

# Terminal 4

## Departures



# Preparing to travel

Travel advice for anxious passengers



**Heathrow**  
Making every journey better



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.

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

## Sections

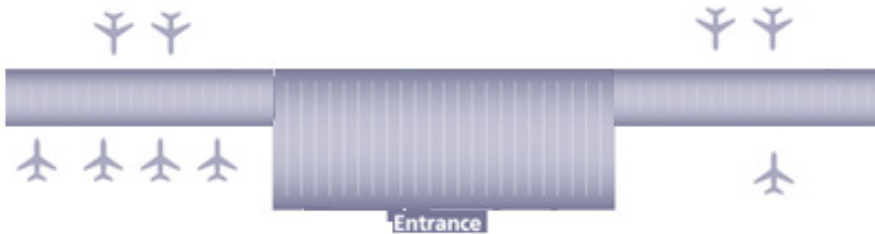
- About this guide
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- Information – Asking for Help at the Airport
- Step-by-step journey planner – Departures
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  - Security Search
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  - Boarding the Aircraft
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# Finding your way around Terminal 4

# Finding your way around Terminal 4

## Finding your way around Terminal 4



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

If you travel to Terminal 4 by car, taxi or coach, you will be dropped off outside the main terminal building. If you travel to Terminal 4 by the London Underground or the Heathrow Express your train will stop a short walk from the departures area. Just follow the signs to Terminal 4 Departures. Departures is located on Level 2 and Arrivals is located on Level 0.

Inside the main terminal building you will find airline desks, check-in, security and most of our shops, restaurants and facilities. The departures area is separated by zones for each airline. There are signs when you arrive telling you what zone to check in at.

. Visit [www.heathrow.com](http://www.heathrow.com) to view and download maps of Terminal 4.

## Information



Because Heathrow is so busy it's not possible to tell you which part of Terminal 4 that your flight will depart from until nearer your departure time. Digital information screens, located throughout the terminal, will provide you with this information and will tell you when it's time to go to your gate.

## Visual Symbols

Visual symbols, like this picture of a security check, 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 our signage. The information within this guide will tell you what you can expect at each stage of your Departures journey.



Check-in



Security



Departure  
Lounge



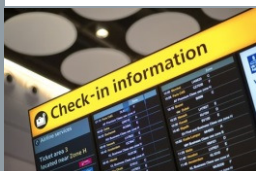
Walkway



Information



Departure  
Gate



Check with your airline how far in advance you can check in.



Download 'Heathrow Airport Guide' from your app store to start to plan your journey before you arrive at Heathrow.



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

## Sensory awareness



### Sight

Reflective surfaces, different coloured lights, digital screens

**Things that might be helpful:**

Sun glasses

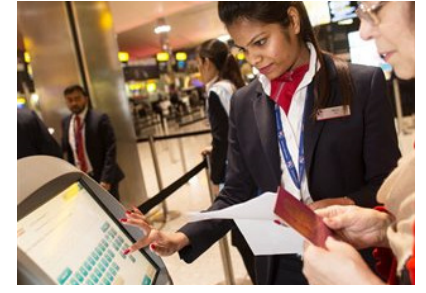


### Taste and Smell

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

**Things that might be helpful:**

Scented handkerchief



### Touch

Varying temperature, crowded areas, unfamiliar surfaces

**Things that might be helpful:**

Sensory toys, multi-layer clothing



### Hearing

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

**Things that might be helpful:**

Music, headphones, ear defenders



### Balance

Escalators, trolleys, travelators

**Things that might be helpful:**

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



### Body awareness

Escalators, congested areas

**Things that might be helpful:**

Try to avoid the crowds by asking to board the plane first/last. 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.

TOP TIP

# Asking for help at the airport



## Help call points

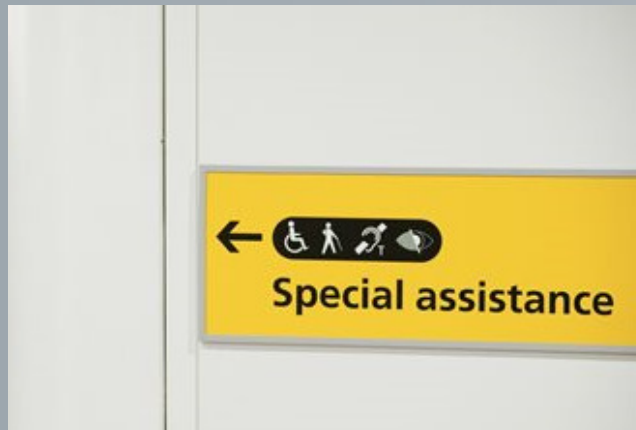
Help Call Points can be found all around Heathrow. The call point could look different than the picture above. A map of Help Call point locations can be found here:

<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.

