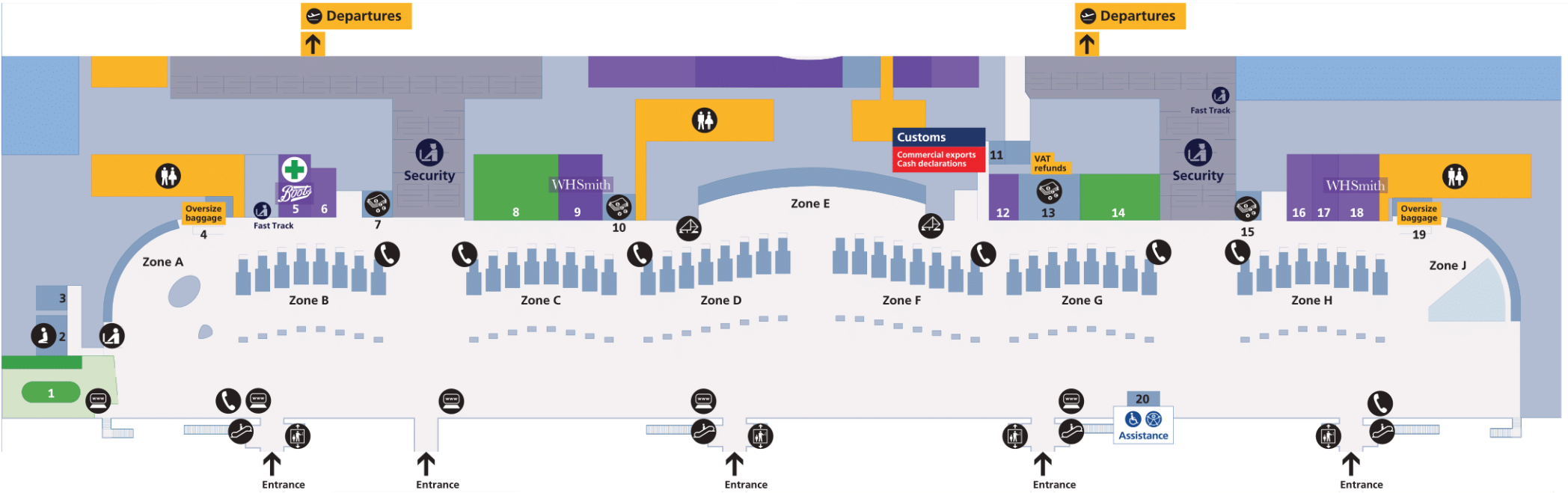


Terminal 5

Check-in Level 3



Shopping	
Boots	5
Coming Soon	16
Excess Baggage Company	6, 12
T5 Fine Art Gallery	17
WHSmith	9, 18

Food and drink	
Cafés	
Caffè Nero	1
Bars and restaurants	
Coming Soon	8, 14

Services	
Assistance	20
British Airways Sky Flyers Solo	3
Bureau de change	
Travelex	7, 10, 15
VAT refunds managed by Travelex	13
Check-in	
Cash machine	
Commercial exports	11
Escalator	
Internet facility	
Lift	
Multi-faith prayer room	2
Oversize baggage	4, 19
Pharmacy	5
Postbox	
Repack area	
Telephone	
Toilets	
Accessible toilet	All
Baby care	All
VAT refunds managed by Travelex	14

