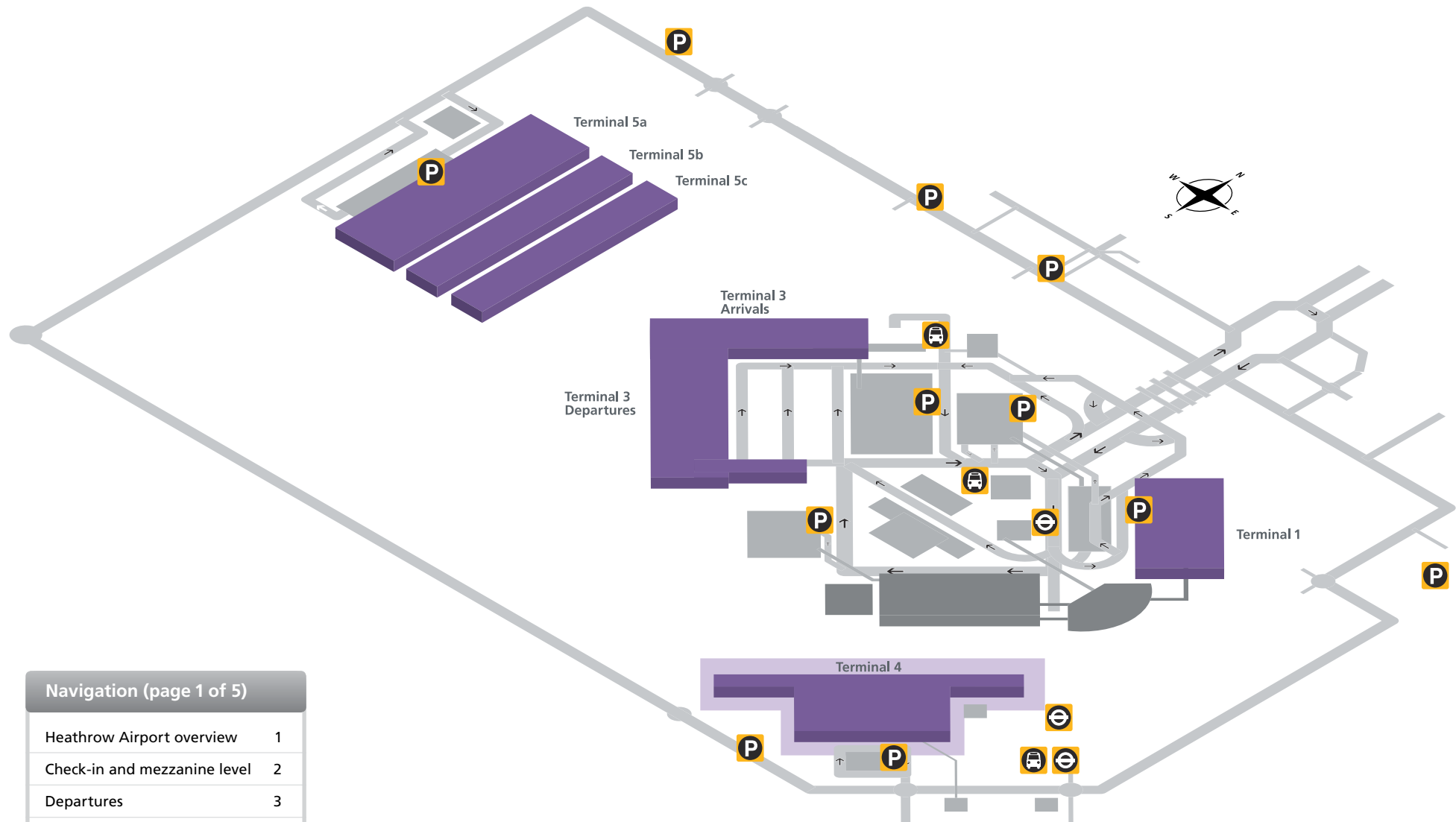


Heathrow Airport

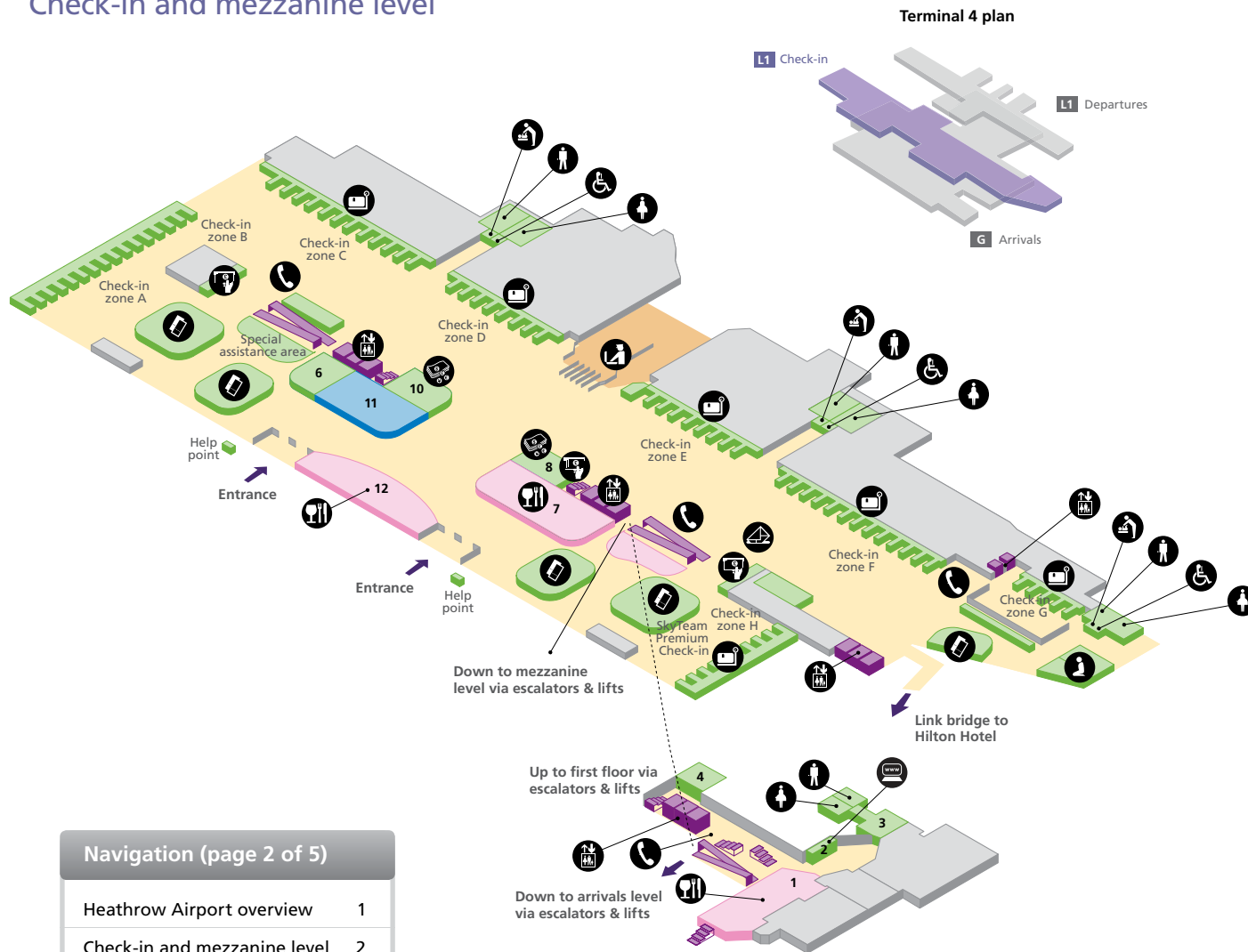
Overview



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Terminal 4

Check-in and mezzanine level



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Shopping

WHSmith	11
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Services

American Express	8	Internet (Mezzanine level)	2
Customs for VAT returns	4	Travelex	10
Excess baggage	6	Yotel (24 hour hotel rooms, Mezzanine level)	3

