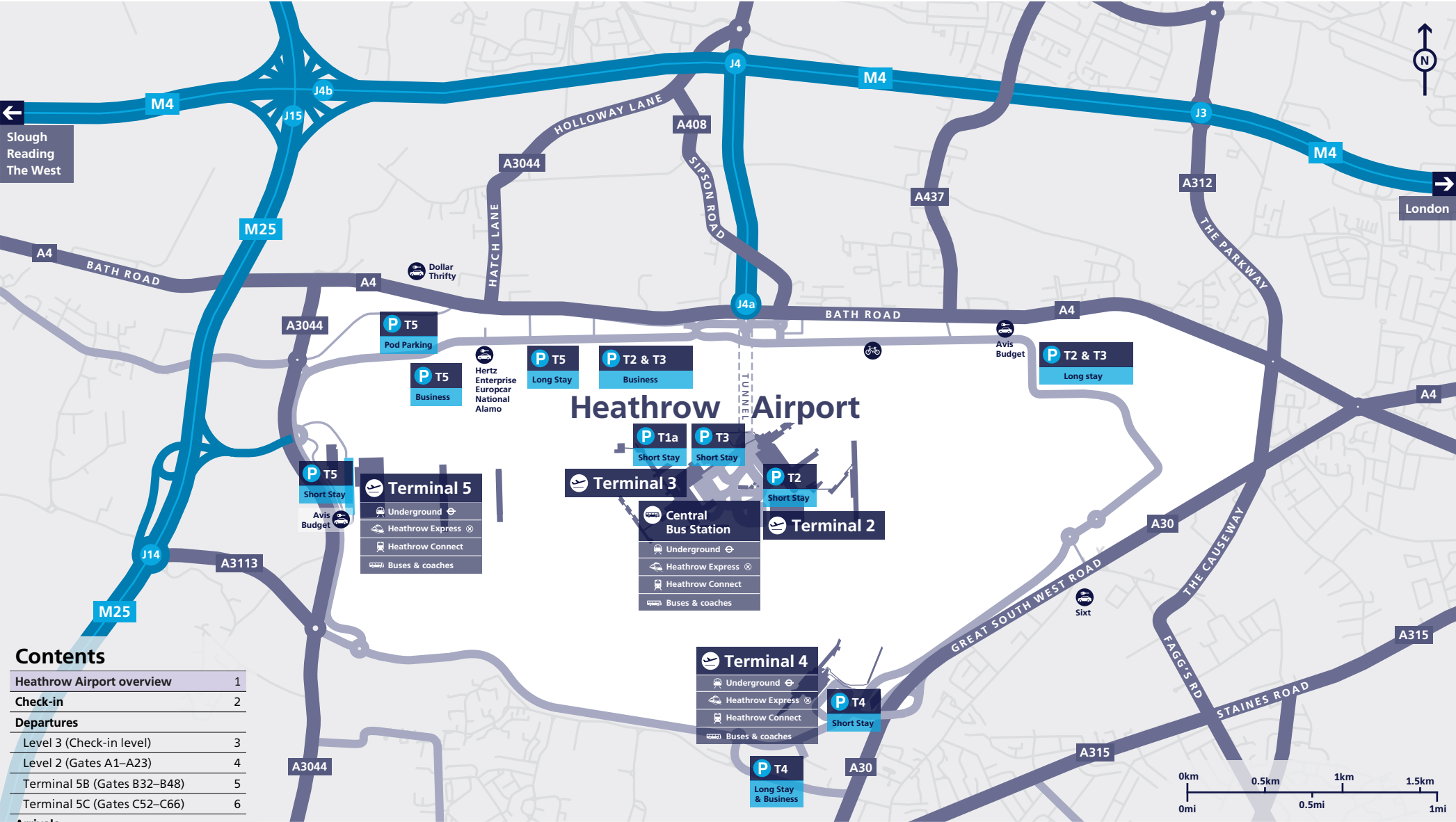


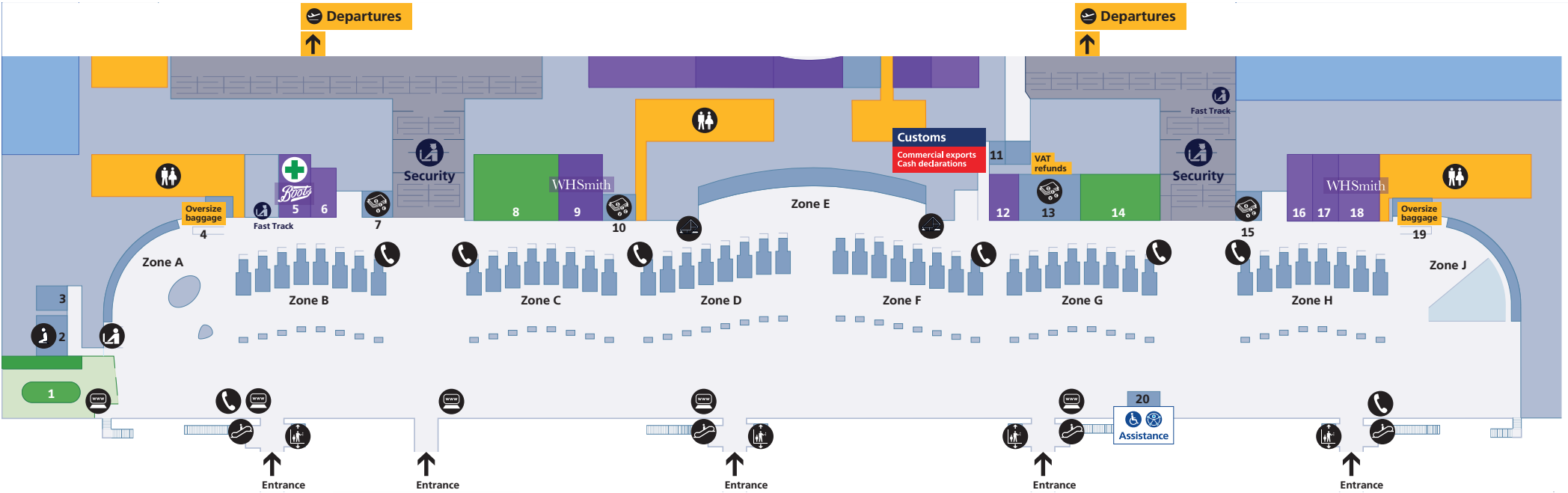
Heathrow Airport

Overview



Terminal 5

















Check-in Level 3



Shopping	
Boots	5
Coming Soon	16
Excess Baggage Company	6, 12
T5 Fine Art Gallery	17
WHSmith	9, 18

Food and drink	
Cafés	
Caffè Nero	1
Bars and restaurants	
Coming Soon	8, 14

Services

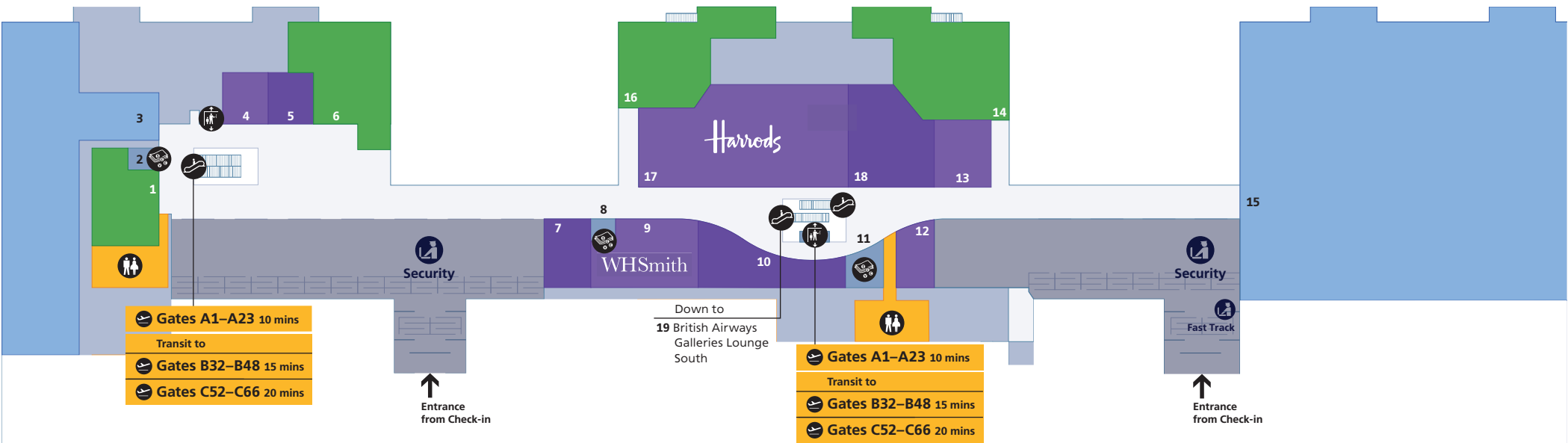
Assistance	20	Commercial exports	11		Postbox
British Airways Sky Flyers Solo	3		Escalator		Repack area
	Bureau de change		Internet facility		Telephone
Travelex	7, 10, 15		Lift		Toilets
VAT refunds managed by Travelex	13		Multi-faith prayer room		Accessible toilet All
	Check-in	Oversize baggage	4, 19		Baby care All
	Cash machine		Pharmacy		VAT refunds managed by Travelex 14
 Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

