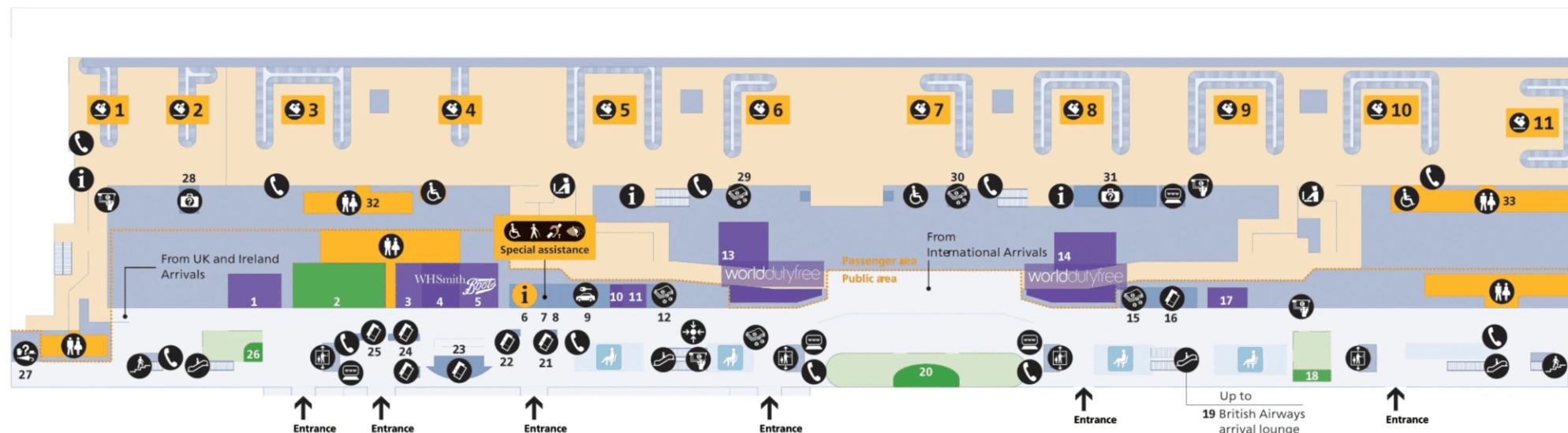


Terminal 5

Arrivals Ground floor



Shopping	
Boots	5
Excess Baggage Company	1
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
Costa Coffee	20
Giraffe	26
M&S Simply Food	2

Services		
Airline lounge	Escalator	Ticket sales
British Airways arrival lounge 19	Help point	Heathrow Express 21, 25
Airport information 6	Internet facility	National Express 16
Baggage enquiries 28, 31	Lift	Underground 22-24
Baggage reclaim	Lost property 27	Toilets
Bureau de change	Meeting point	Accessible toilet All
Travellex 12, 15, 29, 30	Seating	Baby care All
Car rentals desk 9	Special assistance 7	Drinking fountain 32, 33
Cash machine	Stairs	
	Telephone	

