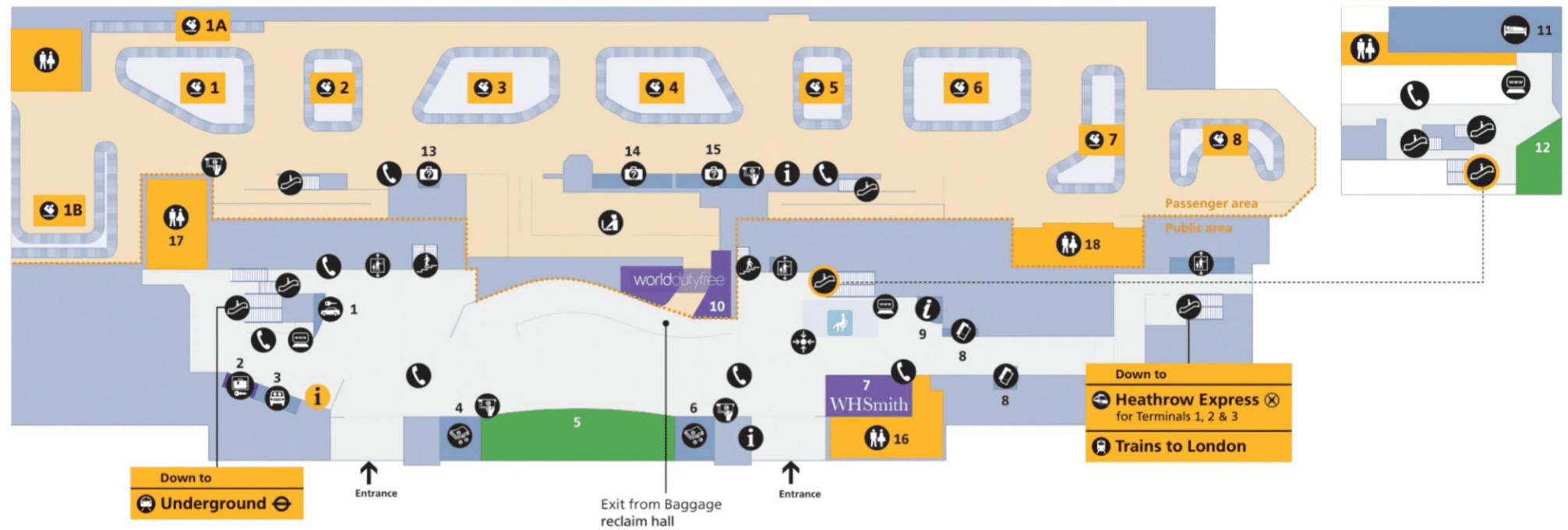


Terminal 4

Arrivals

Ground floor and mezzanine



Shopping	
Excess Baggage Company	2
WHSmith	7
World Duty Free	10

Food and drink	
Costa Coffee	5
The Windsor Castle by JD Wetherspoon	12

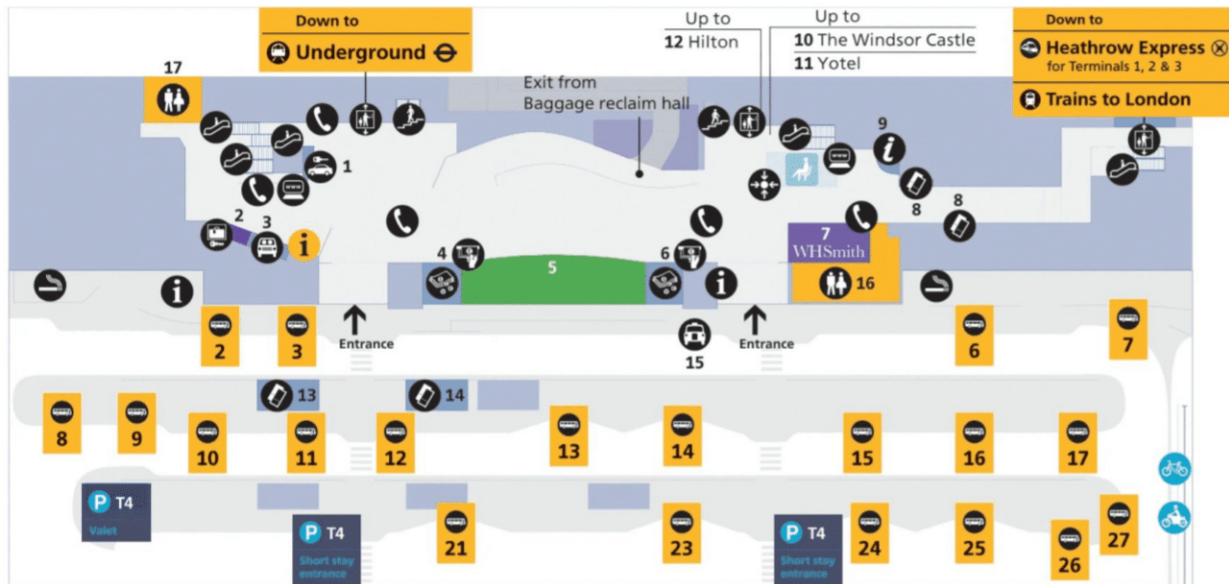
Services			
Baggage enquiries	13-15	Chauffeur services	3
Baggage reclaim		Customs	
Bureau de change		Escalator	
Moneycorp	4	Help point	
Travelex	6	Hotel	
Car rental	1	Yotel	11
Cash machine		Information	
		Left baggage	2
		Internet facility	
		Lift	
		Meeting point	
		Seating	
		Stairs	
		Telephone	
		Ticket sales	
		Heathrow Express	8
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi			
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	17, 18
		Tourist information	9
		Tourist services by British Hotel Reservation Centre	9

Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Arrivals (Onward travel)
Ground floor



Shopping	
Excess Baggage Company	2
WHSmith	7

Food and drink	
Costa Coffee	5
The Windsor Castle by JD Wetherspoon	10

Bus and coach stop allocation	
Buses – Local & TfL 482, 490, 555, 557	6–7
Hotel by bus	10
Hotel Hoppa	11
Express coach – National Express	12–14
Group travel – pick up	16–17
Car rental (off airport) Dollar Thrifty, Sixt	23
Car rental (on airport) Avis, Budget, Europcar National Alamo, Enterprise, Hertz	2
Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Reeds	21
Car parking (on airport) Business, Long stay, Help bus	3

Services		
Bureau de change	Information	Ticket sales
Moneycorp 4	Internet facility	Heathrow Express 8
Travelax 6	Left baggage 2	Hotel by Bus 13
Bus stop	Lift	National Express 14
Cash machine	Meeting point	Toilets
Car rental 1	Motorcycle parking	Accessible toilet All
Chauffeur services 3	Seating	Baby care All
Cycle parking	Smoking area	Drinking fountain 17
Escalator	Stairs	Tourist information 9
Help point	Taxi rank 15	Tourist services by British Hotel Reservation Centre 9
Hotel	Telephone	
Yotel 11		
Hilton 12		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

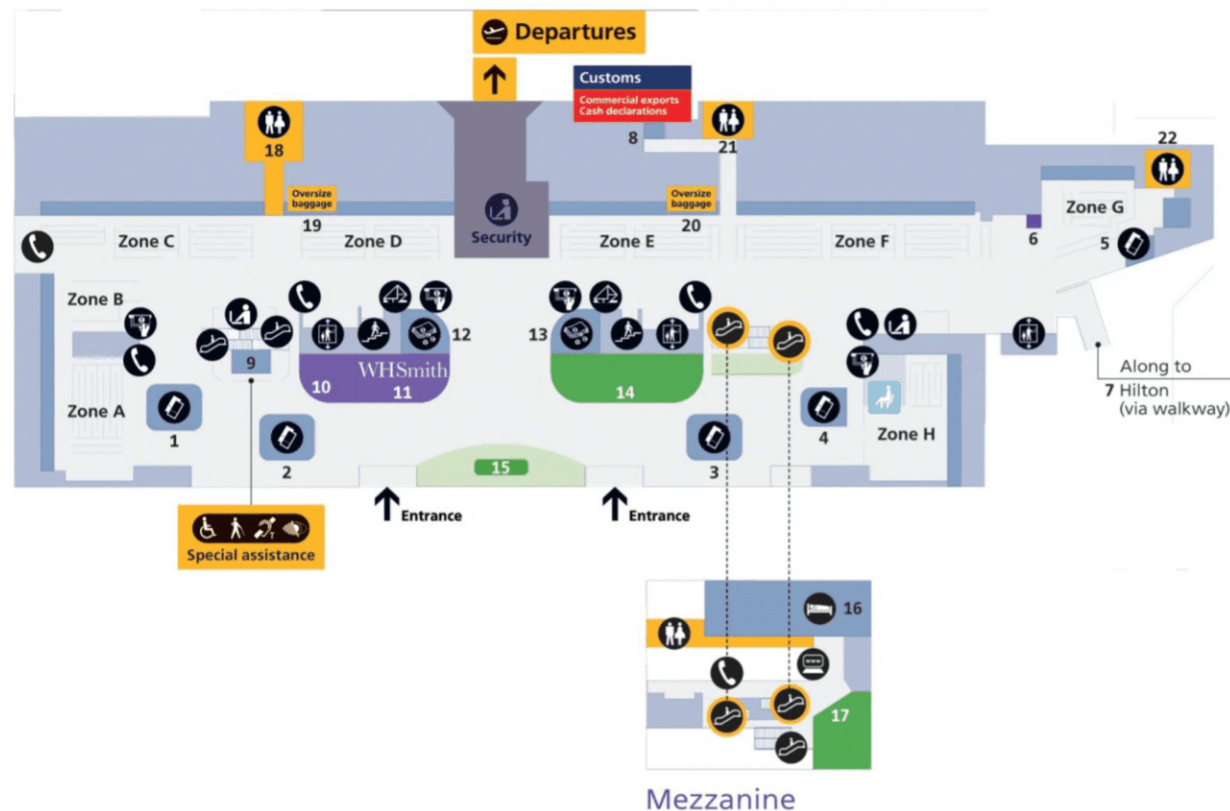
Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Check-in

