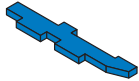


















# Terminal 4 - Check-in



- Public areas
- Passenger areas

## Services

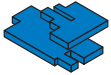
-  Accessible toilet
-  Babycare
-  Bureau de Change
-  Check-in
-  Lift
-  Mailbox
-  Restaurant / Café
-  Security
-  Smoking area
-  Telephone
-  Tickets
-  Toilet men
-  Toilet Women
-  86 Sri Lankan Airways
-  91 HM Customs & Excise (for VAT Refund)
-  93 Travelex Bureau de Change
-  94 American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

## Shopping & restaurants

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



# Terminal 4 - Arrivals & mezzanine level



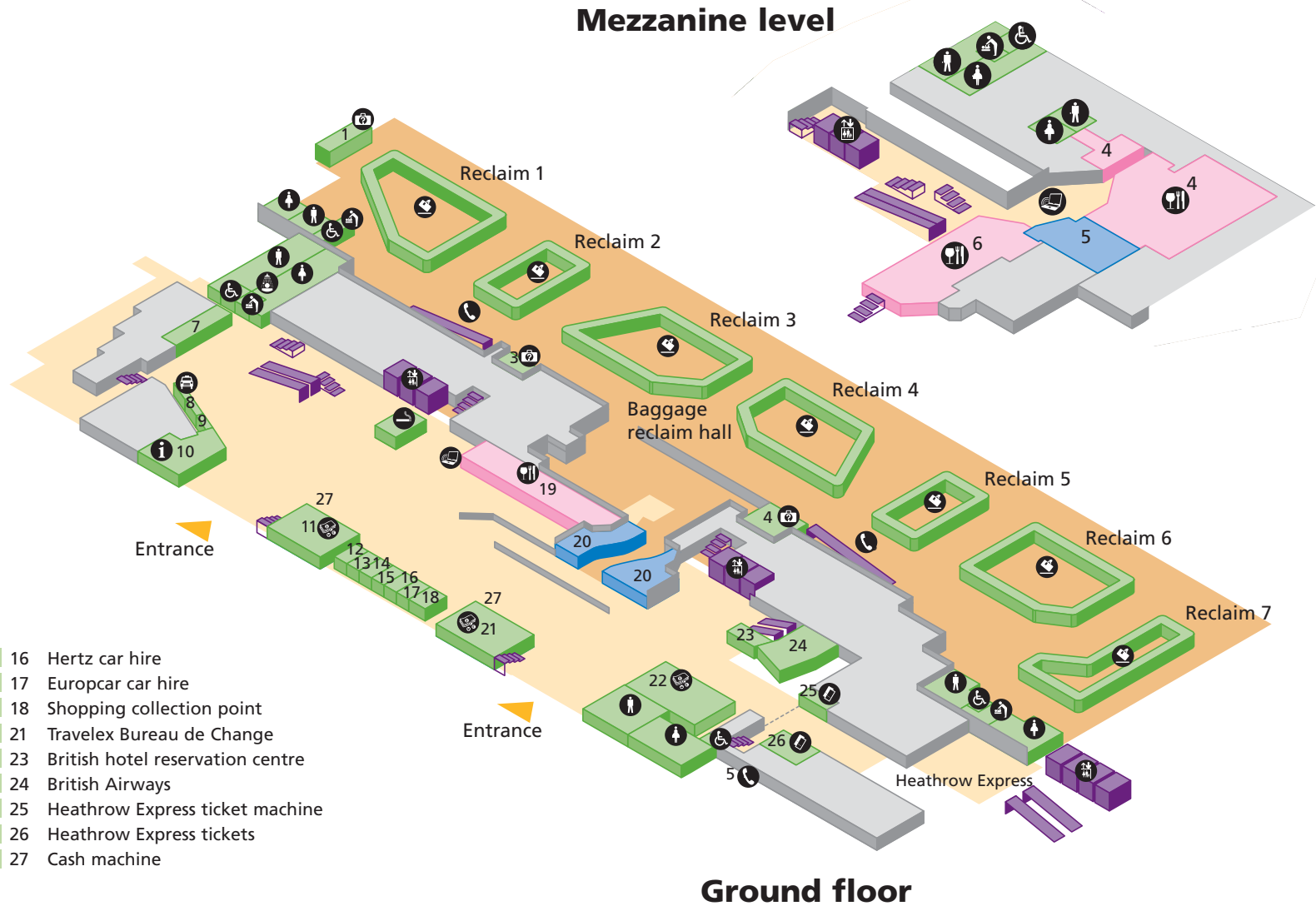
- Public areas
- Passenger areas

## 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
- 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
- 5 Voyager Entertainment
- 6 Wetherspoons
- 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
- Amex Bureau de Change
- 40 Shopping information point
- 41 Travelex Bureau de Change
- 46 HM Customs & excise
- 57 Amex Bureau de Change
- 71 Multi Faith Prayer Area

## Shopping & restaurants

- 4 Best of the Best
- 5 WHSmith
- 6 Hackett
- 7 Links of London
- 8 Gucci
- 10 Hermes
- 11 World Duty Free
- 12 Dixons Tax Free
- 13 Chocolate Box
- 14 The Beauty Studio
- 15 Boots
- 16 Hargreaves Sport
- 17 Thomas Pink
- 18 Chanel
- 19 Sunglass hut / Watch station
- 21 Harrods
- 22 Tumi
- 23 Tie Rack
- 24 Coffee Republic
- 25 Wetherspoon's Bar
- 26 Coffee Republic
- 27 Nike
- 28 Bally
- 29 Burberry
- 33 Harrods
- 34 World Duty Free / Berry Brothers & Rudd
- 36 Costa Coffee
- 37 World Duty Free
- 39 Harrods
- 42 Swarovski
- 43 Tie Rack
- 44 Dior
- 45 The Pen Shop
- 47 L'Oréal
- 48 Naturally Cashmere
- 49 Ted Baker
- 49a Agent Provocateur
- 50 Mappin & Webb
- 51 Austin Reed
- 52 Church & Co
- 53 Sunglass hut / Watch station
- 54 World of Whiskies
- 55 Cigar House
- 56 Dixons Tax Free
- 58 Caviar House Seafood Bar
- 59 Caviar House
- 60 Hamleys
- 61 Glorious Britain
- 62 Accessorize
- 63 Pret a Manger
- 64 Est Bar & Deli
- 65 Caviar House
- 66 HMV
- 68 Smythsons of Bond Street
- 69 Rolling Luggage
- 70 Mulberry
- 71a WHSmith
- 72 Escada
- 73 World Duty Free
- 74 Metro Café Bar

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

Gate Lounges

Gate 7

First floor

Gate 8

Gate 9

Fast track

Entrance to  
Victor Pier  
Gates 22-25

Gate 21