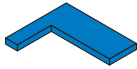


# Terminal 3 - Check-in



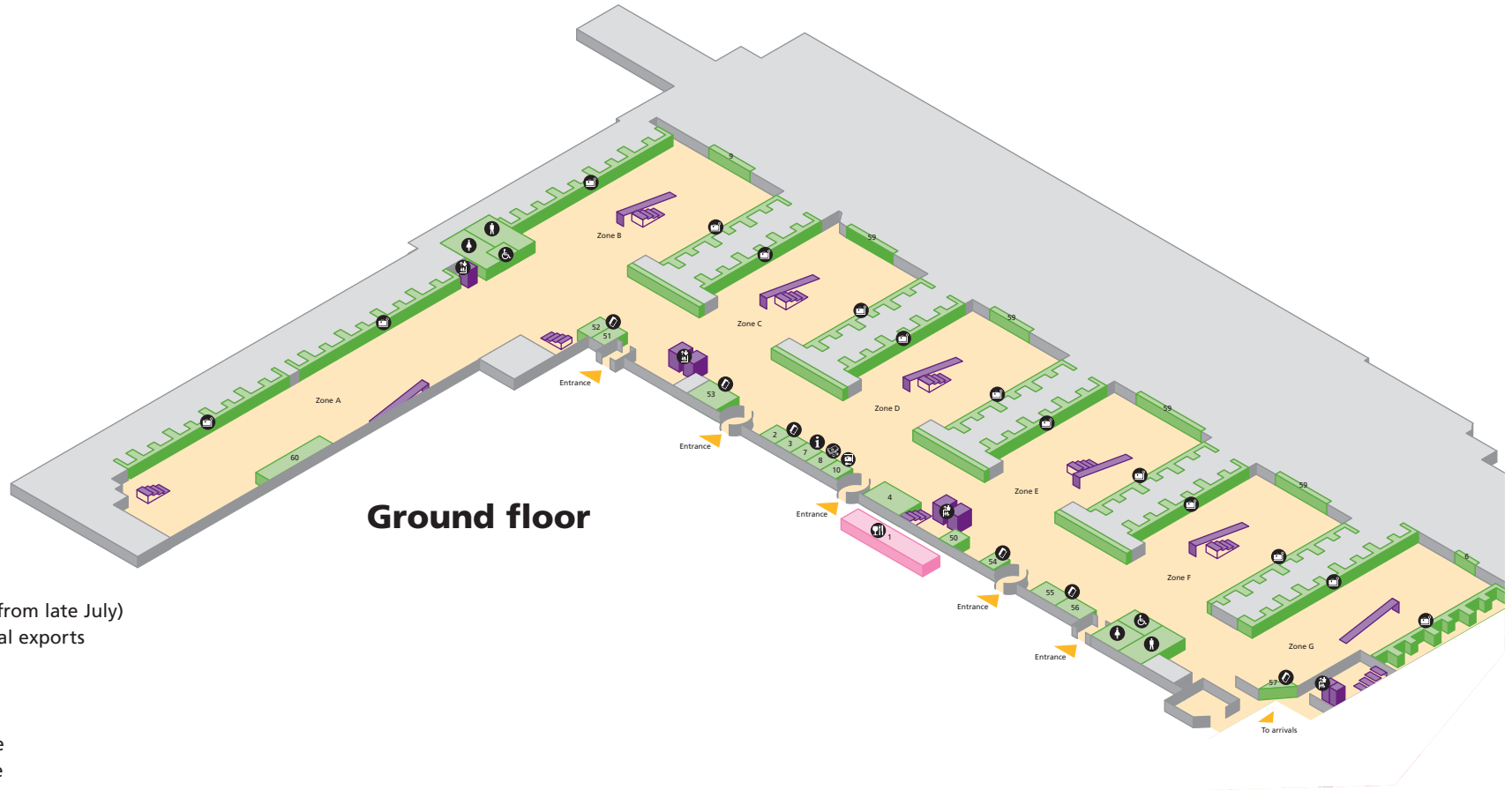
Public areas

## Services

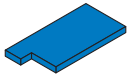
-  Accessible toilet
-  Bureau de change
-  Check-in
-  Information
-  Left luggage
-  Lift
-  Restaurant/Café/Pub
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  2 Jet Airways & Thai Airways ticket office
-  3 Turkish Airlines ticket office
-  4 VAT returns
-  6 Reserved seating
-  7 BAA information desk
-  8 Travelex bureau de change
-  9 American Airlines ticket desk
-  10 Excess baggage/left luggage (from late July)
-  50 HM Customs Desk - Commercial exports
-  51 Gulf Air ticket office
-  52 Cathay Pacific ticket office
-  53 BA ticket office
-  54 Singapore Airlines ticket office
-  55 Malaysian Airlines ticket office
-  56 Qatar Airways ticket office
-  57 PIA & Caribbean ticket office
-  59 Airline ticket desk
-  60 Virgin ticket desk

