

Terminal 3 Departures

Terminal 3
Departures

Check-in information

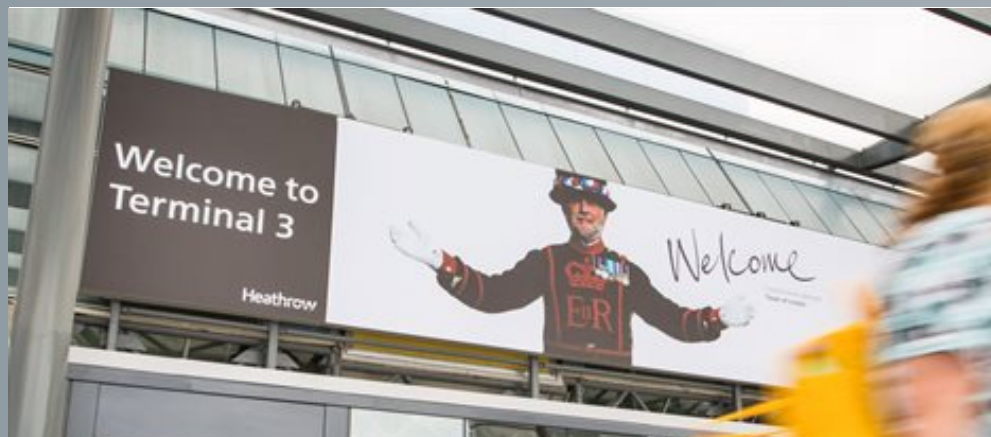
Hand
baggage

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, after all 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

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- Sensory awareness – What you can expect
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- Step-by-step journey planner – Departures
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 - Departure Lounge and Facilities
 - Flight Information
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 - Boarding the Aircraft
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Finding your way around Terminal 3

Finding your way around Terminal 3

Finding your way around Terminal 3

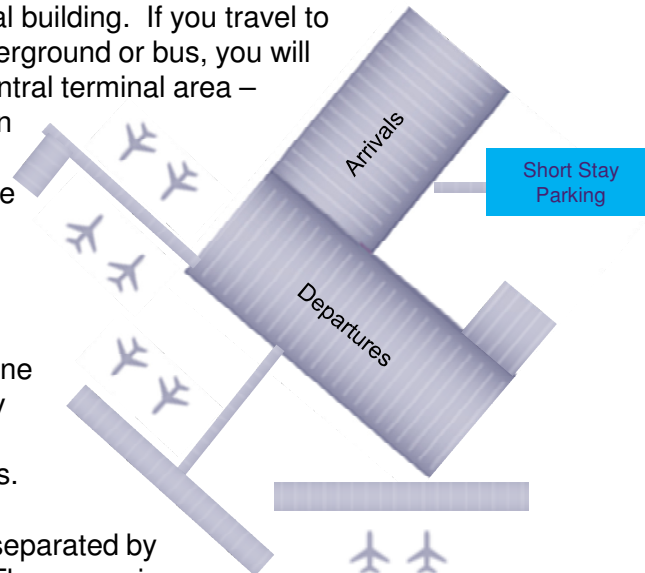
Terminal 3 is one large building, with long piers where the aircraft park. Check-in and arrivals are both on the ground floor, with zones A – G in the check-in area. The departures area (security) is on the first floor upstairs from the check-in zones. Lifts, escalators or stairs will take you up to security.

If you travel to Terminal 3 by car, coach or taxi, you will be dropped off outside the main terminal building. If you travel to Terminal 3 by train, underground or bus, you will be dropped off at our central terminal area – which is located between Terminals 2 and 3. From here, just follow the signs for Terminal 3 departures.

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 to view and download maps of Terminal 3.



Information



Because Heathrow is so busy it's not possible to tell you which part of Terminal 3 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 our yellow signage can be seen 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 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 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.

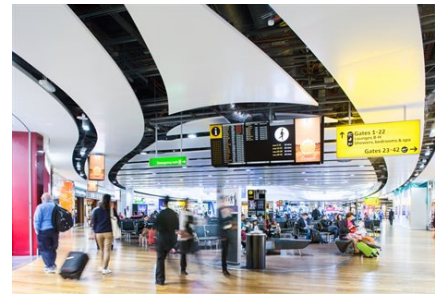


Balance

Escalators, trolleys, travelators

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

Try to avoid the crowds by getting off the plane last or using 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

