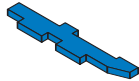





















# Terminal 4 - Check-in



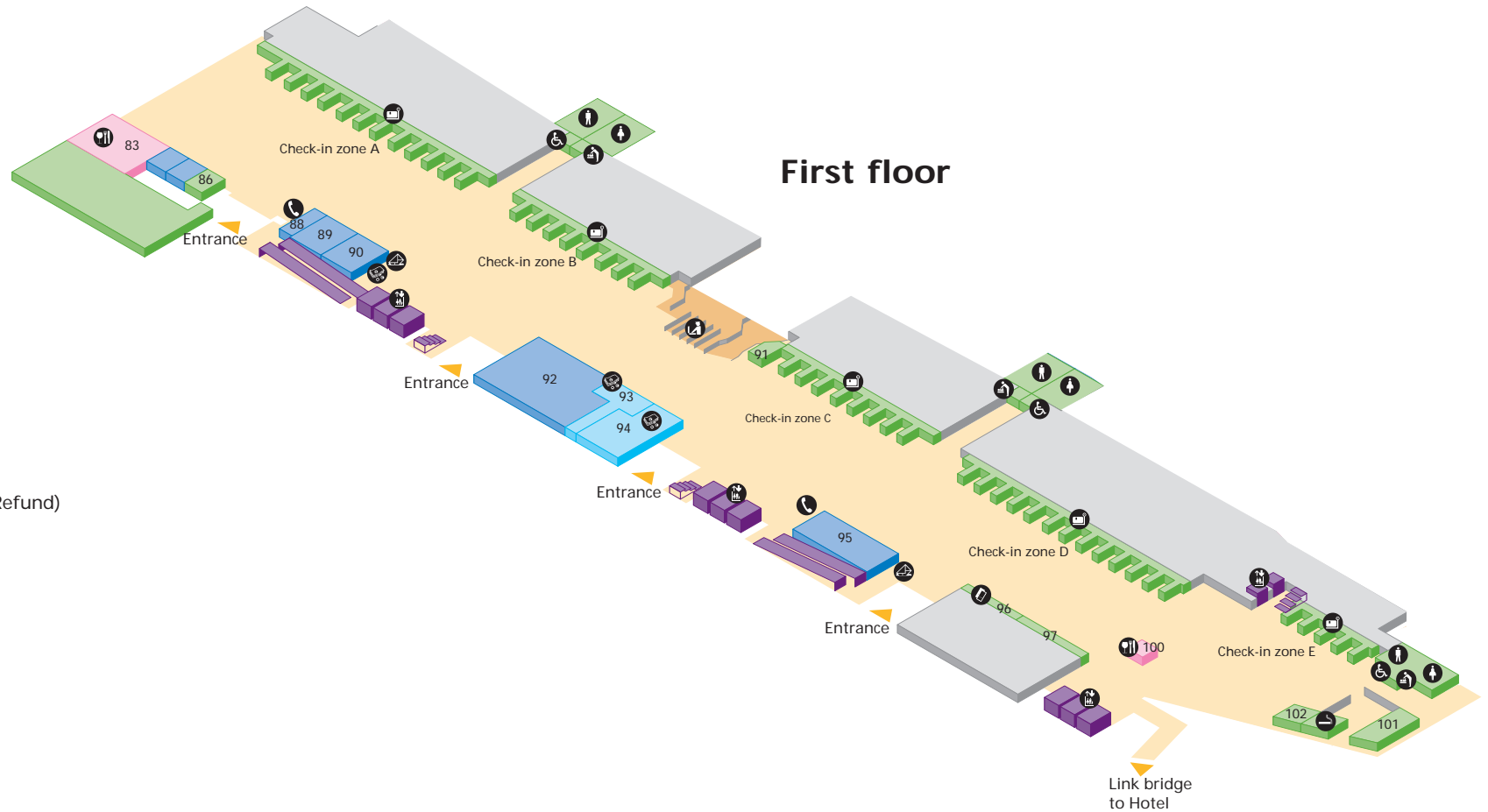
- Public areas
- Passenger areas

## Services

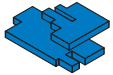
-  Accessible toilet
-  Babycare
-  Bureau de Change
-  Check-in
-  Lift
-  Mailbox
-  Restaurant / Café
-  Security
-  Smoking area
-  Telephone
-  Tickets
-  Toilet men
-  Toilet Women
-  86 Sri Lankan Airways
-  91 HM Customs & Excise (for VAT Refund)
-  96 Airline Ticket sales
-  97 British Airways 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
- 93 Travelex Bureau de Change
- 94 American Express Bureau de Change
- 95 Boots
- 100 AMT Coffee Bar



