

Terminal 5 Arrivals Guide



Preparing for 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.

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.

Sections

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- Finding your way around Terminal 5
- Sensory awareness – What you can expect
- Information – Asking for help at the airport
- Step-by-step journey planner – preparing for:
 - International flights arriving Terminal 5, C Gates
 - International flights arriving Terminal 5, B Gates
 - International flights arriving Terminal 5, A Gates
 - International flights arriving Terminal 5, Remote
 - UK flights arriving Terminal 5
- Preparing for Passport Control
- Additional sources of information
- Preparation checklist

Finding your way around Terminal 5

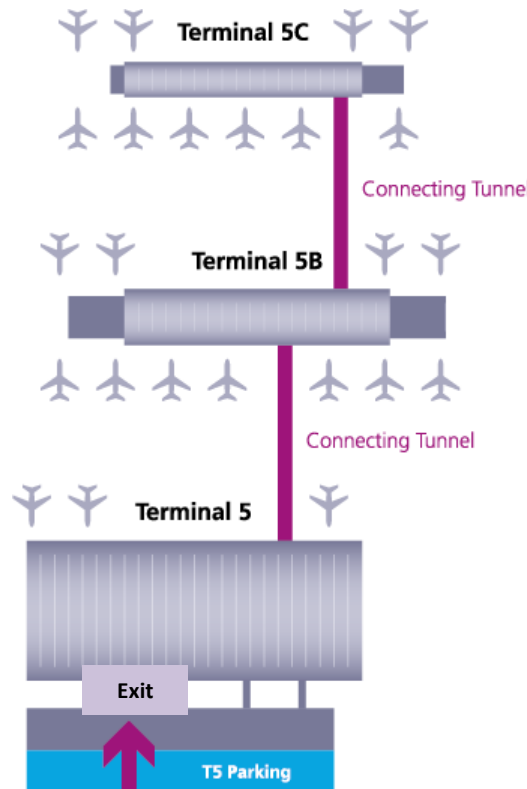
Finding your way around Terminal 5

Finding your way around Terminal 5


Terminal 5 is made up of 3 buildings. The main terminal building, known as A gates and two smaller buildings, B and C gates. The three buildings are connected via a tunnel and you can either walk or use the Transit train to travel between them.

After landing at Heathrow your pilot will be told where to park the aircraft. Because Heathrow is so busy it is not possible to tell you this information in advance. You will find details on all 5 potential routes in the step-by-step journey planning section of this guide.

In all 3 buildings there is clear signage telling you where you are. Simply follow the yellow signs to Arrivals/Baggage reclaim then all routes will lead you to the Arrivals Hall in the main terminal building (A gates). If you have arranged for someone to meet you this is where they will be waiting for you.



TOP TIP 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.

The sign features a yellow header with an information icon and the text 'Arrivals journey'. Below it, a row of icons shows the journey steps: Terminal 5 B Gates, Transit to Terminal 5A, Passport control, Baggage reclaim, Customs, and Exit. A 'Follow signs for' box contains 'Arrivals' and 'Baggage reclaim' icons. The Heathrow logo is at the bottom.

Visual Symbols

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

A large yellow sign with a black circle containing a white icon of a suitcase on a trolley. To the right, the text reads 'Arrivals' and 'Baggage reclaim' in large, bold, black letters.

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

A row of seven circular icons: 1. Arrivals (airplane on a trolley), 2. Transit (train), 3. Walkway (person walking), 4. Passport (passport with globe), 5. Baggage reclaim (suitcase on trolley), 6. Customs (person at a desk), 7. Exit (person walking through a doorway). Below each icon is its corresponding label: Arrivals, Transit, Walkway, Passport, Baggage reclaim, Customs, Exit, and Information (represented by an 'i' icon).

A vertical sign with a yellow header 'Arrivals journey' and an information icon. Below it, a 'Follow signs for' box contains 'Arrivals' and 'Baggage reclaim' icons. A vertical sequence of icons shows the journey steps: Arrivals, Transit, Passport, Baggage reclaim, Customs, and Exit. A red circle with 'You are here' is placed over the Baggage reclaim icon. The Heathrow logo is at the bottom.

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.