### Before Security

Level 2 – Departures - Special Assistance Area under Zones A and B sign

### After Security

Level 2 – Special Assistance Area located near Costa Coffee – follow signs to gate 7





# Departures journey - Summary

## Step-by-step journey planner



1



### Check-in and Bag Drop

If you need a boarding pass or if you have a bag to check-in then this can be done in the Terminal 4 Departures Check-in area. Look for the desks of your airline or search for your flight on the information screens and see which zone you can check-in at.

Once you have your boarding pass and have checked in any bags, you should go to security.

If you need additional help go to the Special Assistance area in-between Zones A and B.

**TOP TIP**



2



### Prepare for Security

Security is located in-between Zones D and E.

To help you get through security quicker, you should check that your bags don't contain any liquids, sharp objects or other forbidden objects.

Read the "Pre-Security preparation" section within this guide.

Use the visual prompts and signage before security to remind you of the security rules.

**TOP TIP**



3



### Ticket Presentation

Only passengers who have a valid boarding pass are allowed to go beyond this point.

You will need to scan your boarding pass at the automatic gates, or show it to the person on the desk, to go through the barrier.

Use the desk that is manned by the officer instead of using the automatic gate.

**TOP TIP**



4



### Security Search

All passengers need to go through security search.

This is where you and your belongings are checked to make sure that you are not carrying anything considered to be dangerous.

Read the "Pre-Security Preparation" section within this guide"

Service ambassadors, dressed in purple can be found in this area, should you need any help.

**TOP TIP**



5



### Departure Lounge

There is a lot to see and do in the Departure Lounge and it can get very busy.

You should remain in the main building until you are provided with your departure gate number.

Read the "T4 facilities" and "information sections" within this guide.

The middle part of the terminal can get congested. Try walking to the far ends of the terminal for a quiet space.

**TOP TIP**



6



### Departure Gate

The departure gate is the location where you will exit the Terminal building to board your aircraft.

There will be plenty of information which will help you to confirm whether you are in the right place.

The airline agent will tell you when it is time to board the aircraft.

If you're feeling anxious then you should ask for help from the airline service agent at your departure gate.

**TOP TIP**



## Check-in

## Preparing to travel



### Before you get to the Airport

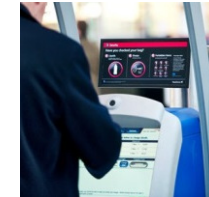
Take time to review the security information on the Heathrow website and the baggage section on your airline's website. This will help you to decide whether you need to check in a bag or whether you can carry it on the aircraft as hand luggage.

### At the Airport

If you need any help then go to the Special Assistance area under the zones A & B sign and speak to one of the Special Assistance Hosts

### If you have bags to check in:

- Go to a check-in desk in your airline zone and wait to speak to an airline representative
- Bags that are checked-in (hold baggage) will be taken to the aircraft using a series of conveyor belts. They will then be loaded in to a special area of the aircraft (baggage hold) reserved just for suitcases and cargo.
- You will be given a receipt which you should keep safe until you have been reunited with your bag at your destination airport.
- The airline representative will print your boarding pass for you.
- Once you have your boarding pass and have checked in any bags that you need to, you should make your way to security. Security is located between Zones D and E.



Self-service check-in machines are also available for some airlines.



### If you do not have bags to check in:

- If you **did not print your boarding pass at home**, go to a check-in desk in your airline zone and wait to speak to an airline representative.
- They will print your boarding pass for you.
- Once you have this you should make your way to security.
- If you **already have your boarding pass printed and have no bags to drop off** go straight to security when you arrive at the terminal.





# Pre-Security Preparation

## Preparing to travel



In this area you will find lots of visual prompts to remind you of what you are allowed to take through security. A traffic-light colour coding system (red, amber, green) will help you to decide what action, if any, you need to take.

