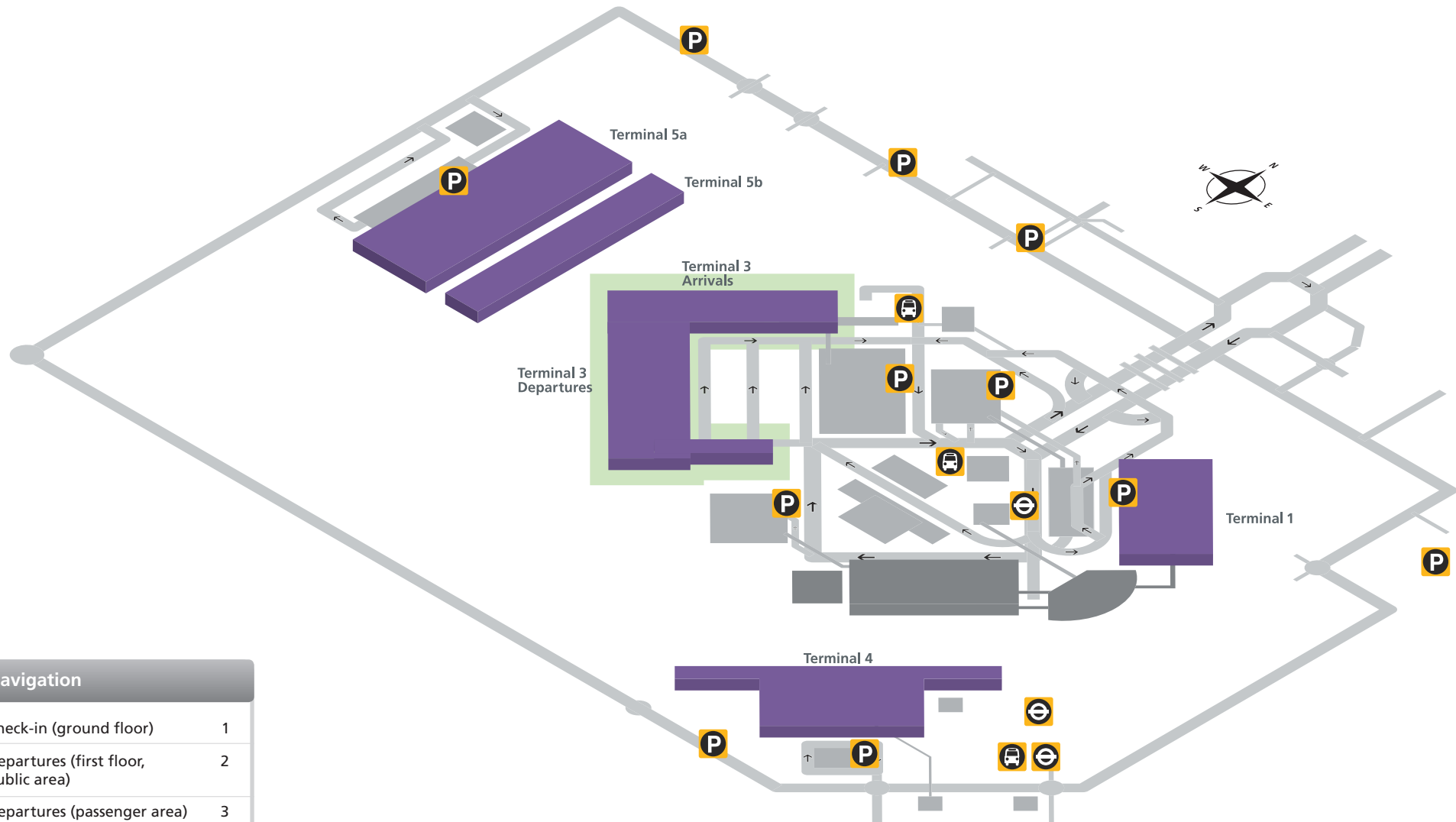


Heathrow Airport

Overview

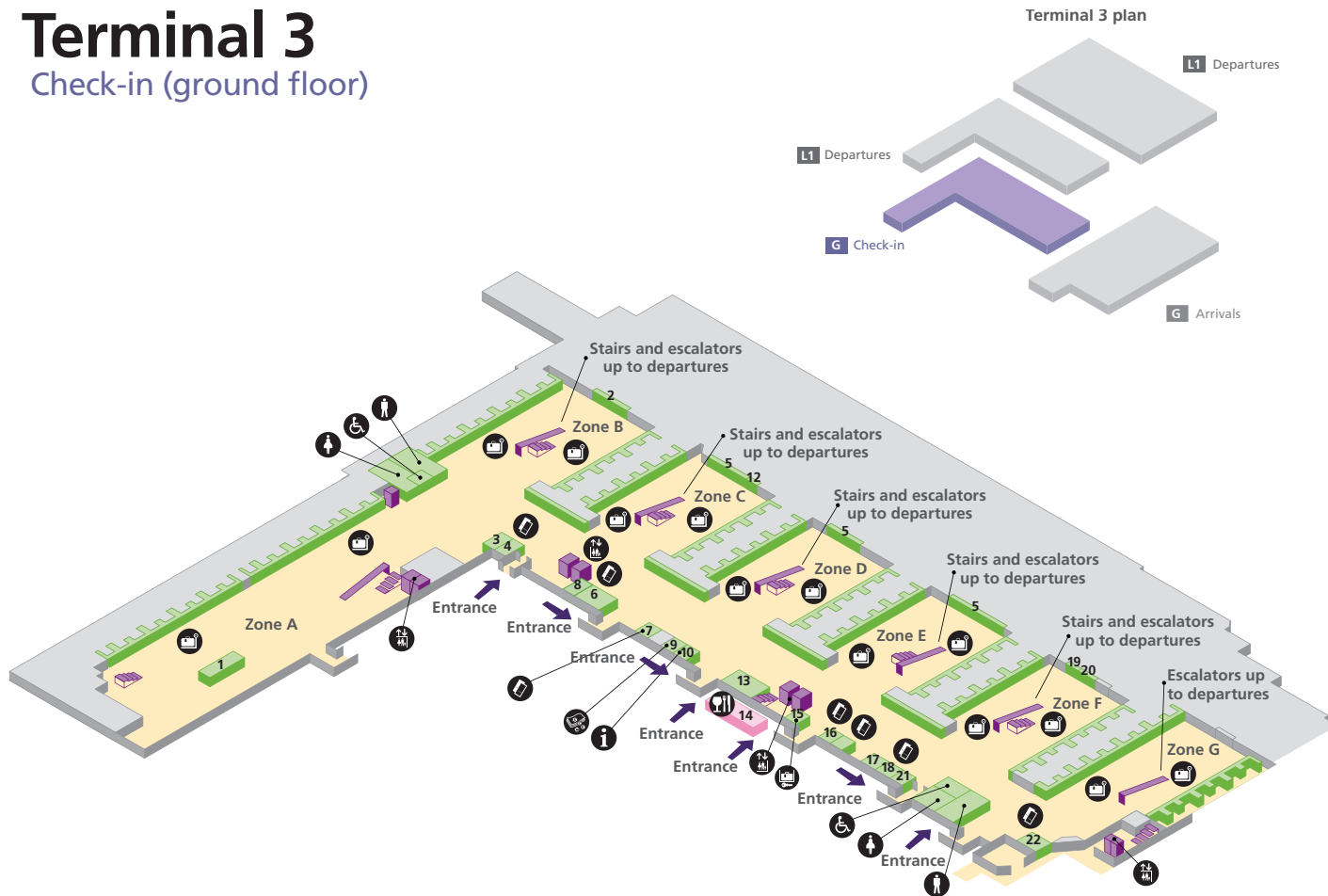


Navigation

Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5

Terminal 3

Check-in (ground floor)



