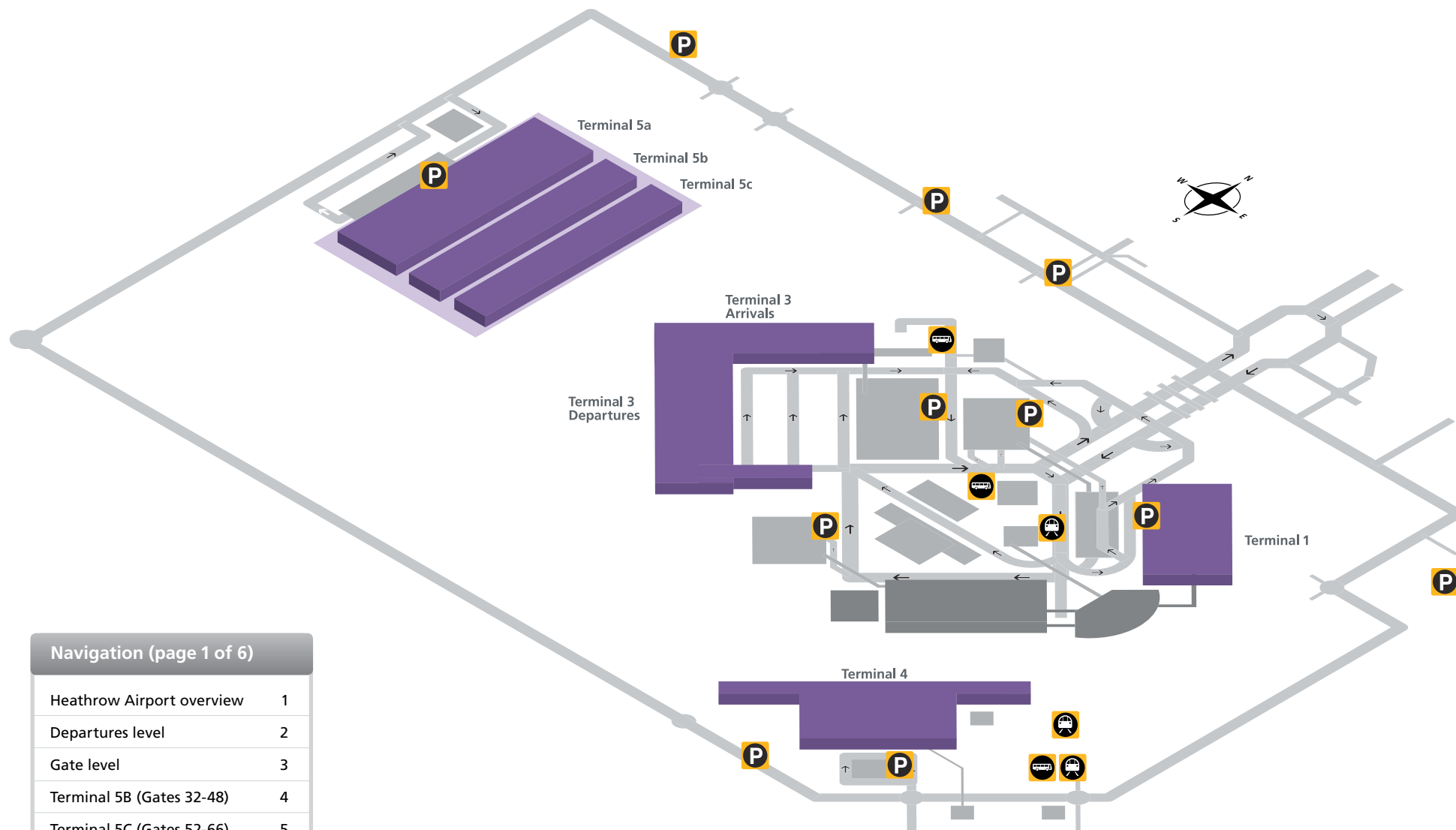


Heathrow Airport

Overview

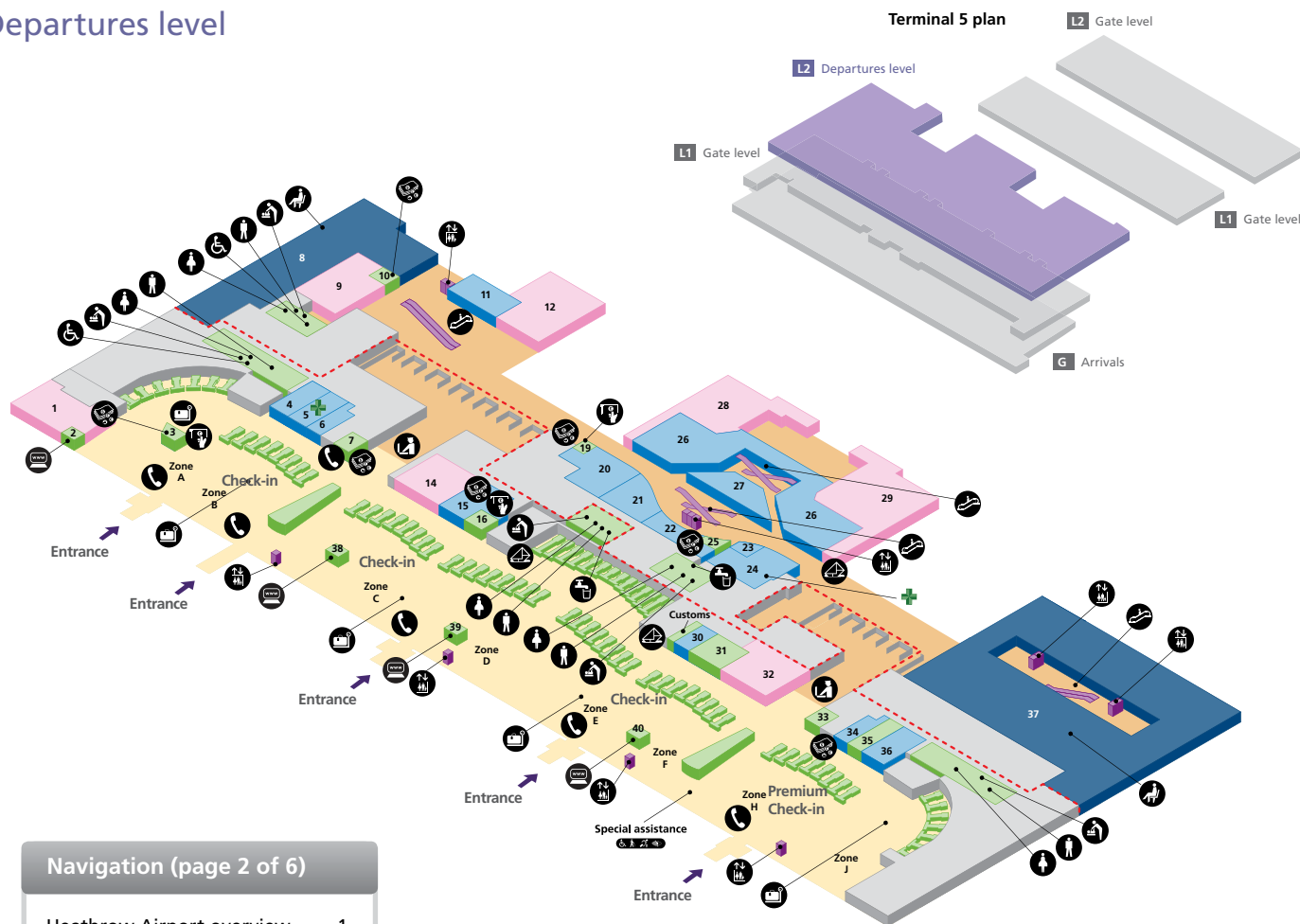


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Terminal 5

Departures level



Shopping

Accessorize	6	London 2012 shop	11
Boots +	5 24	Rolling Luggage	34
Dixons Travel	21	Vodafone	4
Dixons ADD+	23	WHSmith	15 20 36
Excess Baggage	30	World Duty Free (Sunglasses, Watches & Jewellery)	27
Harrods Department Store	26		
HMV	22		

Services

American Express	10 25	Internet facility	2 38 39 40
American Express and cash machines	3 16	Travellex	7 33
VAT refunds	31	Travellex and cash machines	19
		T5 Expo Gallery	35

