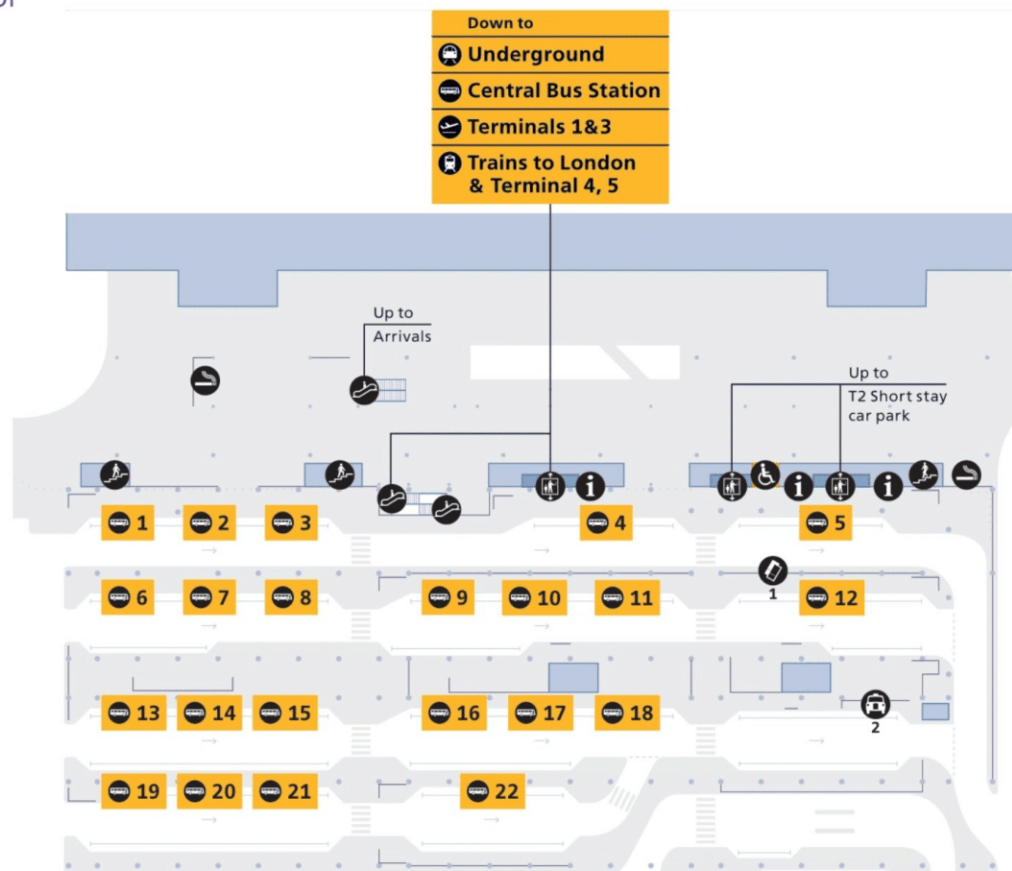


Terminal 2

Arrivals (onward travel)

Ground floor



Services

Accessible toilet	Help point	Taxi rank	2
Bus stop	Lift	Ticket sales	
Escalator	Smoking area	Hotel Hoppa	1
	Stairs		