Navigation

Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5

Services

Air India ticket desk	17	Iberia unaccompanied minors and Iberia customer services	20
Airline ticket desk	5	IranAir customer services	19
American Airlines ticket desk	2	Menzies ticket desk	21
BA ticket office	22	PIA ticket desk	8
BAA information desk	10	Qatar ticket desk	16
Cathay Pacific ticket office	3	Thai Airways ticket desk	7
Excess Baggage/left luggage	15	Travelex bureau de change	9
Emirates ticket desk	6	Turkish Airlines ticket office	4
HM Customs Desk - Commercial exports	12	VAT returns	13
Iberia ticket desks	18	Virgin ticket desk	1

Food and drink

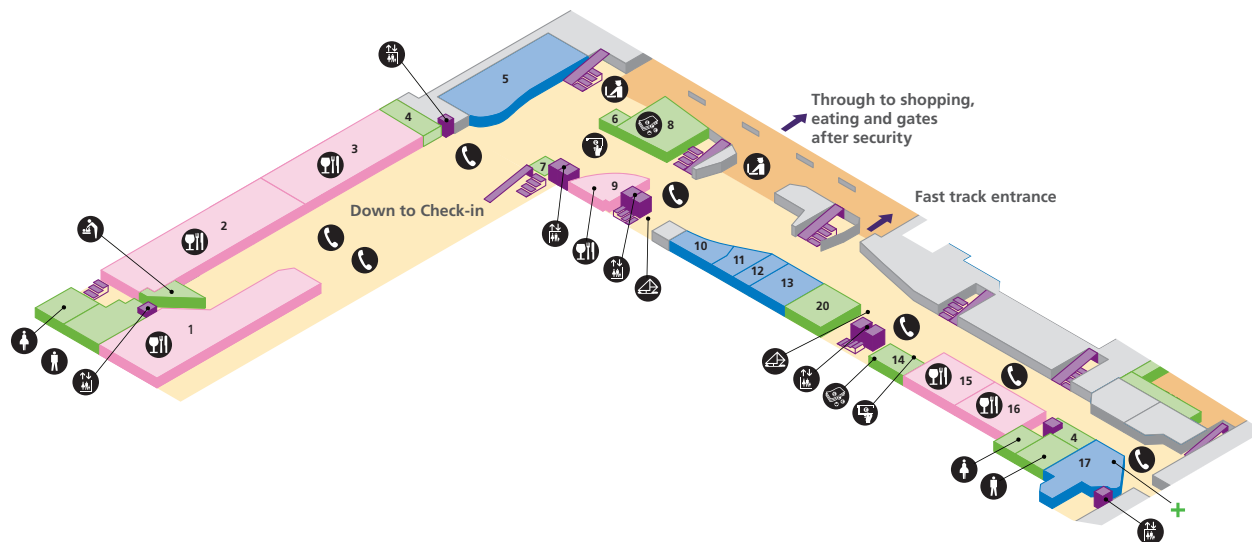
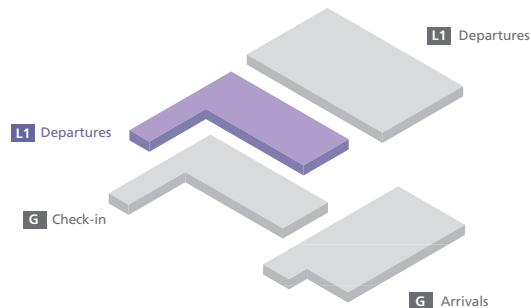
Costa Coffee 14

- Accessible toilet
 - Left luggage
 - Ticket sales
 - Bureau de change
 - Lift
 - Toilet men
 - Check-in
 - Restaurant/Café/Pub
 - Toilet women
 - Information
 - Telephone
 - Public areas
- Boingo Wi-Fi is present throughout the terminal

Terminal 3

Departures (first floor, public area)

Terminal 3 plan



Navigation

Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5

Shopping

Boots	17	WHSmith	5	12
Glorious Britain	13			
Rolling Luggage	11			
Tie Rack	10			

Services

American Express bureau de change and cash machine	14	Post Office	20
Cash machines	6	Special assistance	7
Internet	4	Travelex bureau de change	8