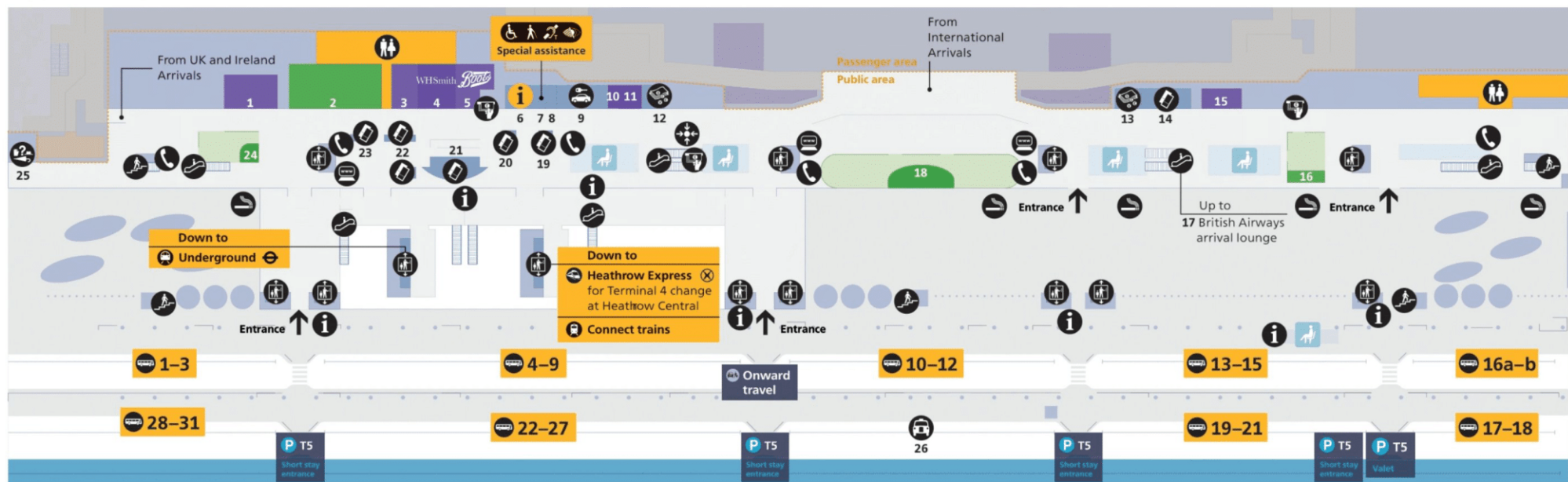
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1-A23)	4
Terminal 5B (Gates B32-B48)	5
Terminal 5C (Gates C52-C66)	6
Arrivals	
Arrivals	7
Onward travel	8

Terminal 5

Arrivals (Onward travel) Ground floor



Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1-A23)	4
Terminal 5B (Gates B32-B48)	5
Terminal 5C (Gates C52-C66)	6
Arrivals	
Arrivals	7
Onward travel	8

Shopping

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

Food and drink

Caffè Nero	16
Costa Coffee	18
Giraffe	24
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)	
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	29
Car parking (off airport)	
Click Park, Purple Parking, Purple Parking Business, Reeds	