**Forbidden** through security

- No liquids in containers over 100ml
- No blades over 6cm

**Caution** show for inspection

- Baby food and milk
- Medicines

**Allowed**

- Max 100ml Liquids, aerosols, gels, creams and pastes
- In 1 resealable plastic bag
- Have bag ready for inspection

Heathrow



Only passengers who have a boarding pass which is valid for travel are allowed into the pre-security preparation area.



At this stage in your journey you should only have with you hand baggage. Any hold baggage will have already been given to your airline at bag drop/check-in.

**Liquids** Max 100ml liquids, gels, creams, pastes

**Sharps** No blades over 6cm

**Forbidden items** Not allowed on the aircraft

If you have any of the items which are shown as being forbidden through security then you should put them in the bins provided. Forbidden items include sharp items, or liquids over 100ml.

**1** Max 100ml liquids, gels, creams, pastes

**2** Place liquids in 1 resealable plastic bag

**3** 1 bag per person

Any liquids, gels, creams or pastes (max 100ml per item) should be placed into one of the re-sealable plastic bags available. You will need to show this bag to an officer when you get to the security search area.

Passenger Service Ambassadors (dressed in a purple uniform) are located in this area to answer any questions you might have.







# Ticket Presentation

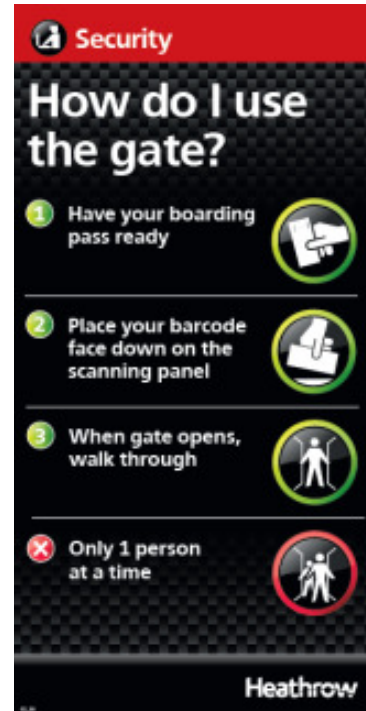
## Preparing to travel



At this stage in your journey, checks will be made to make sure you have a valid boarding card.

The automatic gates will scan your boarding pass to check whether you have a boarding pass which is valid for travel.

Always keep your boarding pass and passport in the same pocket or bag so that you don't struggle finding them.



If the gate does not automatically open, further instructions will be given to you on the small information screen.

You will be directed by the information on the screen to go and see the officer at the desk who will be able to assist.



The automatic gates are quick and easy to use but there are occasions where you might be unable to use an automatic gate and will need to go to the assistance desk where a security officer will help you.

### When to seek assistance?

- If you have no barcode on your boarding pass
- If you are travelling with young children
- If you are aged 16 and under
- If you have trouble using the automatic gate
- If you would prefer to have the checks done by an officer



# Security Search

1

2

3

4

5



You are now approaching security search and you should expect to queue.

**Security**

### Are you ready?

Follow these four simple steps to avoid delay.

- 1 Empty contents of pockets into hand baggage or jacket
- 2 Remove jackets and place in tray
- 3 Remove your liquids bag from your hand baggage
- 4 Remove laptops and large electrical items from your hand baggage

Failure to do so will result in a bag or body search and the risk of missing your flight.

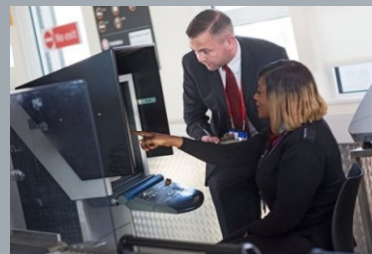
Heathrow



When you reach the front of the security search lane you should put your possessions into the trays provided (remembering to follow the four simple steps on the left). This should be followed by your hand luggage and any other items that we recommend you to remove such as your watch, belt, hat, shoes or other large metal jewellery items.

You can use as many trays as you need.

You will lose sight of your things for a moment while they go through the x-ray.



Any baggage or items placed in the trays will now be x-rayed to check that you have no items that could be considered unsafe on-board an aircraft.

If your baggage/trays pass the security check then they will appear out of the x-ray machine, ready to collect, after you've walked through the archway metal detector.