Food and drink

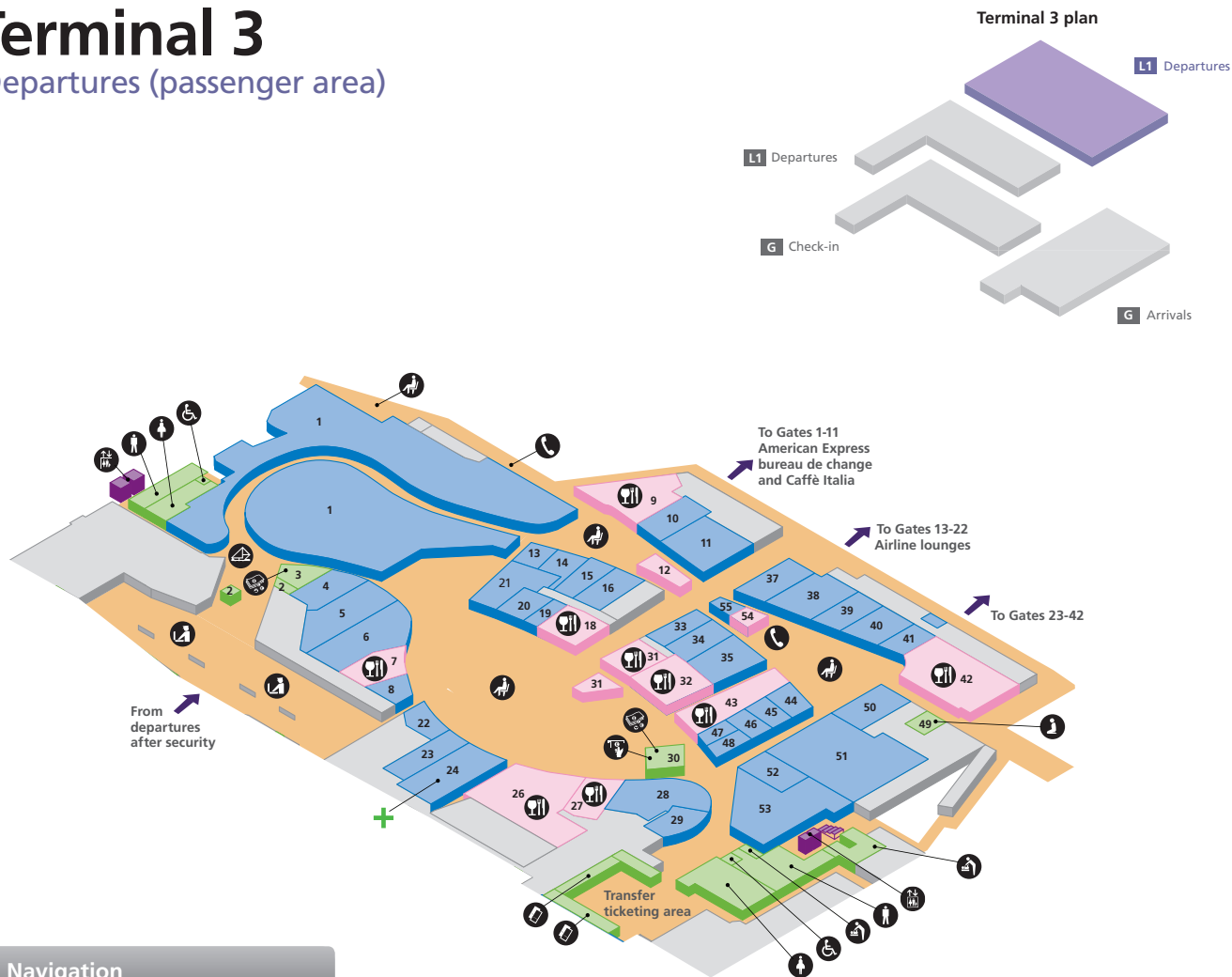
Bagel Street	15	Pontis	1
Costa Coffee	16	Pret A Manger	3
Krispy Kreme	9	The Three Bells	2