## Shopping & restaurants

-  1 Costa Coffee



# Terminal 3 - Arrivals

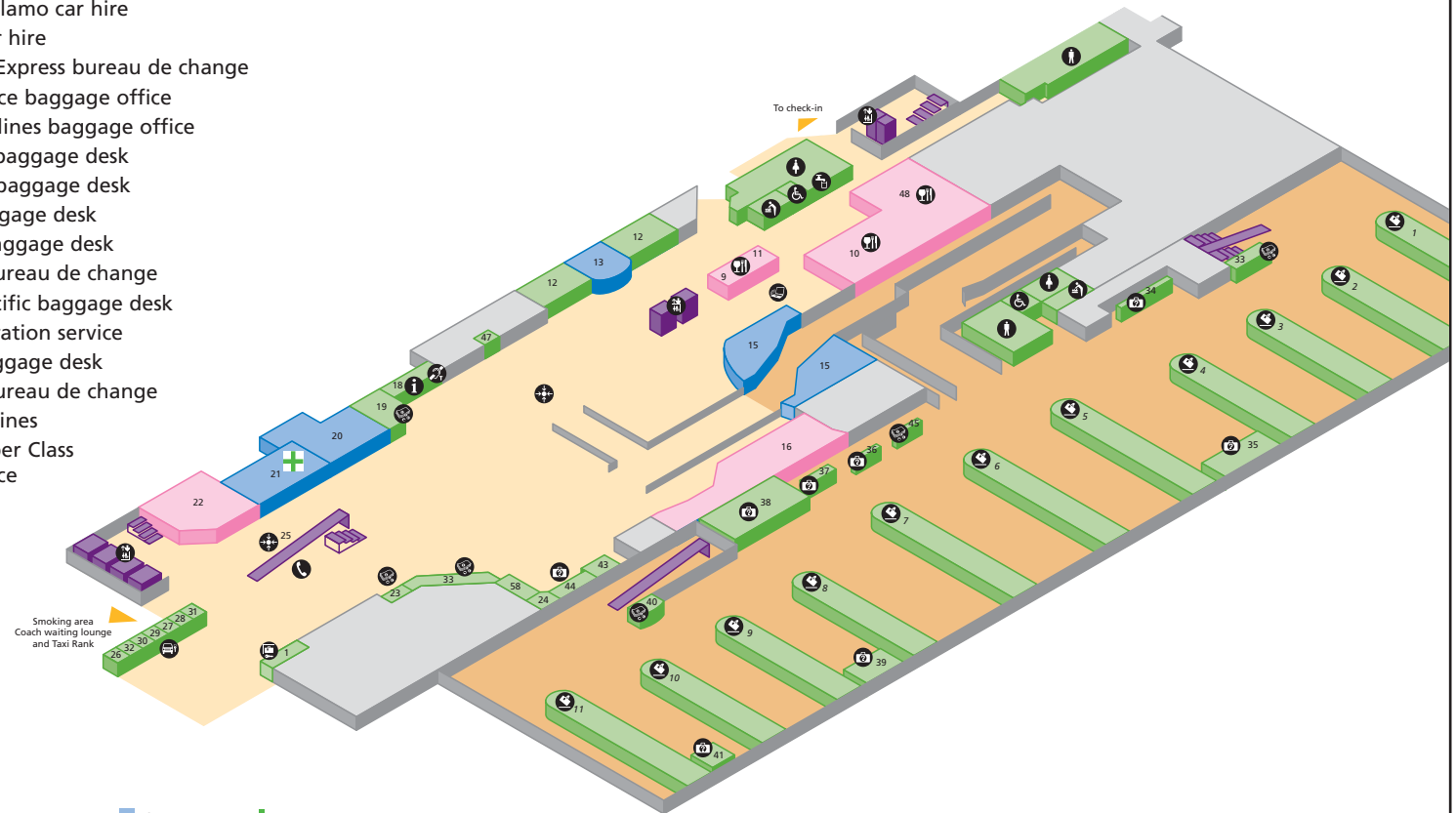


- Public areas
- Passenger areas

## Services

- Accessible toilet
- Babycare
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Car hire
- Drinking water
- Facilities for the hard of hearing
- Information
- Left luggage
- Lift
- Meeting point/MeetMe™ service
- Restaurant/Café/Pub
- Telephone
- Toilet men
- Toilet women
- Wireless hotspot
- 1 Excess baggage/left luggage
- 12 Voyager Entertainment
- 13 British Hotel Reservation Centre (BHRC) and shopping collection point
- 18 BAA information desk
- 19 Travelex bureau de change
- 23 Travelex bureau de change
- 24 British Hotel Reservation Centre (BHRC)
- 25 MeetMe™ service
- 26 Dot2Dot
- 27 Avis car hire
- 28 Hertz car hire
- 29 Europcar car hire
- 30 Enterprise car hire
- 31 National/Alamo car hire
- 32 Budget car hire
- 33 American Express bureau de change
- 34 Star Alliance baggage office
- 35 United Airlines baggage office
- 36 Egypt Air baggage desk
- 37 Swissport baggage desk
- 38 Virgin baggage desk
- 39 Aviance baggage desk
- 40 Travelex bureau de change
- 41 Cathay Pacific baggage desk
- 43 UK immigration service
- 44 Airline baggage desk
- 45 Travelex bureau de change
- 47 Cash machines
- 58 Virgin Upper Class Limo Service

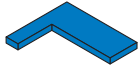
## Ground floor



## Shopping & restaurants

- 9 Millie's Cookies
- 15 World Duty Free
- 21 Boots +
- 10 Bite
- 16 Marks & Spencer Simply Food
- 22 AMT Coffee
- 11 Baskin-Robbins
- 20 WHSmith
- 48 Garfunkels