Level 2 and mezzanine



Shopping

Bag Wrap	6
Excess Baggage Company	10
WHSmith	11

Food and drink

Caffè Nero	15
Café Rouge	14
The Windsor Castle by JD Wetherspoon	17

Ticket desks

Aeroflot	4	Jat Airways	2
Air France	4	Jet Airways	2
Air India	5	Kenya Airways	4
Air Malta	3	KLM Royal Dutch Airlines	4
Alitalia	4	Korean Air	4
Arik Air	3	Kuwait Airways	2
Azerbaijan Airlines	3	Malaysia Airlines	1
Bulgaria Air	1	Qatar Airways	1
China Eastern Airlines	4	Saudi Arabian Airlines	3
Delta Air Lines	4	Sri Lankan Airways	1
Etihad Airways	1	Tunisair	3
Gulf Air	3	United Airlines	3

Services

Airline service desk 1-5	Hotel	Special assistance 9
Bureau de change	Hilton 7	Stairs
Moneycorp 13	Yotel 16	Telephone
Travellex 12	Lift	Toilets
VAT refunds managed by Travellex	Postbox	Accessible toilet All
Cash machine	Repack area	Baby care 18, 21
Commercial exports 8	Seating	Drinking fountain 18, 22
Escalator	Oversize baggage 19, 20	VAT refunds managed by Travellex 12

Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Departure Lounge

Level 2



Shopping			
Bally	1	Swarovski	46
Beauty Studio	21	Ted Baker	41
Boots	22	Thomas Pink	24
Burberry	6	Tumi	44
Bvlgari	20	Watches of Switzerland	25
Cath Kidston	3	WHSmith	11, 50, 61
Caviar House & Prunier	49	WHSmith Books	58
Dior Fragrances and Beauty	5	World Duty Free	10, 28, 31, 57
Dixons Travel	14, 39	World of Whiskies	37
Glorious Britain	45		
Gucci	19		
Hackett	38		
Harrods	27, 32, 35		
Hugo Boss	18		
Jo Malone	48		
Kipling	40		
L.K. Bennett	2		
Mulberry	23		
Rituals	47		
Rolling Luggage	43		
Simply Chocolate by World Duty Free	42		
Sunglass Hut	36		

Food and drink	
Cafés	
Apostrophe	54
Carluccio's	52
Costa Coffee	30
Pret A Manger	15
Bars and restaurants	
Bridge Bar and Eating House	60
Caviar House & Prunier Seafood Bar	59
Comptoir Libanais	51
Dining Street Restaurant	4

Services			
Airline lounges		Bureau de change	
Air India lounge	13	Moneycorp	26, 34
Etihad Airways lounge	55	Traveler	33
Falcon Gold Gulf Air lounge	17	VAT refunds managed by Traveler	33
Malaysia Airlines lounge	16	Cash machine	
Qatar Airways Premium lounge	12	Commercial exports	62
Skyteam lounge	56	Escalator	
Airline service desks	9	Information	
		Internet facility	
		Lift	
		Multi-Faith prayer room next to Gate 5b	
		Pharmacy	22
		Play area	7
		Postbox	
		Seating	
		Smoking area	8
		Special Assistance	29
		Stairs	
		Telephone	
		Toilets	
		Accessible toilet	All
		Baby care	63
		Drinking fountain	63, 64
		Family toilets	64
		VAT refunds managed by Traveler	33
		View Heathrow Observation Deck	53

Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5