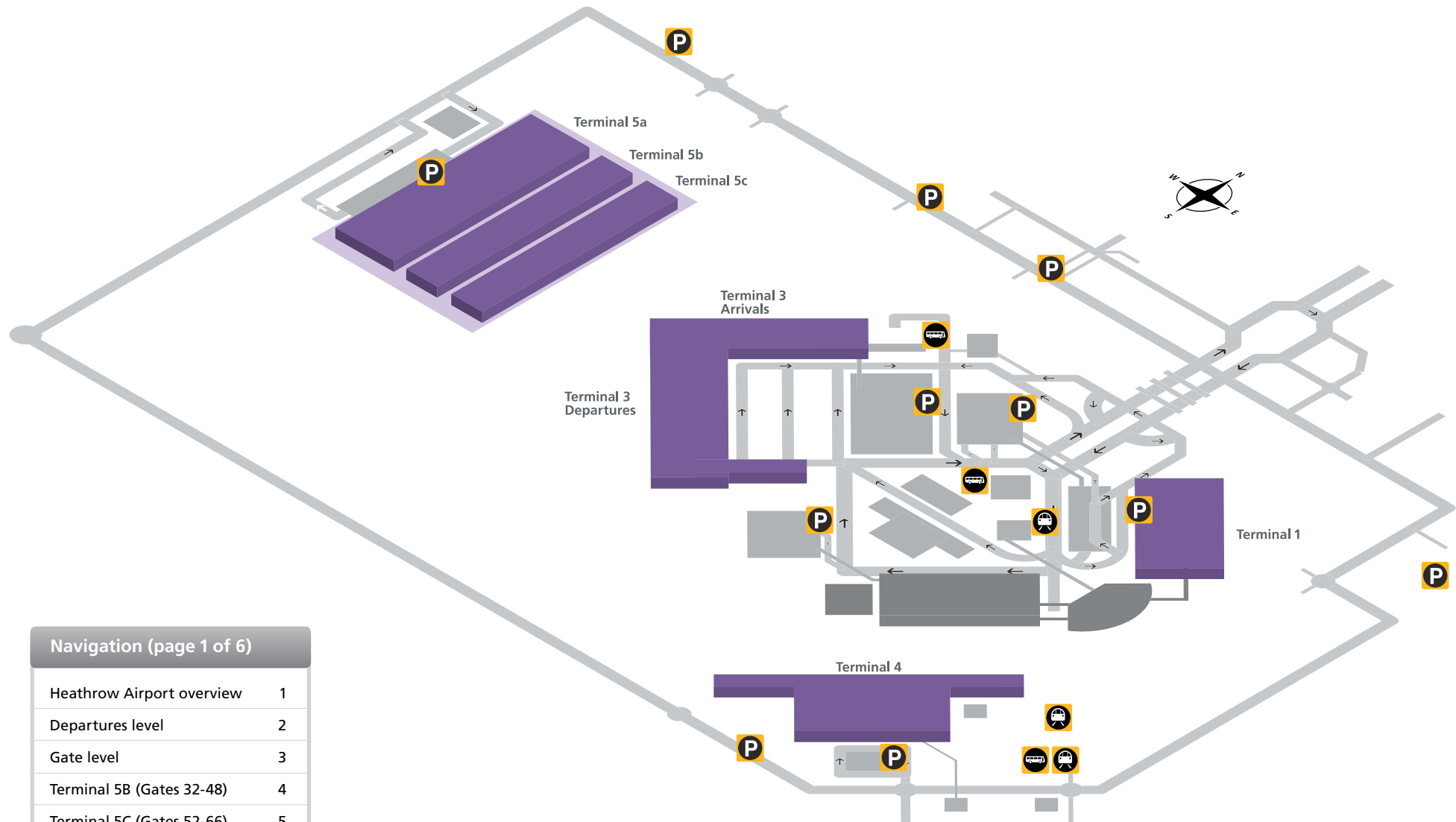


Heathrow Airport

Overview

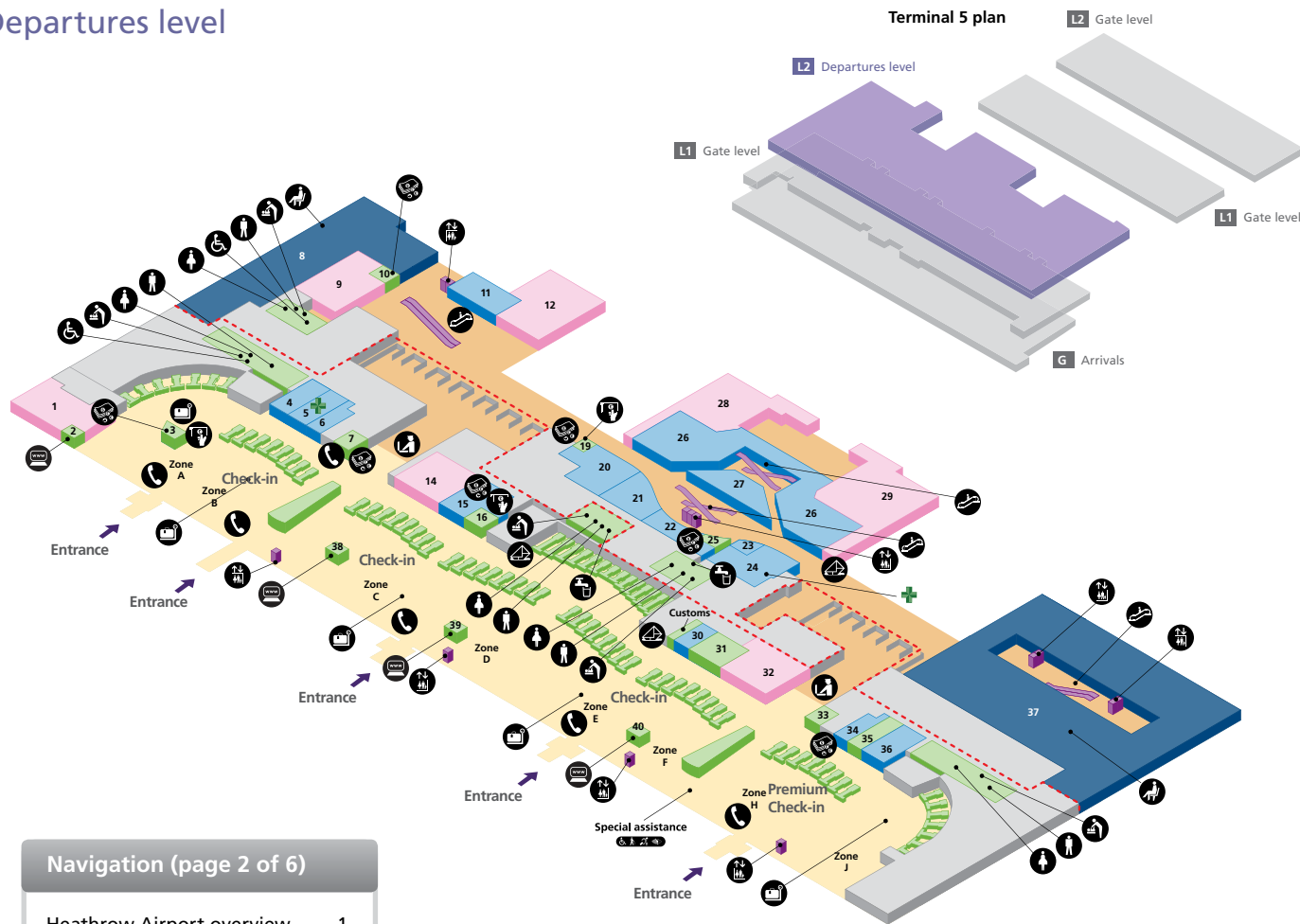


Navigation (page 1 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

Terminal 5

Departures level



Shopping

Accessorize	6	London 2012 shop	11
Boots	5	Rolling Luggage	34
Dixons Travel	21	Vodafone	4
Dixons ADD+	23	WHSmith	15 20 36
Excess Baggage	30	World Duty Free (Sunglasses, Watches & Jewellery)	27
Harrods Department Store	26		
HMV	22		

Services

American Express	10 25	Internet facility	2 38 39 40
American Express and cash machines	3 16	Travellex	7 33
VAT refunds	31	Travellex and cash machines	19
		T5 Expo Gallery	35

Food and drink

5 Tuns Pub & Kitchen	32	Gordon Ramsay Plane Food	29
Caffè Nero	1	Huxleys	9
Carluccio's	14	Wagamama	28
Giraffe	12		

Passenger lounges

British Airways Galleries lounge north (by invitation only)	8	British Airways Galleries lounge south (by invitation only)	37
---	---	---	----