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,

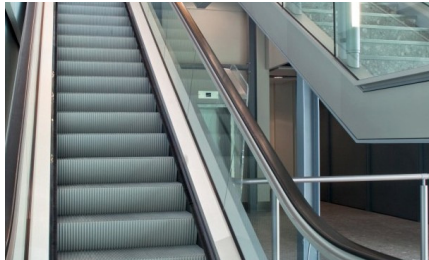


Hearing

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

Things that might be helpful

Music, headphones, ear defenders.



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.

Sensory awareness

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

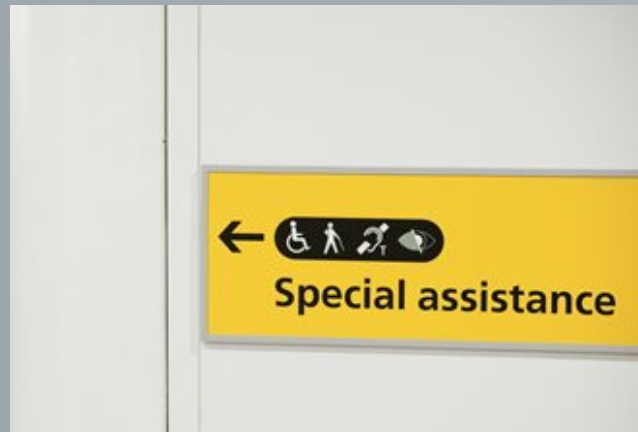
Help Call Points can be found all around Heathrow. The call point could look different than the picture above. A map of Help Call point locations can be found here:

<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.

These are located:

B Gates Level 1 Arrivals Special Assistance Area

B Gates Transit Ambassador position on the transit platform

Passport control Ambassador position

Arrivals hall Ambassador position at the Information desk.





Inside the Terminal

Information



Transit Train

Transit trains carry passengers between the main Terminal 5 building and its two smaller terminal buildings – satellite buildings. Transit trains run automatically between the three terminal buildings. The main part of Terminal 5 is called Terminal 5A; the two smaller buildings are called Terminal 5B and Terminal 5C. It is quicker to take the transit than to walk to Terminal 5B or C, but it can get busy.



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.



Walkway

If you don't want to use the Transit train you could walk through the tunnel instead.

The walkway can be found on level -4 and can be accessed via the lifts or using the escalator or stairs from the Transit platform.

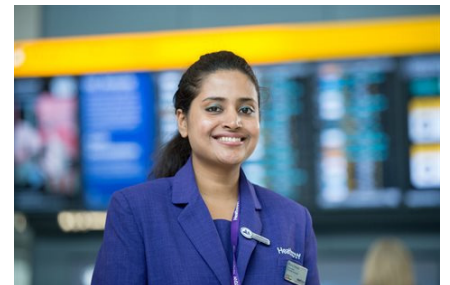
It takes approximately 5 minutes to walk between C Gates and B Gates and an additional 5 minutes to walk between B Gates and the Main terminal building where you will find passport control and baggage reclaim.



Information Desk

If you need help with your onward journey then please visit our information desk.

Look for one of our Passenger Ambassadors, wearing purple, and they will be happy to help you.



1. Arrivals journey – International Flights, Terminal 5 C Gates

Step-by-step journey planner



1



Terminal 5 C Gates

When the aircraft door opens there will be a walkway which will take you to the terminal building. Signs will tell you which of Terminal 5's three buildings you are in.



Take the lift to Level -2 and exit on to the transit train platform.

Avoid the rush and stay seated on the plane until the crowds have gone.



2



Transit to Terminal 5 A

You should get on the first available train from either platform. All trains will take you to the main building (A gates). You don't need to buy a ticket. Do not leave the train at the first stop (B gates). You should wait until the train reaches its final stop (Arrivals/Baggage reclaim). Exit when the on-board announcement tells you to "please leave the train now".

If the transit is busy you can walk instead. Follow the yellow signs to the Walkway.



3



Passport control

Everyone arriving in to the UK from another country must have their passport checked.

It's important that you get into the right queue and that you have any documents you might need ready.

Read the "Preparation for Passport Control" section within this guide.

Passenger Service Ambassadors can be found in this area, should you need any help.



4



Baggage reclaim

If you have checked any bags in then you will need to collect them at Baggage Reclaim. If you already have all of your baggage you can go straight to Customs.

Information screens in the reclaim hall will tell you where to collect your bag from.

When you see your bag remove it from the belt.

