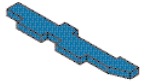
























Terminal 4 - Check-in









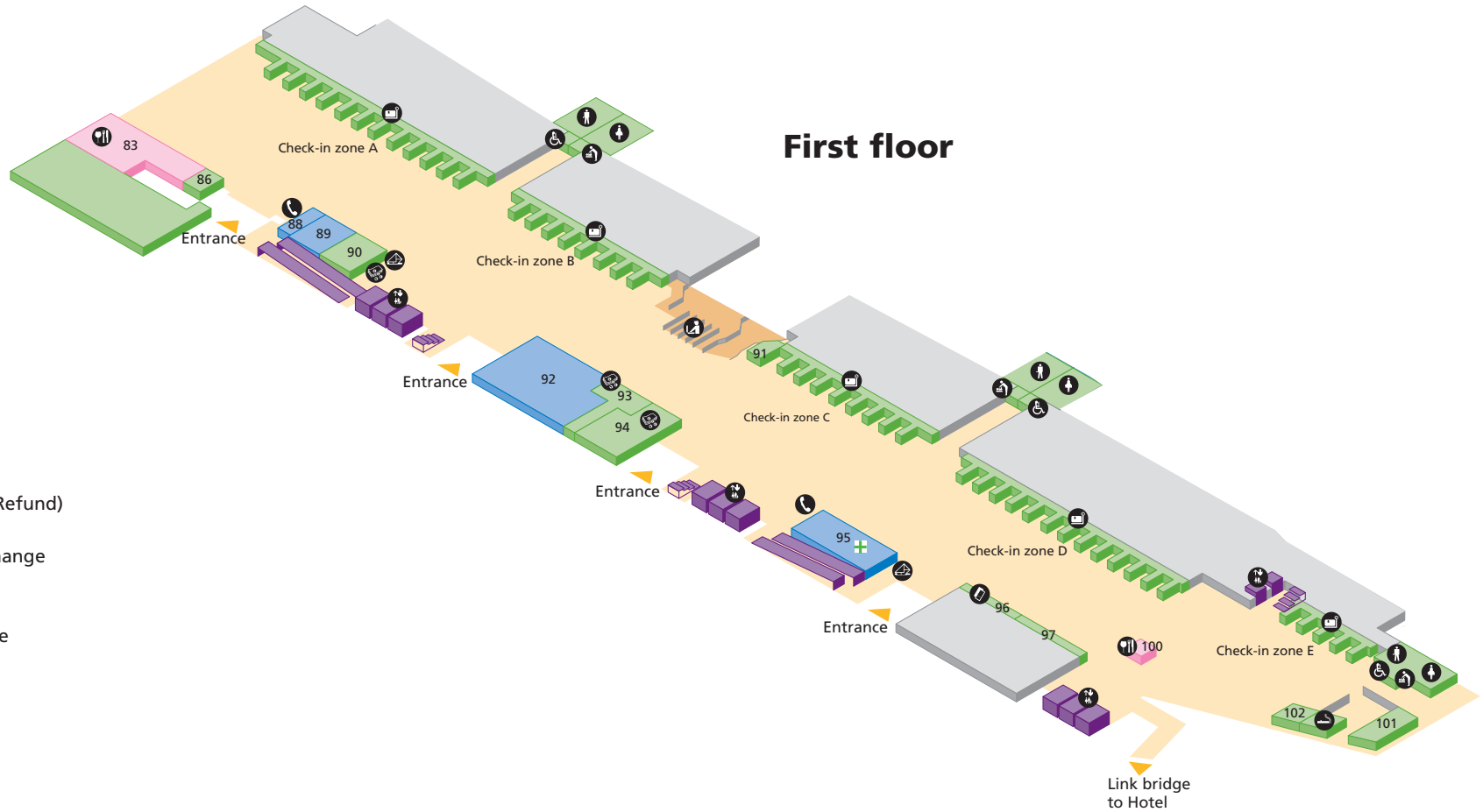
- Public areas
- Passenger areas

Services

-  Accessible toilet
-  Babycare
-  Bureau de Change
-  Check-in
-  Lift
-  Mailbox
-  Restaurant / Café
-  Security
-  Smoking area
-  Telephone
-  Tickets
-  Toilet men
-  Toilet Women
-  86 Sri Lankan Airways
-  90 Excess Baggage Company
-  91 HM Customs & Excise (for VAT Refund)
-  93 Travelex Bureau de Change
-  94 American Express Bureau de Change
-  96 Airline Ticket sales
-  97 British Airways ticket desk
-  101 British Airways Sky Flyer Lounge
-  102 Reserved seating

Shopping & restaurants

-  83 Caffé Nero
-  88 Sunglass Hut
-  89 Tie Rack
-  92 WHSmith
-  95 Boots
-  100 AMT Coffee Bar


