- Accessible toilet
- Baby changing facilities
- Bureau de change
- Cash machines
- Check-in
- Drinking water
- Escalator
- Internet facility
- Lift
- Passenger lounge/Seating area
- Postbox
- Security/Passport Control
- Telephone
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Before/After Security
- Pharmacy

Boingo Wi-Fi is present throughout the terminal

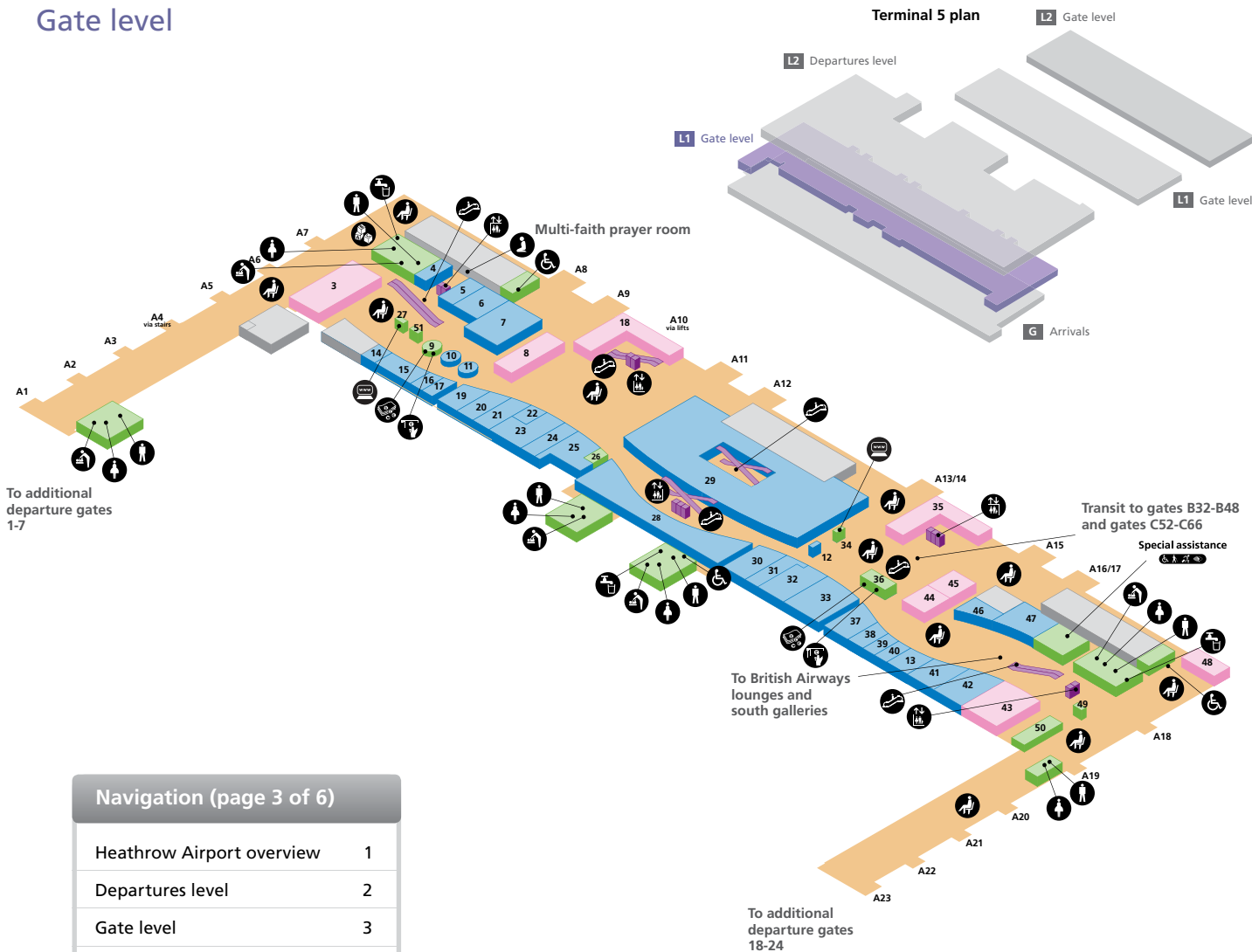
Power charging points for electrical items are available throughout the departure lounge