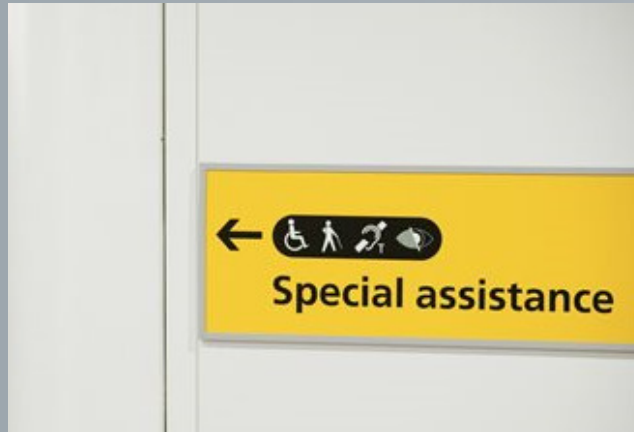
Help Call Points can be found all around Heathrow. The call point could look different than the picture above. A map of Help Call point locations can be found here:

<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 fixed locations where you can find a person to speak to if you need help.

Main Building (Before Security)

Level 0, Arrivals hall - Ambassador position at the Information desk.

Level 1, Departures - Special Assistance Area, opposite Pret above Zone A

Main Building (After Security)

Near World Duty Free, past the toilets

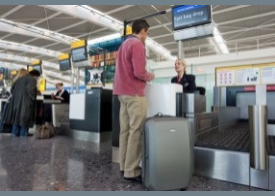


Departures journey - Summary

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 3 Departures Check-in area.

Once you have your boarding pass and have checked in any bags that you need to you should go to the first floor via the lifts, stairs or escalators and go to security.

If you need additional help then go to the Special Assistance area upstairs from Zone A check-in area).



2



Prepare for Security

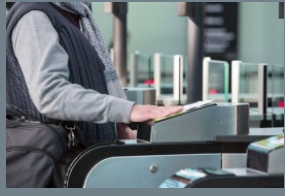
To help you get through security quicker you should check that your bags don't contain any liquids, sharp objects or other forbidden objects.

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

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



3



Ticket Presentation

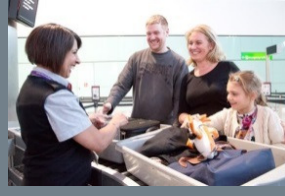
Only passengers who have a valid boarding pass are allowed to go beyond this point.

You will need to show your boarding pass to go through the barrier.

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



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"

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



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 seating and shopping area until you are provided with your departure gate number.

Read the "Departure Lounge Facilities" section within this guide.

This area can get very congested and noisy so headphones to listen to music or ear defenders can be useful .



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.





Check-in

Preparing to travel



Before you get to the Airport

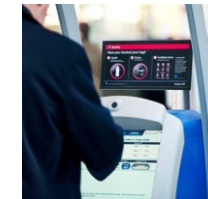
Take time to review the security information on the Heathrow website and the baggage section on your airline's website. This will help you to decide whether you need to check in a bag or whether you can carry it on the aircraft as hand luggage.

At the Airport

If you need any help then go to the Special Assistance area on level 1, upstairs from check in zone A.

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 up to security. Security is located above the check-in zones.



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 upstairs 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.

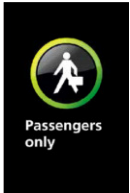


Pre-Security Preparation

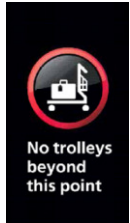
Preparing to travel



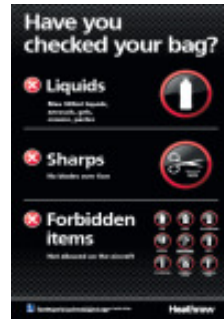
In this area you will find lots of visual prompts to remind you of what you are allowed to take through security. A traffic-light colour coding system (red, amber, green) will help you to decide what action, if any, you need to take.



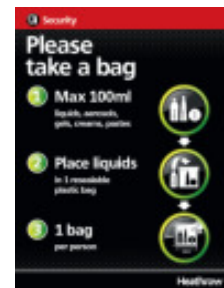
Only passengers who have a boarding pass which is valid for travel are allowed into the pre-security preparation area.



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



If you have any of the items on you at this point which are shown as being forbidden through security then you should put them in the bins provided.



