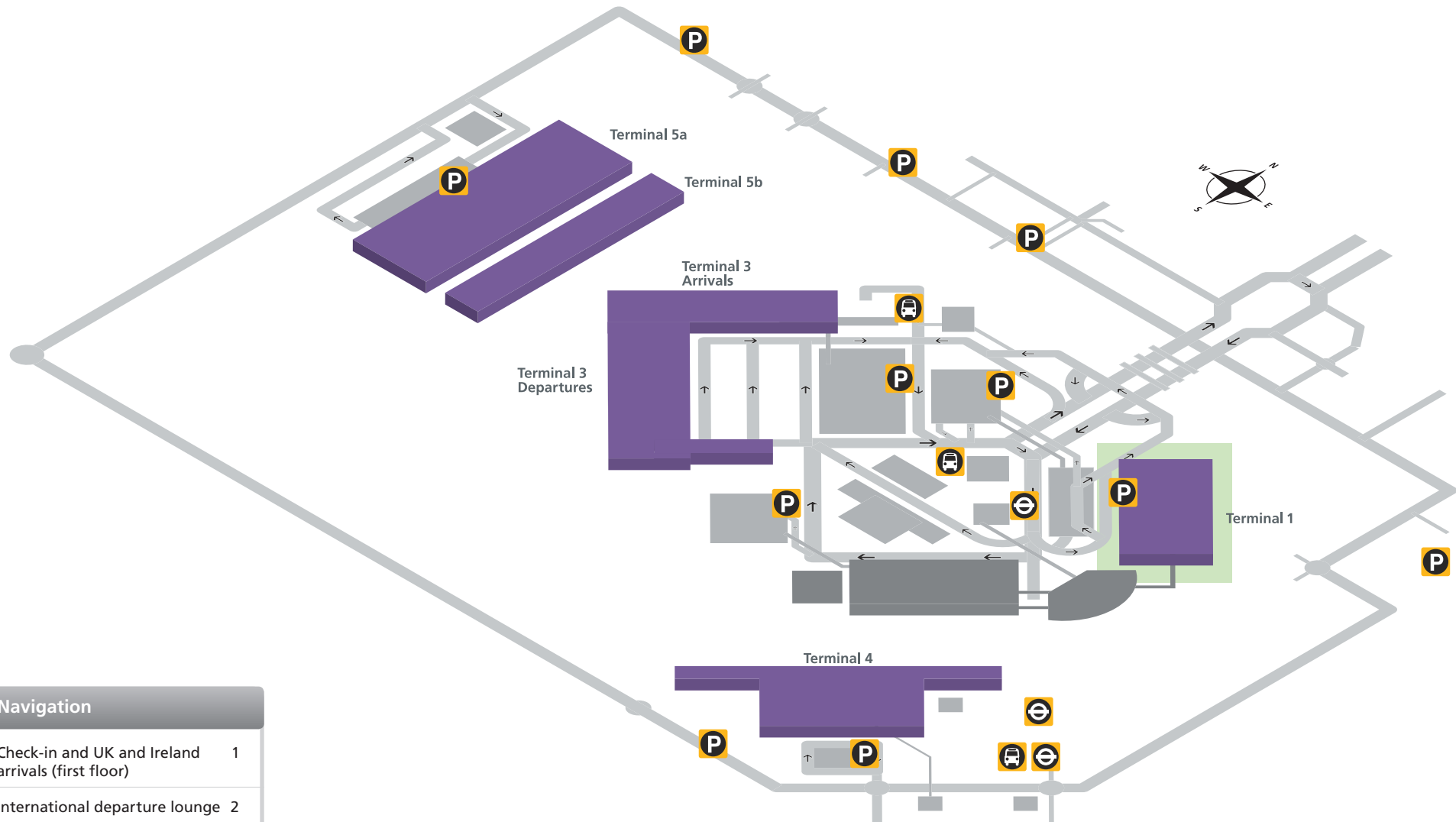


Heathrow Airport

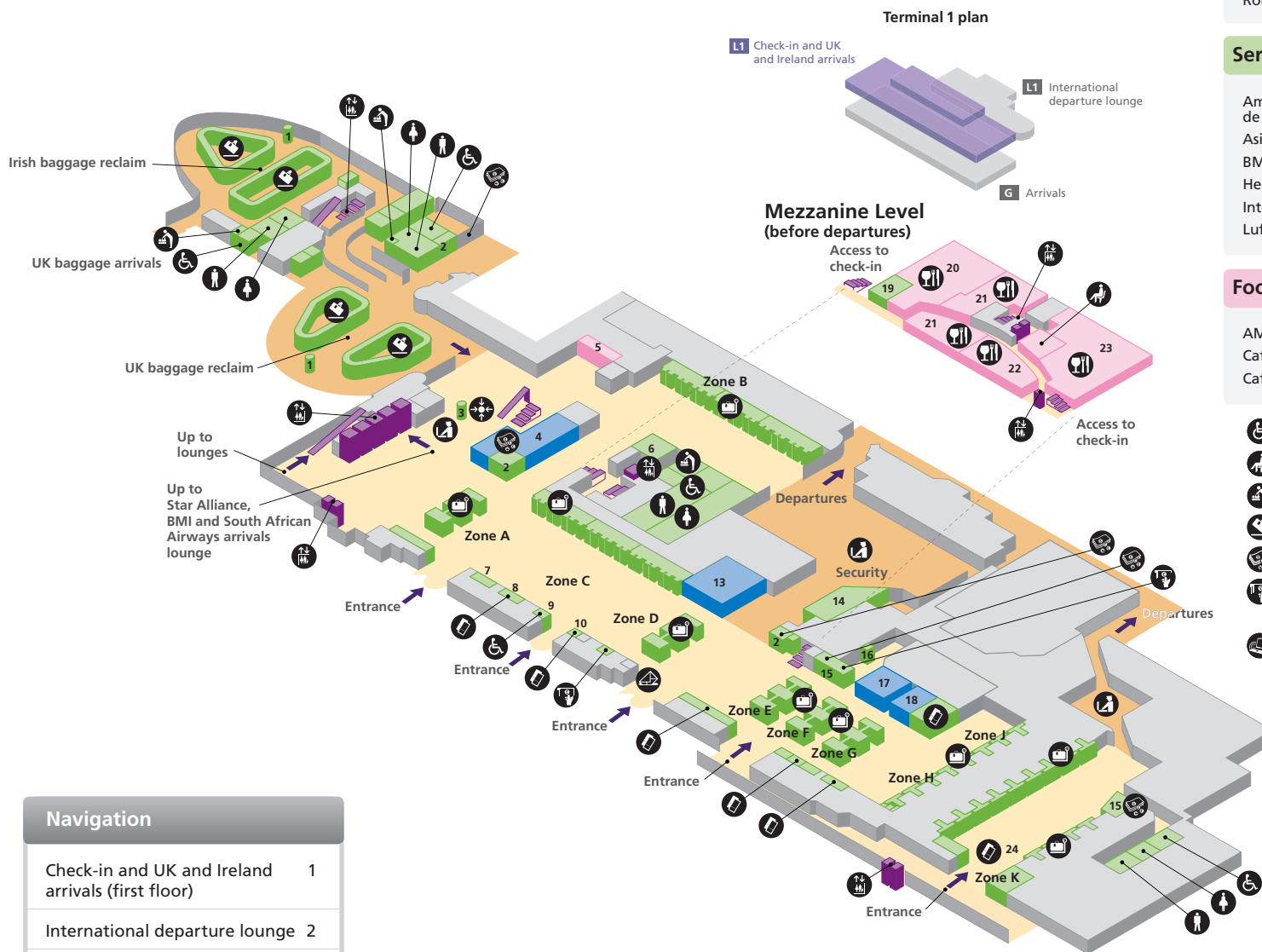
Overview



Navigation	
Check-in and UK and Ireland arrivals (first floor)	1
International departure lounge	2
Arrivals (ground floor)	3
Onward travel – Arrivals (ground floor)	4

Terminal 1

Check-in and UK and Ireland arrivals (first floor)



Navigation	
Check-in and UK and Ireland arrivals (first floor)	1
International departure lounge	2
Arrivals (ground floor)	3
Onward travel – Arrivals (ground floor)	4

Shopping			
Boots	13	WHSmith	4 17
Rolling Luggage	18		

Services			
American Express bureau de change	2	Meeting point	3
Asiana Airlines	8	Outsize baggage	16
BMI customer services	6	Special assistance point	9
Help point	1	Travelx bureau de change	15
Internet (Mezzanine level)	19	United Airlines	7
Lufthansa	24	US Airways	10
		VAT returns	14

