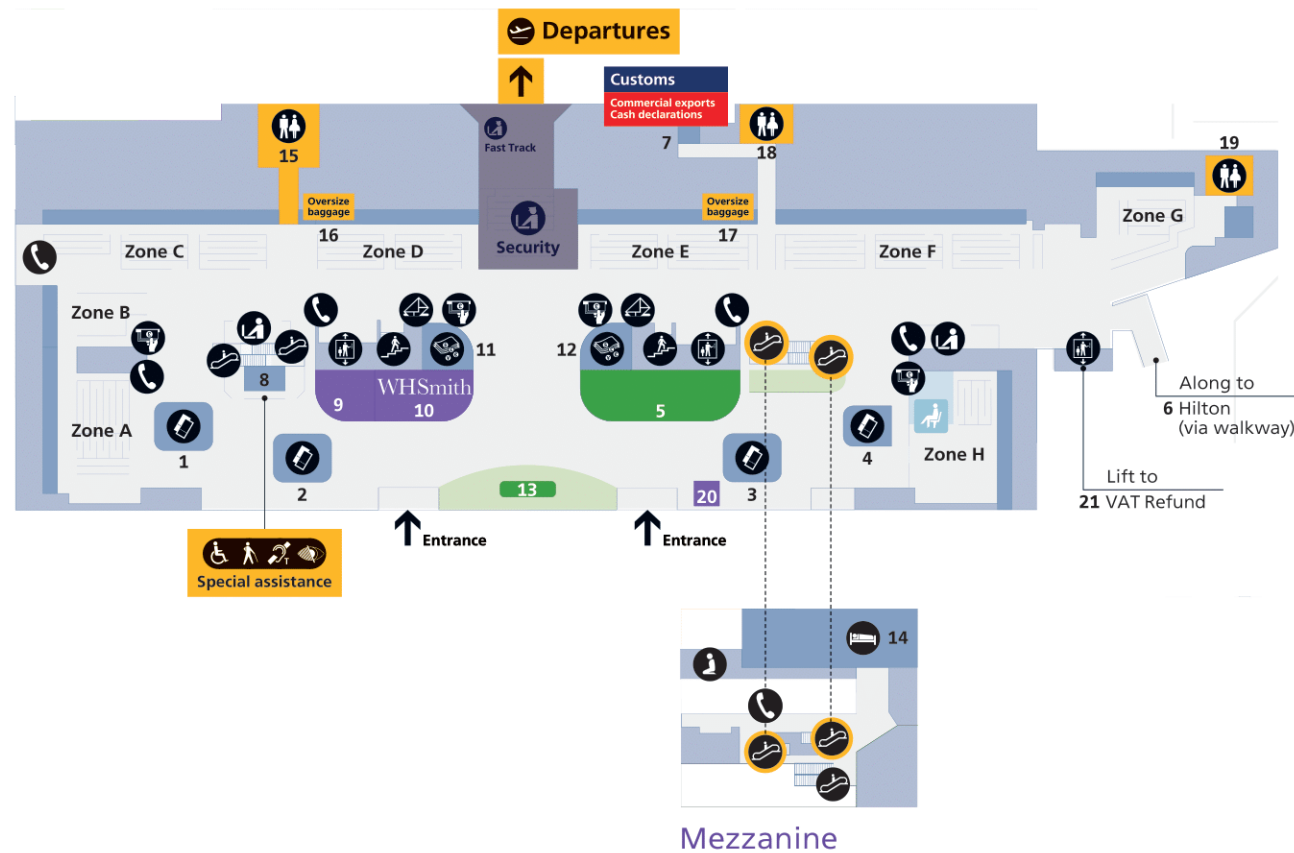


Terminal 4

Check-in

Level 2 and mezzanine



Shopping

Excess Baggage Company	9,20
WHSmith	10

Food and drink

Caffè Nero	13
Oriel	5

Ticket desks

Aeroflot	4	Jet Airways	2
Air France	4	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
Jat Airways	2		

Services

Airline service desk	1-4	Hotel		Special assistance	8
Bureau de change		Hilton	6	Stairs	
Travellex	11, 12	Yotel	14	Telephone	
VAT refunds managed by Travellex	11	Lift		Toilets	
Cash machine		Postbox		Accessible toilet	All
Commercial exports	7	Multi-Faith prayer room		Baby care	15, 18
Escalator		Repack area		Drinking fountain	15, 19
		Seating		VAT refunds	11, 21 managed by Travellex
		Oversize baggage	16, 17		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

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
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Terminal 4