Navigation (page 2 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

Terminal 5

Gate level



Shopping

Accessorize	5	Paul Smith 'Globe'	42
Burberry	38	Prada	33
Bulgari	39	Reiss	23
Caviar House and Prunier	46	Rolling Luggage	14
Chocolate Box	4	Smythson of Bond Street	40
Dior	31	Sunglass Hut	22
Dixons Travel/Apple	25	Ted Baker	20
Glorious Britain	19	Ted Baker's Sweet Shoppe	10
Gucci	32	Thomas Pink	15
Harrods	41	Tiffany & Co.	37
Jack Wills	13	WHSmith	6 47
Kurt Geiger	21	WHSmith Bookshop	24
La Maison du Chocolat	12	World Duty Free	28
Links of London	16	World Duty Free (inc. World of Whiskies & Cigar House)	29
Mappin & Webb	30	World Duty Free Express	7
Montblanc	11		
Mulberry	17		

Services

American Express	26	Shoe shine	49 51
Be Relax	50	Travellex and cash machines	9 36
Internet facility	27 34		

Food and drink

Caviar House and Prunier	44	J D Wetherspoon - 'The Crown Rivers'	3
Seafood Bar			
EAT.	35	Pret A Manger	8
Espresso	48	Starbucks	18
ITSU	45	V Bar	43

Navigation (page 3 of 6)	
Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

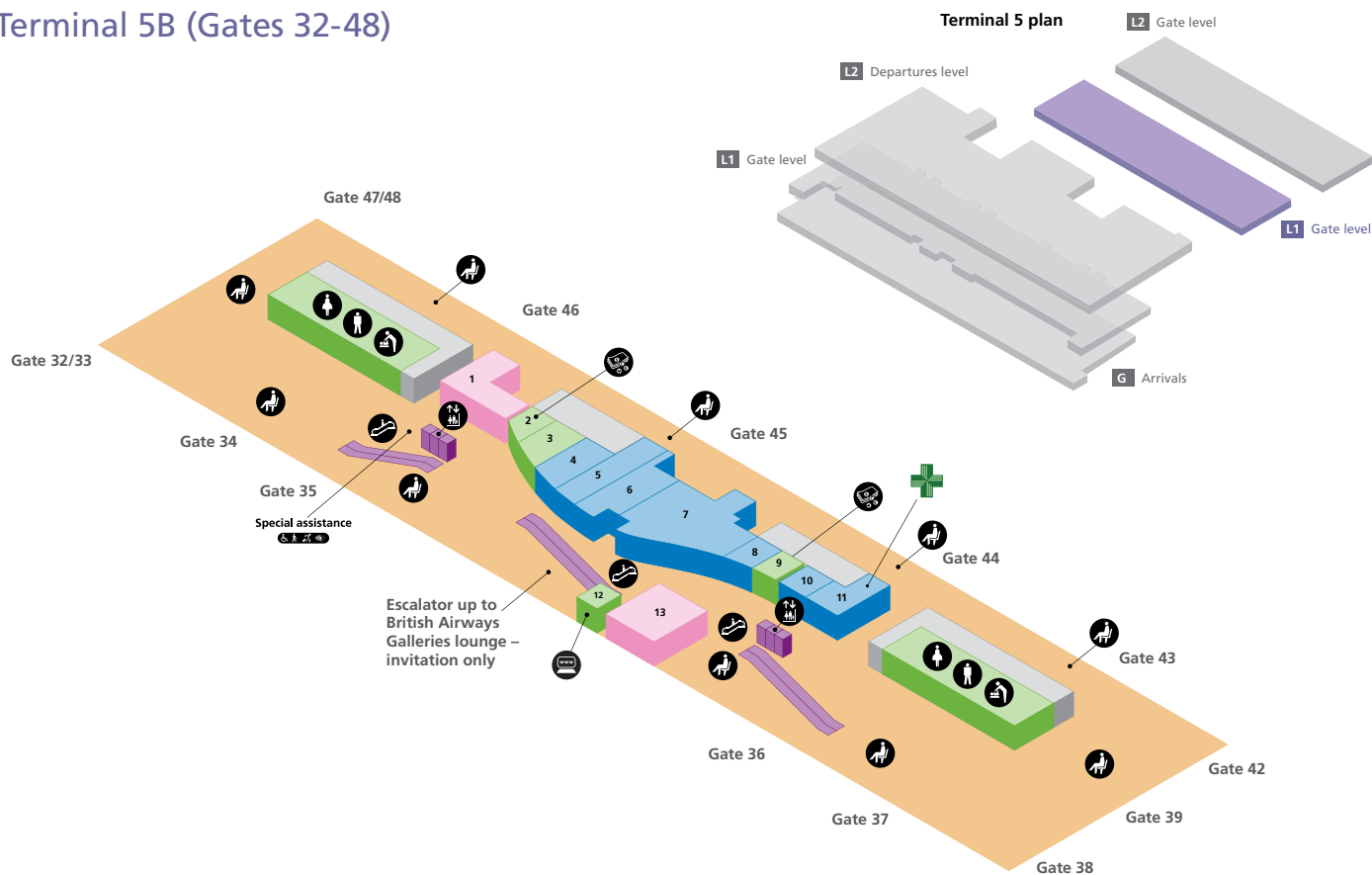
- Accessible toilet
- Baby changing facilities
- Bureau de change
- Cash machines
- Drinking water
- Escalator
- Internet facility
- Lift
- Multi-faith prayer room
- Play area (stay & play)*
- Passenger lounge/Seating area
- Toilet men
- Toilet women
- Passenger areas
- Boingo Wi-Fi is present throughout the terminal

