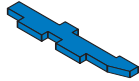














# Terminal 4 - Check-in



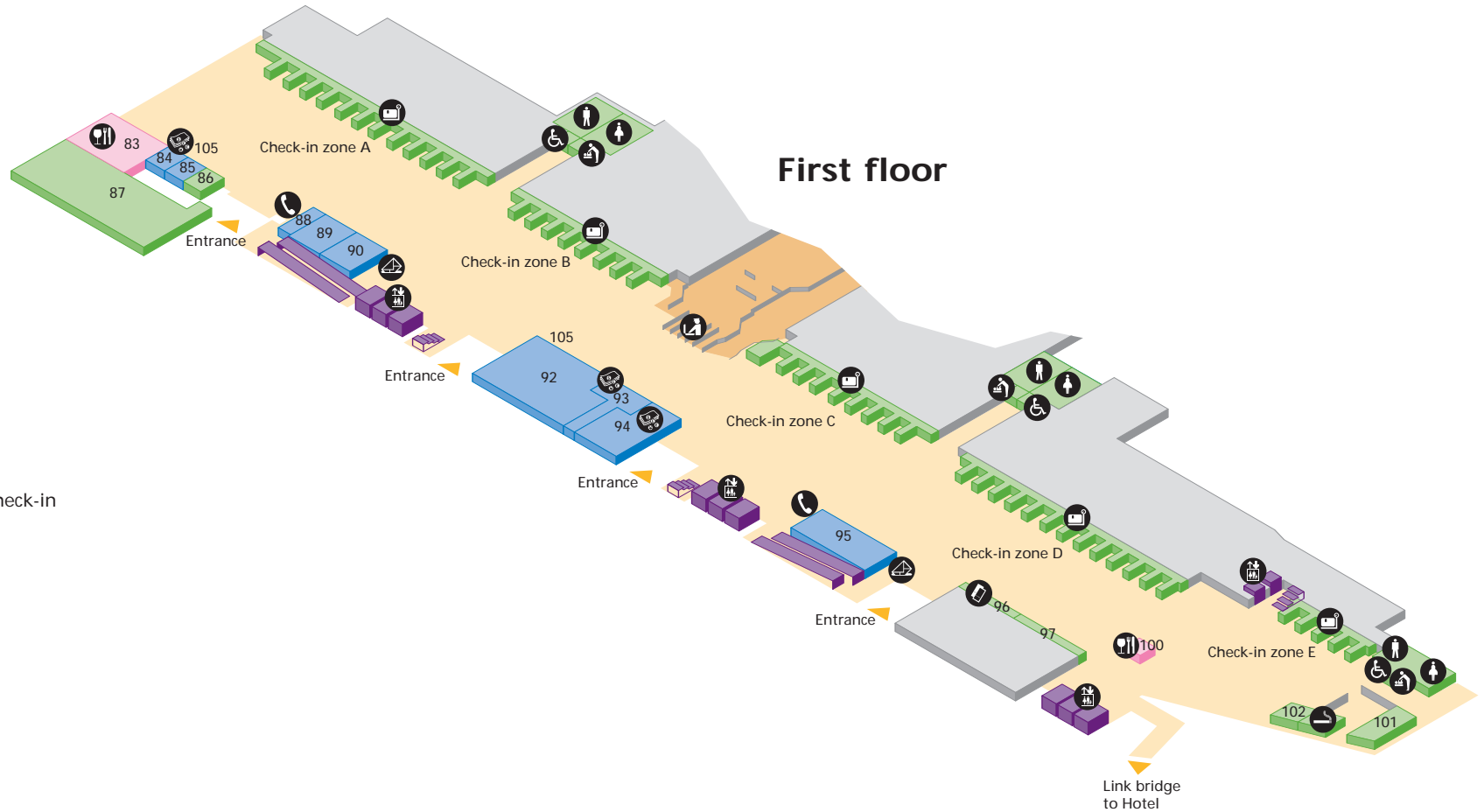
- Public areas
- Passenger areas

## Services

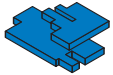
-  Accessible toilet
-  Babycare
-  Bureau de Change
-  Check-in
-  Lift
-  Mailbox
-  Restaurant / Café
-  Security
-  Smoking area
-  Telephone
-  Tickets
-  Toilet men
-  Toilet Women
-  85 Post Office
-  87 British Airways hand luggage check-in
-  96 Ticket sales
-  97 British Airways ticket desk
-  101 British Airways Skyflyer lounge
-  102 Reserved seating
-  105 Cash machine