# Terminal 4 - Arrivals & mezzanine level



- Public areas
- Passenger areas

## Services

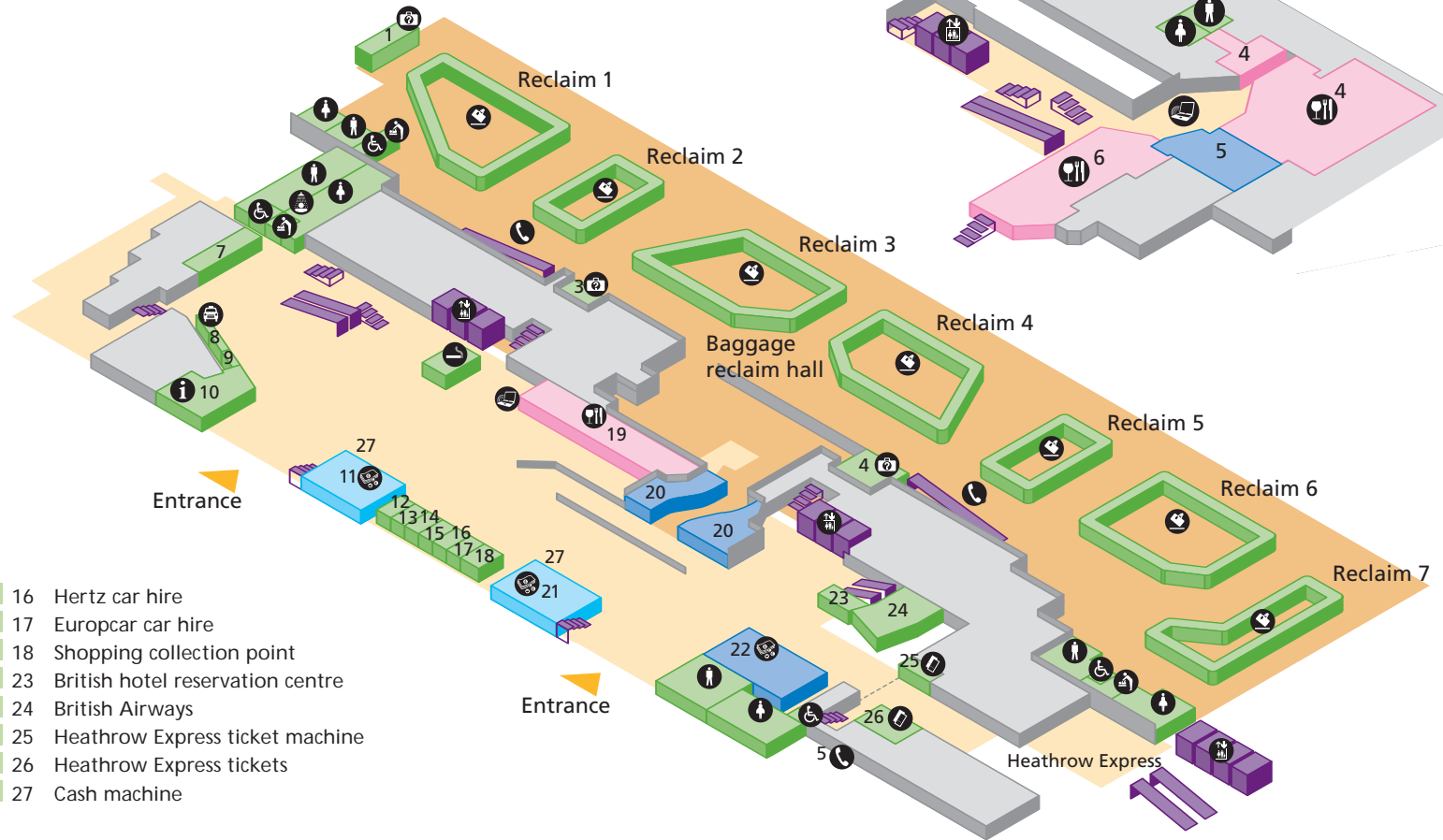
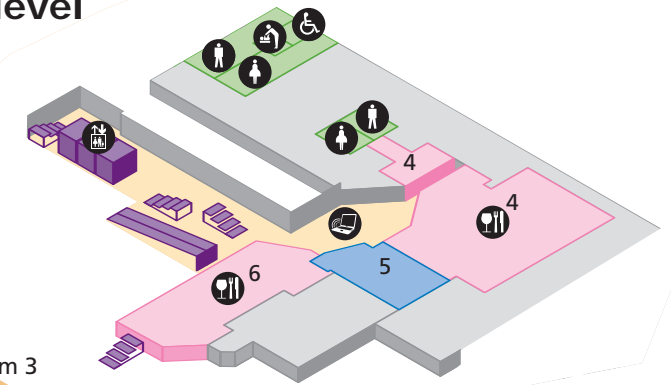
- Accessible toilet
- Babycare
- Bar / Pub
- Baggage enquiries
- Baggage reclaim
- Bureau de Change
- Information
- Lift
- Shower
- Smoking area
- Taxi
- Ticket sales
- Toilet men
- Toilet women
- Wireless hotspot
- 1 British Airways baggage enquiries
- 3 Baggage enquiries
- 7 Excess baggage
- 8 Sky Diamond
- 9 British hotel reservation centre
- 10 Information desk
- 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