Departure Lounge

Level 2



Shopping			
apm Monaco	52	Saint Laurent	21
Boots 	40	Sunglass Hut	34
Boots	59	Swarovski	43
Bottega Veneta	20	Ted Baker	39
Burberry	5	The Bookshop by WHSmith	58
Bvlgari	19	Thomas Pink	51
Cartier	2	Valentino	18
Cath Kidston	38	Watches of Switzerland	24
Caviar House & Prunier	46	WHSmith	10, 47, 62
Dixons Travel	13, 37	World Duty Free	9, 29, 30, 56
Fendi	17	World of Whiskies	35

Food and drink

Cafés

Carluccio's Café and Restaurant	50
Costa Coffee	28
Pret A Manger	14
Bars and restaurants	
Caviar House & Prunier Seafood Bar	60
Comptoir Libanais	49
Prince of Wales	61
The Commission Restaurant and Bar	3

Services

Airline lounges		Cash machine		Stairs	
Falcon Gold	16	Commercial exports	63	Telephone	
Gulf Air lounge		Escalator		Toilets	
The House lounge	54	Information		Accessible toilet	All
Malaysia Airlines lounge	15	Lift		Baby care	64
Plaza Premium lounge	12	Multi-Faith prayer room next to Gate 5b		Drinking fountain	64
Qatar Airways Premium lounge	11	Pharmacy	41	Family toilets	64
Skyteam lounge	55	Play area	8	View Heathrow Observation Deck	48
Airline service desks	7	Postbox			
Bureau de change		Seating			
Travellex	25, 32	Smoking area	6		
VAT refunds managed by Travellex	32	Special Assistance	27		

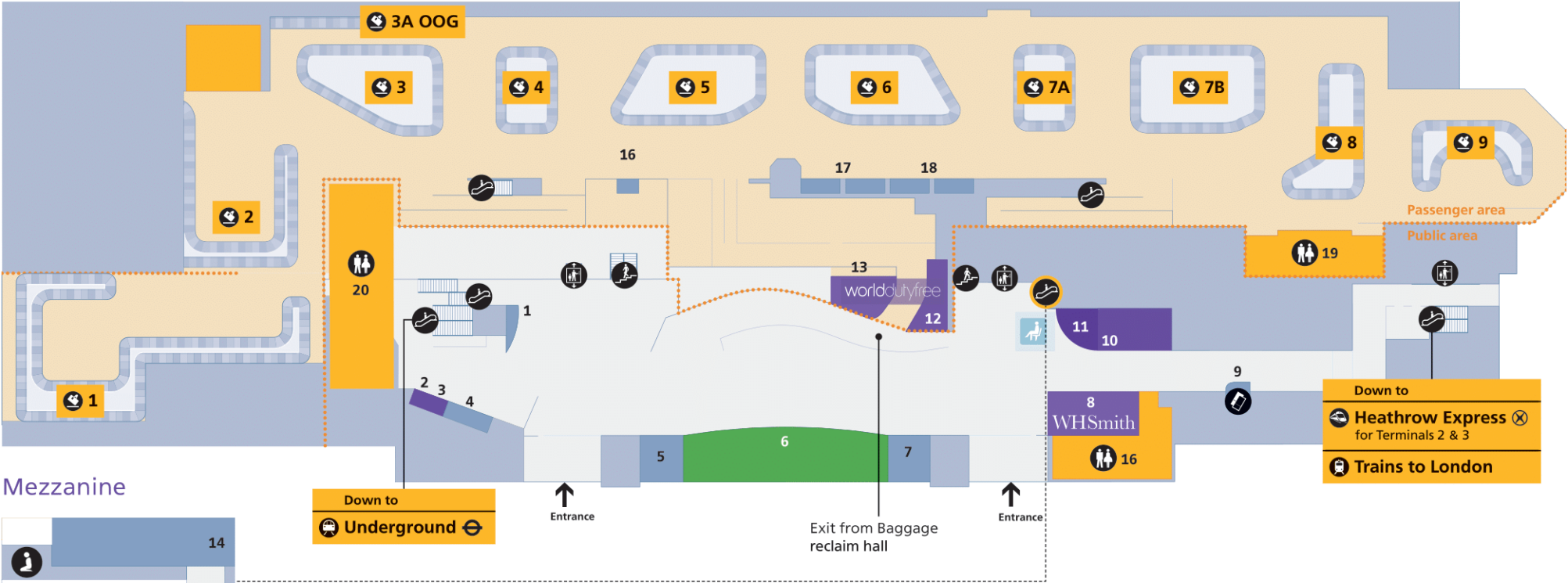
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