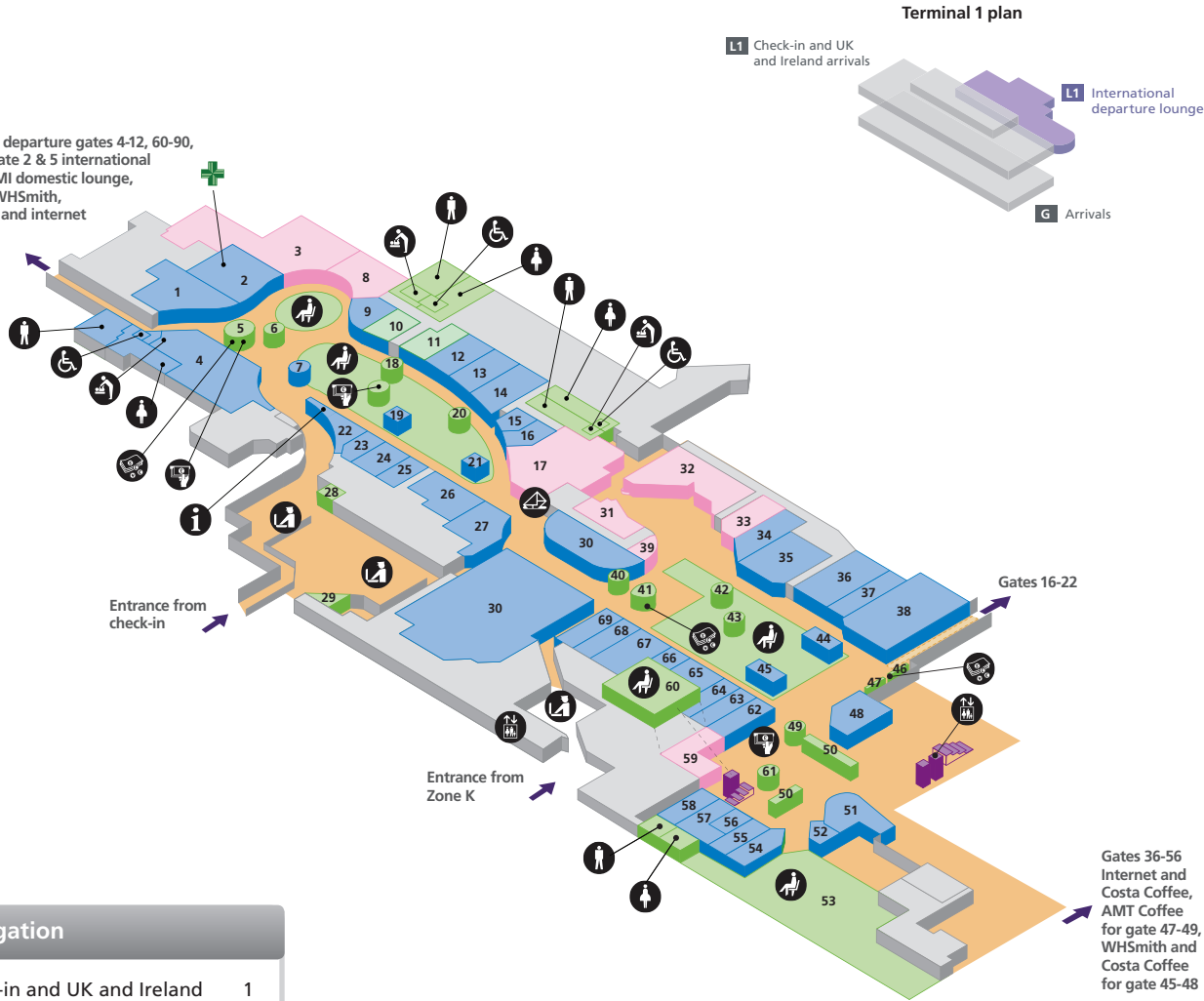
Food and drink			
AMT Coffee	5	Costa Coffee (Mezzanine level)	22
Café Rouge (Mezzanine level)	20	Skylark – J D Wetherspoon (Mezzanine level)	23
Caffé Italia (Mezzanine level)	21		