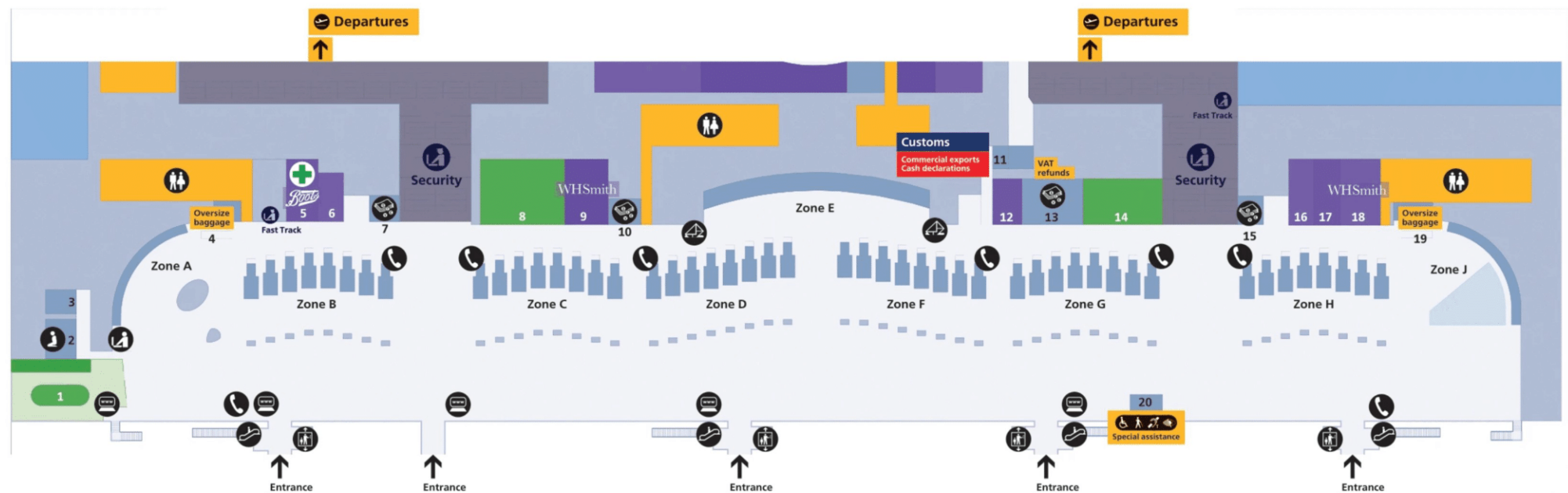
Services

Airline lounge		Internet facility		Ticket sales	
British Airways arrival lounge	17	Lift		Heathrow Express	19
Airport information	5	Lost property	25	National Express	14
Bureau de change		Meeting point		Underground	20-23
Travelex	12, 13	Seating		Toilets	
Bus Stop		Smoking area		Accessible toilet	All
Car rentals desk	8	Special assistance	6	Baby care	All
Cash machine		Stairs			
Escalator		Taxi rank	26		
Help point		Telephone			
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

Terminal 5

Check-in

Level 3



Shopping	
Boots +	5
Excess Baggage Company	6, 12
Rolling Luggage	16
T5 Fine Art Gallery	17
WHSmith	9, 18

Food and drink	
Cafés	
Caffè Nero	1
Bars and restaurants	
Carluccio's	8
Coming Soon	14

Services	
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	
Special Assistance	20
Telephone	
Toilets	
Accessible toilet	All
Baby care	All
VAT refunds managed by Travelex	14

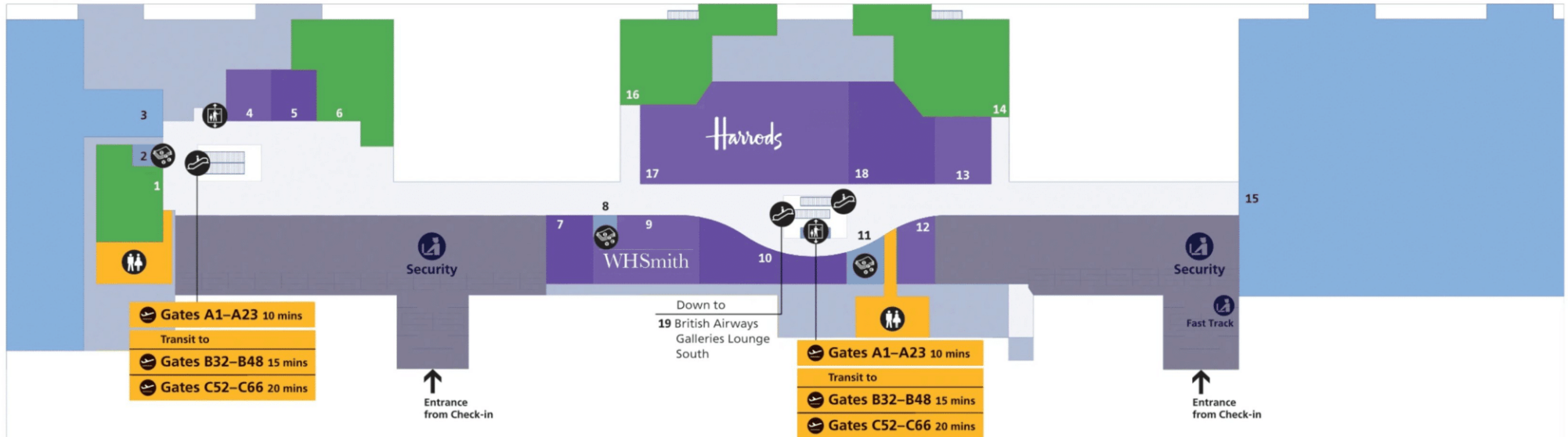
Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1–A23)	4
Terminal 5B (Gates B32–B48)	5
Terminal 5C (Gates C52–C66)	6
Arrivals	
Arrivals	7
Onward travel	8

Terminal 5

Departures

Level 3 (Check-in level)



Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1-A23)	4
Terminal 5B (Gates B32-B48)	5
Terminal 5C (Gates C52-C66)	6
Arrivals	
Arrivals	7
Onward travel	8