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

Bus and coach stop allocation

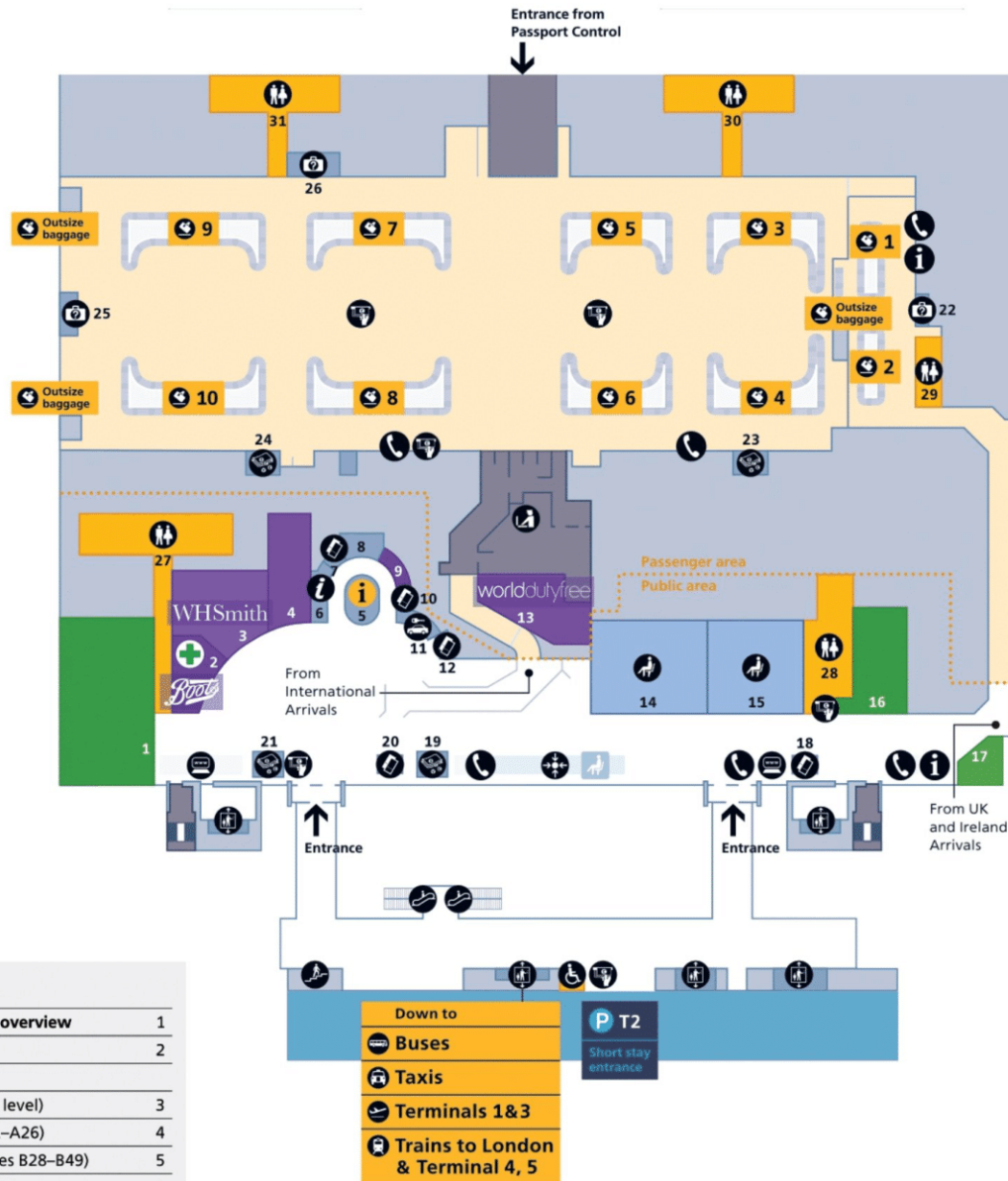
Hotel by bus	12	Car rental (off airport)	22
Hotel Hoppa	9-11	Dollar, Thrifty, Sixt	
Staff buses	13-15	Car rental (on airport)	6-8
Airline crew	16-18	Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Group travel	1-3	Car parking (off airport)	19-21
		NCP Flight Path, Purple Parking, Purple Parking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

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 5 (Check-in level)	3
Level 4 (Gates A1-A26)	4
Terminal 2B (Gates B28-B49)	5
Arrivals	
Arrivals	6
Onward travel	7