If your baggage fails the security screening process then it will be put to one side and an officer will need to do further security checks which will include a manual search of your bag. You may have to wait for a while.



Whilst your bag goes through the X-ray machine you will be asked to walk through an archway metal detector.

You should not walk through the archway until the officer calls you forward or makes a hand gesture telling you to approach them.

If the light on the archway flashes green when you walk through and no beep is heard, you can now collect your bag and any other possessions that you were separated from.

If your bag has been put aside to be searched you will have to wait until it has been returned to you.



If the archway metal detector beeps and flashes a red light when you walk through it, then an officer will need to do further security checks.

The officer will ask you to stand with your arms and legs apart while they gently pat your clothing. They will use a hand metal detector to check that you have not got any sharp items or weapons on you.

You might also be asked to go through a body scanner. See glossary for further information.





# Departure Lounges

## Preparing to travel



### Departures Lounge

With so much to see and do in the terminal it's important that you remember to get to your departure gate on time.

Information screens show exactly when and where in the Terminal your flight will depart from. You can also check the Heathrow app to get this information (see the flight information section in this guide).

22:00	Lagos	W36102	Delayed to 21:00
Flights for Monday, December 5 2016			
10:05	Mumbai	AC6002	Flight closing 7
10:40	Moscow	SU2581	Go to Gate 15
11:00	Ho Chi Minh	VN050	Cancelled
11:25	Malta	KM101	Delayed to 12:00
11:45	Amsterdam	DL9475	Gate shown 11:00
12:10	Paris (CdG)	AF1581	Gate shown 11:25
13:00	Newark	AI171	Gate shown 11:45
13:20	Belgrade	JU381	Gate shown 12:40
13:30	Mumbai	AI130	Gate shown 12:15
13:30	Moscow	SU2579	Gate shown 12:30
14:00	Algiers	AH2055	Gate shown 13:00
14:05	Abu Dhabi	EY020	Gate shown 13:15
14:05	Amsterdam	KL1012	Gate shown 13:20
14:15	Doha	QR004	Gate shown 12:45
14:20	Tel Aviv	LY316	Gate shown 13:05
14:50	Bucharest	RO392	Gate shown 14:10

In the main departures lounge you will find lots of shops, restaurants and facilities.

The departures lounge can be crowded, especially in the evenings, when there are lots of busy flights.

It is quite easy to find your way around Terminal 4 – just follow the signs. However, if you do get lost, just ask anyone wearing an airport ID for assistance.

More information on all of the facilities on offer within Terminal 4, including maps, can be found on the Heathrow website, on our app, or displayed at key information points around the building.

Go to the “Visit Heathrow” Observation Deck where you can see the entire runway and watch some aircraft taking off and landing. There are also some comfy chairs just before you go up the stairs to the deck. More information on this is found on the next page.





# Departure Lounge Facilities

## Preparing to travel



### Observation Deck

You'll find our **View Heathrow** Observation Deck near Gates 15 and 16. From here you will have a 270 degree panoramic view of the southern runway, binoculars and flight-tracking touch screens, and can spend some time watching our planes take off and land.

There is no charge to use this facility – follow signs to “View Heathrow”.



### Special Assistance Area

The Special Assistance Area is located near Costa Coffee. Follow the signs to gate 7.

It is the main Special Assistance area within the terminal and can get very busy.



### Soft Play Area

For younger passengers there is a Soft Play Area located on the way to Gates 1-6, by the smaller World Duty Free shop.

The area is open for children aged up to 9 years (height restrictions apply)

There is no charge to use this facility.

Children will need to wear socks.



### Plaza Premium & Sky Team Lounge

In Terminal 4 there are two lounges which you can pay to use: the Plaza Premium lounge (near Gate A1) and the Sky Team lounge (opposite Gate A10). Both have comfortable seating and a wide range of food and drink available, included in the cost.

