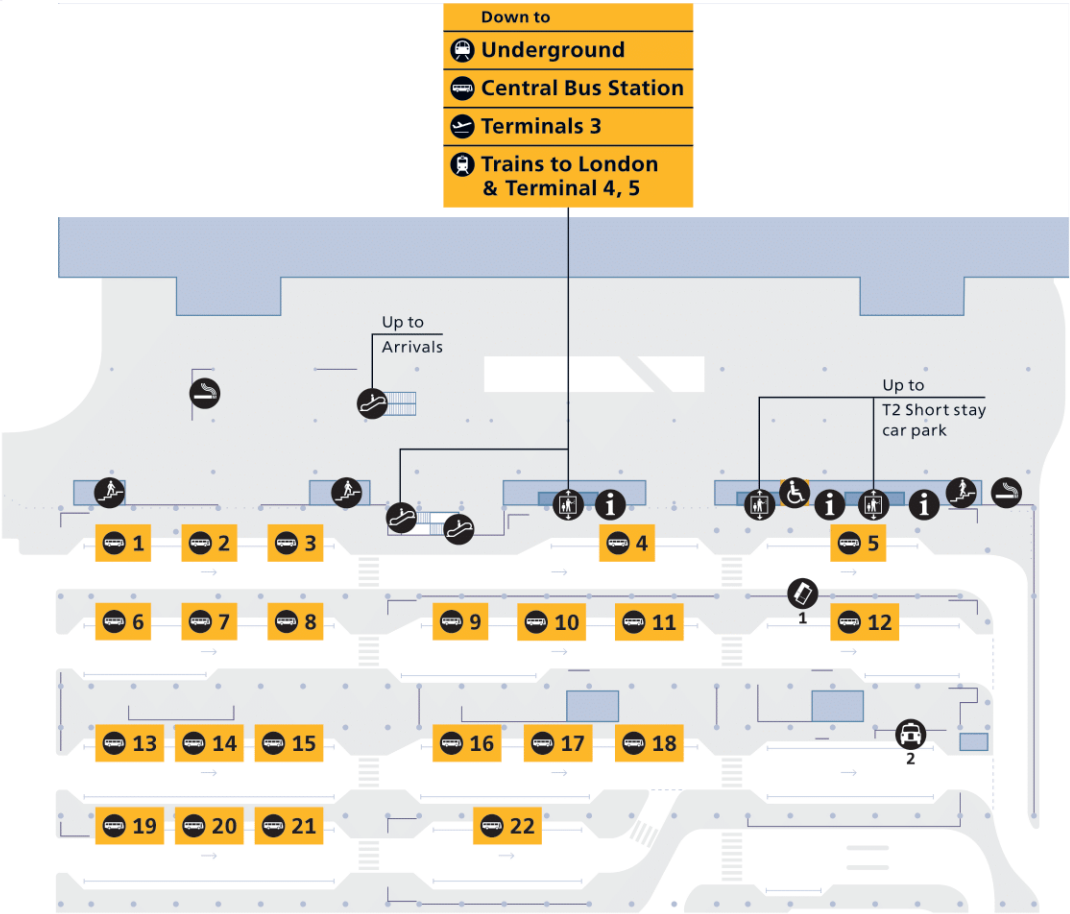


Terminal 2

Arrivals (onward travel)
Ground floor



Services			
Accessible toilet	Help point	Taxi rank	2
Bus stop	Lift	Ticket sales	Hotel Hoppa 1
Escalator	Smoking area	Stairs	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi			

Bus and coach stop allocation			
Hotel by bus	12	Car rental (off airport)	22
Hotel Hoppa	9-11	Dollar, Thrifty, Sixt	
Staff buses	1-3	Car rental (on airport)	6-8
Airline crew	16-18	Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Group travel	13-15	Car parking (off airport)	19-21
		NCP Flight Path, Purple Parking, Purple Parking Business, Reeds	
		Car parking (on airport)	4-5
		Business, Business plus, Long stay, Help bus	