- Accessible toilet
- Airline lounge
- Babycare
- Baggage reclaim
- Bureau de change
- Cash machines
- Boingo Wi-Fi is present throughout the terminal
- Check-in
- Lift and stair access to other floors
- Meeting point
- Postbox
- Restaurant/Café/Pub
- Security
- Ticket sales
- Toilet men
- Toilet women
- Public areas
- Passenger areas

Terminal 1

International departure lounge

UK and Ireland departure gates 4-12, 60-90, (BMI lounge, gate 2 & 5 international departures), BMI domestic lounge, Costa Coffee, WHSmith, Wetherspoons and internet



Navigation

Check-in and UK and Ireland arrivals (first floor)	1
International departure lounge	2
Arrivals (ground floor)	3
Onward travel – Arrivals (ground floor)	4

Shopping

Bally	65	Longchamp	66
Barbour	54	Links of London	25
Best of the Best	7 45	LK Bennett	14
Boots	2	Mulberry	23
Burberry	67	Omega	55
Caviar House & Prunier	21	Pen Shop	44
Chanel	19	Rolling Luggage	16
Chocolate Box	22	Sunglass Hut	63
Clarks	57	Swarovski	56
Cocoon from World Duty Free	36	Ted Baker	68
Collection	26	The Perfume Gallery	48
Dixons Travel	10 35	Thomas Pink	37
Fat Face	12	Tie Rack	15
French Connection	13	Timberland	11
Glorious Britain	34	Tumi Luggage	52
Hamleys	58	Watches of Switzerland	24
Harrods	38	WHSmith	1 27 51
HMV	9	WHSmiths Books	69
Hugo Boss	64	World Duty Free	4 30
		World of Whiskies	62

Services

American Express bureau de change	41 46	Shop and Collect	47
Check-in ticket desks (flight connections)	50	Spit 'n' Polish	49
Flight information	6 40	Shoeshine Company	53
Internet	18 20 42 61	Star Alliance CIP lounge	5
Iris sign up office	28	Travelx bureau de change and ATM	29
Servisair CIP lounge	60	VAT returns	43
		Zurich HelpPoint	

Food and drink

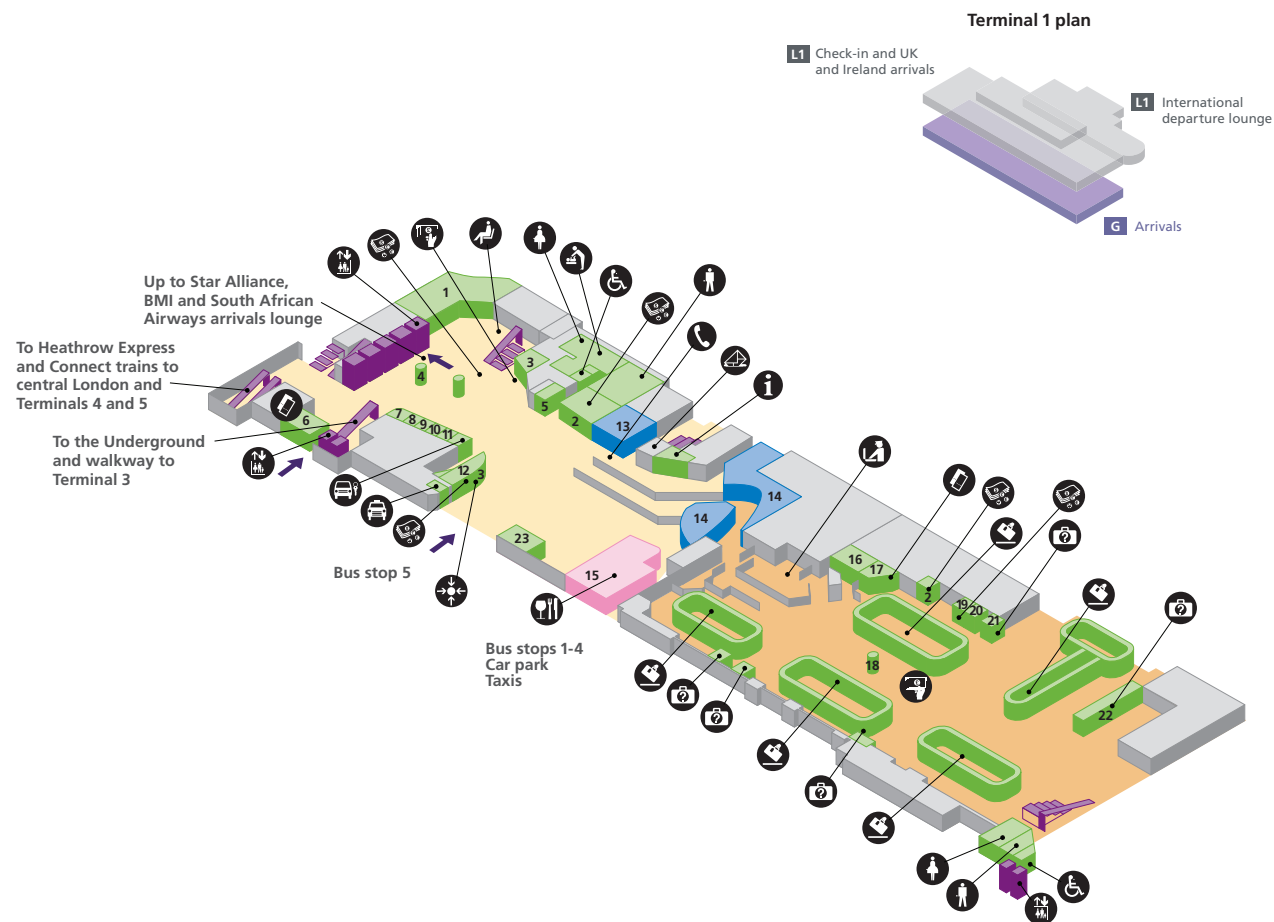
Bridge Bar and Eating House	59	Giraffe	17
Caffé Nero	8	Harlequin Ale House and Eatery	31
Caviar House and Prunier Seafood Bar	39	Pret A Manger	33
Est	32	The Tin Goose Pub and Eating House	3

