

# Terminal 4

## Arrivals Guide

# Preparing to travel

Travel advice for anxious passengers



**Heathrow**  
Making every journey better

# About this guide



This guide is aimed at anyone who might feel a bit anxious about travelling through Heathrow. Heathrow is a large, busy airport and the journey through the airport can seem complex especially if you don't know what to expect or what is expected of you.

Plenty of help is at hand, you just need to know where to find it. Over the years we've had a lot of experience in assisting anxious travellers and we hope that this guide will enable you to prepare for your forthcoming trip to Heathrow and be confident in the knowledge that Heathrow might be big, but we're not scary.

## Sections

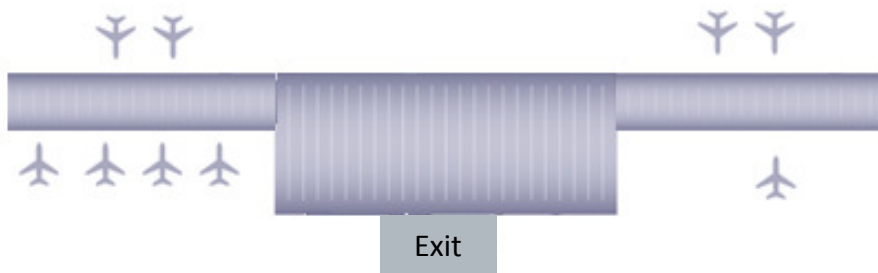
- About this guide
- Finding your way around Terminal 4
- Sensory awareness – What you can expect
- Information – Asking for help at the airport
- Step-by-step journey planner
- Preparing for Passport Control
- Additional sources of information
- Preparation checklist

We understand that everyone is different and if after reading this guide you still have concerns about your **arrivals journey** through Heathrow, or if you just need more information, then please don't hesitate to contact us.

# Finding your way around Terminal 4

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## Finding your way around Terminal 4



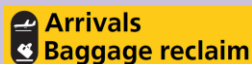
Terminal 4 is one rectangular building with long passageways called “piers”. All of the gates surround this building.

After landing at Heathrow your pilot will be told where to park the aircraft. Because Heathrow is so busy it’s not possible to tell you this information in advance, but don’t worry, there are lots of signs and all routes lead to the exit. You will find details on how to find your way through the terminal in the step-by-step journey planning section of this guide.

Throughout the building there is clear signage telling you where you are. Simply follow the yellow signs to Arrivals/Baggage Reclaim and you will eventually reach the Arrivals Hall. If you have arranged for someone to meet you this is where they will be waiting for you.



Follow these yellow signs to EXIT the building.



## Signs you might see

You’ll find plenty of information showing you where you are in your journey and what comes next.

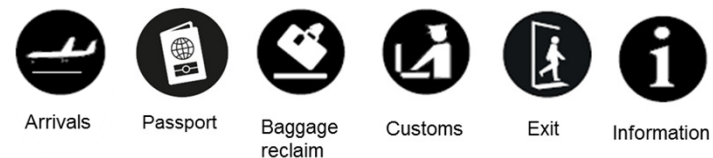


## Visual Symbols

Visual symbols can be seen on the yellow signs throughout the terminal, as well as within this guide.



Here are some of the icons that you may see on your Arrivals journey



# What you can expect

A busy airport can be a very hostile environment if you have a sensory processing disorder. There are lots of reflective surfaces, bright lights, alarms, crowd congestion and lots of unfamiliar tastes and smells.

We cannot offer a sensory friendly environment but we can tell you what you can expect and help you to come up with a plan.



## Hearing

Tannoys, vehicle noise, alarms, crowd conversation, strange acoustics.

### Things that might be helpful:

Music, headphones, ear defenders.



## Sight

Reflective surfaces, different coloured lights, digital screens.