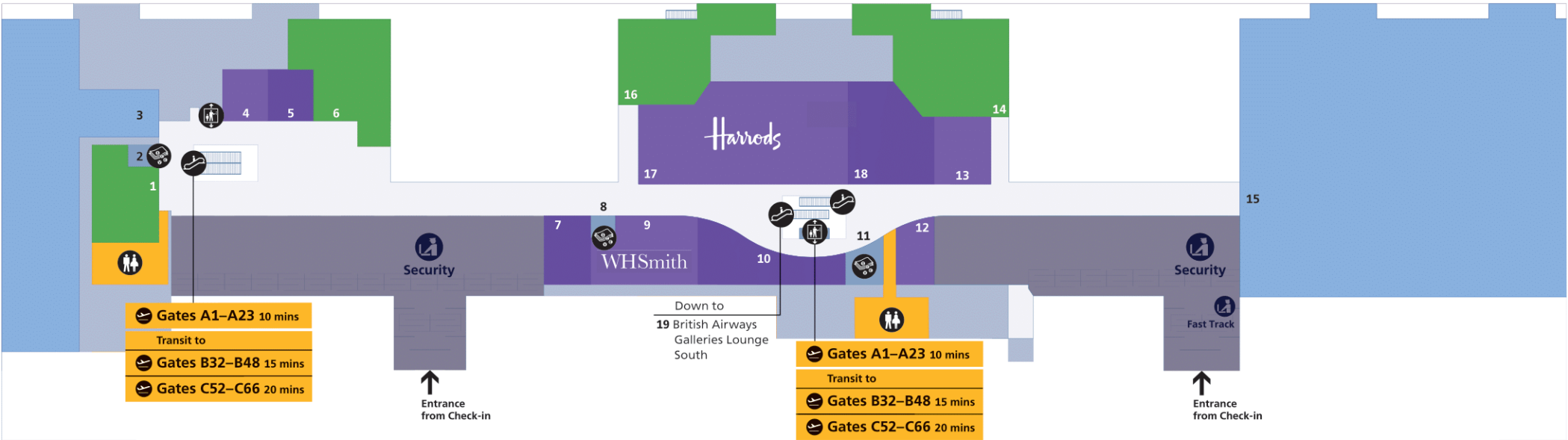
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Terminal 5

Departures

Level 3 (Check-in level)



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Shopping

Accessorize	7
Boots	13
Collection	18
Dixons Travel	10
Glorious Britain	4
Harrods	17
The Harry Potter Shop	5
The Macallan Boutique	12
WHSmith	9

Food and drink

Bars and restaurants	
Coming Soon	1
Giraffe	6
Gordon Ramsay Plane Food	14
Wagamama	16

Services

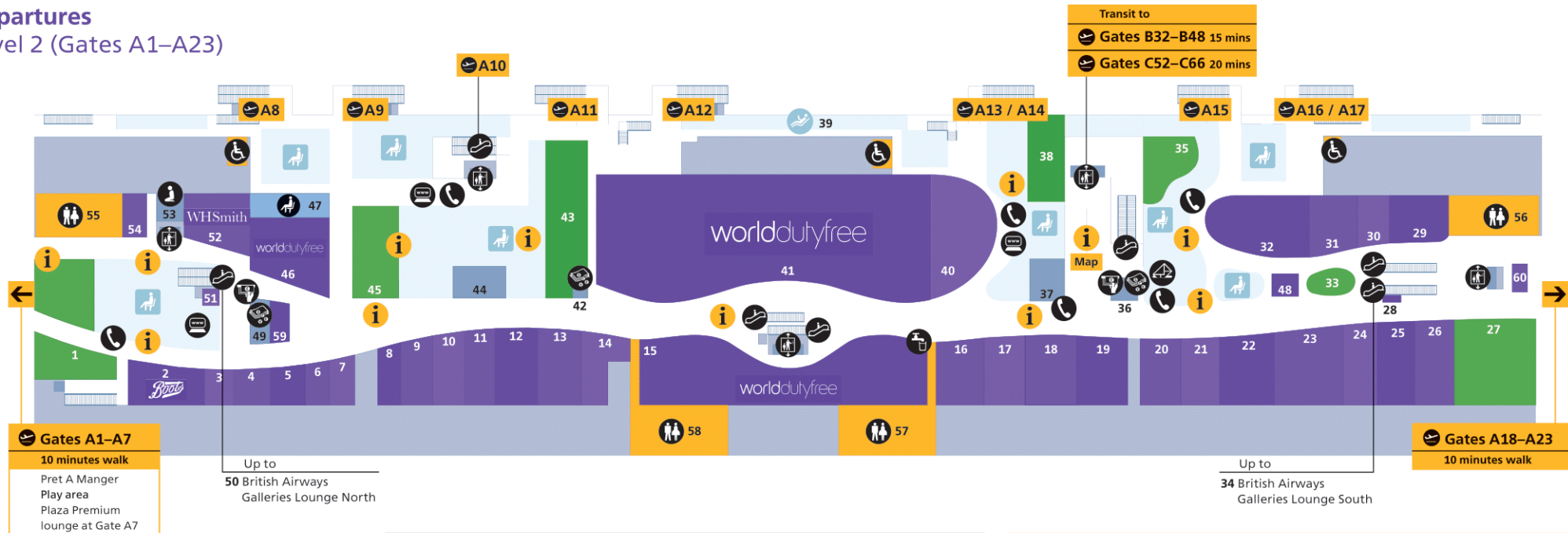
Airline lounges	Bureau de change	Lift
British Airways Concorde Room 15	Travelex 2, 8, 11	Postbox
British Airways Galleries Lounge North 3	VAT refunds managed by Travelex 8, 11	Stairs
British Airways Galleries Lounge South 19	Pharmacy 12	Toilets
	Cash machine	Accessible toilet All
	Commercial exports 19	Baby care All
	Escalator	VAT refunds managed by Travelex 8, 11
	Information	