Shopping

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

Food and drink

Cafés	
Giraffe	6
Bars and restaurants	
Gordon Ramsay Plane Food	14
Huxley's	1
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)



Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1–A23)	4
Terminal 5B (Gates B32–B48)	5
Terminal 5C (Gates C52–C66)	6
Arrivals	
Arrivals	7
Onward travel	8

Shopping

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

Food and drink

Cafés

Pret A Manger	45
Starbucks	43

Bars and restaurants

Caviar House & Prunier	38
Coming Soon	1
Fortnum & Mason Champagne Bar	33
Itsu	35
Pilots Bar & Kitchen	27

Services

Airline lounges		Bureau de change		Quiet zone	39
British Airways 50		Travellex 35, 42, 49		Seating	
Galleries Lounge North		VAT refunds managed by Travellex 38		Stairs	
British Airways 34		Escalator		Telephone	
Galleries Lounge South		Information		Toilets 55, 56, 57, 58	
Plaza Premium Lounge at Gate A7		Internet facility		Accessible toilet All	
British Airways 37, 44 customer services		Lift		Baby care All	
Personal Shopper Lounge 47		Multi-faith prayer room 53		Drinking fountain 55, 56, 57	
		Play area next to Gate A7			
		Priority seating			

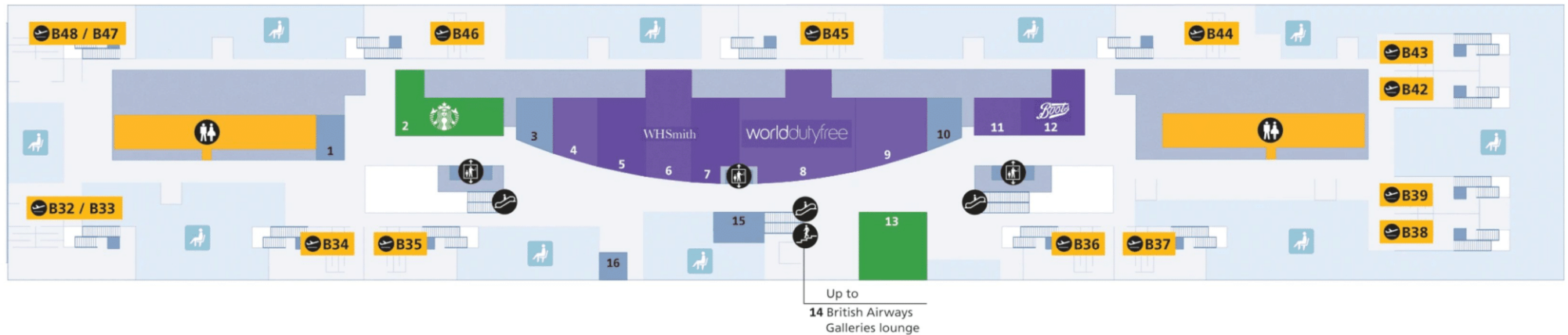
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Heathrow

Terminal 5

Departures

Terminal 5B (Gates B32–B48)



Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1–A23)	4
Terminal 5B (Gates B32–B48)	5
Terminal 5C (Gates C52–C66)	6
Arrivals	
Arrivals	7
Onward travel	8

Shopping

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

Food and drink

Cafés	
Starbucks	2
Bars and restaurants	
Wetherspoon Express	13

Services

Airline lounges		Escalator		Stairs	
British Airways Galleries lounge	14	Information		Telephone	
British Airways customer services	15	Internet facility		Toilets	
Bureau de change		Lift		Accessible toilet	All
Travellex	3, 10	Multi-faith prayer room	1	Baby care	All
VAT refunds managed by Travellex	10	Pharmacy	12	Drinking fountain	All
		Seating		VAT refunds managed by Travellex	10
		Special Assistance	16		

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

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

Contents

Heathrow Airport overview	1
Check-in	2
Departures	
Level 3 (Check-in level)	3
Level 2 (Gates A1–A23)	4
Terminal 5B (Gates B32–B48)	5
Terminal 5C (Gates C52–C66)	6
Arrivals	
Arrivals	7
Onward travel	8