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Terminal 5

Departures

Level 3 (Check-in level)



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Shopping

Accessorize	7
Boots	13
Collection	18
Dixons Travel	10
Glorious Britain	4
Harrods	17
The Harry Potter Shop	5
The Macallan Boutique	12
WHSmith	9

Food and drink

Bars and restaurants	
Coming Soon	1
Giraffe	6
Gordon Ramsay Plane Food	14
Wagamama	16

Services

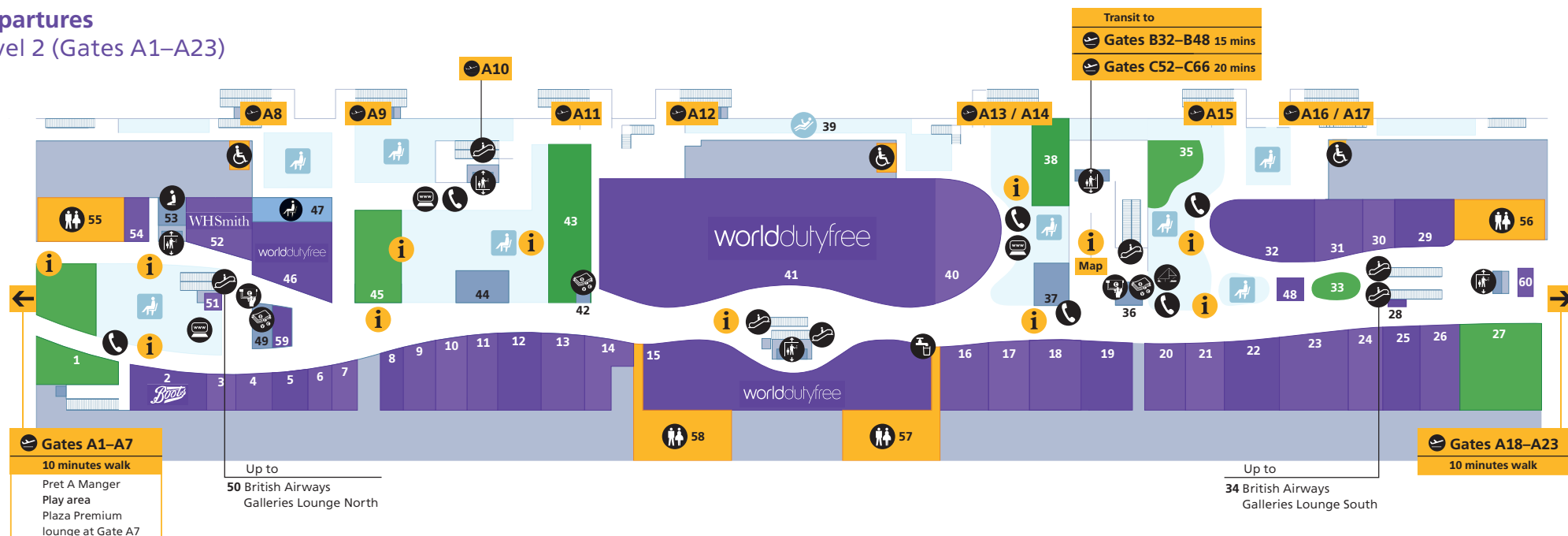
Airline lounges	Bureau de change	Lift
British Airways Concorde Room 15	Travelex 2, 8, 11	Postbox
British Airways Galleries Lounge North 3	VAT refunds managed by Travelex 8, 11	Stairs
British Airways Galleries Lounge South 19	Pharmacy 12	Toilets
	Cash machine	Accessible toilet All
	Commercial exports 19	Baby care All
	Escalator	VAT refunds managed by Travelex 8, 11
	Information	