### Things that might be helpful:

Sun glasses

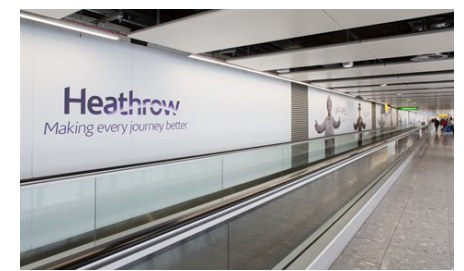


## Taste and Smell

Gasoline, air fresheners, perfumes, materials, food smells, cleaning products

### Things that might be helpful:

Scented handkerchief

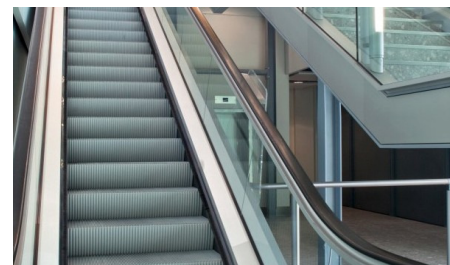


## Touch

Temperature, crowded areas, unfamiliar surfaces

### Things that might be helpful:

Sensory toys, multi-layer clothing



## Balance

Escalators, transit train, trolleys

### Things that might be helpful:

Use lifts. If you feel dizzy or faint please request a wheelchair loan or assistance.



## Body awareness

Escalators, congested areas

### Things that might be helpful:

Take your time, try to avoid the crowds by getting off the plane last, use the walkways or wait for the next train. Use lifts.

### Things that might be useful:

- Sunglasses
- Sensory toys
- Weighted back pack
- Soft play area
- Headphones or ear defenders
- Using lifts instead of escalators
- Multi-layer clothing

Keep safe! Trolleys, escalators and baggage reclaim belts can be dangerous.

A wide range of snacks is available to purchase from our food outlets.



# Asking for help at the airport



## Help call points

Help Call Points can be found all around Heathrow. The call point could look different than the picture above. A map of Help Call point locations can be found here:

<http://www.heathrow.com/airport-guide/getting-around-heathrow/airport-maps>

Calls made from one of our Help Call points are answered by our Airport Operations Centre. It is just like calling someone on loudspeaker phone. Press the button and wait for someone to answer before speaking.

## Other people who can help me

**Can't find help?  
Approach an  
Airport Worker –  
they will be  
wearing an ID.**



## How to Get Assistance



If you suddenly need help during your journey, there are several things you can do:

- Look for a person wearing the Helping Hand badge.
- Use a Help Call Point
- Speak to anyone wearing an Airport ID who can direct you in the right direction
- Look for a nearby here to help location

*Please note that whilst we are passionate about transforming customer service at Heathrow, we are on a journey with our hidden disabilities programme to develop it to suit our passengers. We already have over 1000 colleagues trained to assist you and are working to expand this across our airport.*

# Information

## Here to help locations

We have a number of locations where you can find a person to speak to if you need help.

These are located:

**Passport control** Ambassador position

**Arrivals hall** Ambassador position at the Information desk





# Inside the Terminal

# Information



## Connections Area

When you disembark the aircraft you will see one set of signs for "Arrivals" (in yellow) and one set of signs for "Connections" (in purple). The connections signs are for those passengers that are not stopping in the UK, but are transferring to another country.

Only follow these signs if you are a connecting passenger – otherwise just follow the yellow signs.



## Buggies

Electric Buggies are used to help passengers who can't walk very far.

You may see them in the walkway or around the Gates.

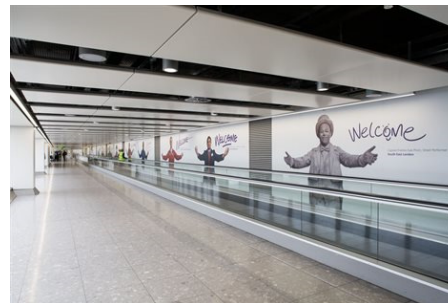
They make a beeping noise so you know they are coming.



## Piers

It is quite easy to find your way around terminal 4, but it can sometimes take a long time to walk up the long piers which connect the aircraft, gates and the main terminal building.

Once you disembark the aircraft there will be toilets located along the walk to the immigration hall, and your route will be clearly signposted.



## Information

If you need help with your onward journey we have information boards located in the Arrivals Hall, next to Costa Coffee. These will give you information on the Heathrow Express and the London Underground and will help you to plan your journey.