Food and drink

5 Tuns Pub & Kitchen	32	Gordon Ramsay Plane Food	29
Caffè Nero	1	Huxleys	9
Carluccio's	14	Wagamama	28
Giraffe	12		

Passenger lounges

British Airways Galleries lounge north (by invitation only)	8	British Airways Galleries lounge south (by invitation only)	37
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Accessible toilet	Internet facility	Toilet men
Baby changing facilities	Lift	Toilet women
Bureau de change	Passenger lounge/Seating area	Public areas
Cash machines	Postbox	Passenger areas
Check-in	Security/Passport Control	Before/After Security
Drinking water	Telephone	Pharmacy
Escalator		

Boingo Wi-Fi is present throughout the terminal

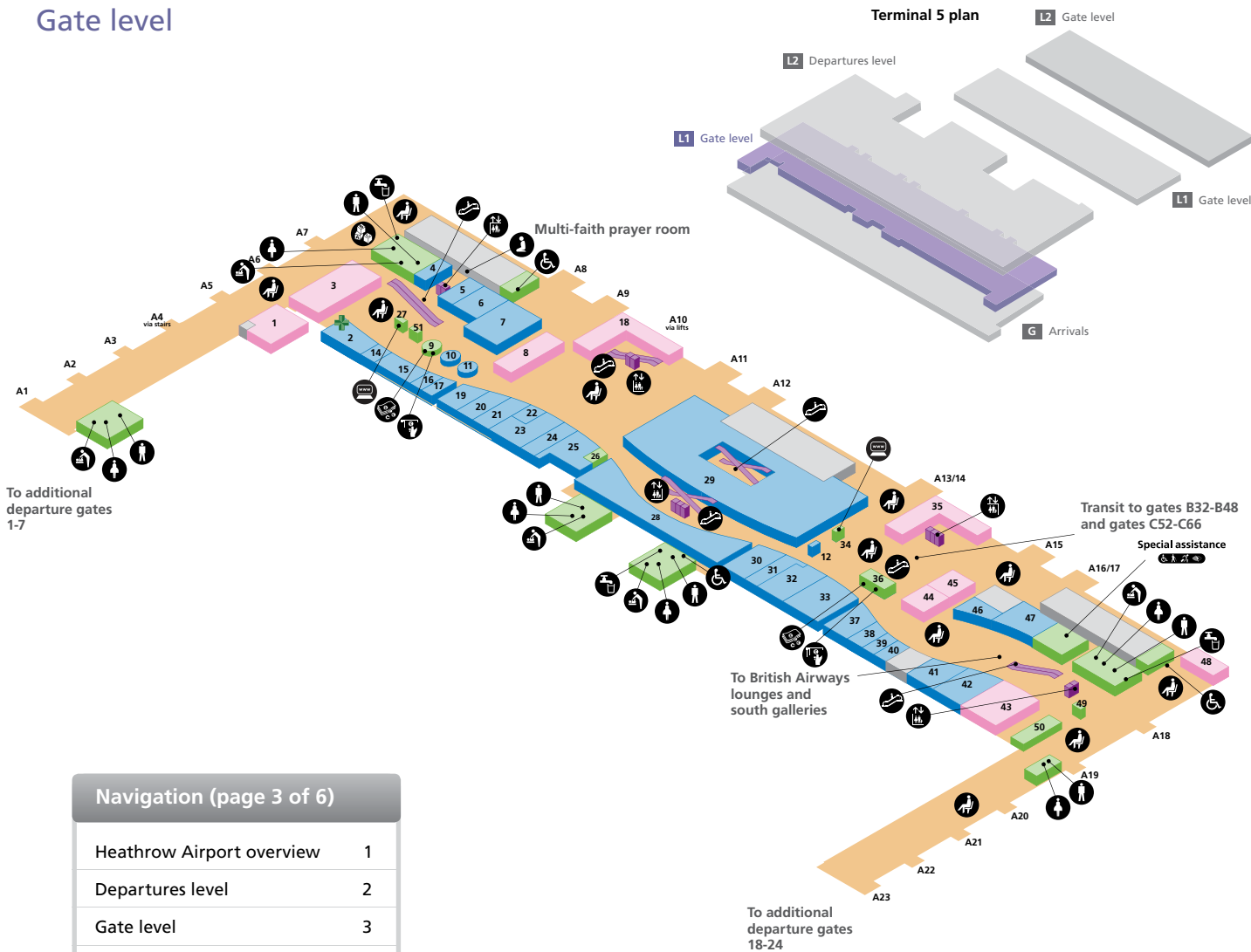
Power charging points for electrical items are available throughout the departure lounge