- Baby care
- Postbox
- Toilet women
- Bureau de change
- Restaurant/Café/Pub
- Public areas
- Cash machines
- Telephone
- Passenger areas
- Lift
- Toilet men

Boingo Wi-Fi is present throughout the terminal

Terminal 3

Departures (passenger area)



Navigation

Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5

Shopping

Bally	34	MAC	13
Boots	24	Mappin & Webb	40
Burberry	50	Mont Blanc	48
Bvlgari	33	Mulberry	52
Cartier	45	Paul Smith	16
Caviar House and Prunier	55	Reiss	5
Chanel	11	Smythson of Bond Street	41
Dixons Travel	28	Sunglass Hut	8
Dunhill	44	Thomas Pink	10
Ermenegildo Zegna	46	Tie Rack	20
Glorious Britain	4	Tiffany & Co.	39
Gucci	37	Tods	15
Hamleys	22	Tumi / Rolling Luggage	19
Harrods	51	Versace	47
Hermès	38	WHSmith	6 29
HMV	23	WHSmith Books	35
Jo Malone	14	World Duty Free	1 53
Kurt Geiger	21		

Services

American Express bureau de change	30	Travelex bureau de change	3
Multi faith prayer area	49	VAT returns	2

Food and drink

Bagel Street	18	Rhubarb	43
Chéz Gerard	42	Starbucks	32
Bridge Bar and Eating House	26	Seafood Bar	12
Caffè Italia	31	TGI Friday's	9
EAT.	7	Yo! Sushi	27
Oyster Bar	54		

Accessible toilet	Prayer room	Ticket sales
Babycare	Restaurant/Café/Pub	Toilet men
Bureau de change	Seating	Toilet women
Cash machines	Security	Passenger areas
Lift	Shower	
Postbox	Telephone	

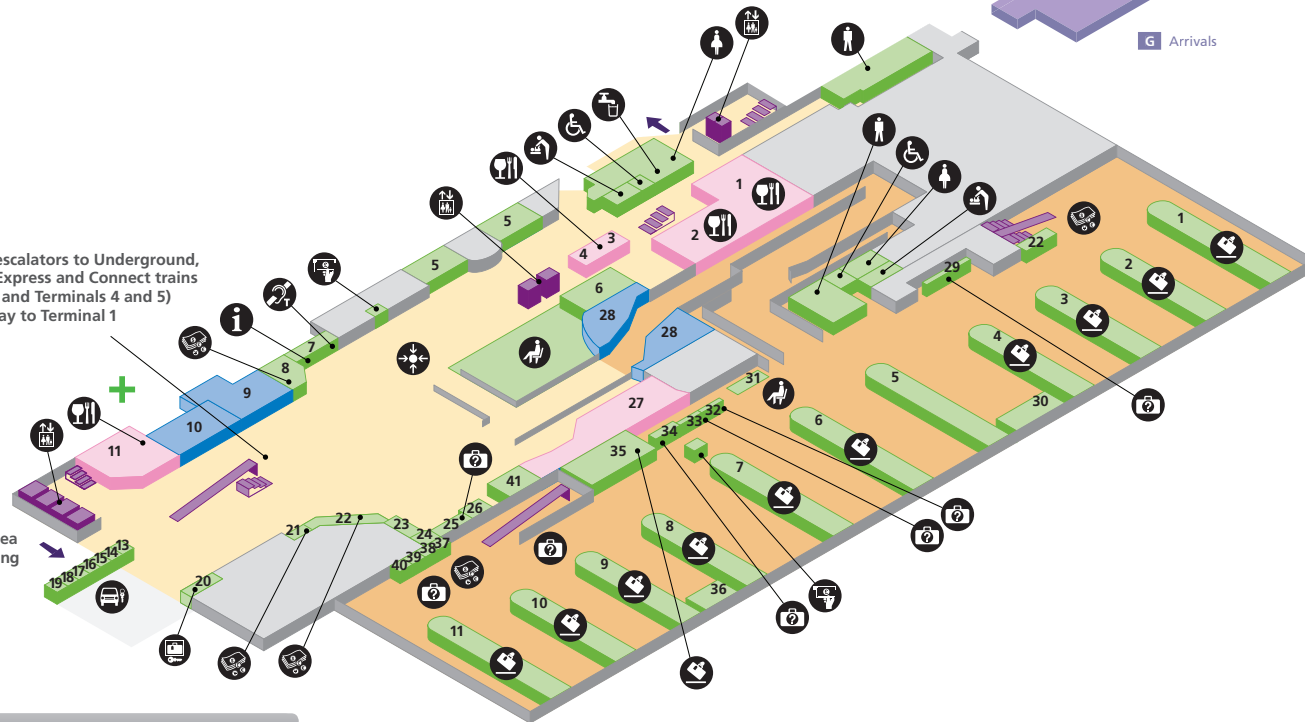
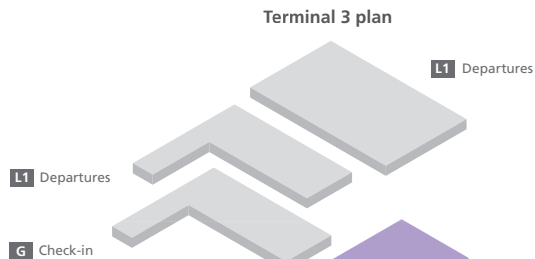
Boingo Wi-Fi is present throughout the terminal

