage
- 8 Sky Diamond
- 9 British hotel reservation centre
- 10 Information desk
- 12 Hotel link
- 13 Enterprise car hire
- 14 National car hire
- 15 Avis car hire
- 16 Hertz car hire
- 17 Europcar car hire
- 18 Shopping collection point
- 23 British hotel reservation centre
- 24 British Airways
- 25 Heathrow Express ticket machine
- 26 Heathrow Express tickets
- 27 Cash machine

Shopping & restaurants

- 11 American Express
- 19 Starbucks
- 20 Arrivals shop
- 21 Travelex
- 22 WH Smith
- M4 Café Italia
- M5 Serendipity
- M6 Wetherspoons

Mezzanine level



Ground floor

Terminal 4 - Departures



- Public areas
- Passenger areas

Services

- Accessible toilet
- Airline lounge
- Bar / Pub
- Babycare
- Bureau de Change
- Information
- Lift
- Mailbox
- Restaurant / Café
- Shower
- Smoking area
- Toilet men
- Toilet women
- Wireless hotspot
- 32 Security desk
- 35 British Airways Serenity Lounge
- 38 BA information desk
- 40 Shopping information point
- 46 HM Customs & export
- 104 Quiet seating area

Shopping & restaurants

- | | | | |
|----------------------|----------------------|--------------------|----------------------|
| 3 WHSmith | 17 Thomas Pink | 33 Harrods | 51 Austin Reed |
| 4 Best of the best | 18 Chanel | 34 World Duty Free | 52 Church Shoes |
| 5 WHSmith | 19 Sunglass hut | 36 Costa Coffee | 53 British Museum |
| 6 Hackett | 20 Travelex | 37 World Duty free | 54 World of Whiskies |
| 7 Links of London | 21 Harrods | 39 Harrods | 55 Cigar House |
| 8 Harrods | 22 Tumi | 41 Travelex | 56 Dixons |
| 9 Caviar House | 23 Tie Rack | 42 Swarovski | 57 Amex |
| 10 Hermes | 24 Coffee Republic | 43 Tie Rack | 58 Seafood Bar |
| 11 World Duty Free | 25 Wetherspoon's Bar | 44 Dior | 59 Sunglass Hut |
| 12 Dixons | 26 Coffee Republic | 45 The Pen Shop | 60 Hamleys |
| 13 Chocolate Box | 27 Nike | 47 L'Oréal | 61 Glorious Britain |
| 14 The Beauty Studio | 28 Bally | 48 Bvlgari | 62 Accessorize |
| 15 Boots | 29 Burberry | 49 Ted Baker | 63 Pret a Manger |
| 16 Liberty | 31 Amex | 50 Mappen & Webb | 64 McDonalds |
| | | | 65 Caviar House |
| | | | 66 Books etc. |
| | | | 67 HMV |
| | | | 68 Mulberry |
| | | | 69 Rolling Luggage |
| | | | 70 Smythsons |
| | | | 71 WHSmith |
| | | | 72 Escada |
| | | | 73 World Duty free |
| | | | 74 Metro Café Bar |
| | | | 108 Books.co |





London Heathrow Vicinity Map

Travelling between airports



Local rail services