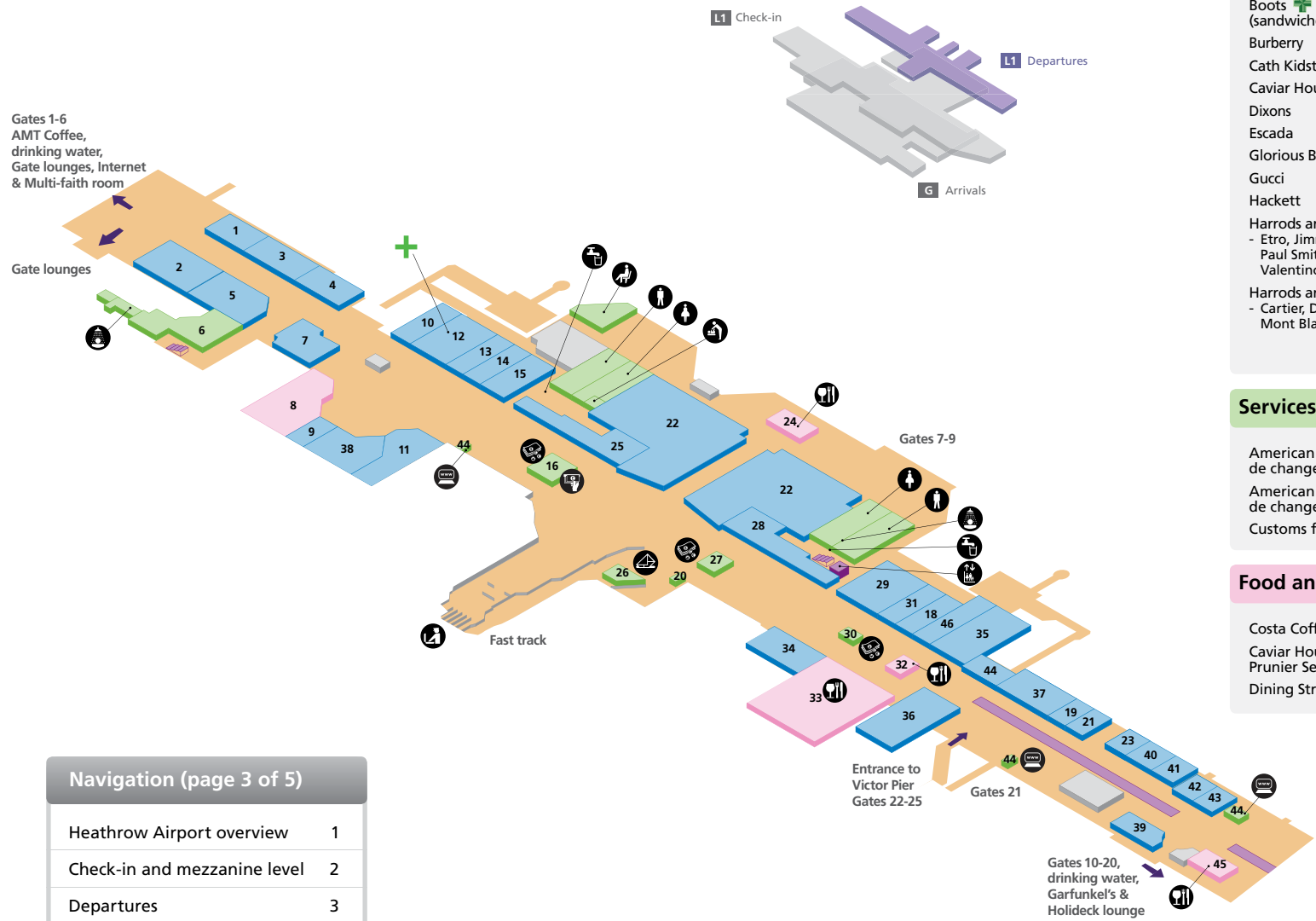
Food and drink

Caffé Nero	12	Café Rouge	7
J D Wetherspoon – Bar (Mezzanine level)	1		

- Accessible toilet
 - Multi-faith room
 - Toilet men
 - Babycare
 - Postbox
 - Toilet women
 - Cash machines
 - Restaurant / Café / Pub
 - Public areas
 - Check-in
 - Security
 - Passenger areas
 - Internet facility
 - Telephone
 - Lift
 - Tickets
- Boingo Wi-Fi is present throughout the terminal