Terminal 2

Arrivals Level 1



Shopping

Boots	2
Excess Baggage Company	4
SIM Local	9
WHSmith	3
World Duty Free	13

Food and drink

Caffè Nero	1, 17
M&S Simply Food	16

Services

Airline lounge		Car rental desk	11	Ticket sales	
Arrivals lounge	14	Cash machine		Heathrow Express	12, 20
Plaza Premium lounge	15	Escalator		Hotel by Bus	7
Airport Information	5, 8	Help point		National Express	10
Baggage enquiries	22, 25, 26	Internet facility		Toilets	
Baggage reclaim		Lift		Accessible toilet	All
Bureau de change		Meeting point		Baby care	28-31
Moneycorp	19, 23	Pharmacy	2	Drinking fountain	29-31
Travelex	21, 24	Seating		Tourist information	6
		Stairs		Tourist services by British Hotel Reservation Centre	6
		Telephone			

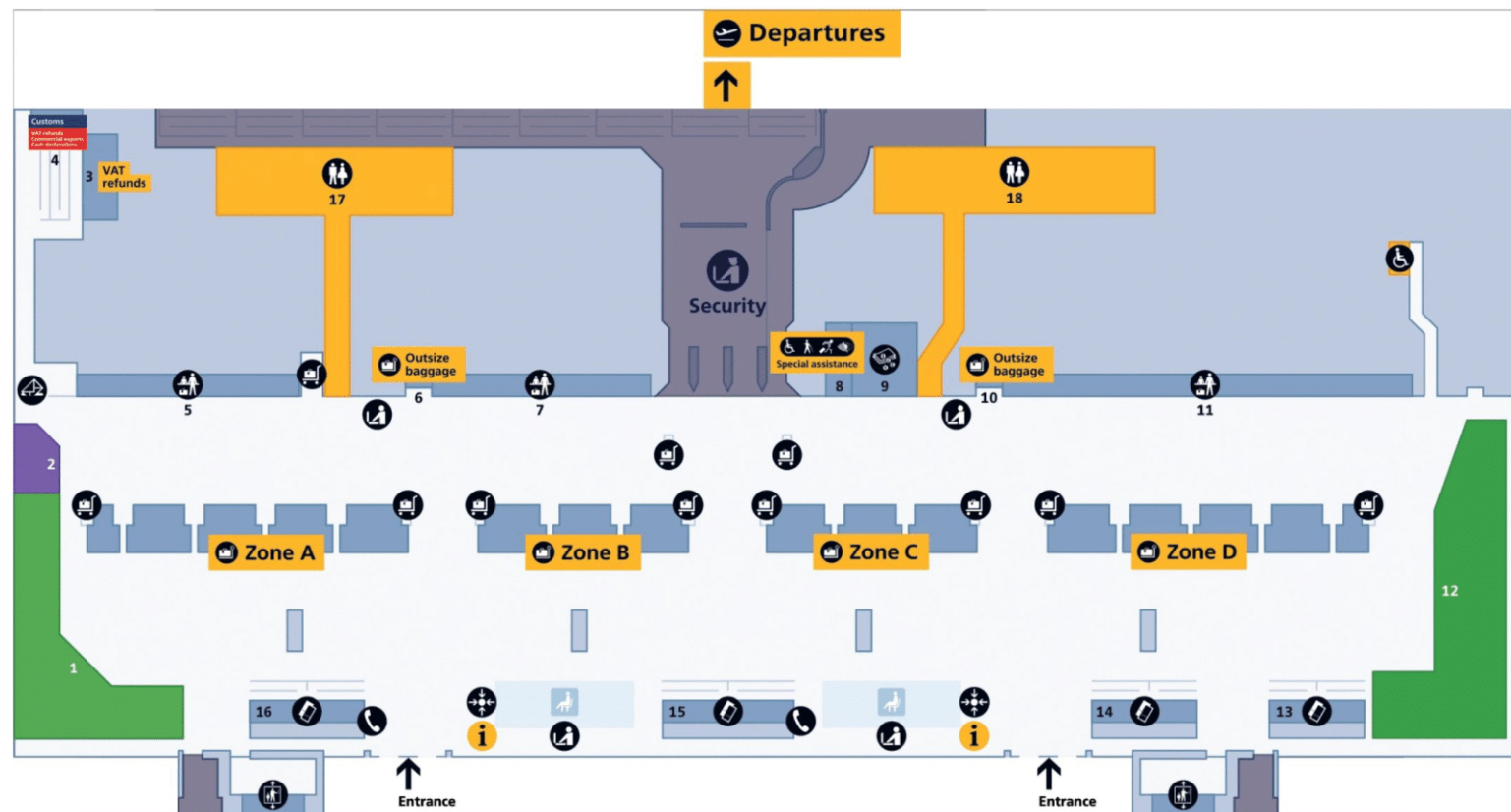
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 5 (Check-in level)	3
Level 4 (Gates A1-A26)	4
Terminal 2B (Gates B28-B49)	5
Arrivals	
Arrivals	6
Onward travel	7