For more details or to make a booking see our webpage:

<http://www.heathrow.com/airport-guide/terminal-facilities-and-services/lounges>





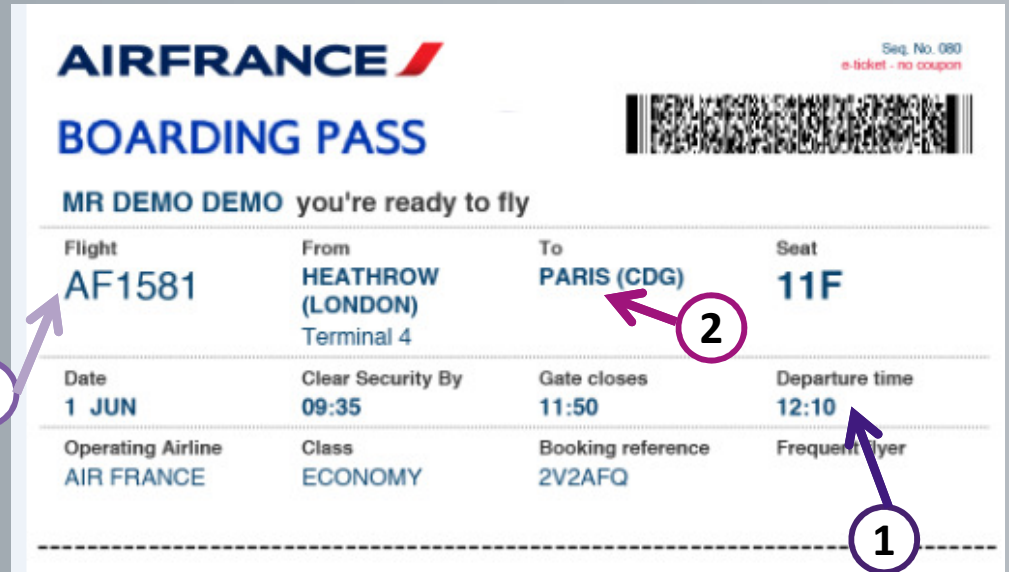
# Flight Information

## Preparing to travel

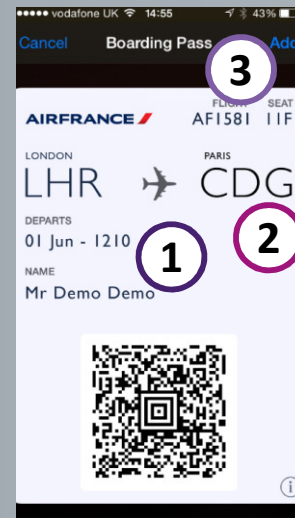
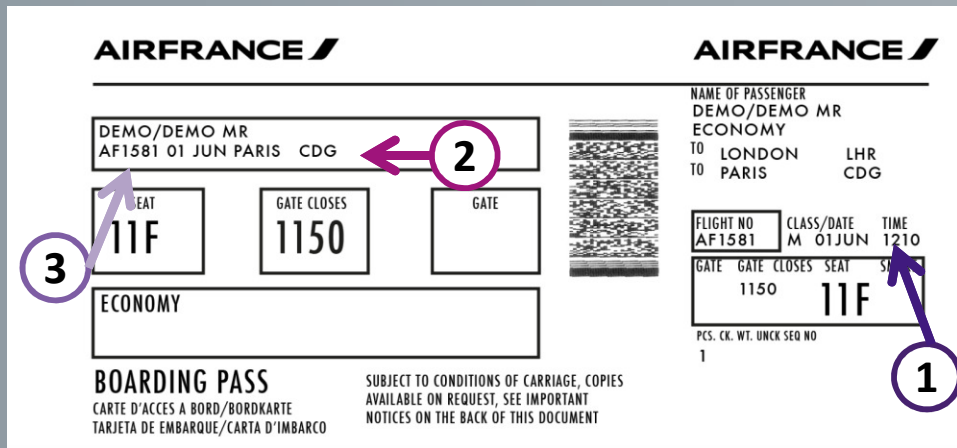
### Your Flight Information

Whatever type of boarding pass you have, you only need to know where to find 3 important pieces of information to help you use the information screens and find your departure gate.