## Shopping & restaurants

- 83 Costas
- 84 Travelex
- 86 Sri Lankan Airways
- 88 Sunglass Hut
- 89 Tie Rack
- 90 Body Shop
- 92 WH Smith
- 93 Travelex
- 94 American Express
- 95 Boots
- 100 AMT Coffee Bar



# Terminal 4 - Arrivals & mezzanine level



- Public areas
- Passenger areas

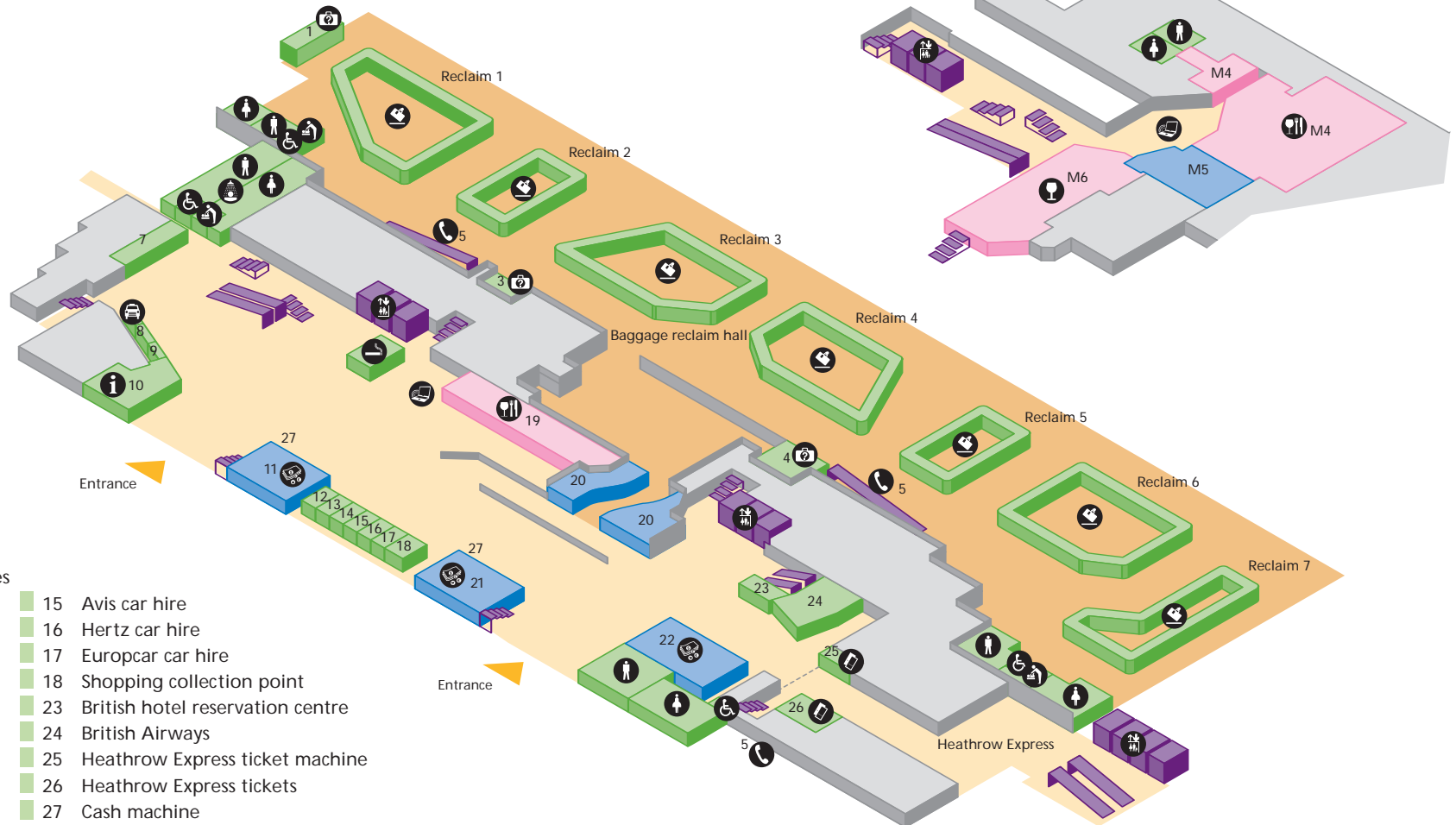
## Services

- Accessible toilet
- Babycare
- Bar / Pub
- Baggage enquiries
- Baggage reclaim
- Bureau de Change
- Information
- Lift
- Shower
- Smoking area
- Taxi
- Ticket sales
- Toilet men
- Toilet women
- Wireless hotspot
- 1 British Airways baggage enquiries
- 3 Baggage enquiries
- 5 Help phone
- 7 Excess baggage
- 8 Sky Diamond
- 9 British hotel reservation centre
- 10 Information desk
- 12 Hotel link
- 13 Enterprise car hire
- 14 National car hire
- 15 Avis car hire
- 16 Hertz car hire
- 17 Europcar car hire
- 18 Shopping collection point
- 23 British hotel reservation centre
- 24 British Airways
- 25 Heathrow Express ticket machine
- 26 Heathrow Express tickets
- 27 Cash machine

## Shopping & restaurants

- 11 American Express
- 19 Starbucks
- 20 Arrivals shop
- 21 Travelex
- 22 WH Smith
- M4 Café Italia
- M5 Serendipity
- M6 Wetherspoons

## Mezzanine level



## Ground floor

# Terminal 4 - Departures



- Public areas
- Passenger areas

## Services

- Accessible toilet
- Airline lounge
- Bar / Pub
- Babycare
- Bureau de Change
- Information
- Lift
- Mailbox
- Restaurant / Café
- Shower
- Smoking area
- Toilet men
- Toilet women
- Wireless hotspot
- 32 Security desk
- 35 British Airways Serenity Lounge
- 38 BA information desk
- 40 Shopping information point
- 46 HM Customs & export
- 104 Quiet seating area

## Shopping & restaurants

- |                      |                      |                    |                      |
|----------------------|----------------------|--------------------|----------------------|
| 3 WHSmith            | 17 Thomas Pink       | 33 Harrods         | 51 Austin Reed       |
| 4 Best of the best   | 18 Chanel            | 34 World Duty Free | 52 Church Shoes      |