Terminal 4 - Arrivals & mezzanine level



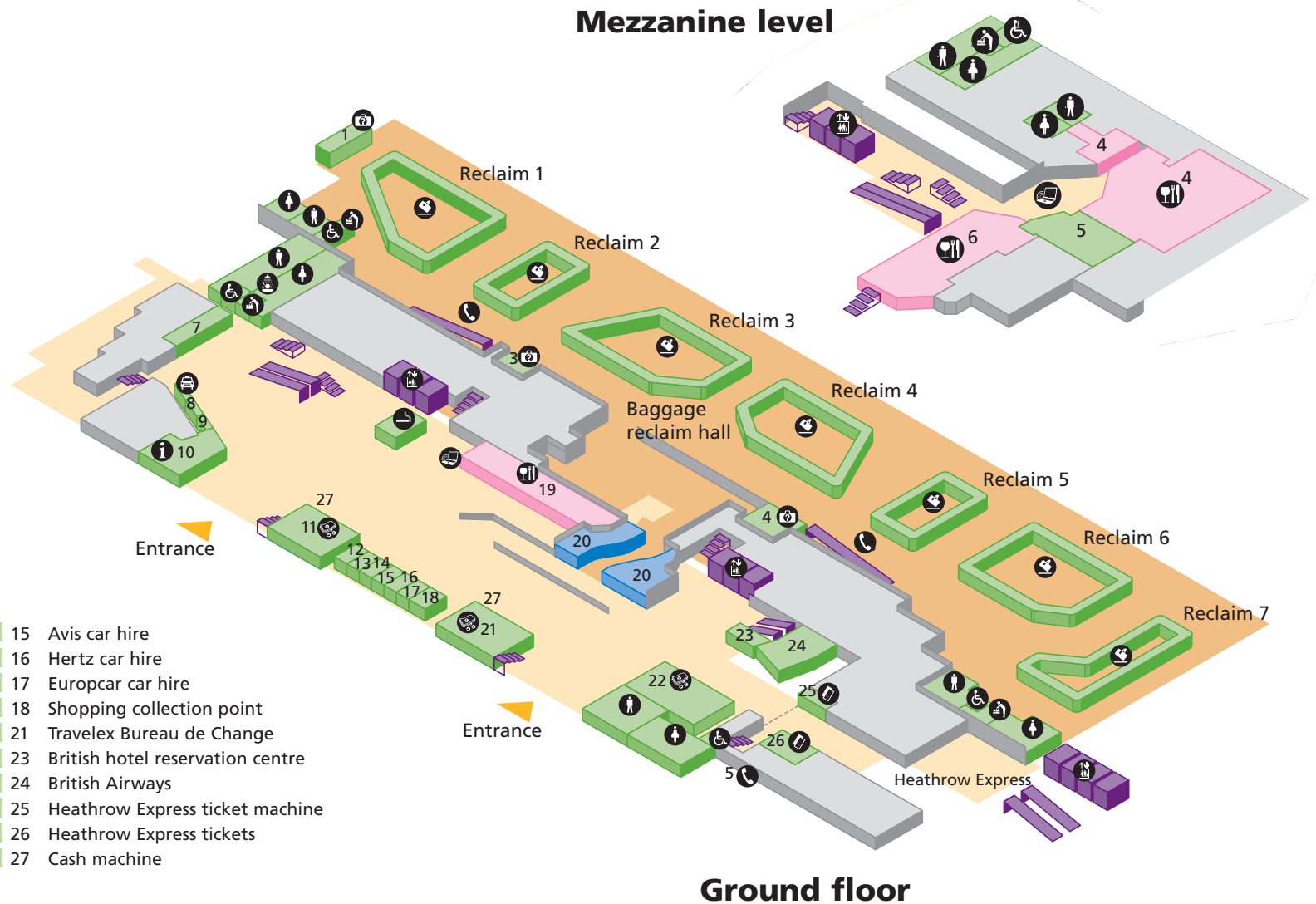
- Public areas
- Passenger areas

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 Voyager Entertainment
- 7 Excess baggage
- 8 Sky Diamond
- 9 British hotel reservation centre
- 10 Information desk
- 11 American Express Bureau de Change
- 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
- 21 Travelex Bureau de Change
- 23 British hotel reservation centre
- 24 British Airways
- 25 Heathrow Express ticket machine
- 26 Heathrow Express tickets
- 27 Cash machine

Shopping & restaurants

- 4 Café Italia
- 6 Wetherspoon
- 19 Starbucks
- 20 Arrivals shop
- 22 WHSmith



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
-  Travelex Bureau de Change
-  Shopping Information Area
-  American Express Bureau de Change
-  Security desk
-  British Airways - Serenity Lounge
-  38 BA information desk
-  41 Travelex Bureau de Change
-  46 HM Customs & excise (for VAT refund)
-  57 American Express Bureau de Change
-  71 Multi Faith Prayer Area

Shopping & restaurants

- | | | | |
|---|---|--|--|
| 4 Best of the Best | 19 Sunglass Hut | 37 World Duty Free | 53 Sunglass Hut |
| 5 WHSmith | 21 Harrods | 39 Harrods | 54 World of Whiskies |
| 6 Hackett | 21a Asprey | 42 Swarovski | 55 Cigar House |
| 7 Links of London | 22 Tumi | 43 Tie Rack | 56 Dixons Tax Free |
| 8 Gucci | 23 Tie Rack | 44 Dior | 58 Caviar House and Prunier Seafood Bar |
| 10 Hermes | 25 Wetherspoon's Bar | 45 The Pen Shop | 59 Caviar House and Prunier |
| 11 World Duty Free | 26 Coffee Republic | 47 L'Oréal | 60 Hamleys |
| 12 Dixons Tax Free | 27 Nike | 48 Naturally Cashmere | 61 Glorious Britain |
| 13 Chocolate Box | 28 Bally | 49 Ted Baker | 62 Accessorize |
| 14 The Beauty Studio | 29 Burberry | 49a Agent Provocateur | 63 Pret a Manger |
| 15 Boots | 33 Harrods | 50 Mappin & Webb | 64 Est Bar & Deli |
| 16 Hargreaves Sport | 34 World Duty Free | 51 Austin Reed | 65 Borders |
| 17 Thomas Pink | 36 Costa Coffee | 52 Church & Co | 66 A World of Software |
| 18 Chanel | | | 67 HMV |
| | | | 68 Smythsons of Bond Street |
| | | | 69 Rolling Luggage |
| | | | 70 Mulberry |

Gate 1-6, Cafe Uno
WHSmith, AMT Coffee,
Voyager entertainment
& Gate lounges