Any liquids, gels, creams or pastes (max 100ml per item) should be placed in to 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

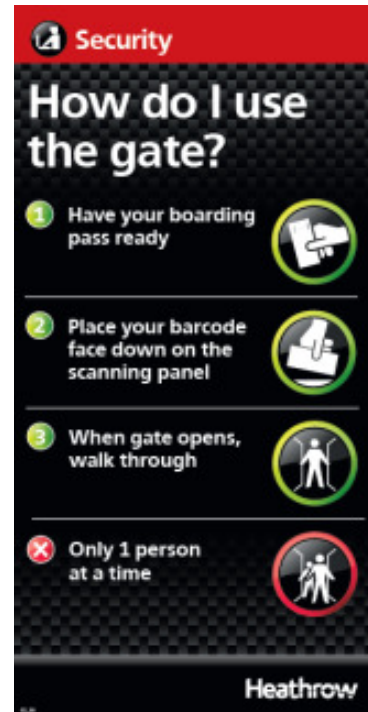
Preparing to travel



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

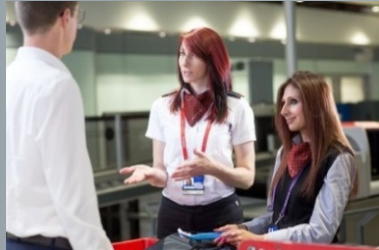
Are you ready?

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 machine.



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 Lounge

Preparing For



Main 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 to help you find exactly when and where in the terminal your flight will depart from can be found on the information screens or by checking the Heathrow app.



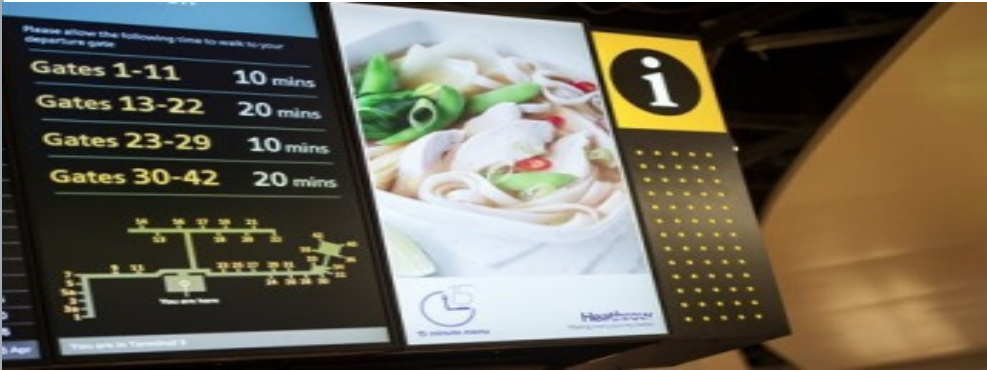
Time	Destination	Flight	Gate
11:15	Washington	V5021	Flight check-in 20
11:30	Los Angeles	CY1834	Boarding 18
11:35	Miami	V5005	Go to Gate 17
12:20	San Francisco	UN7019	Gate opens 11:05
13:45	Tokyo	V5900	Gate opens 12:30
14:00	New York	V5045	Gate opens 12:45
15:05	Boston	UN7011	Gate opens 13:50
15:15	Shanghai	V5250	Gate opens 14:00
15:45	Los Angeles	UN7023	Gate opens 14:30
16:15	Newark	V5001	Gate opens 15:00
17:35	New York	CY1826	Gate opens 16:20
20:05	New York	CY1845	Gate opens 18:50
	Newark	CY1828	Gate opens 19:15
		V5601	Gate opens 19:45
			Gate opens 20:45



In the main departures lounge you will find lots of shops, restaurants and facilities. You will also find all of the Departure Gates.

Our yellow information signs will show you the direction to, and time it takes to walk to your departure gate.

More information on all of the facilities on offer within Terminal 3, including maps can be found on the Heathrow website, on our app, or displayed at key information points around the building.

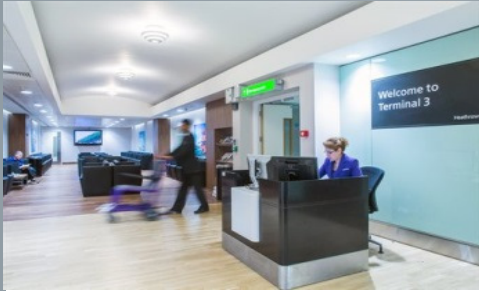


Gates	Time
Gates 1-11	10 mins
Gates 13-22	20 mins
Gates 23-29	10 mins
Gates 30-42	20 mins



Departure Lounge Facilities

Preparing to travel



Special Assistance

You will find the special assistance area within the World Duty Free shop past the toilets.

It is signposted just past security.



Family Lounge

For younger passengers there is access to a Soft Play Area located by the Ted Baker store, just follow the signs for Lounge A. Stairs and a lift will get you to the first floor.