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Terminal 5

Gate level



Shopping

Accessorize	5	Omega Olympics	12
Boots +	2	Paul Smith 'Globe'	42
Burberry	38	Prada	33
Bulgari	39	Reiss	23
Caviar House and Prunier	46	Rolling Luggage	14
Chocolate Box	4	Smythson of Bond Street	40
Dior	31	Sunglass Hut	22
Dixons Travel/Apple	25	Ted Baker	20
Glorious Britain	19	Thomas Pink	15
Gucci	32	Tiffany & Co.	37
Harrods	41	WHSmith	6 47
Kurt Geiger	21	WHSmith Bookshop	24
Links of London	16	World Duty Free	28
Mappin & Webb	30	World Duty Free (inc. World of Whiskies & Cigar House)	29
Montblanc	11	World Duty Free Express	7
Mulberry	17		
Oakley	10		

Services

American Express	26	Shoe shine	49 51
Be Relax	50	Travellex and cash machines	9 36
Internet facility	27 34		

Food and drink

Caviar House and Prunier	44	J D Wetherspoon - 'The Crown Rivers'	3
Seafood Bar			
EAT.	35	Pret A Manger	1 8
Espresso	48	Starbucks	18
ITSU	45	V Bar	43

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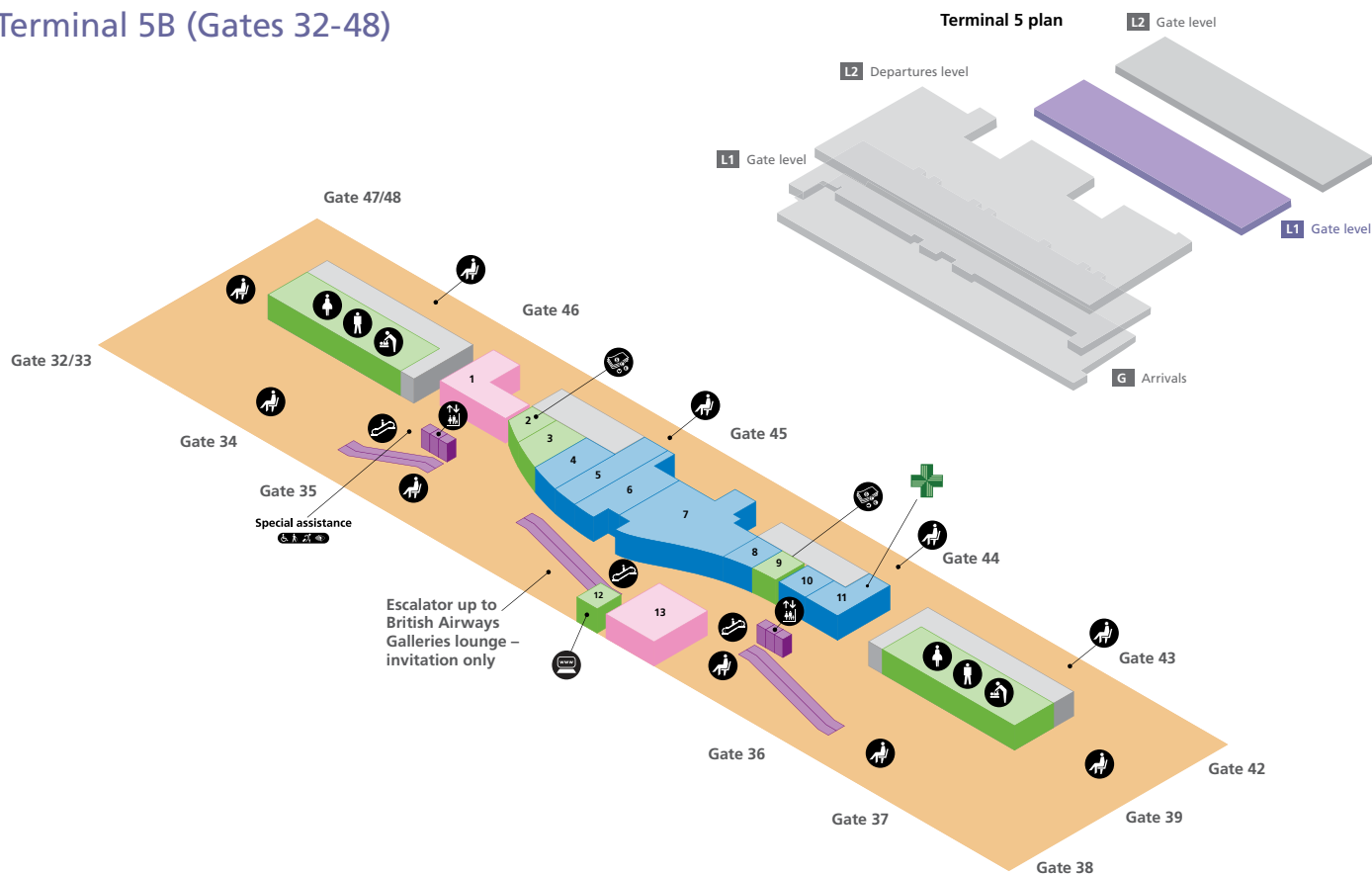
- Accessible toilet
- Baby changing facilities
- Bureau de change
- Cash machines
- Drinking water
- Escalator
- Internet facility
- Lift
- Multi-faith prayer room
- Play area (stay & play)*
- Passenger lounge/Seating area
- Toilet men
- Toilet women
- Passenger areas
- Boingo Wi-Fi is present throughout the terminal