- 1 Departure Time
- 2 Destination
- 3 Flight Number



You can use this information to find your departure gate on our flight information screens. Their display looks like this:



Flights for Sunday, December 4 2016			
22:00	Lagos	W36102	Delayed to 21:00
Flights for Monday, December 5 2016			
10:05	Mumbai	AC6002	Flight closing 7
10:40	Moscow	SU2581	Go to Gate 15
11:05	Ho Chi Minh	AF1581	Cancelled
11:25	Malta	KM 01	Delayed to 12:00
11:55	Amsterdam	DL 75	Gate shown 11:00
12:10	Paris (CdG)	AF1581	Gate shown 11:25
13:00	Newark	A1171	Gate shown 11:45



# Flight Information

## Preparing to travel

Find your flight on the information screens

Use the information screens to find out where your flight will depart from

Follow the signs to find your departure gate

Confirm you are at the correct gate

### What you can expect to know and when.

**2 hours or more** At this time any information about which gate your flight may depart from could change. Check the screen regularly for any updates.

**45-60 minutes** By now you should have a specific gate number. You are most likely to see the **GO TO GATE [A2]** message of your flight.

**30-40 minutes** You should have a specific gate number by this time and be at, or on your way to your departure gate. You are most likely to see a **BOARDING [A2]** message.

Flights for Sunday, December 4 2016			
22:00	Lagos	W36102	Delayed to 21:00
Flights for Monday, December 5 2016			
10:05	Mumbai	AC6002	Flight closing 7
10:40	Moscow	SU2581	Go to Gate 15
11:00	Ho Chi Minh	VN050	Cancelled
11:25	Malta	KM101	Delayed to 12:00
11:45	Amsterdam	DL9475	Gate shown 11:00
12:10	Paris (CdG)	AF1581	Gate shown 11:25
13:00	Newark	AI171	Gate shown 11:45
13:20	Belgrade	JU381	Gate shown 12:40
13:30	Mumbai	AI130	Gate shown 12:15
13:30	Moscow	SU2579	Gate shown 12:30
14:00	Algiers	AH2055	Gate shown 13:00
14:05	Abu Dhabi	EY020	Gate shown 13:15
14:05	Amsterdam	KL1012	Gate shown 13:20
14:15	Doha	QR004	Gate shown 12:45
14:20	Tel Aviv	LY316	Gate shown 13:05
14:50	Bucharest	RO392	Gate shown 14:10
15:05	Doha	QR008	Gate shown 13:35
15:45	Amsterdam	KL1020	Gate shown 15:00
15:55	Paris (CdG)	AF1781	Gate shown 15:10
16:05	Kuwait	KU102	Gate shown 14:50



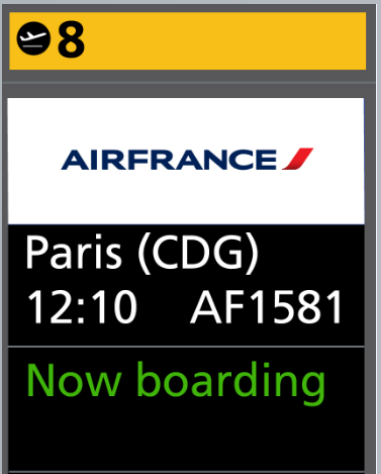
Listed below are some of the messages you may see on the information screen and the actions you will need to take.

**GATE SHOWN** Your gate number is not yet known. Check the screen at the time given and your gate number should be shown at that time.

**BOARDING** Your flight is close to departing – go immediately to the gate number which is shown in yellow.

**FLIGHT CLOSING** Your flight is very close to departing – go immediately to the gate number which is shown.

**DELAYED TO** or **PLEASE WAIT** Your flight has been or is likely to be delayed. You should seek further information from your airline or ask for help.

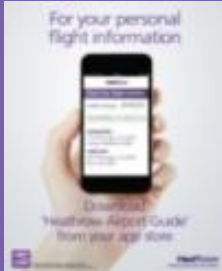


Some gates are quite a long walk. Make sure you leave enough time to get there.

Some flights have multiple flight numbers and therefore you will see this information scroll. This does not mean your flight number has changed or that you are flying on a different airline.

- Gates 1-6 5 mins
- Gates 7-9 5 mins
- Gates 10-21 10 mins
- Gates 22-25 15 mins

Electric Buggies are used to help passengers who can't walk very far. They make a beeping noise so you know they are coming.



Download 'Heathrow Airport Guide' from your app store and store your personal flight details. The APP will then provide you with regular status updates on your flight including latest departure time and call to gate information.