If you are still stuck, there is also an information desk located here. Just speak to the passenger ambassador dressed in purple and they will be happy to help.

# 3. Arrivals journey – International Flights

## Step-by-step journey planner



# Passport Control Preparation

If you have flown in from a different country then before leaving the airport you will need to show your passport to an officer at the UK Border.



When you arrive at Passport Control you will see that the area has been split into colour coded zones.



A large sign for Heathrow's arrivals journey. At the top, it says 'i Arrivals journey'. Below that, it reads 'You are approaching Passport control' in large white letters. In the center is a world map with the UK highlighted in blue. At the bottom, there are three boxes: a blue box with 'UK', a blue box with 'EU', and an orange box with 'Non EU', followed by the text 'Passport holder Choose the correct lane for you'. The Heathrow logo is in the bottom right corner. A small note at the bottom left says '\* Nationals of EEA member states or Switzerland please use the EU lane.'.

## Follow the blue signs

If you have a UK or European Union Passport then you should follow the blue signs.



## Follow the orange signs

If your passport is not a UK or European Passport then you should follow the orange signs.



You might be able to use an automated e-Passport gate instead of having your passport checked by a Border Force officer.



A sign for ePassport gates. At the top, it says 'ePassport gates'. Below that, it reads 'Please use ePassport gates if'. There are three criteria listed: 1. A passport icon with a globe and the text 'PASSPORT' and 'you have this symbol on your passport'. 2. A blue 'EU' sign with the text 'you're an EU citizen'. 3. A blue '12+' sign with the text 'you're 12 or over'. At the bottom, it says 'Border Force' and 'For more information go to GOV.UK/uk-border-control'.



# Passport Control Preparation – UK / EU

## Step-by-step journey planner



Join the queue for the UK/EU desk.

Once you reach the front of the queue you should only approach the desk when asked or gestured to do so.



When you are at the passport desk you should give your passport to the Border Force officer.



The officer may ask you some questions like “where have you been?”

If you do not understand the question that you are being asked then you could say to the officer:

“I have communication difficulties please can you help me by re-phrasing the question.”



When the officer has finished their checks they will hand you back your documents.

The immigration hall looks slightly different in each terminal, but all look similar to these photos.



If you're not sure whether you have been cleared to enter the country you should ask the officer.



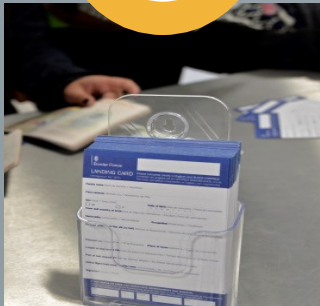
If you are eligible to use an e-Passport gate then we recommend that you do so. E-Passport gates are automated, where a passport reader and camera, rather than a border officer, will verify your identity and check your passport. Once the check is made successfully, the gate opens automatically for you to walk through.

Using e-gates helps you to avoid the queues and get through passport control more quickly. A Passenger Ambassador is available to help should you need it.

# Passport Control Preparation – Non EU

## Step-by-step journey planner

1



Fill in a Landing Card (1 per family)



2

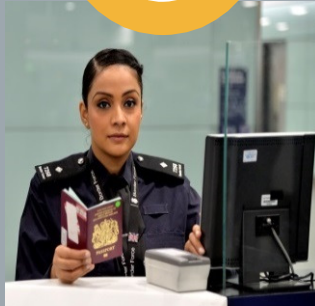


Join the queue for the Non EU desk.

Once you reach the front of the queue you should only approach the desk when asked or gestured to do so.

At the passport desk you should give your passport, landing card (and visa if you have one) to the Border Force officer.

3



The officer may ask you some questions about why you're coming to the UK. If you do not understand the question that you are being asked then you could say to the officer:

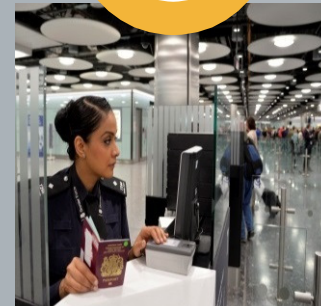
"I have communication difficulties please can you help me by re-phrasing the question."