Power charging points for electrical items are available throughout the departure lounge

*Please note, 'Play area (stay & play)' operates at certain times of the year, i.e. school summer holidays/half term.

Terminal 5

Terminal 5B (Gates 32-48)



Shopping

Boots	11	Sunglass hut	10
Collection	8	WHSmith	5
Harrods	4	World Duty Free	7
Rolling Luggage	6		

Services

American Express	2	Internet facility	12
Be Relax	3	Travelx	9

Food and drink

Apostrophe	1	J D Wetherspoon	13
------------	---	-----------------	----

- Baby changing facilities
- Bureau de change
- Escalator
- Internet facility
- Lift
- Passenger lounge/Seating area
- Toilet men
- Toilet women
- Pharmacy
- Passenger areas

Boingo Wi-Fi is present throughout the terminal

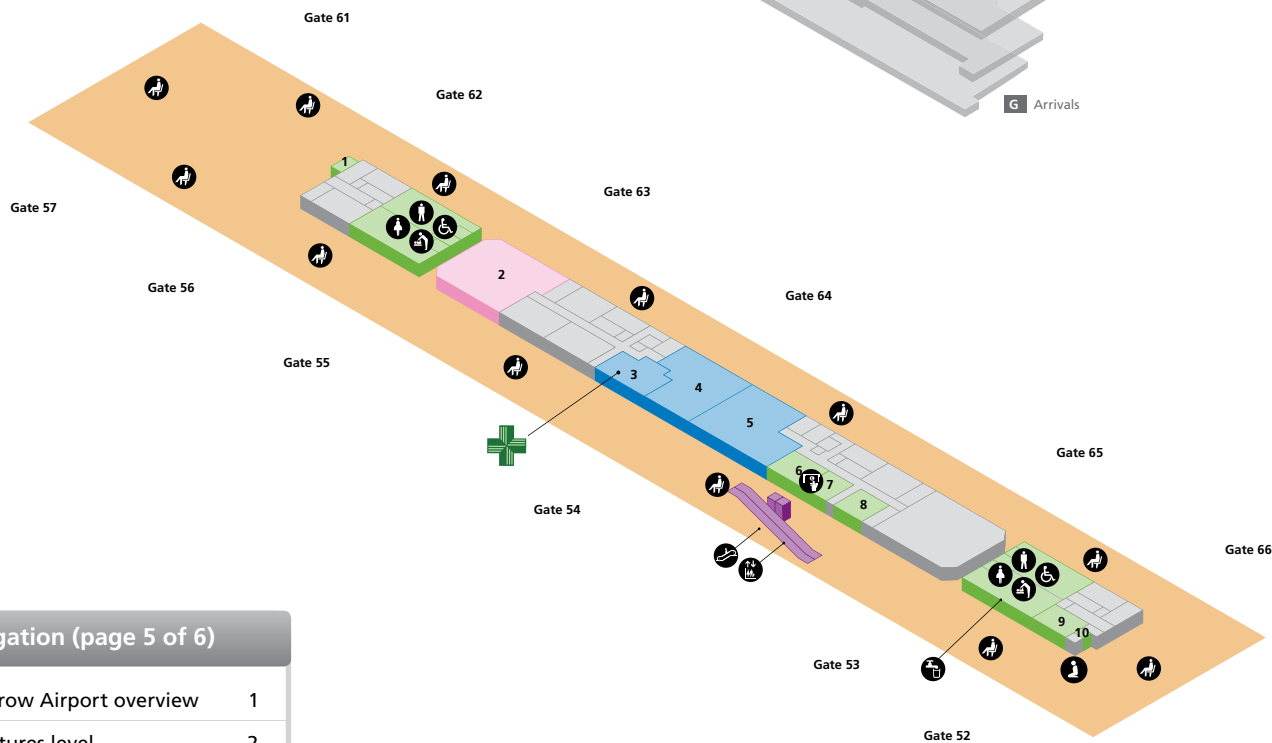
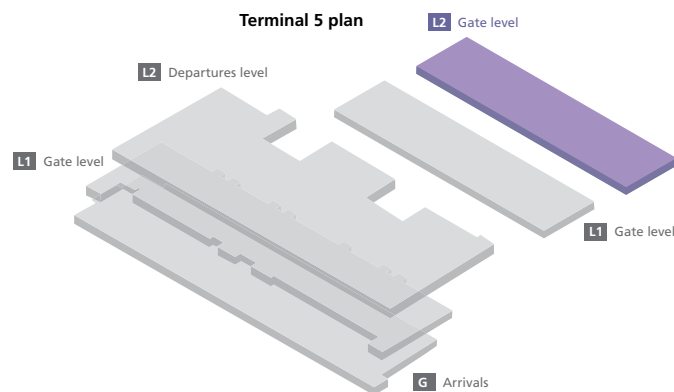
Power charging points for electrical items are available throughout the departure lounge

