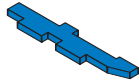
























Terminal 4 - Check-in



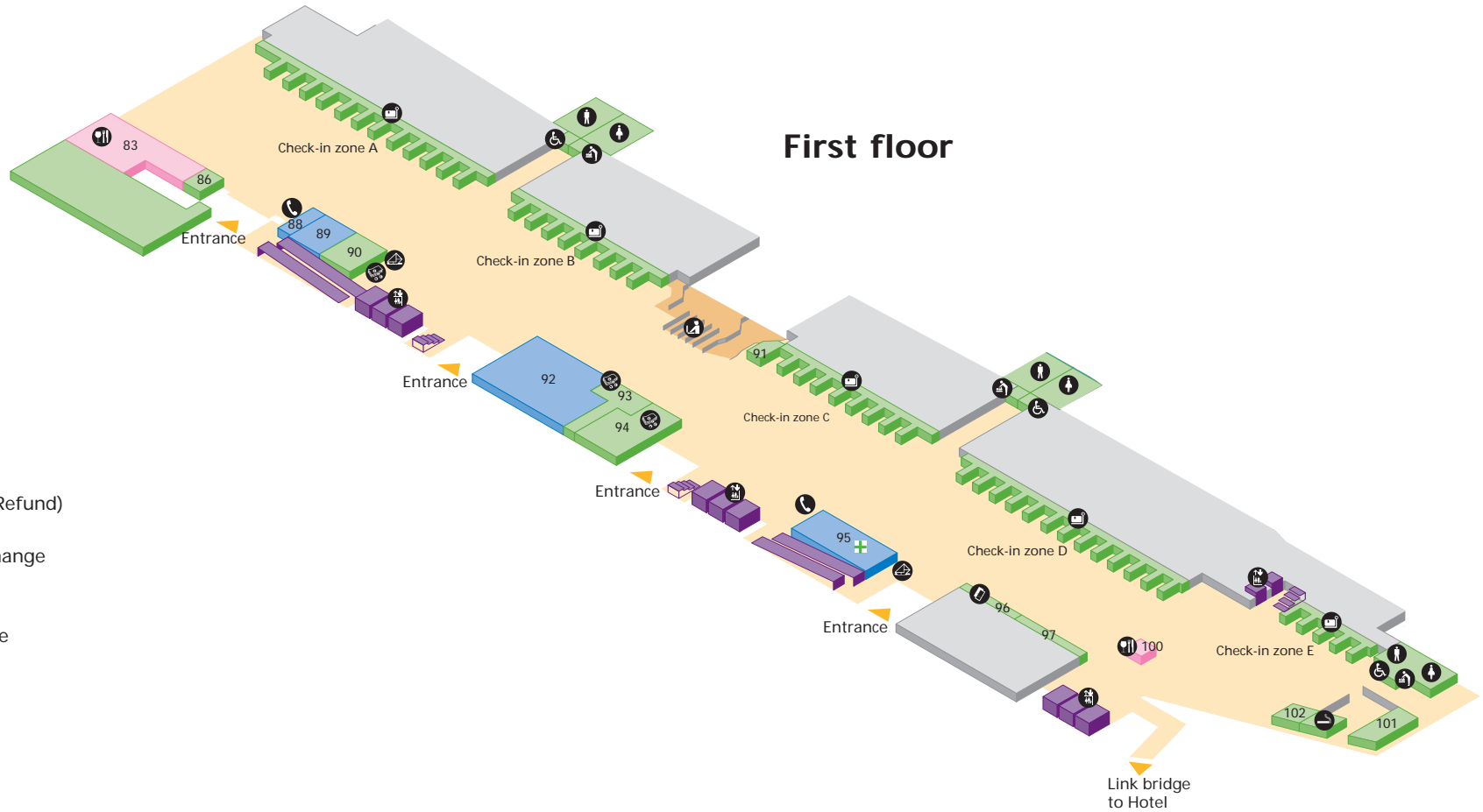
- Public areas
- Passenger areas

Services

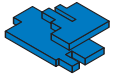
-  Accessible toilet
-  Babycare
-  Bureau de Change
-  Check-in
-  Lift
-  Mailbox
-  Restaurant / Café
-  Security
-  Smoking area
-  Telephone
-  Tickets
-  Toilet men
-  Toilet Women
-  86 Sri Lankan Airways
-  90 Excess Baggage Company
-  91 HM Customs & Excise (for VAT Refund)
-  93 Travelex Bureau 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