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

Terminal 5

Departures

Level 2 (Gates A1–A23)



Shopping			
Be Relax	60	Smythson	30
Boots	2	Sunglass Hut	7, 59
Bottega Veneta	31	Ted Baker	9
Burberry	23	The Bookshop by WHSmith	54
Bvlgari	48	Tiffany & Co.	20
Cartier	21	Watches of Switzerland	16
Chanel	40	WHSmith	26, 52
Coming Soon	3, 4, 5, 6, 8	World Duty Free	15, 41, 46
Dior	17	World Of Whiskies	14
Dixons Travel	12		
Duty Free Cigarettes	13		
Fortnum & Mason	29		
Gucci	22		
Hermès	19		
Kurt Geiger	10		
Louis Vuitton	32		
Paul Smith	25		
Prada	18		
Reiss	11		
Rolox	24		
Shoe Shine Company	28, 51		

Food and drink	
Cafés	
Pret A Manger	45
Starbucks	43
Bars and restaurants	
Caviar House & Prunier	38
Fortnum & Mason The Bar	33
Itsu	35
Pilots Bar & Kitchen	27
The Crown Rivers	1

Services			
Airline lounges		Bureau de change	
British Airways 50 Galleries Lounge North		Travelax 35, 42, 49	
British Airways 34 Galleries Lounge South		VAT refunds managed by Travelax	38
Plaza Premium Lounge		Escalator	
British Airways 37, 44 customer services		Information	
Personal Shopper Lounge	47	Internet facility	
		Lift	
		Multi-faith prayer room	53
		Play area near Gate A3	
		Priority seating	
		Quiet zone	39
		Seating	
		Stairs	
		Telephone	
		Toilets	55, 56, 57, 58
		Accessible toilet	All
		Baby care	All
		Drinking fountain	55, 56, 57

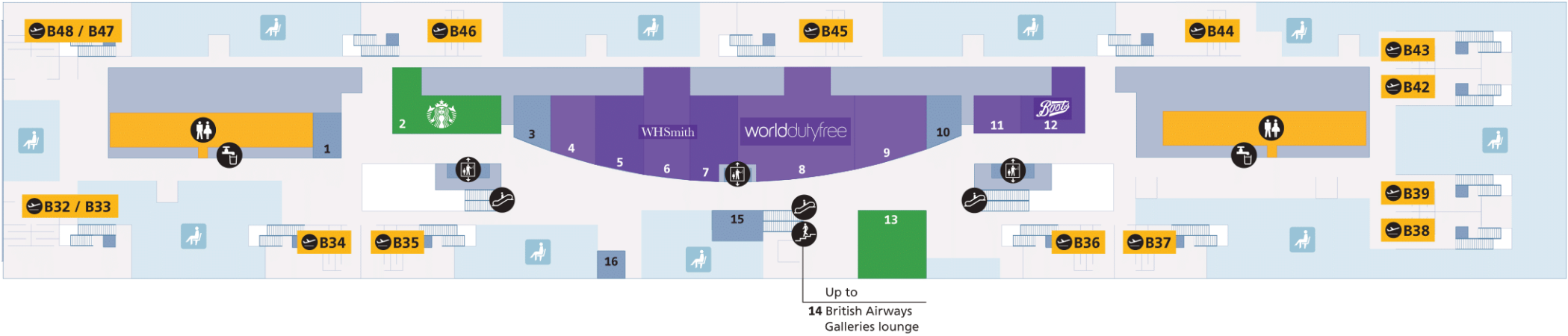
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Terminal 5