Navigation (page 4 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

Terminal 5

Terminal 5C (Gates 52-66)



Shopping

Boots + WHSmith	3 4	World Duty Free	5
-----------------	--------	-----------------	---

Services

BA customer services desk	8	Orientation zone	6
Cash machines	7	Vending machine	1 10
Multi-faith prayer room	9		

Food and drink

Starbucks	2
-----------	---

- Accessible toilet
- Lift
- Toilet women
- Baby changing facilities
- Multi-faith prayer room
- Passenger areas
- Cash machine
- Passenger lounge/Seating area
- Pharmacy
- Drinking water
- Toilet men
- Escalator

Boingo Wi-Fi is present throughout the terminal

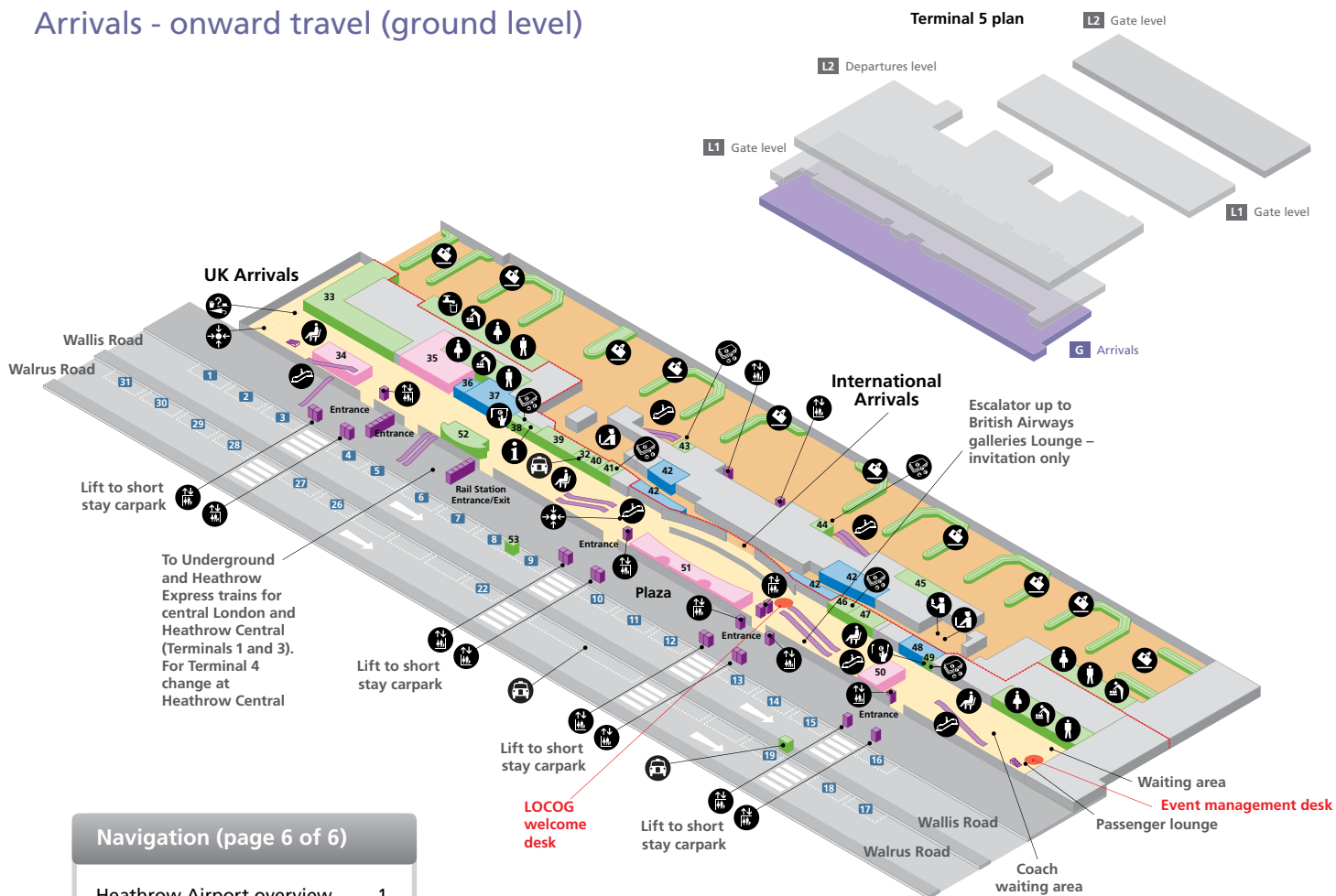
Power charging points for electrical items are available throughout the departure lounge

Navigation (page 5 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals – onward travel (ground level)	6

Terminal 5

Arrivals - onward travel (ground level)



Shopping

Leisure Link	36	48	World Duty Free	42
WHSmith		37		

Services

American Express	44	46	Europhire	53
American Express and cash machines		49	Excess Baggage	33
British Airways baggage and customer service desk		45	National Express	47
British Hotel Reservation Centre (BHRC) Shop and Collect pick-up point		40	Rail ticket desk	52
Car rental and Travel Information Centre		39	Taxi desk	32
			Travelex	41 43
			Travelex and cash machines	38