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Terminal 5

Departures

Level 2 (Gates A1–A23)



Shopping			
Be Relax	60	Smythson	30
Boots	2	Sunglass Hut	7, 59
Bottega Veneta	31	Ted Baker	9
Burberry	23	The Bookshop by WHSmith	54
Bvlgari	48	Tiffany & Co.	20
Cartier	21	Watches of Switzerland	16
Chanel	40	WHSmith	26, 52
Coming Soon	3, 4, 5, 6, 8	World Duty Free	15, 41, 46
Dior	17	World Of Whiskies	14
Dixons Travel	12		
Duty Free Cigarettes	13		
Fortnum & Mason	29		
Gucci	22		
Hermès	19		
Kurt Geiger	10		
Louis Vuitton	32		
Paul Smith	25		
Prada	18		
Reiss	11		
Rolux	24		
Shoe Shine Company	28, 51		

Food and drink	
Cafés	
Pret A Manger	45
Starbucks	43
Bars and restaurants	
Caviar House & Prunier	38
Fortnum & Mason The Bar	33
Itsu	35
Pilots Bar & Kitchen	27
The Crown Rivers	1

Services		
Airline lounges		
British Airways Galleries Lounge North	50	
British Airways Galleries Lounge South	34	
Plaza Premium Lounge		
British Airways customer services	37, 44	
Personal Shopper Lounge	47	
Bureau de change		
Travelex	35, 42, 49	
VAT refunds managed by Travelex	38	
Escalator		
Information		
Internet facility		
Lift		
Multi-faith prayer room	53	
Play area near Gate A3		
Priority seating		
Quiet zone	39	
Seating		
Stairs		
Telephone		
Toilets	55, 56, 57, 58	
Accessible toilet	All	
Baby care	All	
Drinking fountain	55, 56, 57	

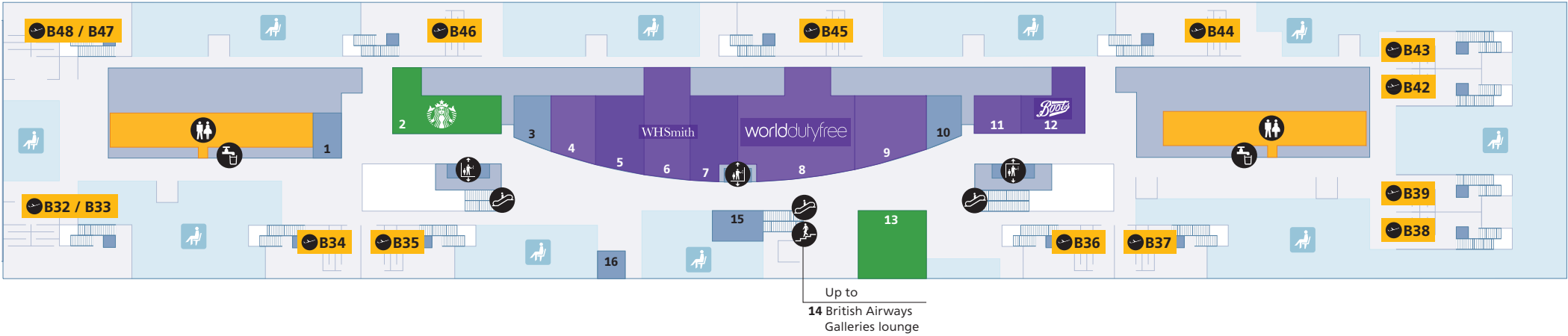
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Terminal 5

Departures

Terminal 5B (Gates B32–B48)



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Shopping	
Be Relax	4
Boots +	12
Coming Soon	7
Dixons Travel	9
Harrods	5
Sunglass Hut	11
WHSmith	6
World Duty Free	8