Departures

Terminal 5B (Gates B32–B48)



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Shopping	
Be Relax	4
Boots	12
Coming Soon	7
Dixons Travel	9
Harrods	5
Sunglass Hut	11
WHSmith	6
World Duty Free	8

Food and drink	
Cafés	
Starbucks	2
Bars and restaurants	
Wetherspoon Express	13


Services		
Assistance	16	Escalator
Airline lounges		Information
British Airways Galleries lounge	14	Internet facility
British Airways customer services	15	Lift
Bureau de change		Multi-faith prayer room
Travelex	3, 10	Pharmacy
VAT refunds managed by Travelex	10	Seating
		Stairs
		Telephone
		Toilets
		Accessible toilet
		Baby care
		Drinking fountain
		VAT refunds managed by Travelex
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

Terminal 5















Departures

Terminal 5C (Gates C52–C66)



Shopping	
Boots 	2
WHSmith	3
World Duty Free	4

Food and drink	
Starbucks	1

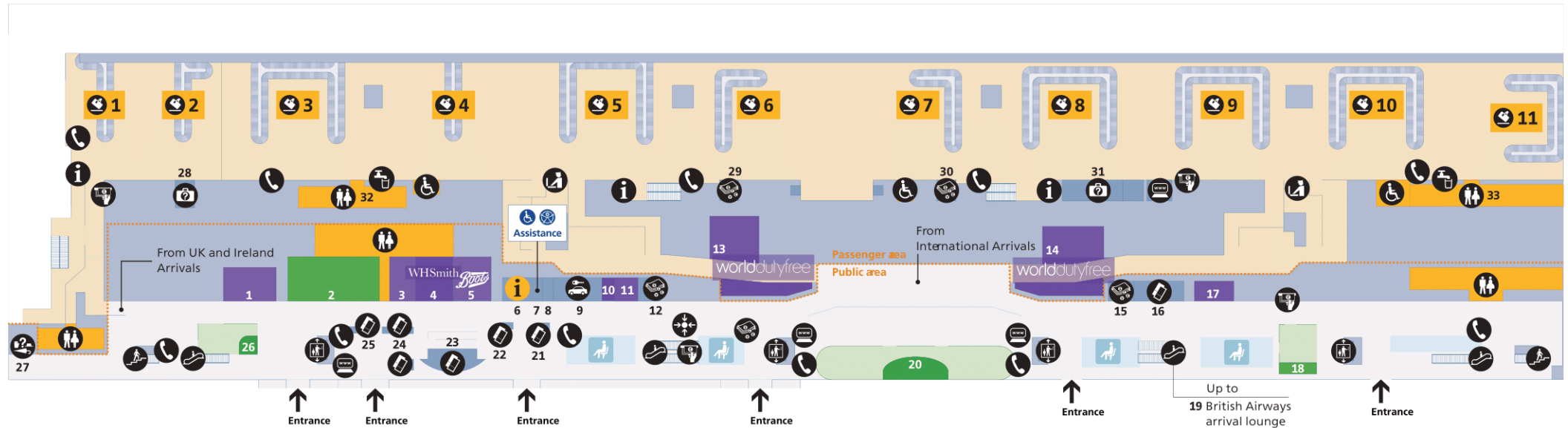
Services		
Assistance	5	 Internet facility
British Airways customer services	6	 Lift
 Cash machine		 Multi-faith prayer room 7
 Escalator		 Pharmacy 2
 Information		 Seating
 Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		
		 Telephone
		 Toilets
		 Accessible toilet All
		 Baby care All
		 Drinking fountain All

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Terminal 5

Arrivals

Ground floor



Shopping

Boots	5
Excess Baggage Company	1
Bradley Smith Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 17
We Know London	11
WHSmith	5
World Duty Free	13, 14

Food and drink

Caffè Nero	18, 26
Costa Coffee	20
M&S Simply Food	2

Services

Assistance	7	Cash machine	Telephone
Airline lounge		Escalator	Ticket sales
British Airways arrival lounge	19	Help point	Heathrow Express
Airport information	6	Internet facility	National Express
Baggage enquiries	28, 31	Lift	Underground
Baggage reclaim		Lost property	22-24
Bureau de change		Meeting point	Toilets
Travellex	12, 15, 29, 30	Seating	Accessible toilet
Car rentals desk	9	Stairs	Baby care
			Drinking fountain