Power charging points for electrical items are available throughout the departure lounge

*Please note, 'Play area (stay & play)' operates at certain times of the year, i.e. school summer holidays/half term.

Terminal 5

Terminal 5B (Gates 32-48)



Shopping

Boots	11	Sunglass hut	10
Collection	8	WHSmith	5
Harrods	4	World Duty Free	7
Rolling Luggage	6		

Services

American Express	2	Internet facility	12
Be Relax	3	Travelx	9

Food and drink

Apostrophe	1	J D Wetherspoon	13
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- Baby changing facilities
- Bureau de change
- Escalator
- Internet facility
- Lift
- Passenger lounge/Seating area
- Toilet men
- Toilet women
- Pharmacy
- Passenger areas

Boingo Wi-Fi is present throughout the terminal

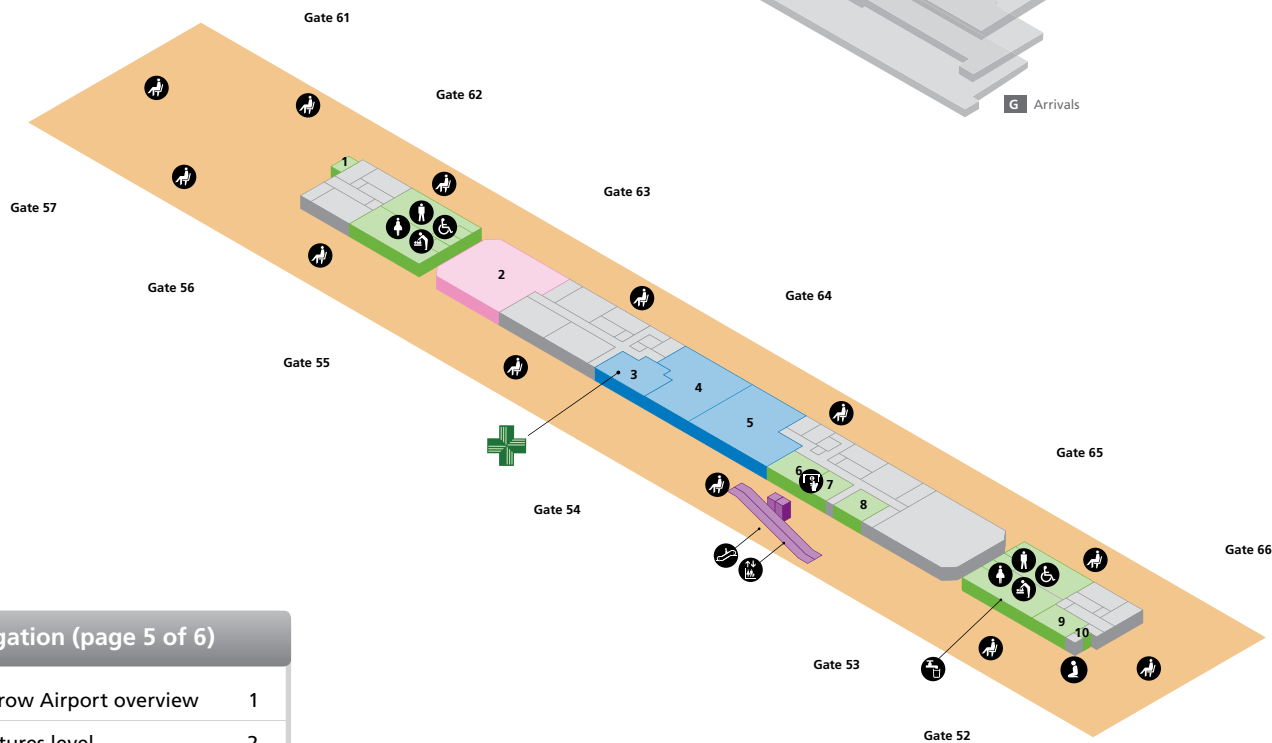
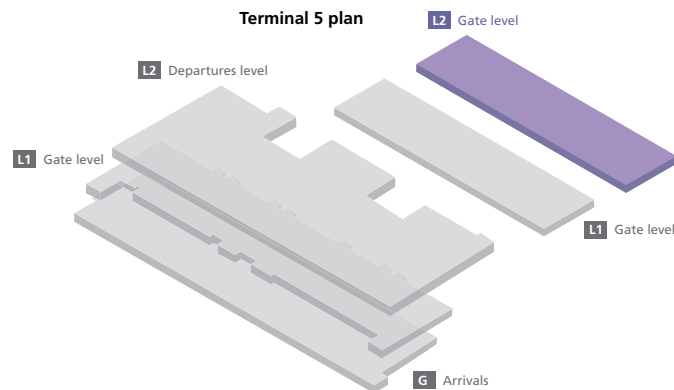
Power charging points for electrical items are available throughout the departure lounge

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Terminal 5

Terminal 5C (Gates 52-66)



Shopping

Boots + WHSmith	3 4	World Duty Free	5
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Services

BA customer services desk	8	Orientation zone	6
Cash machines	7	Vending machine	1 10
Multi-faith prayer room	9		

Food and drink

Starbucks	2
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- Accessible toilet
- Lift
- Toilet women
- Baby changing facilities
- Multi-faith prayer room
- Passenger areas
- Cash machine
- Passenger lounge/Seating area
- Pharmacy
- Drinking water
- Toilet men
- Escalator

