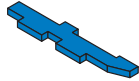


Terminal 4 - Check-in and mezzanine level




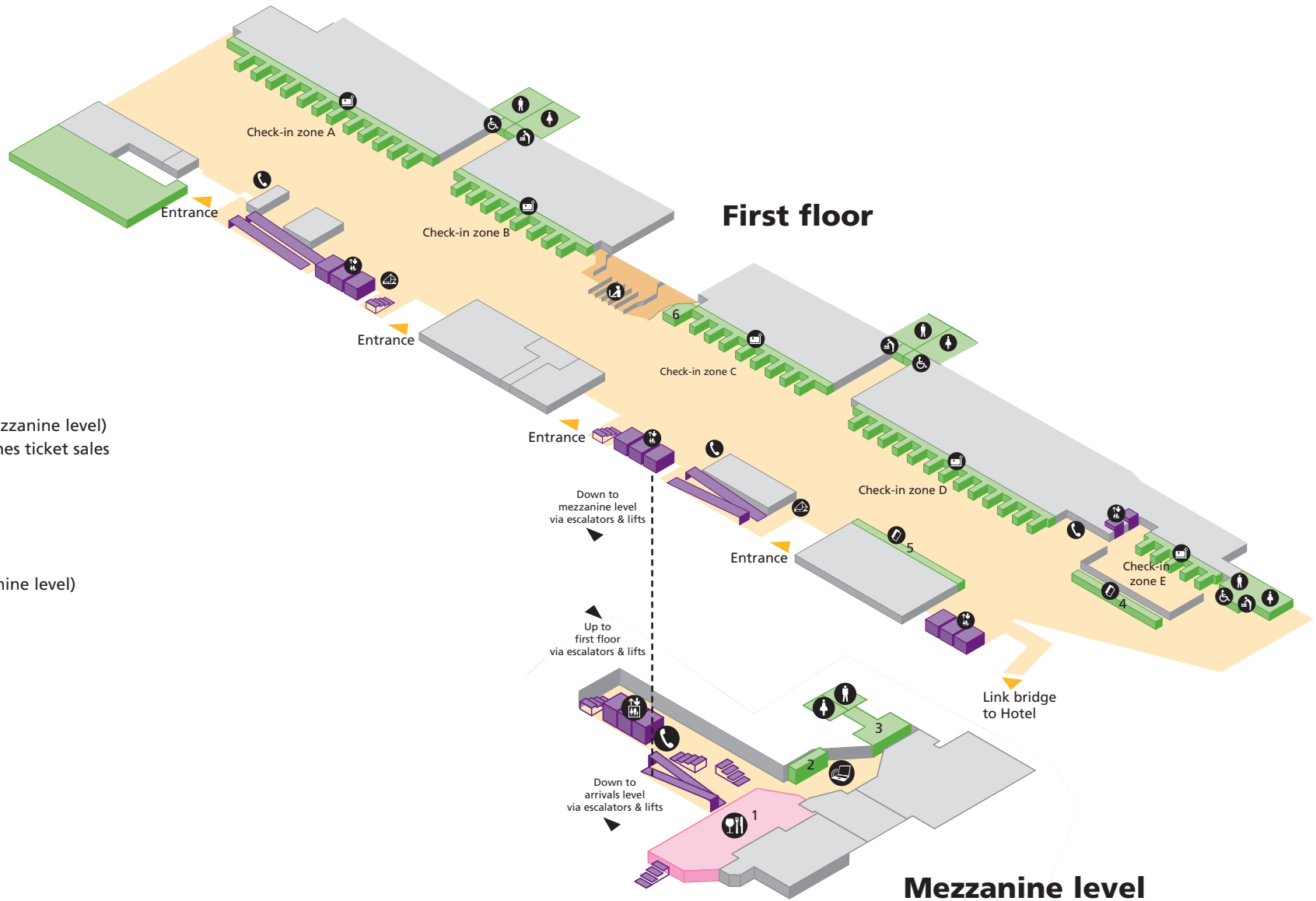
- Public areas
- Passenger areas

Services

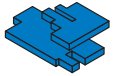
-  Accessible toilet
-  Babycare
-  Check-in
-  Lift
-  Postbox
-  Restaurant / Café / Pub
-  Security
-  Telephone
-  Tickets
-  Toilet men
-  Toilet women
-  Internet (Mezzanine level)
-  Yotel (24 hour hotel rooms, Mezzanine level)
-  Delta Airlines/Continental Airlines ticket sales
-  Airline ticket sales
-  VAT returns

Shopping & restaurants

-  1 J D Wetherspoon – Bar (Mezzanine level)






























Terminal 4 - Arrivals & mezzanine level







- Public areas
- Passenger areas

Services

-  Accessible toilet
-  Babycare
-  Restaurant / Café / Pub
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de change
-  Cash machines
-  Information
-  Lift
-  Meeting point
-  Shower
-  Taxi
-  Ticket sales
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  Internet (Mezzanine level)
-  Yotel (24 hour hotel rooms, Mezzanine level)
-  BA baggage enquiries
-  Baggage enquiries
-  Excess baggage/left luggage
-  Taxi information
-  Sky Diamond
-  British Hotel Reservation Centre (BHRC)
-  BAA information desk
-  Meeting point
-  American Express bureau de change

-  14 Hotelink
-  15 Enterprise car hire
-  16 National/Alamo car hire
-  17 Avis car hire
-  18 Hertz car hire
-  19 Europcar car hire
-  20 Budget car hire
-  21 Travelex bureau de change
-  23 Heathrow Express tickets
-  24 Heathrow Express ticket machine
-  25 Reserved seating