The area is open from 6.00am – 9.00pm for Children aged up to 9 years (Height restrictions apply)

There is no charge to use this facility.

Children will need to wear socks.



Quiet Rest Area

There is a rest and relaxation room near gate 24.

This is space away from the crowds of other passengers where you can sit and wait for your flight.

Please note that is a quiet space.



No1 Lounge/ Spa

The No1 Lounge is an independent facility (open to all passengers) it offers a quiet place to rest and relax. There is a time limit on how long you can stay and a charge to use the lounge.

Follow the signs for Lounge F, there are stairs or a lift which will take you there.

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

www.heathrow.com/airport-guide/terminal-facilities-and-services/lounges

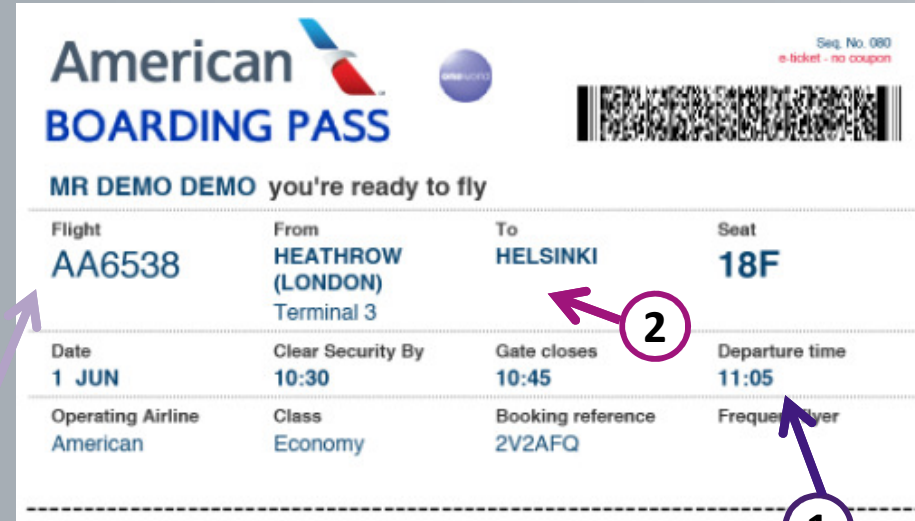


Flight Information

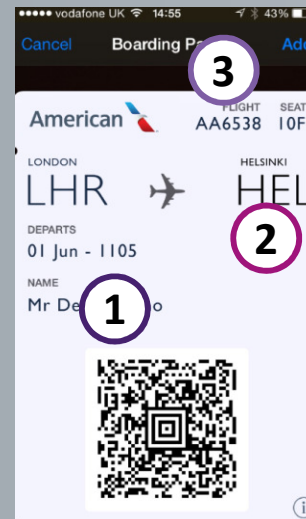
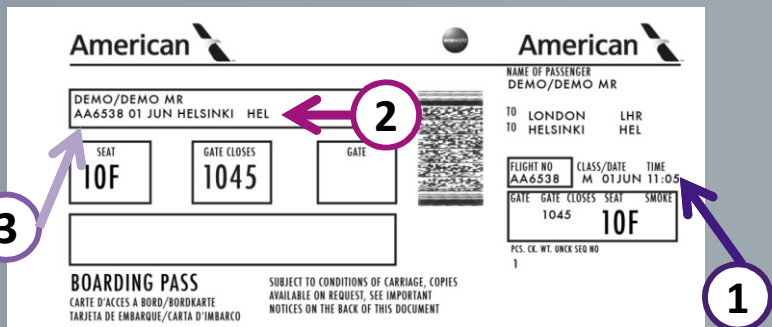
Preparing to travel

Your Flight Information – *change to non code share flight*
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



A **codeshare** agreement is where two or more airlines share the same flight. This means that each airline publishes and markets the flight itself. If a flight is operating on a codeshare, our screens rotate the information to show multiple flight numbers. The boarding pass below for instance shows a flight to Helsinki – this is actually a British Airways flight, advertised under a codeshare with American Airlines.



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

10:35	Vienna	AA6641	Go to Gate	3
10:35	Los Angeles	V5007	Go to Gate	13
10:50	San Francisco	L4390	Boarding	16
10:50	Marseille	BA368	Gate shown 10:00	
11:00	Seattle	KL6136	Go to Gate	20
11:05	Helsinki	AA6538	Gate shown 10:15	
11:05	Miami	MH9401	Go to Gate	34



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. You are most likely to see the **GATE SHOWN** message for your flight.