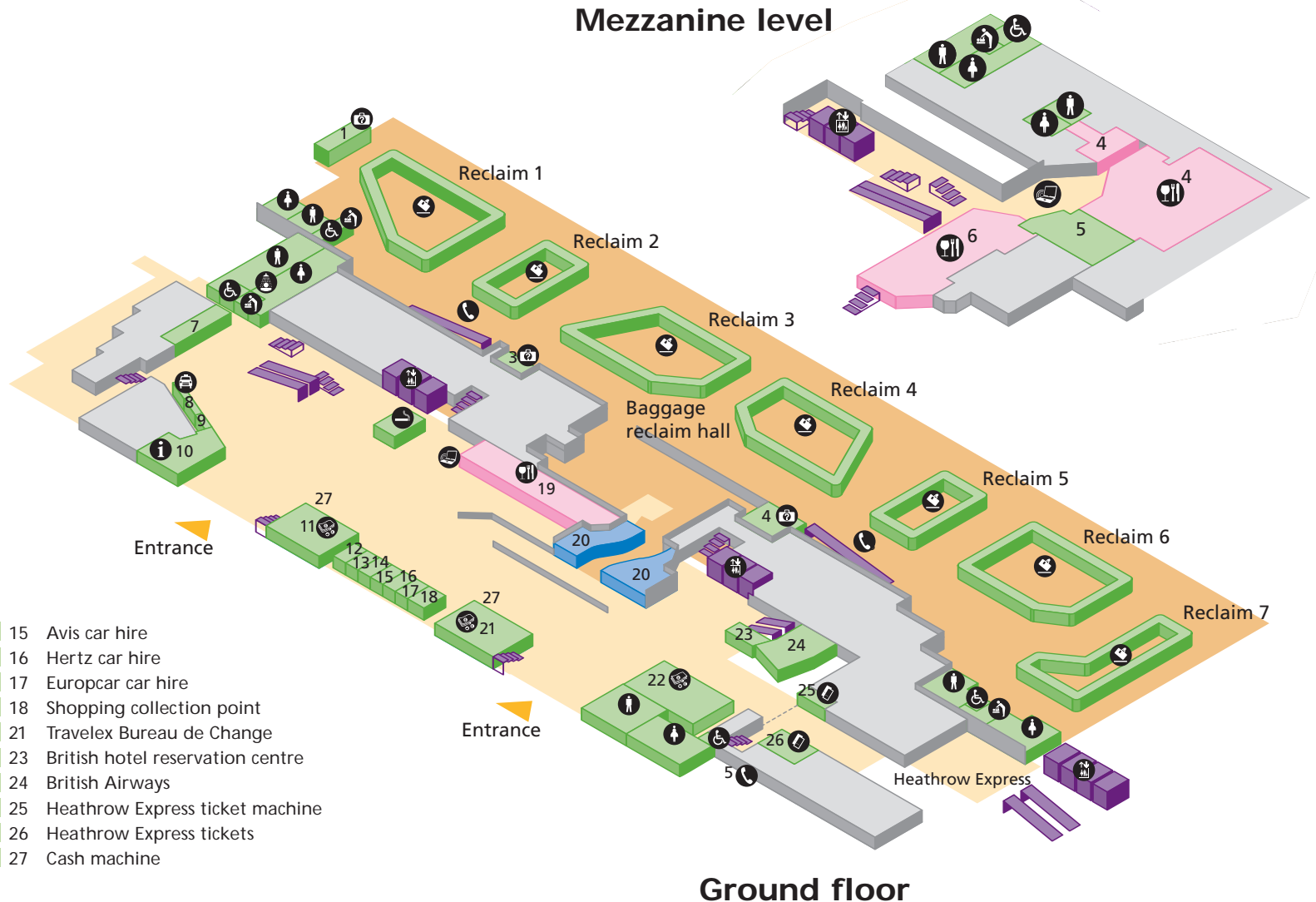
- Public areas
- Passenger areas

Services

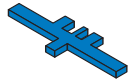
- Accessible toilet
- Babycare
- Bar / Pub
- Baggage enquiries
- Baggage reclaim
- Bureau de Change
- Information
- Lift
- Shower
- Smoking area
- Taxi
- Ticket sales
- Toilet men
- Toilet women
- Wireless hotspot
- 1 British Airways baggage enquiries
- 3 Baggage enquiries
- 5 Voyager Entertainment
- 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
- 20 Travelex Bureau de Change
- 30 Shopping Information Area
- 31 American Express Bureau de Change
- 32 Security desk
- 35 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 / Watch Station | ■ 36 Costa Coffee | ■ 52 Church & Co |
| ■ 5 WHSmith | ■ 21 Harrods | ■ 37 World Duty Free | ■ 53 Sunglass Hut / Watch Station |
| ■ 6 Hackett | ■ 21a Asprey | ■ 39 Harrods | ■ 54 World of Whiskies |
| ■ 7 Links of London | ■ 22 Tumi | ■ 42 Swarovski | ■ 55 Cigar House |
| ■ 8 Gucci | ■ 23 Tie Rack | ■ 43 Tie Rack | ■ 56 Dixons Tax Free |
| ■ 10 Hermes | ■ 24 Coffee Republic | ■ 44 Dior | ■ 58 Caviar House and Prunier Seafood Bar |
| ■ 11 World Duty Free | ■ 25 Wetherspoon's Bar | ■ 45 The Pen Shop | ■ 59 Caviar House and Prunier |
| ■ 12 Dixons Tax Free | ■ 26 Coffee Republic | ■ 47 L'Oréal | ■ 60 Hamleys |
| ■ 13 Chocolate Box | ■ 27 Nike | ■ 48 Naturally Cashmere | ■ 61 Glorious Britain |
| ■ 14 The Beauty Studio | ■ 28 Bally | ■ 49 Ted Baker | ■ 62 Accessorize |
| ■ 15 Boots | ■ 29 Burberry | ■ 49a Agent Provocateur | ■ 63 Pret a Manger |
| ■ 16 Hargreaves Sport | ■ 33 Harrods | ■ 50 Mappin & Webb | ■ 64 Est Bar & Deli |
| ■ 17 Thomas Pink | ■ 34 World Duty Free | ■ 51 Austin Reed | ■ 65 Borders |
| ■ 18 Chanel | | | ■ 66 A World of Software |
| | | | ■ 67 HMV |
| | | | ■ 68 Smythsons of Bond Street |
| | | | ■ 69 Rolling Luggage |
| | | | ■ 70 Mulberry |

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