Shopping & restaurants

-  1 J D Wetherspoon – Bar (Mezzanine level)
-  22 WHSmith
-  26 World Duty Free (Arrivals only)
-  27 Starbucks



Terminal 4 - Departures



- Public areas
- Passenger areas

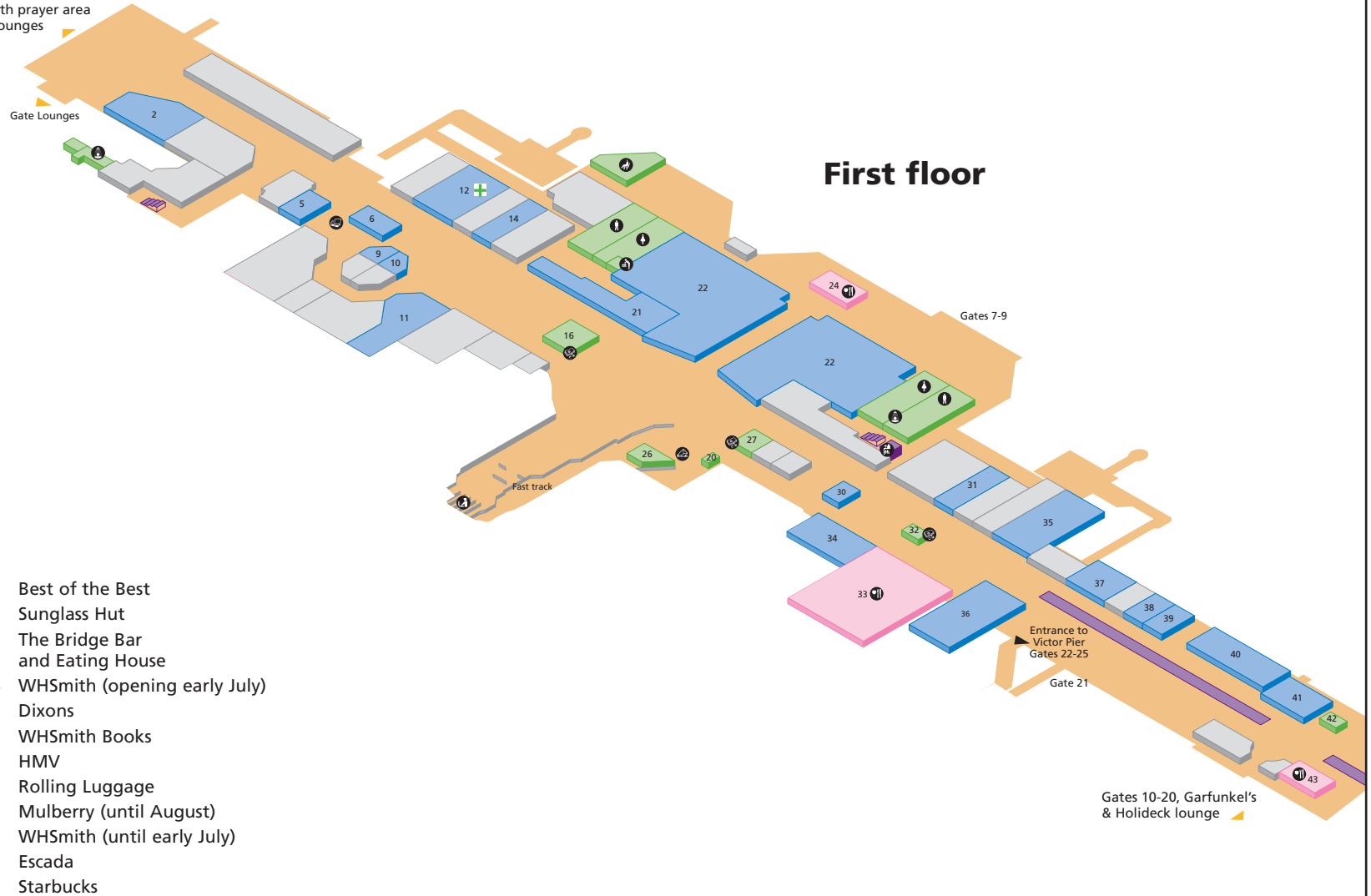
Services

- Accessible toilet
- Airline lounge
- Babycare
- Bureau de change
- Lift
- Postbox
- Restaurant / Café / Pub
- Shower
- Toilet men
- Toilet women
- Wireless hotspot
- 16 American Express bureau de change
- 20 Security desk
- 26 VAT returns
- 27 Travelex bureau de change
- 32 American Express bureau de change
- 42 Internet

Shopping & restaurants

- 2 WHSmith (sandwiches & snacks)
- 5 Chocolate Box
- 6 Sunglass Hut
- 9 Tumi
- 10 Tie Rack
- 11 Bally
- 12 Boots + (sandwiches & snacks)
- 14 Thomas Pink
- 21 Harrods
- 22 World Duty Free
- 24 Costa Coffee
- 30 Best of the Best
- 31 Sunglass Hut
- 33 The Bridge Bar and Eating House
- 34 WHSmith (opening early July)
- 35 Dixons
- 36 WHSmith Books
- 37 HMV
- 38 Rolling Luggage
- 39 Mulberry (until August)
- 40 WHSmith (until early July)
- 41 Escada
- 43 Starbucks

Gates 1-6
AMT Coffee, Internet,
Multi faith prayer area
& Gate lounges



First floor

Gates 10-20, Garfunkel's
& Holideck lounge