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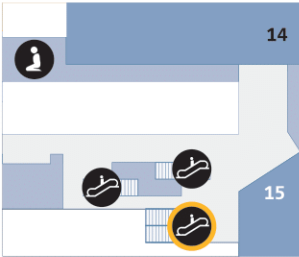
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Terminal 4

Arrivals
Ground floor and mezzanine



Mezzanine



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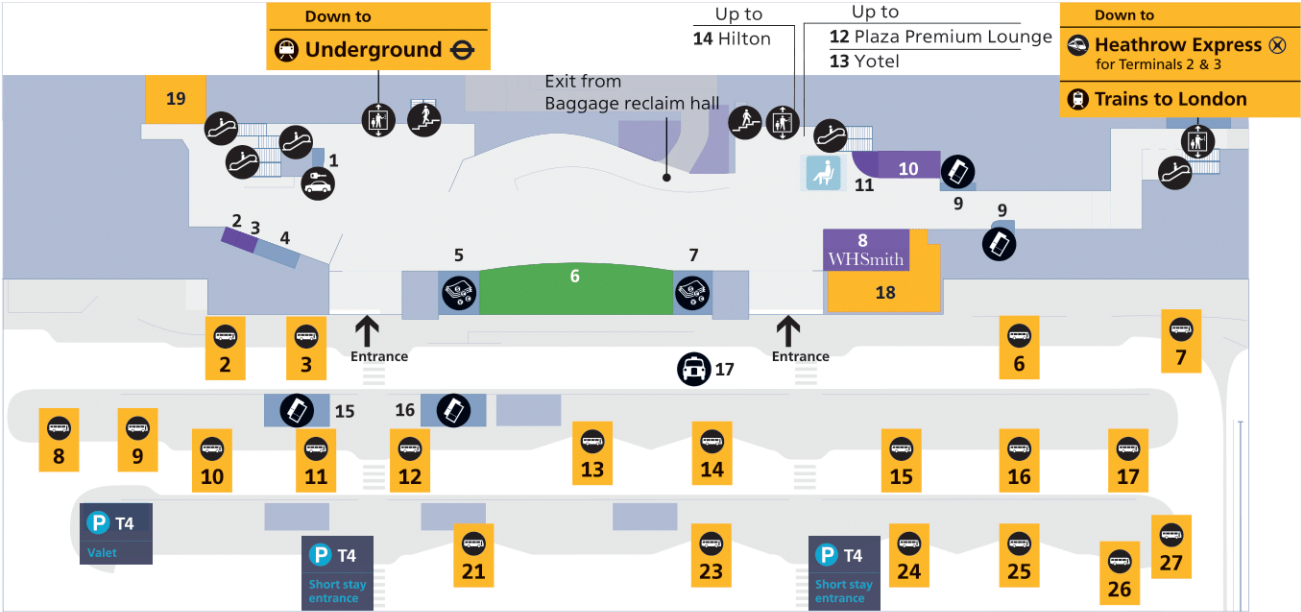
Shopping	
Boots	10
Excess Baggage Company	2
We Know London	3, 11
WHSmith	8
World Duty Free	12, 13

Food and drink	
Costa Coffee	6

Services			
Baggage enquiries	16–18	Customs	
Baggage reclaim		Escalator	
Bureau de change		Help point	
Travelex	5, 7	Hotel	
Car rental	1	Yotel	14
Cash machine		Information	
Chauffeur services	4		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi			
Lift		Telephone	
Meeting point		Ticket sales	
Multi-faith prayer room		Heathrow Express	9
Plaza Premium Lounge	15	Toilets	
Seating		Accessible toilet	All
Stairs		Baby care	All
		Drinking fountain	19, 20

Terminal 4

Arrivals (Onward travel)
Ground floor



Shopping	
Boots	10
Excess Baggage Company	2
We Know London	3, 11
WHSmith	8

Food and drink	
Costa Coffee	6

Bus and coach stop allocation	
Buses – Local & TfL 482, 490, 555, 557	6–7
Hotel by bus Hotel Hoppa	10
Express coach – National Express	11
Group travel – pick up	12–14
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Services		
Bureau de change	Information	Ticket sales
Travelex 5, 7	Lift	Heathrow Express 9
Bus stop	Meeting point	Hotel by Bus 15
Cash machine	Motorcycle parking	National Express 16
Car rental 1	Plaza Premium Lounge 12	Toilets
Chauffeur services 4	Seating	Accessible toilet All
Cycle parking	Smoking area	Baby care All
Escalator	Stairs	Drinking fountain 19
Help point	Taxi rank 17	
Hotel	Telephone	
Yotel 13		
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