| 5 WHSmith            | 19 Sunglass hut      | 36 Costa Coffee    | 53 British Museum    |
| 6 Hackett            | 20 Travelex          | 37 World Duty free | 54 World of Whiskies |
| 7 Links of London    | 21 Harrods           | 39 Harrods         | 55 Cigar House       |
| 8 Harrods            | 22 Tumi              | 41 Travelex        | 56 Dixons            |
| 9 Caviar House       | 23 Tie Rack          | 42 Swarovski       | 57 Amex              |
| 10 Hermes            | 24 Coffee Republic   | 43 Tie Rack        | 58 Seafood Bar       |
| 11 World Duty Free   | 25 Wetherspoon's Bar | 44 Dior            | 59 Sunglass Hut      |
| 12 Dixons            | 26 Coffee Republic   | 45 The Pen Shop    | 60 Hamleys           |
| 13 Chocolate Box     | 27 Nike              | 47 L'Oréal         | 61 Glorious Britain  |
| 14 The Beauty Studio | 28 Bally             | 48 Bvlgari         | 62 Accessorize       |
| 15 Boots             | 29 Burberry          | 49 Ted Baker       | 63 Pret a Manger     |
| 16 Liberty           | 31 Amex              | 50 Mappen & Webb   | 64 McDonalds         |
|                      |                      |                    | 65 Caviar House      |
|                      |                      |                    | 66 Books etc.        |
|                      |                      |                    | 67 HMV               |
|                      |                      |                    | 68 Mulberry          |
|                      |                      |                    | 69 Rolling Luggage   |
|                      |                      |                    | 70 Smythsons         |
|                      |                      |                    | 71 WHSmith           |
|                      |                      |                    | 72 Escada            |
|                      |                      |                    | 73 World Duty free   |
|                      |                      |                    | 74 Metro Café Bar    |
|                      |                      |                    | 108 Books.co         |