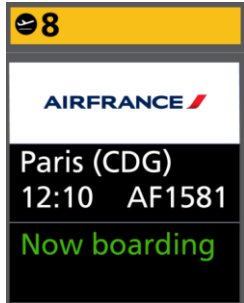




# Boarding the Aircraft

## Preparing to travel

All of the departure gates have clear signs to help you confirm that you are in the right place.



If you are in the right place then there should be an airline representative at the desk and the screen should show your flight number.

If the screen at the gate does not show your flight you might be in the wrong place. You should check the Flight Information screens to make sure you have the correct gate or ask for help at the Airline Customer Service desk.



Once you have confirmed that you are at the right location you should take a seat and wait for further instructions.

You should use this time to get your passport and boarding pass out (as you will need to show these documents). You should also check your boarding pass to find where you will be seated as many airlines will ask passengers to board the aircraft by seat row order. Your seat number is shown on your boarding pass. The number tells you which row and the letter is the specific seat number. For instance:

Row 18  
Seat F



If you think you might struggle with this part of the journey please speak to the airline representative when you arrive at the gate. Many airlines will allow passengers with Autism to pre-board (get on the aircraft first.)



The airline representative will make the announcement telling you that they are ready to board the aircraft and will ask passengers seated in certain rows to come forward to the desk to start boarding.

Your boarding pass and passport will be checked.



When the checks are complete you will be allowed to pass the desk to walk down the airbridge (pictured above) and on to the aircraft.

Here you will be met by the airline cabin crew who will help you find your seat and give you instructions on where to put your bags.

### **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 how to read my boarding pass
- I know how to use the flight information screens
- 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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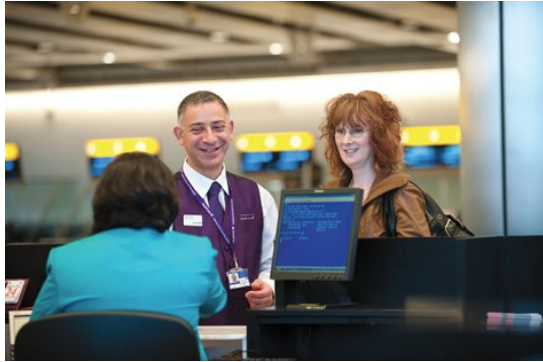
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**Contact us**

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





### Check-in/Bag-drop

Checking in is the process that passengers go through when they arrive at an airport. At check-in, you tell your airline that you have arrived. The airline gives you a boarding pass that entitles you to travel through the airport to your aircraft. At Heathrow you can check in at the airline check-in desks or use the self-service check-in consoles. Some people check in online before they leave home. If you have baggage which you need to check in, you will drop it off here.



### Boarding pass

A boarding pass is a document that entitles a passenger to a seat on their aircraft. The ticket you have booked with your airline is digitally transformed into a boarding pass, allowing you access onto the aircraft. Some passengers pick up their boarding passes when they check in at the airport. Passengers who check in online usually print out their boarding passes at home. Some passengers do not print their passes, but use digital boarding passes on their mobile phones. Every passenger needs a boarding pass to get through security at Heathrow.



### 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. In terminal 5 you will only find the airlines British Airways and Iberia.



## 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. When it's time to make your way to the departure gate, the screen will show you the gate number for your flight and the time for boarding your aircraft.



## Body Scanner

A body scanner is a tool that security officers use to check passengers for items that could be dangerous on an aircraft. The scanner is a cubicle with glass sides. It looks a bit like a round telephone box. If you are asked to step into the scanner, someone will show you where to go. Inside you will see signs that show you where to stand. The process is quick. A scan takes less than 30 seconds. Nothing will touch you. The scanner is a good way to avoid a more intrusive search. However, if the scanner detects anything unusual, someone will still have to search the area of your body identified by the scanner.



## Archway Metal Detector

An archway metal detector is another tool that security officers use to check that passengers do not have any forbidden items on them (such as sharp, metal items). The archway is a bit like a door frame and there is plenty of space for you to walk through it. If it beeps, you will have to be searched by a security officer. They will always ask your permission before touching you, and have been trained to be as non-intrusive as possible, whilst keeping our airport safe. All passengers have to pass through the Archway Metal Detector, except for those who are physically unable, who will have a body search by an officer.



### 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.



### Gate/Departure Gate

Gate and departure gate are two names for the same thing. The gate for your flight is the part of the airport terminal where you board your aircraft. Every gate has its own reference code.