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Arrivals

Level 1
























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
Shopping


Boots 	2
Excess Baggage Company	4
SIM Local	9
WHSmith	3
We Know London	6
World Duty Free	13

Caffè Nero	1
M&S Simply Food	16
Nero Express	17

Services

	Airline lounge
	Arrivals lounge 14
	Plaza Premium lounge 15
	Airport Information 5, 8
	Baggage enquiries 22, 23, 24
	Baggage reclaim
	Bureau de change
	Travellex 19, 21, 30, 31
	Car rental desk 11
	Cash machine
	Escalator
	Help point
	Internet facility
	Lift
	Meeting point
	Pharmacy 2
	Seating
	Stairs
	Telephone
	Ticket sales
	Heathrow Express 12, 20
	Hotel by Bus 7
	National Express 10
	Toilets
	Accessible toilet All
	Baby care 26-29
	Drinking fountain 27-29

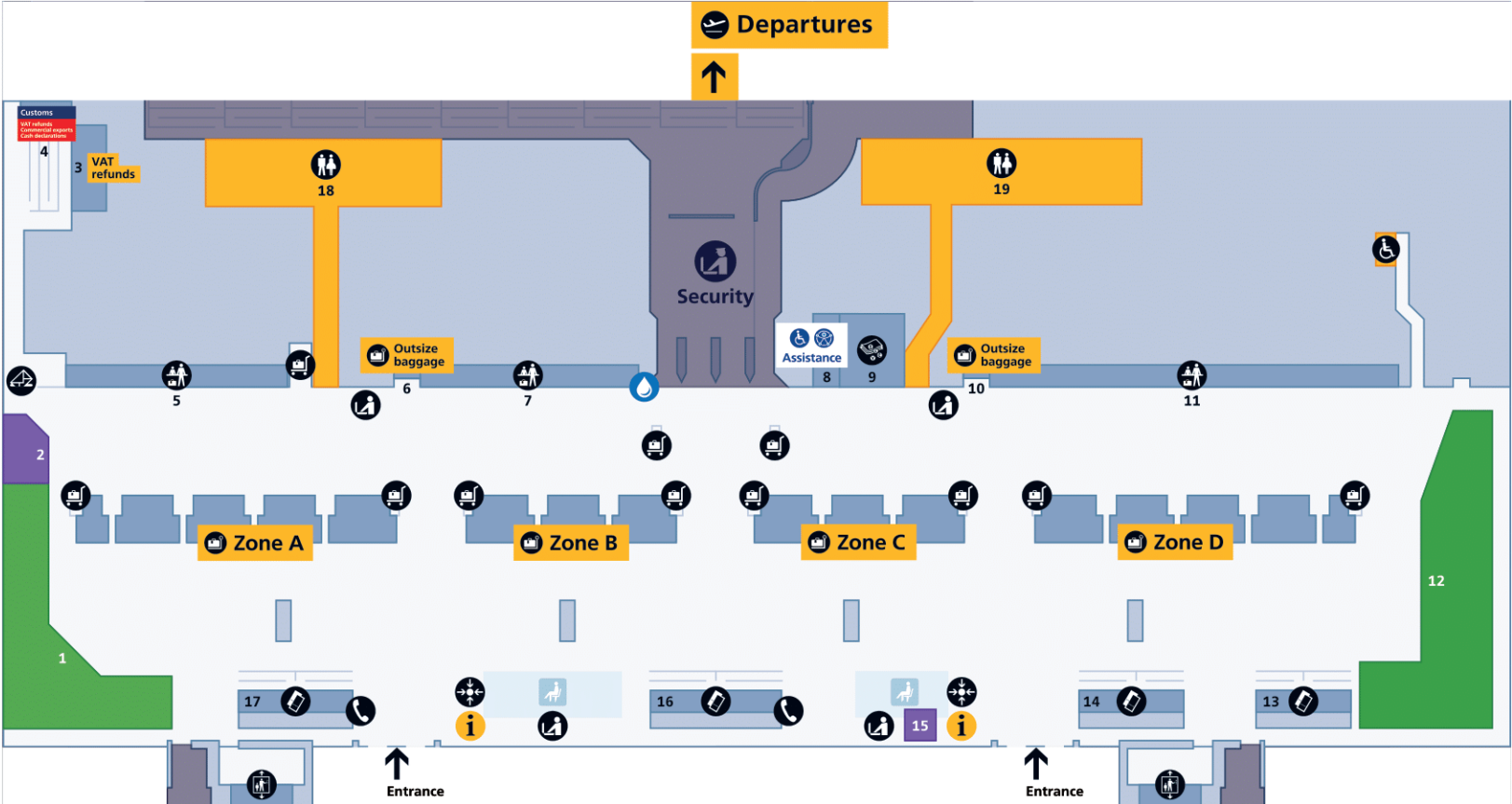
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 Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Heathrow