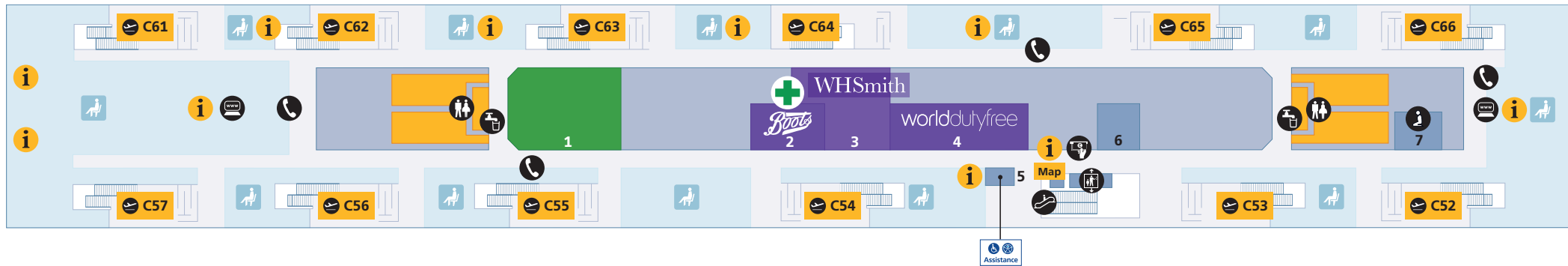
Food and drink	
Cafés	
Starbucks	2
Bars and restaurants	
Wetherspoon Express	13

Services		
Assistance	16	Escalator
Airline lounges		Information
British Airways Galleries lounge	14	Internet facility
British Airways customer services	15	Lift
Bureau de change		Multi-faith prayer room
Travelex	3, 10	Pharmacy
VAT refunds managed by Travelex	10	Seating
		Stairs
		Telephone
		Toilets
		Accessible toilet All
		Baby care All
		Drinking fountain All
		VAT refunds managed by Travelex 10
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

Terminal 5

Departures

Terminal 5C (Gates C52–C66)



Shopping	
Boots	2
WHSmith	3
World Duty Free	4

Food and drink	
Starbucks	1

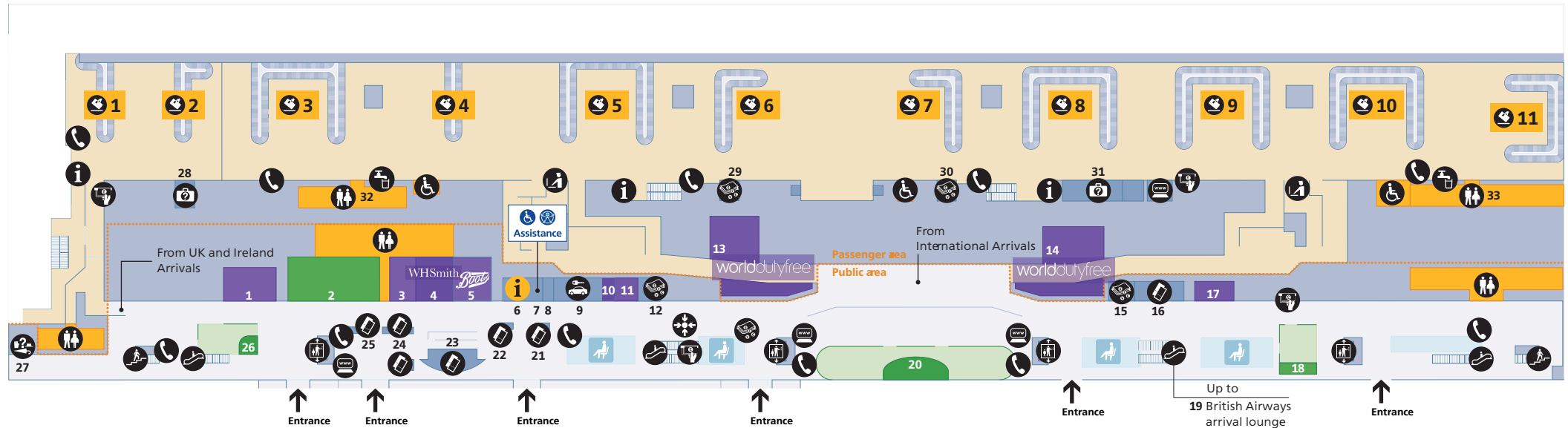
Services		
Assistance	5	Internet facility
British Airways customer services	6	Lift
Cash machine		Multi-faith prayer room
Escalator		Pharmacy
Information		Seating
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		
		Telephone
		Toilets
		Accessible toilet
		Baby care
		Drinking fountain

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Terminal 5

Arrivals

Ground floor



Shopping	
Boots	5
Excess Baggage Company	1
Bradley Smith Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 17
We Know London	11
WHSmith	5
World Duty Free	13, 14