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

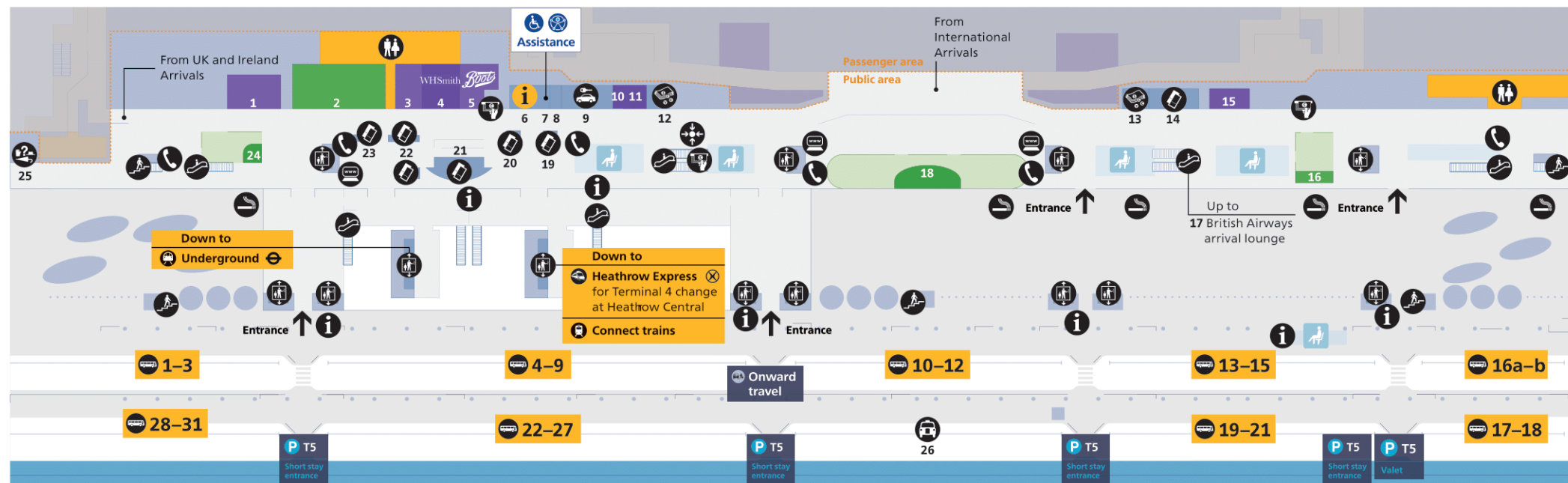
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Terminal 5

Arrivals (Onward travel)

Ground floor



Shopping	
Boots	5
Excess Baggage Company	1
Bradley Smith Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 15
We Know London	11
WHSmith	4

Food and drink	
Caffè Nero	16, 24
Costa Coffee	18
M&S Simply Food	2

Bus and coach stop allocation	
Group travel	16, 16a, 16b
Hotel Hoppa, Hotel by bus, T4 Hilton Hotel	26-27
Express coach – National Express	11-15
National Express Coach / Railair	9
Oxford the Airline	10
Transport for London (TfL) – drop/stand	1-8
Staff bus N1 / N5	24
Staff bus N2	25
BA and BA crew coaches	21
Business parking, Long stay	22
Car rental (off airport)	28
Dollar, Thrifty, Sixt	19
Car rental (on airport)	19
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	29
Car parking (off airport)	29
Click Park, Purple Parking, Purple Parking Business, Reeds	

Services	
Assistance	7
Airline lounge	
British Airways arrival lounge	17
Airport information	5
Bureau de change	
Travelex	12, 13
Bus Stop	
Car rentals desk	8
Cash machine	
Escalator	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi	
Help point	
Internet facility	
Lift	
Lost property	25
Meeting point	
Seating	
Smoking area	
Stairs	
Taxi rank	26
Telephone	
Ticket sales	
Heathrow Express	19
National Express	14
Underground	20-23
Toilets	
Accessible toilet	All
Baby care	All

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