Terminal 2

Check-in
Level 5



Shopping	
Excess Baggage Company	2
Excess Baggage Company Bag Wrap	15

Food and drink	
Cafés	
Costa Coffee	1
Bars and restaurants	
The Flying Chariot by JD Wetherspoon	12

Services	
Airline ticket desk	13–14, 16–17
Assistance	8
Bag wrap	15
Bureau de change	
Travellex	9
Check-in	
Customs cash declarations	4
Customs commercial exports	4
Information	
Meeting point	
Outsize Baggage	6, 10
Postbox	
Premium check-in	5, 7, 11
Repack area	
Seating	
Telephone	
Toilets	
Accessible toilet	All
Baby care	18, 19
Trolleys	
VAT refunds managed by Travellex	3
Water refill stations	
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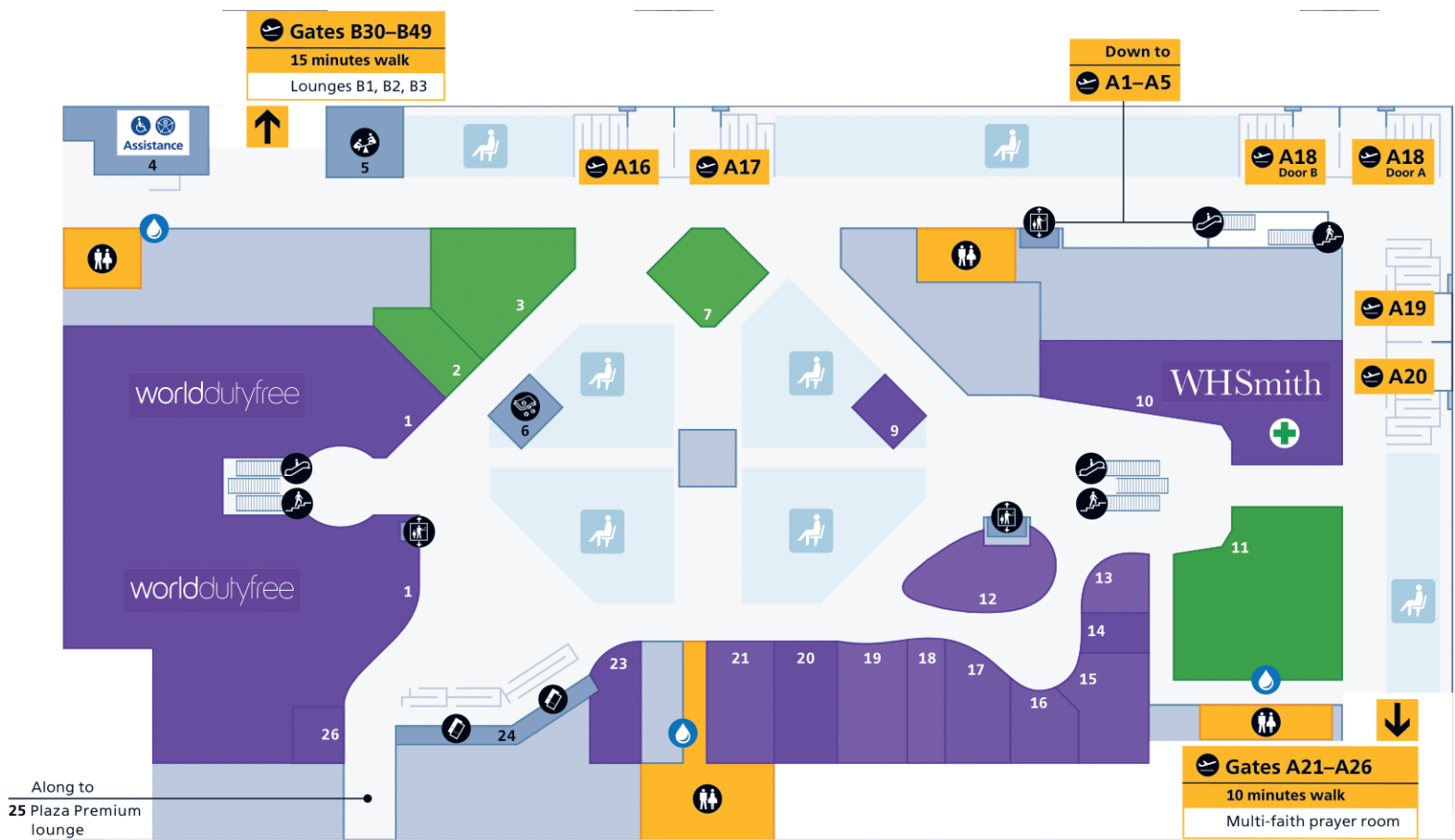
Ticket desks			
Aegean Airlines	14	Ethiopian Airlines	13
Aer Lingus	16	EVA Air	17
Air Canada	17	LOT Polish Airlines	16
Air China	17	Lufthansa	16
Air New Zealand	14	SAS – Scandinavian Airlines	14
ANA	14	Singapore Airlines	17
Asiana Airlines	14	South African Airways	14
Austrian	16	Swiss International Air lines	16
Avianca	13	TAP Portugal	14
Brussels Airlines	16	Thai Airways	17
Croatia Airlines	16	Turkish Airlines	17
Egypt Air	13	United Airlines	13