There is no rush to collect your bag it will keep going around on the conveyor belt until you can reach it.



5



Customs

There are rules about what you can bring in to the UK from overseas.

You should read these rules before deciding which coloured door you should exit through.

There are information posters in the area to help you decide or you can check the UK Government website.

Find out which exit to use before you travel. A link to the website is featured later in this guide.



6



Exit to arrivals

After Customs you'll come across some large automatic doors which lead to the arrivals hall.

The arrivals hall can be very crowded with lots of people waiting to greet arriving passengers.

If you're worried about exiting in to the crowd tell the security officer seated near to the door.



2. Arrivals journey – International Flights, Terminal 5 B Gates

Step-by-step journey planner



1



Terminal 5 B Gates

When the aircraft door opens there will be a walkway which will take you to the terminal building. Signs will tell you which of Terminal 5's three buildings you are in.

Welcome to Terminal 5
B Gates

Take the lift to Level -2 and exit on to the transit train platform.

Avoid the rush and stay seated on the plane until the crowds have gone.

TOP TIP



2



Transit to Terminal 5 A

You should board the first available train, from either platform. You don't need to buy a ticket. If a train stops but the doors do not open then the train won't be going to Arrivals and you should wait for the next train. Once on-board the train you should only exit when the announcement tells you that you are at the final destination and to "please leave the train"

If the transit is busy you can walk instead. Follow the yellow signs to the Walkway.

TOP TIP



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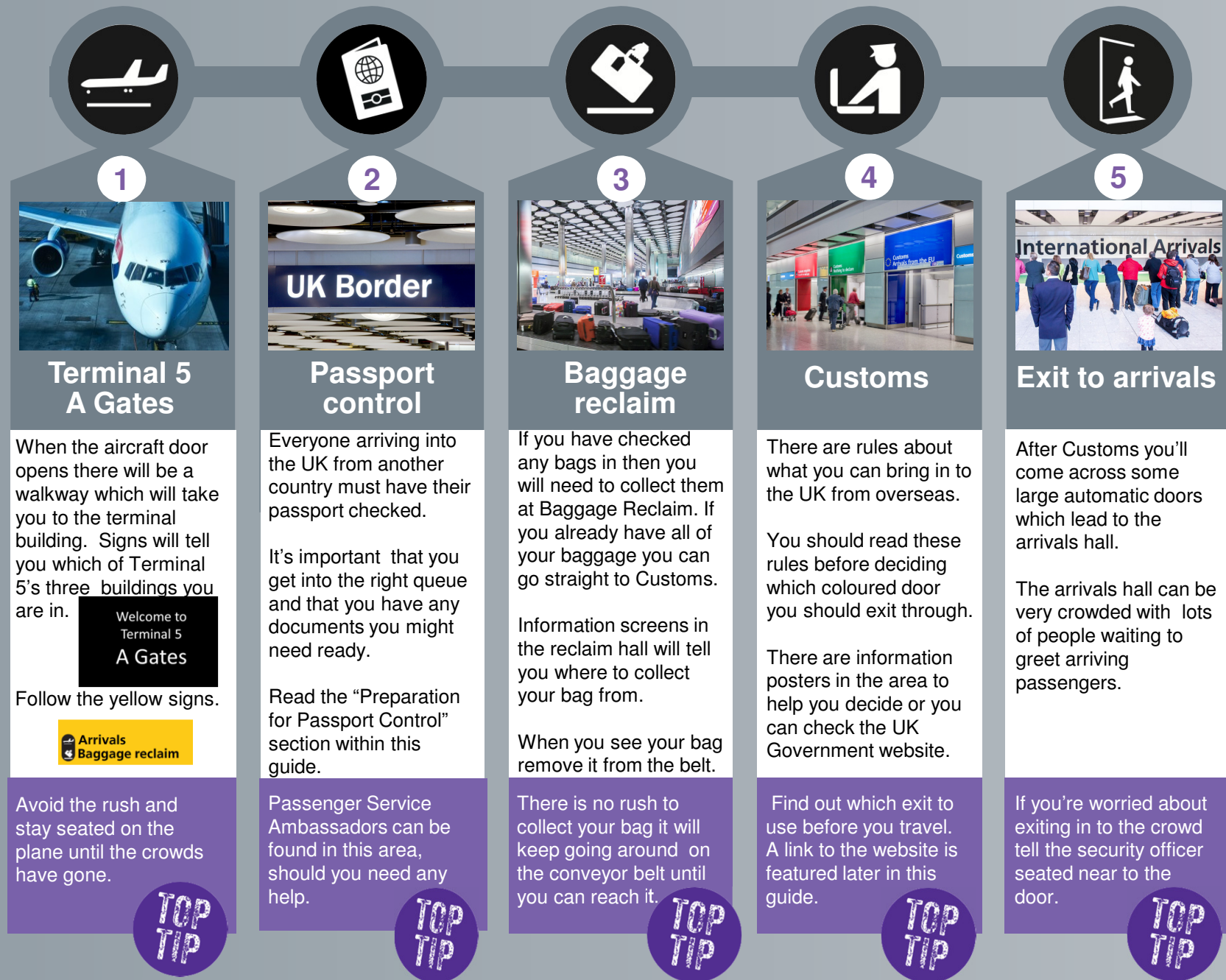
The arrivals hall can be very crowded with lots of people waiting to greet arriving passengers.