Terminal 2

Check-in
Level 5



Shopping

Excess Baggage Company 2

Food and drink

Cafés

Costa Coffee 1

Bars and restaurants

The Flying Chariot by JD Wetherspoon 12

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 5 (Check-in level)	3
Level 4 (Gates A1–A26)	4
Terminal 2B (Gates B28–B49)	5
Arrivals	
Arrivals	6
Onward travel	7

Services

Airline ticket desk	13–16	Premium check-in	5, 7, 11
Bureau de change		Repack area	
Travelex	9	Seating	
Check-in		Special assistance	8
Customs cash declarations	4	Telephone	
Customs commercial exports	4	Toilets	
Information		Accessible toilet	All
Meeting point		Baby care	17, 18
Outsize Baggage	6, 10	Trolleys	
Postbox		VAT refunds managed by Travelex	3
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi			

Ticket desks

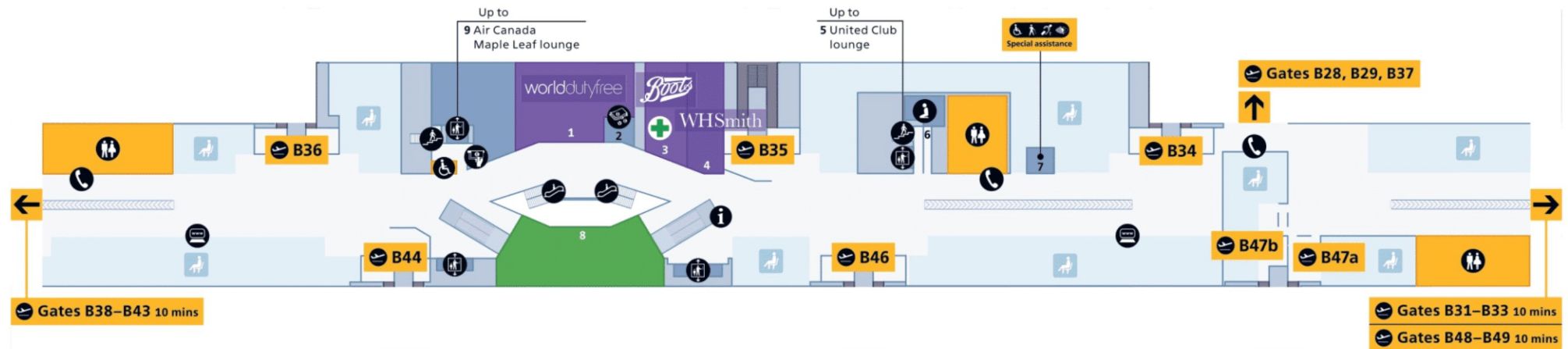
Aegean Airlines	14	Ethiopian Airlines	13
Aer Lingus	15	EVA Air	16
Air Canada	16	LOT Polish Airlines	15
Air China	16	Lufthansa	15
Air New Zealand	14	SAS – Scandinavian Airlines	14
ANA	14	Singapore Airlines	16
Asiana Airlines	14	South African Airways	14
Austrian	15	Swiss International Air lines	15
Avianca	13	TAP Portugal	14
Brussels Airlines	15	Thai Airways	16
Croatia Airlines	15	Turkish Airlines	16
Egypt Air	13	United Airlines	13