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Terminal 2

Departures

Level 4 (Gates A1–A26)



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Shopping

Bottega Veneta	19	Kate Spade	14
Burberry	21	Paul Smith	17
Bvlgari	18	Rolex	9
Gucci	20	Smythson	13
Harrods	23	WHSmith and Well Pharmacy	10
Harrods Fine Watch Room	12	World Duty Free	1
Hugo Boss	16	World of Whiskies	26

Food and drink

Cafés		Bars & restaurants	
Caviar House & Prunier	2	Caviar House & Prunier Seafood Bar	7
		Leon	3
		New Restaurant - Opening Winter 2020	11

Services

Airline lounges		Airline service desk	24	Pharmacy	10
Lounge A3	25	Assistance	4	Seating	
Lounge B1	near Gate B46	Bureau de change		Stairs	
Lounge B2	near Gate B44	Traveler	6	Ticket sales	24
Lounge B3	near Gate B44	Escalator		Toilets	
		Information		Accessible toilet	All
		Lift		Baby care	All
		Multi-faith prayer room		Drinking fountain	All
		Play area	5	Water refill stations	

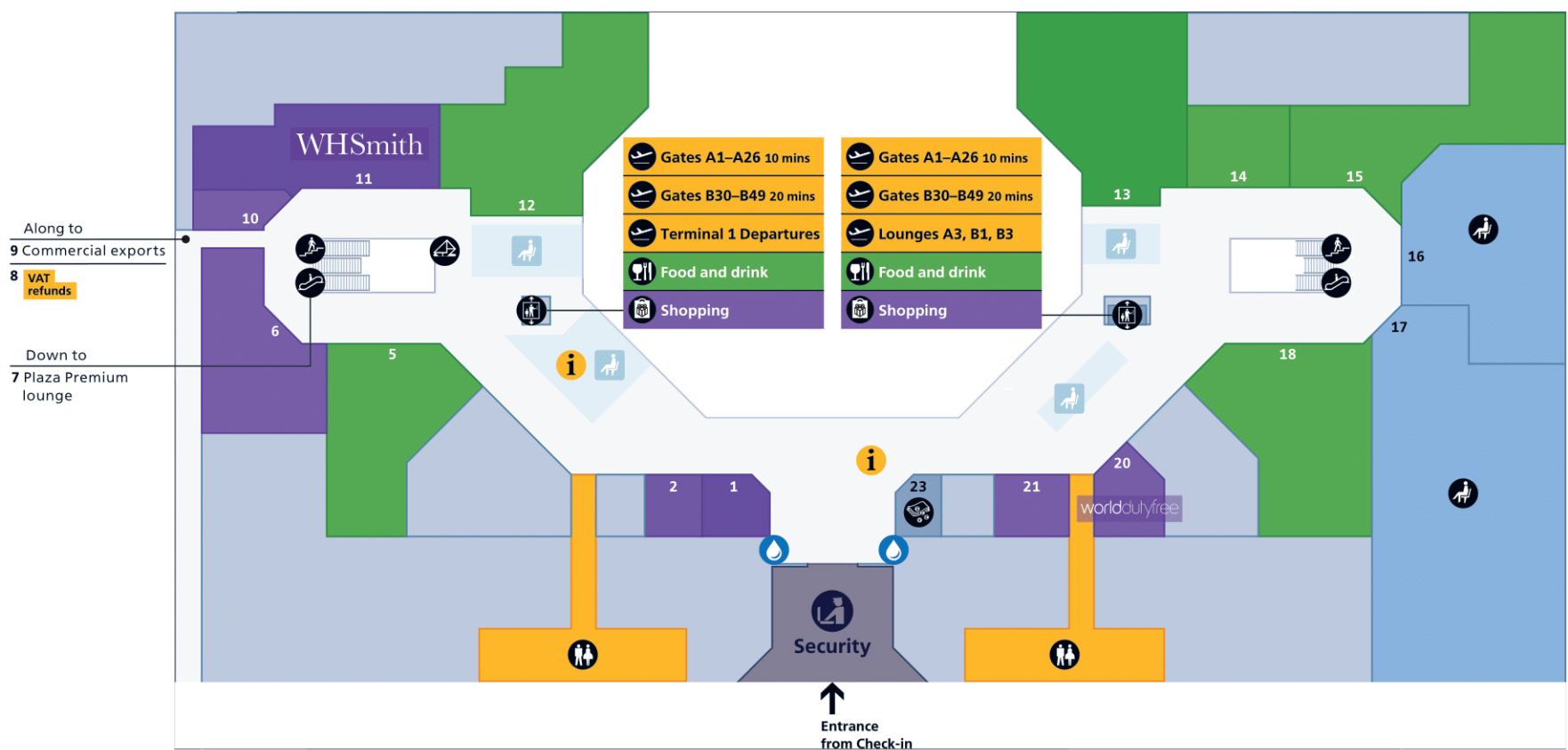
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Heathrow

Terminal 2

Departures

Level 5 (Check-in level)



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Shopping	
Dixons Travel	6
Hamleys	10
New Luggage Offer - Opening Late 2020	21
Sunglass Hut	1
Ted Baker	2
WHSmith	11
World Duty Free	20

Food and drink	
Cafés	
Pret A Manger	5
Bars and restaurants	
London's Pride by Fuller's	18
The Gorgeous Kitchen	15
The Perfectionists' Café	13
Wondertree	12
YO!	14

Services		
Airline lounges	Bureau de change	Seating
Lounge A1 17	Travellex 23	Stairs
Lounge A2 16	Commercial exports 9	Toilets
Lounge A3 7	Escalator	Accessible toilet All
Plaza Premium lounge	Information	Baby care All
paid facilities include shower, bedroom and spa	Lift	Drinking fountain All
	Postbox	VAT refunds managed by Travellex 8
		Water refill stations
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		