If you're worried about exiting in to the crowd tell the security officer seated near to the door.

TOP TIP

3. Arrivals journey – International Flights, Terminal 5 A Gates

Step-by-step journey planner



4. Arrivals journey – International Flights, Terminal 5 Remote

Step-by-step journey planner



TOP TIP

TOP TIP

TOP TIP

TOP TIP

TOP TIP

5. Arrivals journey – UK Flights, Terminal 5

Step-by-step journey planner



Passport Control Preparation

Step-by-step
journey planner

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 the arrivals journey at Heathrow. It has a yellow header with an information icon and the text 'Arrivals journey'. Below this, it says 'You are approaching Passport control' in white text on a black background. A world map is shown with the UK and Europe 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. It has a dark blue header with the text 'ePassport gates'. Below this, it says 'Please use ePassport gates if'. There are three icons: a passport icon with a globe, a blue 'EU' sign, and a dark blue '12+' sign. Below each icon is text: 'you have this symbol on your passport', 'you're an EU citizen', and '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.



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

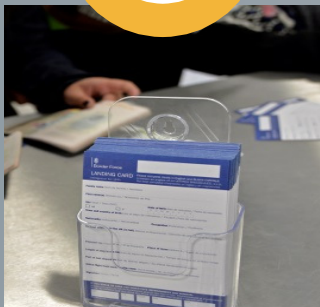
If you are eligible to use an e-Passport gate then we recommend that you do so. E-Passport gates are automated, where a passport reader and camera, rather than a border officer, will verify your identity and check your passport. Once the check is made successfully, the gate opens automatically for you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



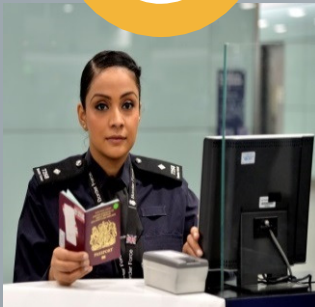
Fill in a Landing Card (1 per family)



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.



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:

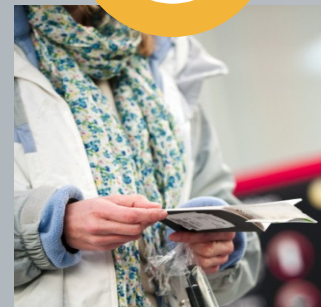
"I have communication difficulties please can you help me by re-phrasing the question."



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.



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



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

I'm still worried about

Contact us

If you have any further questions or concerns please email:
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.



Special Assistance Area

There are several Special Assistance Areas in terminal 5. This is where passengers go if they require assistance, or are passengers with reduced mobility. Our supplier will provide them with assistance, and if necessary push them in a wheelchair. The Special Assistance Areas can have long waiting times and can be busy, but the agents are always there to help should you feel like you need some assistance – see earlier in this guide to find out where they are located.



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.



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 plane, 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.



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.



Satellite Buildings

A satellite building is a smaller building detached from the main terminal. Terminal 5 has two satellite buildings – Terminal 5B and Terminal 5C. These buildings are generally much quieter, but they also have fewer facilities, shops or restaurants. You can get from the satellite buildings to the main terminal by following the signs to “Arrivals/Baggage Reclaim” and using the walkway.