- Accessible toilet
- Lift
- Toilet men
- Baby care
- Postbox
- Toilet women
- Bureau de change
- Restaurant/Café/Pub
- Public areas
- Cash machines
- Seating
- Passenger areas
- Information
- Security

Boingo Wi-Fi is present throughout the terminal

Terminal 1

Arrivals (ground floor)



Navigation	
Check-in and UK and Ireland arrivals (first floor)	1
International departure lounge	2
Arrivals (ground floor)	3
Onward travel – Arrivals (ground floor)	4

Shopping

WHSmith	13	World Duty Free	14
---------	----	-----------------	----

Services

American Express bureau de change	2	Excess Baggage/left luggage	1
Avis car hire	11	Heathrow Express tickets	6
BA/BMI baggage enquiries	21	Help point	18
British Hotel Reservation Centre (BHRC) and Shop and Collect	5	Hertz car hire	10
Bus info	4	Internet	23
Customs office	16	London Underground tickets	17
Dot 2 Dot	3	National car hire	8
Enterprise car hire	7	Oversized baggage	19
Europcar car hire	9	STAR baggage enquiries	22
		Travelx bureau de change	12 20

Food and drink

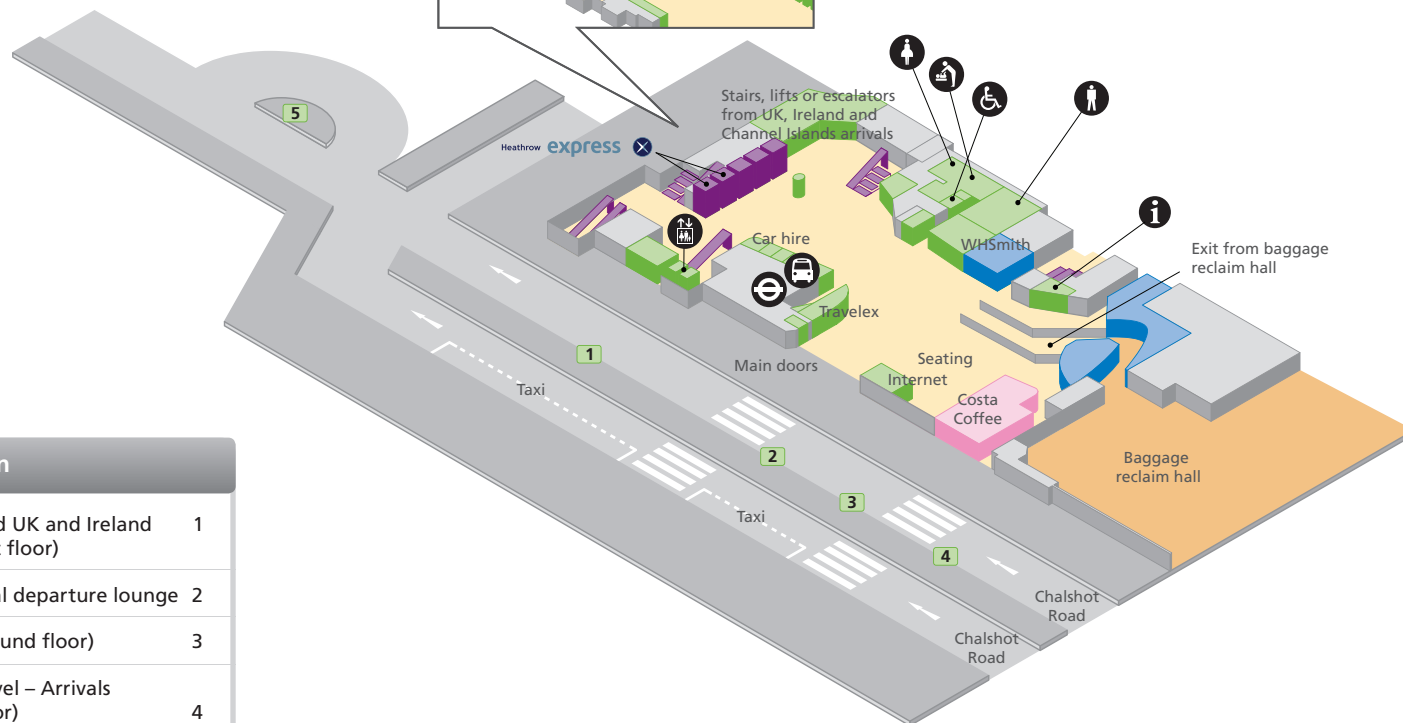
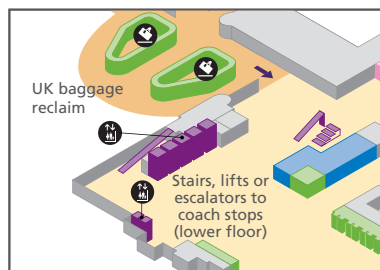
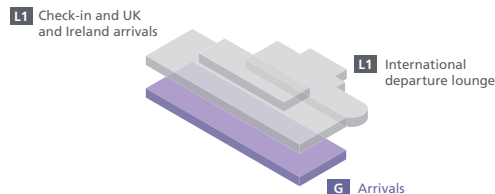
Costa Coffee	15
--------------	----

- Accessible toilet
- Baby care