Heathrow

Terminal 2

Departures

Terminal 2B (Gates B31–B49)



Shopping	
Boots	3
WHSmith	4
World Duty Free	1

Food and drink	
Caffè Nero	8

Services		
Airline lounge	Cash Machine	Seating
Lounge B1	Escalator	Special assistance
Arrivals lounge	Help point	7
Lounge B3	Internet facility	Stairs
Air Canada	Lift	Telephone
Maple Leaf lounge	Multi-faith prayer room	Toilets
Bureau de change	6	Accessible toilet
Moneycorp	2	3
	Pharmacy	All
		Baby care
		All
		Drinking fountain
		All

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

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 5 (Check-in level)	3
Level 4 (Gates A1–A26)	4
Terminal 2B (Gates B28–B49)	5
Arrivals	
Arrivals	6
Onward travel	7

Terminal 2

Departures

Level 4 (Gates A1–A26)



Shopping

Bottega Veneta	19	Kurt Geiger	15
Burberry	21	Michael Kors	14
Bvlgari	18	Mulberry	22
Gucci	20	Paul Smith	17
Harrods	23	Smythson	13
Harrods The Fine Watch Room	12	WHSmith	10
Hugo Boss	16	World Duty Free	1

Food and drink

Cafés		Bars & restaurants	
Ca'puccino	9	Caviar House & Prunier Seafood Bar	7
Caviar House & Prunier	2	La Salle	11
		Leon	3

Services

Airline lounges	25	Airline service desk	24	Seating	
Lounge A3		Bureau de change		Special assistance	4
Plaza Premium lounge		Moneycorp	8	Stairs	
paid facilities include shower, bedroom and spa		Travelex	6	Ticket sales	24
Lounge B1 near Gate B46		Escalator		Toilets	
Arrivals lounge		Information		Accessible toilet	All
United Global First lounge		Lift		Baby care	All
Lounge B2 near Gate B44		Multi-faith prayer room		Drinking fountain	All
Singapore Airlines lounge		Play area	5		
SilverKris lounge					
Lounge B3 near Gate B44					
Air Canada lounge					
Maple Leaf lounge					