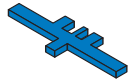
- 4 Café Italia
- 5 Voyager Entertainment
- 6 Wetherspoons
- 11 American Express Bureau de Change
- 19 Starbucks
- 20 Arrivals shop
- 21 Travelex Bureau de Change
- 22 WHSmith

## 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
- 30 Shopping Information Area
- 32 Security desk
- 35 British Airways Serenity Lounge
- 38 BA information desk
- 40 Shopping information point
- 46 HM Customs & excise
- 71 Multi Faith Prayer Area

## Shopping & restaurants

- |                      |                                 |  |                                 |
|----------------------|---------------------------------|--|---------------------------------|
| 4 Best of the Best   | 19 Sunglass hut / Watch station | 34 World Duty Free / Berry Brothers & Rudd | 49a Agent Provocateur           |
| 5 WHSmith            | 20 Travelex Bureau de Change    | 36 Costa Coffee                            | 50 Mappin & Webb                |
| 6 Hackett            | 21 Harrods                      | 37 World Duty Free                         | 51 Austin Reed                  |
| 7 Links of London    | 22 Tumi                         | 39 Harrods                                 | 52 Church & Co                  |
| 8 Gucci              | 23 Tie Rack                     | 41 Travelex Bureau de Change               | 53 Sunglass hut / Watch station |
| 10 Hermes            | 24 Coffee Republic              | 42 Swarovski                               | 54 World of Whiskies            |
| 11 World Duty Free   | 25 Wetherspoon's Bar            | 43 Tie Rack                                | 55 Cigar House                  |
| 12 Dixons Tax Free   | 26 Coffee Republic              | 44 Dior                                    | 56 Dixons Tax Free              |
| 13 Chocolate Box     | 27 Nike                         | 45 The Pen Shop                            | 57 Amex Bureau de Change        |
| 14 The Beauty Studio | 28 Bally                        | 47 L'Oréal                                 | 58 Caviar House Seafood Bar     |
| 15 Boots             | 29 Burberry                     | 48 Naturally Cashmere                      | 59 Caviar House                 |
| 16 Hargreaves Sport  | 31 Amex Bureau de Change        | 49 Ted Baker                               | 60 Hamleys                      |
| 17 Thomas Pink       | 33 Harrods                      |  | 61 Glorious Britain             |
| 18 Chanel            |                                 |  | 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