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Car hire
- Cash machines
- Boingo Wi-Fi Wi-Fi is present throughout the terminal
- Information
- Lift
- Meeting point
- Postbox
- Restaurant/Café/Pub
- Seating
- Security
- Taxi
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Public areas
- Passenger areas

Terminal 1

Onward travel – Arrivals (ground floor)

Terminal 1 plan



Bus and coach stop allocation

Business parking – Terminals 1 & 3	2	Car Rental (on airport): Avis Budget, Europcar/National/Alamo, Enterprise, Hertz	1
Park 1 – follow signs to Departures		Car Rental (off airport): Dollar Thrifty, Sixt	5
Long stay parking – Terminals 1 & 3	2	Off airport Parking companies: Courtlands, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	5
Help Bus	2	Taxi Rank (2nd lane)	
Group Travel – pick-up	3		
Hotel Hoppa	4		

- Accessible toilet
- Babycare
- Baggage reclaim
- Bus station
- Boingo Wi-Fi is present throughout the terminal
- Information
- Lift
- Telephone
- Underground
- Toilet men
- Toilet women
- Public areas
- Passenger areas

Navigation

Check-in and UK and Ireland arrivals (first floor)	1
International departure lounge	2
Arrivals (ground floor)	3
Onward travel – Arrivals (ground floor)	4