# Terminal 3 - Departures (public area)



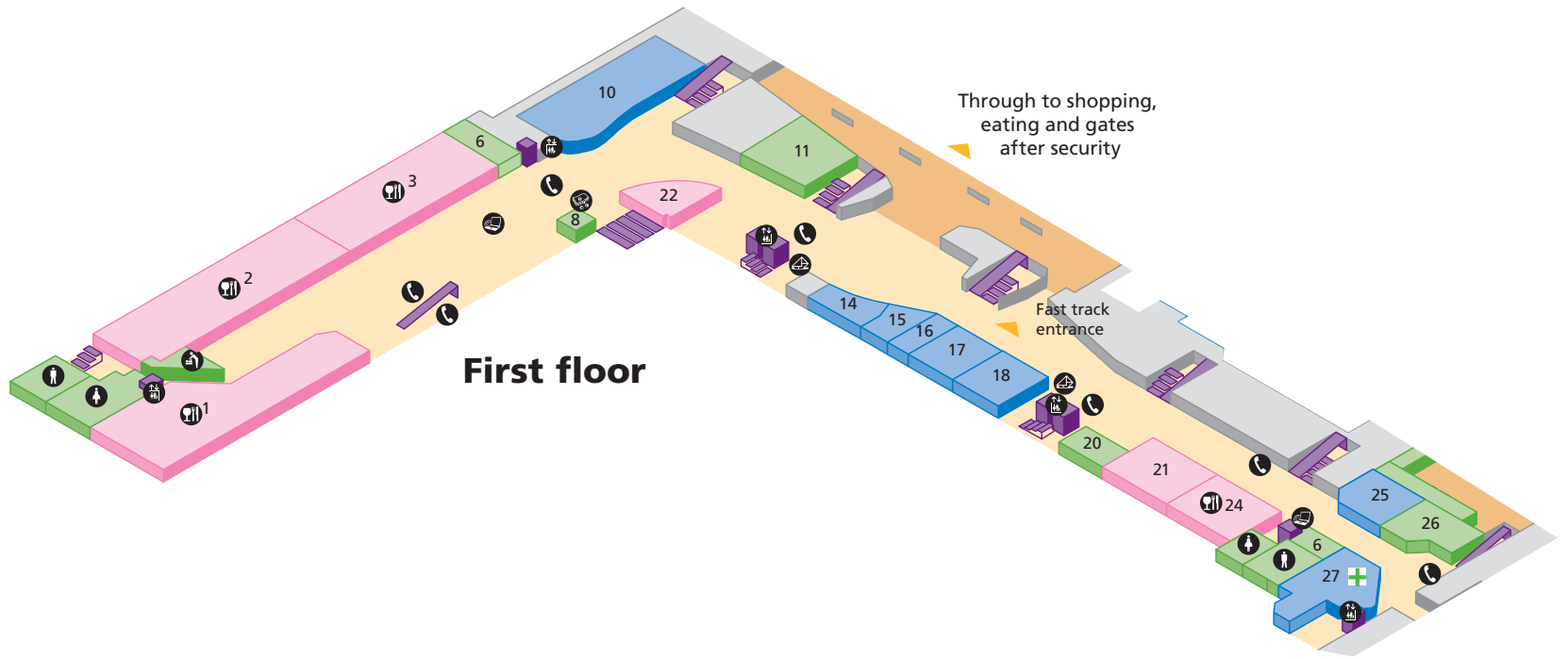
- Public areas
- Passenger areas

## Services

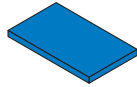
-  Babycare
-  Bureau de change
-  Lift
-  Postbox
-  Restaurant/Café/Pub
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  6 Spectrum Internet
-  8 Cash machines
-  11 Travelex bureau de change
-  20 American Express bureau de change
-  26 Voyager Entertainment

## Shopping & restaurants

- |  |  |
|--|--|
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 1 Pontis           | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 17 Glorious Britain  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 2 The Three Bells  | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 18 Impulse   |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 3 Pret A Manger    | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 21 Bagel Street  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 10 WHSmith         | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 22 Krispy Kreme  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 14 Le Collezioni   | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 24 Costa   |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 15 Rolling Luggage | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 25 Hargreaves Sport  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 16 WHS Stationery  | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 27 Boots  |

























# Terminal 3 - Departures (passenger area)



Passenger areas

## Services

-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Cash machines
-  Lift
-  Postbox
-  Prayer room
-  Restaurant/Café/Pub
-  Security
-  Shower
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  29 VAT returns
-  30 Travelex bureau de change
-  43 American Express bureau de change
-  49 Family changing room & showers
-  90 Multi faith prayer area
-  94 Spectrum Internet

## Shopping & restaurants

- |   |  |   |
|---|--|---|