Boingo Wi-Fi is present throughout the terminal

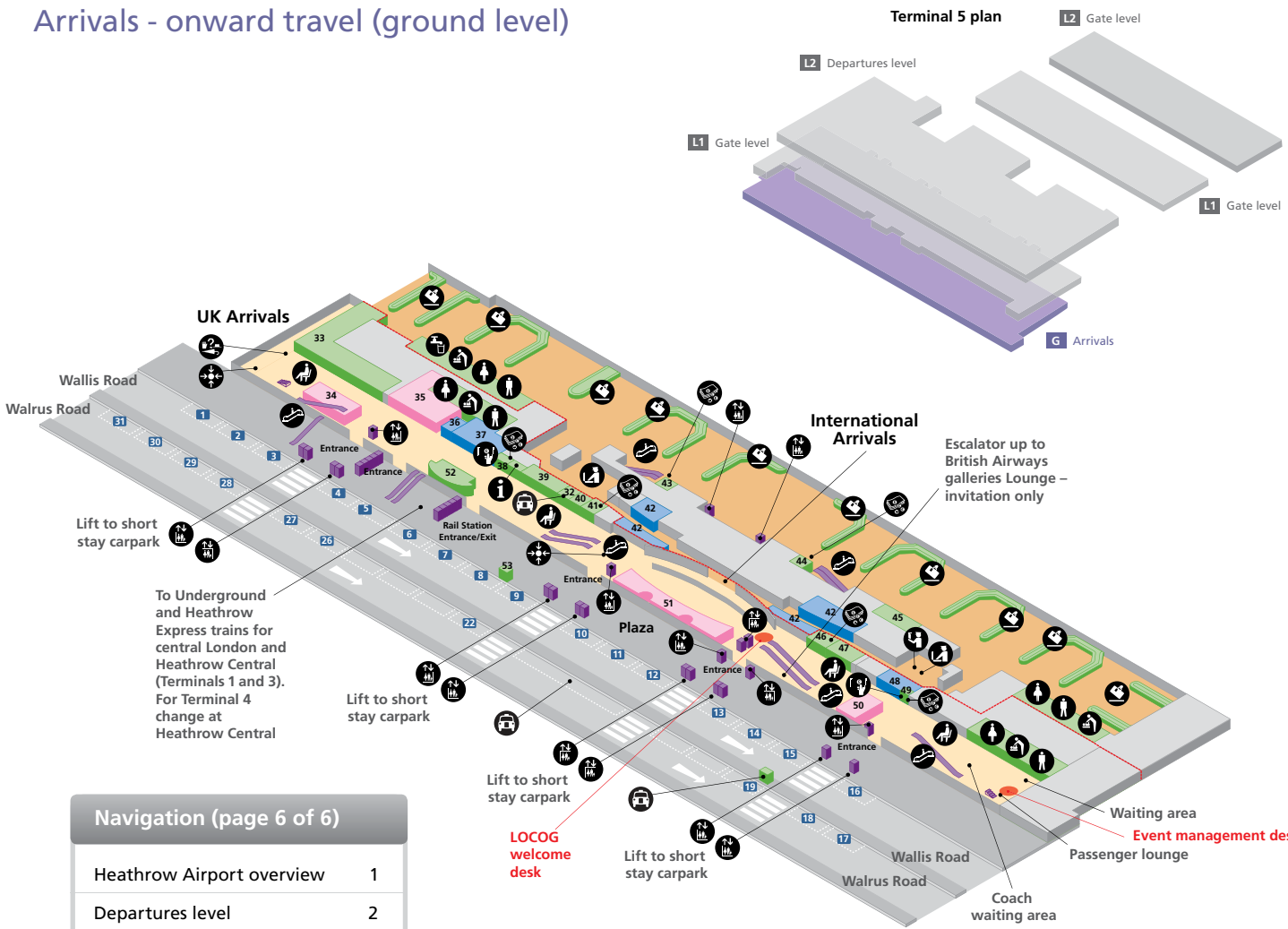
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Terminal 5

Arrivals - onward travel (ground level)



Shopping

Leisure Link	36	48	World Duty Free	42
WHSmith		37		

Services

American Express	44	46	Europhire	53
American Express and cash machines	49		Excess Baggage	33
British Airways baggage and customer service desk	45		National Express	47
British Hotel Reservation Centre (BHRC) Shop and Collect pick-up point	40		Rail ticket desk	52
Car rental and Travel Information Centre	39		Taxi desk	32
			Travelex	41 43
			Travelex and cash machines	38

Food and drink

Costa	51	Krispy Kreme	50
Giraffe Juice	34	Marks & Spencer Simply Food	35

Bus and coach stop allocation

Business Parking, Long Stay T5	22	Local buses	7-9
LOGOG coaches	13-18	Oxford the Airline	11
Express Coach – National Express	13-15	Transport for London (TfL) – drop / stand	1-8
Express Coach – Reading / Oxford Railair	9	Car Rental (on airport):	
Express Coach – Woking Railair	12	Avis Budget, Europcar National	19
Group Travel – pick up	30-31	Alamo, Enterprise, Hertz	
Group Travel – drop off	28-29	Taxi (between stands 21 and 22)	
T4 Hilton Hotel	26-27	Off airport parking / off airport car rental is located at MSCP 5	

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- Baby changing facilities
- Baggage reclaim
- Bureau de change
- Cash machines
- Drinking water
- Escalator
- Information point
- Boingo Wi-Fi is present throughout the terminal
- Lift
- Lost property
- Meeting point
- Passenger lounge/Seating area
- Passport control
- Security control
- Taxi
- Toilet men
- Toilet woman
- Public areas
- Passenger areas
- - - Before/After Security