Food and drink	
Caffè Nero	18, 26
Costa Coffee	20
M&S Simply Food	2

Services		
Assistance	7	Cash machine
Airline lounge		Escalator
British Airways arrival lounge	19	Help point
Airport information	6	Internet facility
Baggage enquiries	28, 31	Lift
Baggage reclaim		Lost property
Bureau de change		Meeting point
Travellex	12, 15, 29, 30	Seating
Car rentals desk	9	Stairs
Telephone		
Ticket sales		
Heathrow Express	21, 25	
National Express	16	
Underground	22-24	
Toilets		
Accessible toilet	All	
Baby care	All	
Drinking fountain	32, 33	

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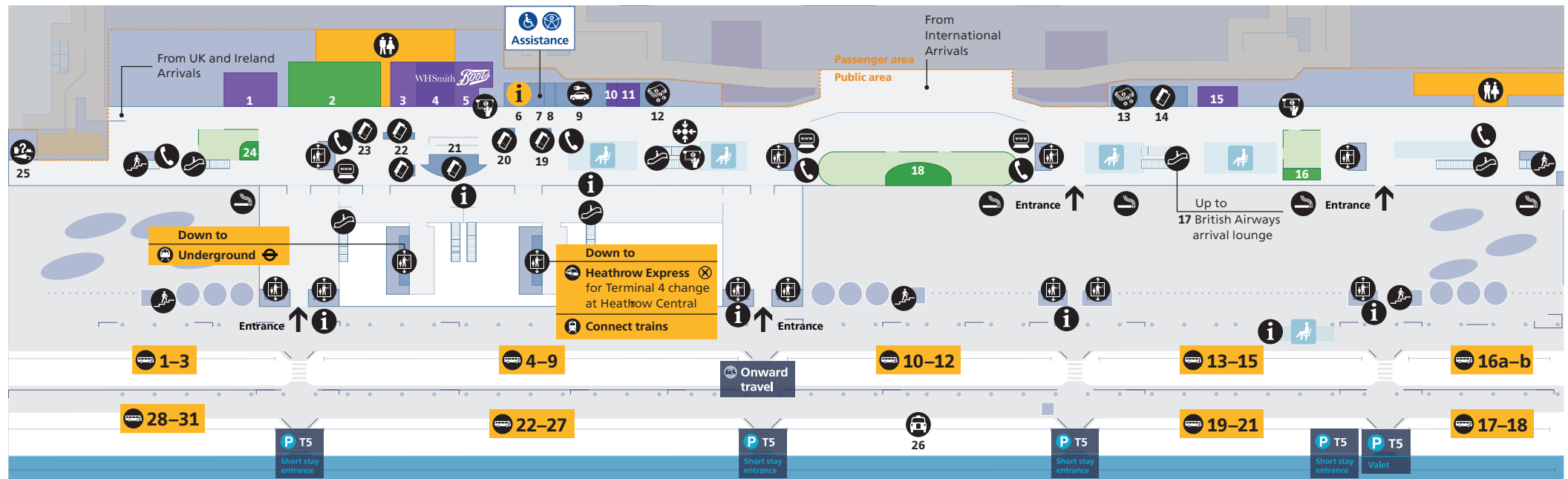
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Terminal 5

Arrivals (Onward travel)

Ground floor



Shopping

Boots	5
Excess Baggage Company	1
Bradley Smith Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 15
We Know London	11
WHSmith	4

Food and drink

Caffè Nero	16, 24
Costa Coffee	18
M&S Simply Food	2

Bus and coach stop allocation

Group travel	16, 16a, 16b
Hotel Hoppa, Hotel by bus, T4 Hilton Hotel	26-27
Express coach – National Express	11-15
National Express Coach / Railair	9
Oxford the Airline	10
Transport for London (TfL) – drop/stand	1-8
Staff bus N1 / N5	24
Staff bus N2	25
BA and BA crew coaches	21
Business parking, Long stay	22
Car rental (off airport)	28
Dollar, Thrifty, Sixt	
Car rental (on airport)	19
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Car parking (off airport)	29
Click Park, Purple Parking, Purple Parking Business, Reeds	

Services

Assistance	7	Help point		Telephone	
Airline lounge		Internet facility		Ticket sales	
British Airways arrival lounge	17	Lift		Heathrow Express	19
Airport information	5	Lost property	25	National Express	14
Bureau de change		Meeting point		Underground	20-23
Travelex	12, 13	Seating		Toilets	
Bus Stop		Smoking area		Accessible toilet	All
Car rentals desk	8	Stairs		Baby care	All
Cash machine		Taxi rank	26		
Escalator					
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