|  28 World Duty Free                               |  45 WHSmith                 |  66 Gucci                                  |
|  31 Glorious Britain                              |  47 World Duty Free         |  67 Rhubarb (opening August 2008)          |
|  32 Reiss   |  50 Mulberry                |  70 Borders                                |
|  33 WHSmith                                       |  51 Harrods                 |  71 Bally                                  |
|  34 EAT.  |  52 Mont Blanc              |  72 Caffé Italia                           |
|  35 Sunglass Hut                                  |  53 Versace                 |  73 Armani                                 |
|  36 Dixons Tax Free (Hamleys from September 2008) |  54 Ermenegildo Zegna       |  74 Bvlgari                                |
|  37 HMV   |  55 Cartier                 |  75 Caviar House and Prunier               |
|  38 Boots +                                       |  56 Dunhill                 |  76 Bagel Street                           |
|  39 Starbucks                                     |  57 Burberry                |  77 Dior                                   |
|  40 O'Neill's                                     |  61 Chez Gerard             |  78 Harrods WAY IN                         |
|  41 Yo! Sushi                                     |  62 Smythson of Bond Street |  79 Paul Smith                             |
|  44 Dixons Tax Free (from late July 2008)         |  63 Mappin & Webb           |  80 Tie Rack                               |
|   |  64 Salvatore Ferragamo     |  81 Kurt Geiger                            |
|   |  65 Hermès                  |  82 Tod's                                |
|   |  |  83 Jo Malone                            |
|   |  |  84 MAC                                  |
|   |  |  86 Tumi / Rolling Luggage               |
|   |  |  88 Caviar House and Prunier Seafood Bar |
|   |  |  89 Chanel                               |
|   |  |  91 Thomas Pink                          |
|   |  |  93 TGI Friday's                         |



## First floor