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You should keep any documents that show the reason for your visit in your hand luggage, so you can show them if asked e.g. your travel itinerary, work permit or university letter.

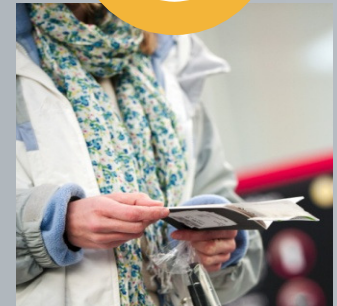
5



When the officer has finished their checks they will hand you back your documents.

The immigration hall looks slightly different in each terminal, but all look similar to these photos.

6



If you're not sure whether you have been cleared to enter the country you should ask the officer.

# Outside the airport – Transport to and from the airport

## Information



Bus



Taxi



Underground



Heathrow Express



Car



Visit the information desk for advice and up-to-date information on how to get to your final destination.

### **Heathrow Website**

<http://www.heathrowairport.com/>

### **Heathrow Express**

<https://www.heathrowexpress.com/>

### **Transport for London**

<https://tfl.gov.uk/>

### **National Express**

<http://www.nationalexpress.com/>

### **Civil Aviation Authority**

<http://www.caa.co.uk/>

### **VAT Refunds**

<https://www.gov.uk/government/publications/vat-notice-7041-tax-free-shopping-in-the-uk>

### **The National Autistic Society**

<http://www.autism.org.uk/about/family-life/holidays-trips/preparation.aspx>

# Checklist

## Preparation checklist

- I know how to find my way around Heathrow
- I have a plan to avoid sensory overload
- I can use the step-by-step journey guide to help me prepare
- I know what to do at each stage of my journey
- I know which signs to follow at Immigration
- I know where to pick up my checked-in bags
- I know where to ask for help on the day if I need

### I still have questions about

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### I'm still worried about

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**Contact us**

If you have any further questions or concerns please email:  
[assistanceguide@heathrow.com](mailto:assistanceguide@heathrow.com)



### Airbridge/Jetty

An airbridge or a jetty is a moveable bridge which is placed against an aircraft door to allow passengers to board or disembark. They are covered passageways which connect the terminal building to the aircraft. They are sometimes quite narrow and do not have any windows. If your aircraft is not parked at a gate with an airbridge, you will be taken by bus to your plane.



### Information screens

Information screens provide up-to-date information on all flights from Heathrow. There are information screens in every part of the airport so you can check on your flight whenever you want. Look on the screen for your flight number. If you are departing, it will tell you what time to make your way to the departure gate. If you are arriving, it will tell you where to collect your baggage.



### Airline

An airline is a commercial organisation that flies passengers by aircraft from one airport to another. When you book a flight, you book it with an airline. When you pay, your airline gives you a ticket. Airlines that fly from Heathrow have their own staff and check-in desks at the airport.



### E-Gates

Immigration checks are used throughout the departures and arrivals journey to protect our border and control who enters and leaves the UK. If you are an EU citizen and are over 12 years old you can use the E-gates. This is an alternative to seeing a Border Force officer – they use facial recognition to check that you are the same person that is shown in your passport.

Just follow the instructions on the screen and insert your passport. These are quicker than queuing to see an officer. The gates might look slightly different to these in other terminals.



### Landing Card

A landing card is a document which non-EU passengers must fill in before going through immigration checks in the UK. It is a card containing personal information used by immigration authorities to provide passenger identification and a record of a person's entry into certain countries. You should be given a landing card on the aircraft, but if not you will find some available in our immigration area.



### Baggage Reclaim Belt

The Baggage Reclaim Hall is the area where passengers collect the bags that they checked-in before boarding the aircraft. Bags are sent from the aircraft to the Baggage Reclaim Hall and placed on a moving conveyor belt with other bags from that flight. To locate your belt, just look for your flight number or origin on the information screens and see what number belt has been allocated. Then wait to spot your luggage. Don't worry if you miss it the first time, they will continue to circulate. Sometimes it takes a while for bags to appear, so don't panic if they are not there straight away.