Terminal 4

Departures (first floor)



Shopping

Bally	11	Harrods	29
Beauty Studio	10	- Signature Store and Food Hall	
Boots (sandwiches and snacks)	12	HMV	37
Burberry	7	Jo Malone	42
Cath Kidston	9	Links of London	4
Caviar House and Prunier Shop	43	LK Bennett	38
Dixons	35	Mulberry	13
Escada	1	Rituals	41
Glorious Britain	23	Rolling Luggage/Tumi	21
Gucci	3	Simply Chocolates	19
Hackett	46	Sunglass Hut	31
Harrods and Harrods Boutiques - Etro, Jimmy Choo, Michael Kors, Paul Smith, Roberto Cavalli, Valentino	25	Swarovski	40
Harrods and Harrods Boutiques - Cartier, Dunhill, Ferragamo, Mont Blanc, Zegna,	28	Thomas Pink	14
		Tie Rack	44
		Watches of Switzerland	15
		WHSmith	2 34
		WHSmith Bookshop	36
		World Duty Free	5 22 39
		World of Whiskies	18

Services

American Express bureau de change	30	Internet	44
American Express bureau de change and cash machines	16	Security desk	20
Customs for VAT returns	26	Transfer area	6
		Travelex bureau de change	27

Food and drink

Costa Coffee	24	Starbucks	45
Caviar House and Prunier Seafood Bar	32	The Bridge Bar and Eating House	33
Dining Street	8		

Navigation (page 3 of 5)

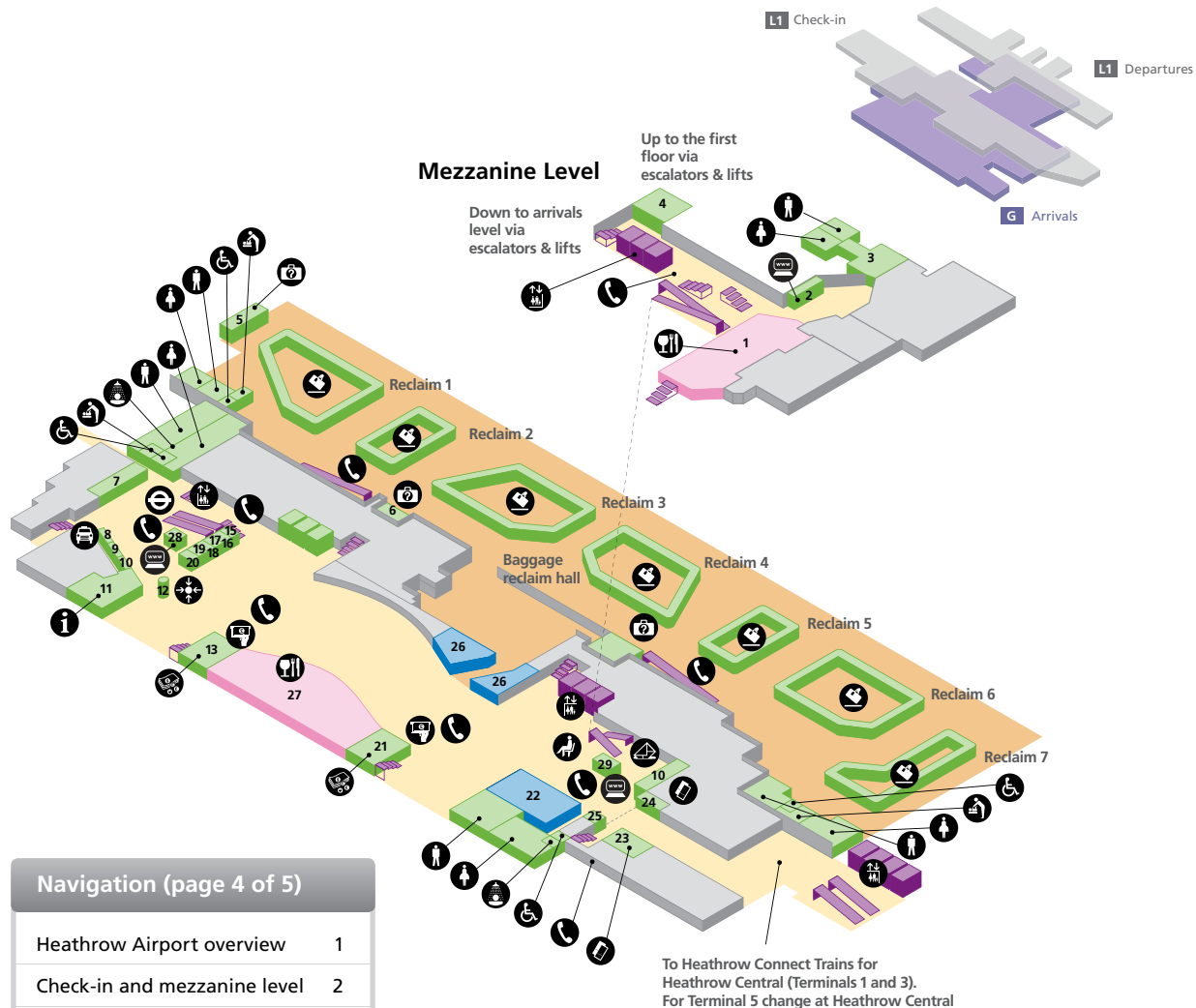
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- Accessible toilet
- Airline lounge
- Baby care
- Bureau de change
- Cash machines
- Drinking water
- Internet facility
- Lift
- Boingo Wi-Fi is present throughout the terminal
- Postbox
- Restaurant / Café / Pub
- Security
- Shower
- Toilet men
- Toilet women
- Public areas
- Passenger areas