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

Contents

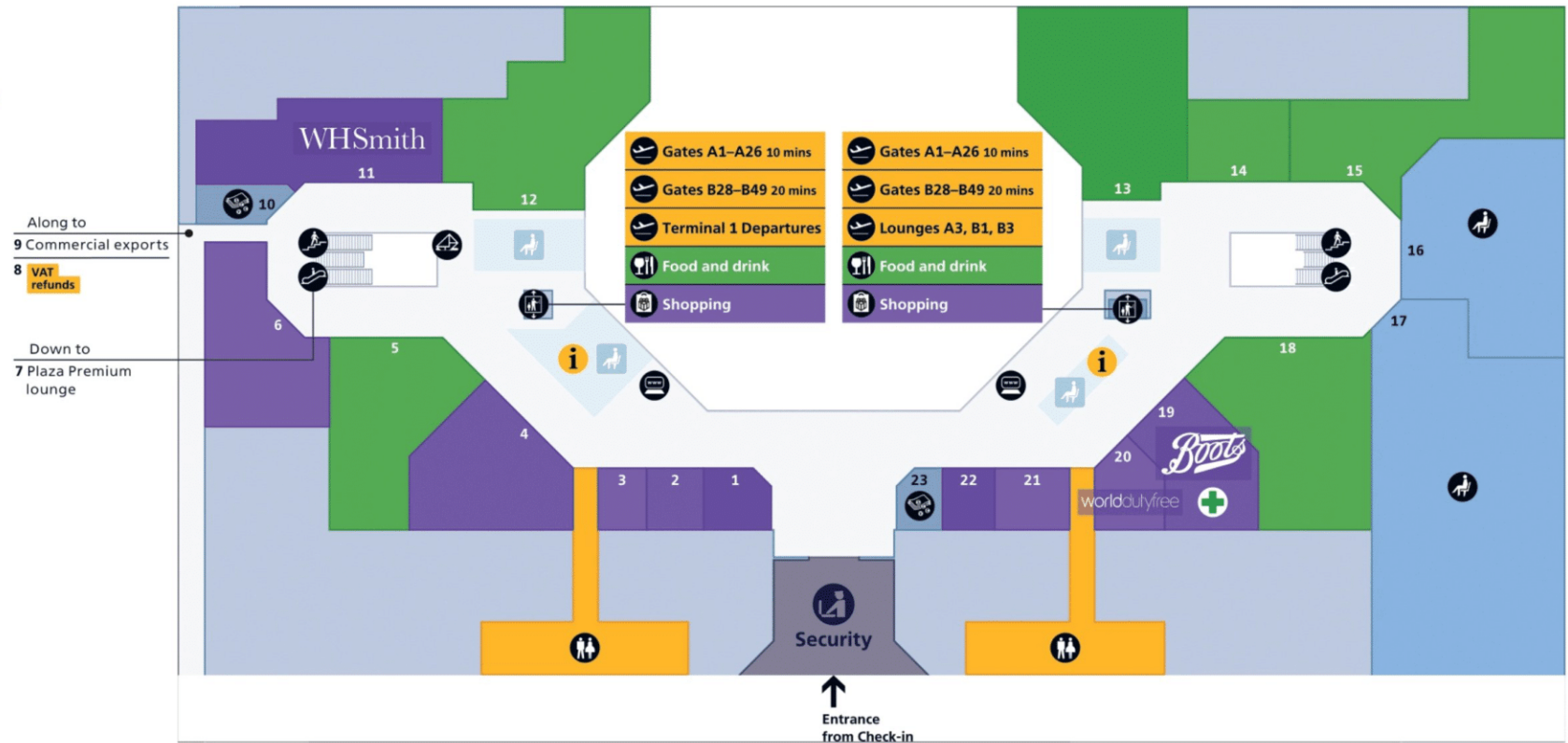
Heathrow Airport overview	1
Check-in	2
Departures	
Level 5 (Check-in level)	3
Level 4 (Gates A1–A26)	4
Terminal 2B (Gates B28–B49)	5
Arrivals	
Arrivals	6
Onward travel	7

Heathrow

Terminal 2

Departures

Level 5 (Check-in level)



Shopping	
Boots	19
Case	21
Cath Kidston	3
Dixons Travel	6
John Lewis	4
Sunglass Hut	1
Ted Baker	2
Thomas Pink	22
WHSmith	11
World Duty Free	20

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

Services	
Airline lounges	
Lounge A1	17
Lufthansa Senator lounge	
Lounge A2	16
Aer Lingus	
Gold Circle lounge	
Lounge A3	7
Plaza Premium lounge	
paid facilities include shower, bedroom and spa	
Bureau de change	
Moneycorp	10
Travellex	23
Commercial exports	9
Escalator	
Information	
Internet facility	
Lift	
Pharmacy	19
Postbox	
Seating	
Stairs	
Toilets	
Accessible toilet	All
Baby care	All
Drinking fountain	All
VAT refunds managed by Travellex	8

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 5 (Check-in level)	3
Level 4 (Gates A1-A26)	4
Terminal 2B (Gates B28-B49)	5
Arrivals	
Arrivals	6
Onward travel	7