45-60 minutes By this time you should have a specific gate number. You are most likely to see the **GO TO GATE** 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** message.

Time	Destination	Airline	Status	Gate
09:10	Dubai	EK008	Flight closing	5
10:10	New York	KL6006	Go to Gate	26
10:15	Prague	BA852	Boarding	3a
10:15	New York	MH9393	Flight closing	32
10:20	Helsinki	CX1413	Flight closing	42
10:35	Raleigh-Durham	MH9423	Go to Gate	25
10:35	Vienna	AA6641	Go to Gate	3
10:35	Los Angeles	VS007	Go to Gate	13
10:45	San Francisco	DL4390	Boarding	16
10:50	Marseille	BA368	Gate shown 10:00	
11:00	Seattle	KL6136	Go to Gate	20
11:05	Helsinki	AA6538	Gate shown 10:15	
11:05	Miami	MH9401	Go to Gate	34
11:25	Denver	E18919	Gate shown 10:25	
11:25	Hong Kong	CX252	Gate shown 10:10	
11:25	Warsaw	AA6385	Gate shown 10:35	
11:30	Salt Lake City	DL51	Gate shown 10:00	
11:30	New York	VS137	Gate shown 10:30	
11:35	Los Angeles	GF6507	Delayed to 13:15	
11:50	Chicago	GF6847	Delayed to 12:30	
11:55	Melbourne	QF010	Gate shown 10:40	
	via: Dubai			
12:00	Washington	VS021	Gate shown 11:00	




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 to the gate number which is shown in orange.

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.




Gates 1-11 10 mins
Gates 13-22 20 mins
Gates 23-29 10 mins
Gates 30-42 20 mins

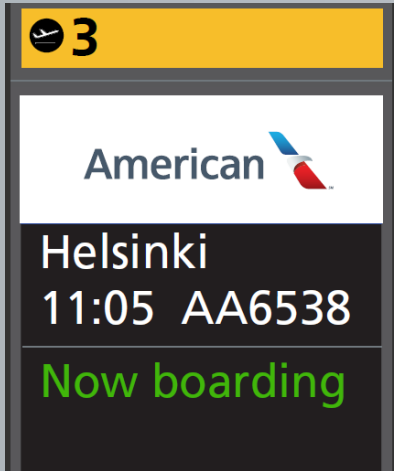
Some gates are quite a long walk. Make sure you leave enough time to get there.

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.

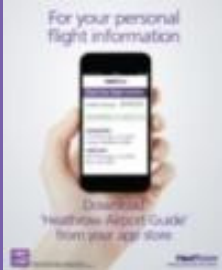
Electric Buggies are used to help passengers who can't walk very far. They make a beeping noise so you know they are coming.



Preparing to travel



TOP TIP



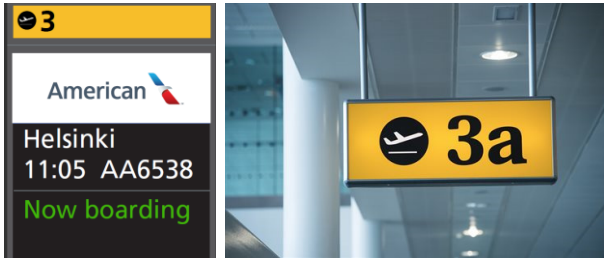
Download 'Heathrow Airport Guide' from your app store and store your personal flight details. The app will then provide you with regular status updates on your flight including latest departure time and call to gate information.



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



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 past the desk to walk down the air bridge (pictured above) and on to the aircraft where 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.



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

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

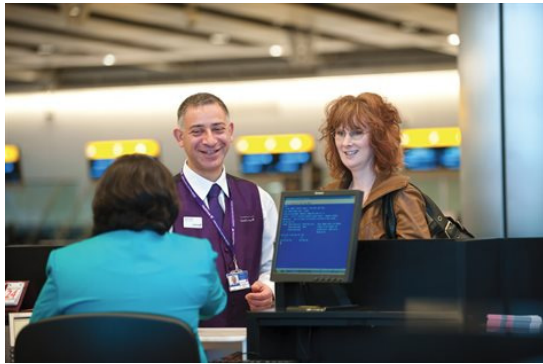
- I know how to find my way around Heathrow
- I have a plan to avoid sensory overload
- I can use the step-by-step journey guide to help me prepare
- I know what to do at each stage of my journey
- I know how to read my boarding pass
- I know how to use the flight information screens
- I know where to ask for help on the day if I need

I still have questions about

I'm still worried about

Contact us

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



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.