Terminal 4

Arrivals & mezzanine level (Ground Floor)

Terminal 4 plan



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Shopping

WHSmith	22	World Duty Free (Arrivals only)	26
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Services

American Express bureau de change	13	Europcar car hire	18
Avis car hire	16	Excess baggage/left luggage	7
BA baggage enquiries	5	Heathrow Express ticket machine	24
BAA information desk	11	Heathrow Express tickets	23
Baggage enquiries	6	Hertz car hire	19
British Hotel Reservation Centre (BHRC)	10	Hotelink	25
Budget car hire	15	Internet	28, 29
Chauffeur services - Continental, Delta, Etihad, Kuwait	9	Internet (Mezzanine level)	2
Customs for VAT returns (Mezzanine level)	4	Meeting point	12
Enterprise car hire	20	Sixt	17
		Taxi information	8
		Travellex bureau de change	21
		Yotel (24 hour hotel rooms, Mezzanine level)	3

Food and drink

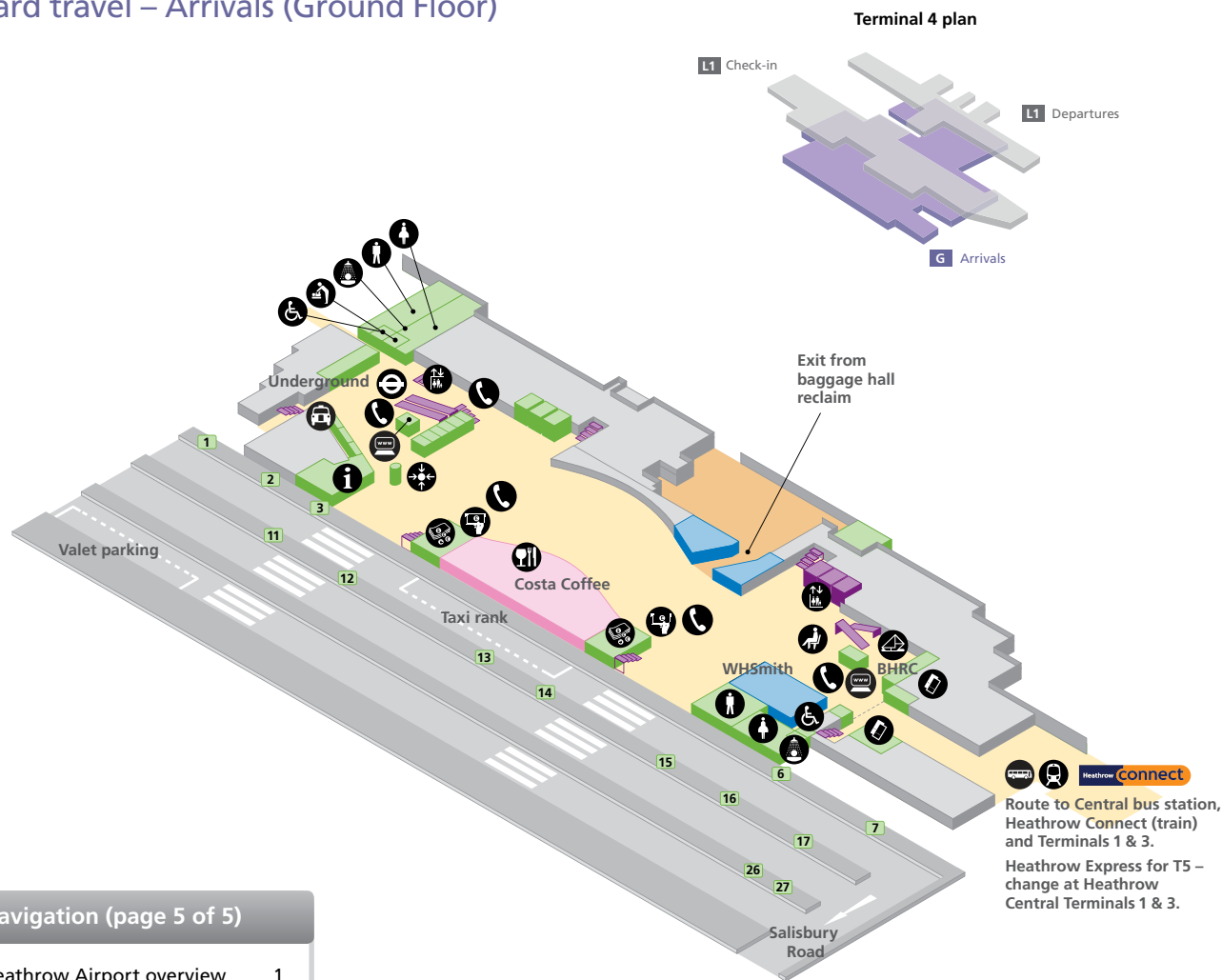
Costa Coffee	27	J D Wetherspoon – Bar (Mezzanine level)	1
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- Accessible toilet
- Baby care
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Cash machines
- Internet facility
- Information
- Lift
- Meeting point
- Postbox
- Restaurant / Café / Pub
- Seating
- Shower
- Taxi
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Underground
- Public areas
- Passenger areas

Boingo Wi-Fi is present throughout the terminal

Terminal 4

Onward travel – Arrivals (Ground Floor)



Bus and coach stop allocation

Business parking	3	Car Rental (off airport):	
dot2dot	11	Dollar Thrifty, Sixt	26
Express Coach – National Express	13 14	Car Rental (on airport):	
Group travel – pick up	16 17	Avis Budget, Enterprise, Europcar/National/Alamo, Hertz	1 2
Group travel – set down	15	Off airport Parking companies:	
Help Bus	3	Economy, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	27
Hotel Hoppa	12	Taxi Rank (between 3 & 6)	
Local bus 482, 490, 555, 557	6 7		
Long stay parking	3		
Transport for London (TfL) – drop/stand	6 7		

- Accessible toilet
- Babycare
- Bus station
- Bureau de change
- Cash machines
- Internet facility
- Information
- Boingo Wi-Fi is present throughout the terminal
- Lift
- Meeting point
- Postbox
- Restaurant / Café / Pub
- Seating
- Shower
- Taxi
- Telephone
- Toilet men
- Toilet women
- Train station
- Underground
- Public areas
- Passenger areas

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