Food and drink

Costa	51	Krispy Kreme	50
Giraffe Juice	34	Marks & Spencer Simply Food	35

Bus and coach stop allocation

Business Parking, Long Stay T5	22	Oxford the Airline	11
T4 Hilton Hotel	18	Transport for London (TfL) - drop/stand	1-6
Express Coach - National Express	13-16	T4 Hilton Hotel	18
Express Coach - Reading, Railair	10	Car Rental (off airport):	
Express Coach - Woking Railair	12	Dollar Thrifty, Sixt	18
Group Travel - pick up	30 31	Car Rental (on airport):	
Group Travel - drop off	28 29	Avis Budget, Europcar/National/Alamo, Enterprise, Hertz	19
T4 Hilton Hotel	26 27	Off airport Parking companies:	
Local bus 350, 423, 441, N9	7	Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	17
Local bus 441, 482, 490	8	Taxi (between stands 21 and 22)	
Local bus 60, 61, 71, 77, 78, 724	9		

Navigation (page 6 of 6)

Heathrow Airport overview	1
Departures level	2
Gate level	3
Terminal 5B (Gates 32-48)	4
Terminal 5C (Gates 52-66)	5
Arrivals - onward travel (ground level)	6

- Baby changing facilities
- Lift
- Taxi
- Baggage reclaim
- Lost property
- Toilet men
- Bureau de change
- Meeting point
- Toilet woman
- Cash machines
- Passenger lounge/Seating area
- Public areas
- Drinking water
- Passport control
- Passenger areas
- Escalator
- Security control
- Information point
- Before/After Security
- Boingo Wi-Fi is present throughout the terminal