Terminal 3

Arrivals (ground floor)

Stairs and escalators to Underground, Heathrow Express and Connect trains (to London and Terminals 4 and 5) and walkway to Terminal 1

Smoking area
Coach waiting lounge and taxi rank



Navigation

Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5

Shopping

WHSmith	9	World Duty Free	28
Boots	10		

Services

Airline baggage desk	25	Europcar National car hire	13
Alitalia baggage desk	33	Excess baggage/left luggage	20
American Airlines baggage office	30	Global baggage desk	38
American Express bureau de change	22	Hertz car hire	14
Aviance baggage desk	36	JAL baggage desk	32
Avis car hire	15	Licensed London Taxi desk	41
BAA information desk	7	Saudi Arabian baggage desk	34
British Airways baggage desk	40	Sixt car hire	16
British Hotel Reservation Centre (BHRC) and Shop and Collect	6	Special assistance	31
Budget car hire	18	Star Alliance baggage office	29
Cathay Pacific baggage desk	39	Travelex bureau de change	21 37 8
Dot2Dot	19	UK immigration service	26
Emirates Premier limo service	24	Virgin baggage desk	35
Enterprise car hire	17	Virgin Upper Class limo service	23
		Voyager Entertainment	5

Food and drink

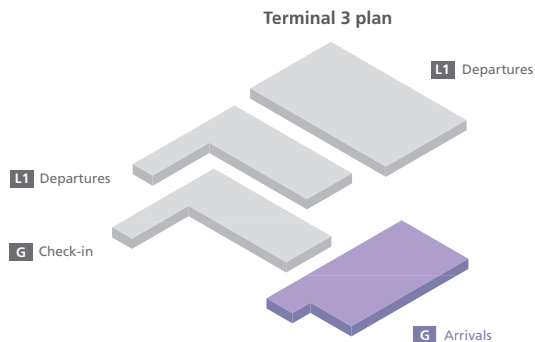
AMT Coffee	11	Marks & Spencer Simply Food	27
Baskin-Robbins	3	Millie's Cookies	4
Bite	2	The Globe Freehouse	1

- Accessible toilet
- Airline lounge
- Babycare
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Car hire
- Cash machines
- Drinking water
- Facilities for the hard of hearing
- Information
- Left luggage
- Lift
- Meeting point
- Restaurant/Café/Pub
- Telephone
- Toilet men
- Toilet women

Boingo Wi-Fi is present throughout the terminal

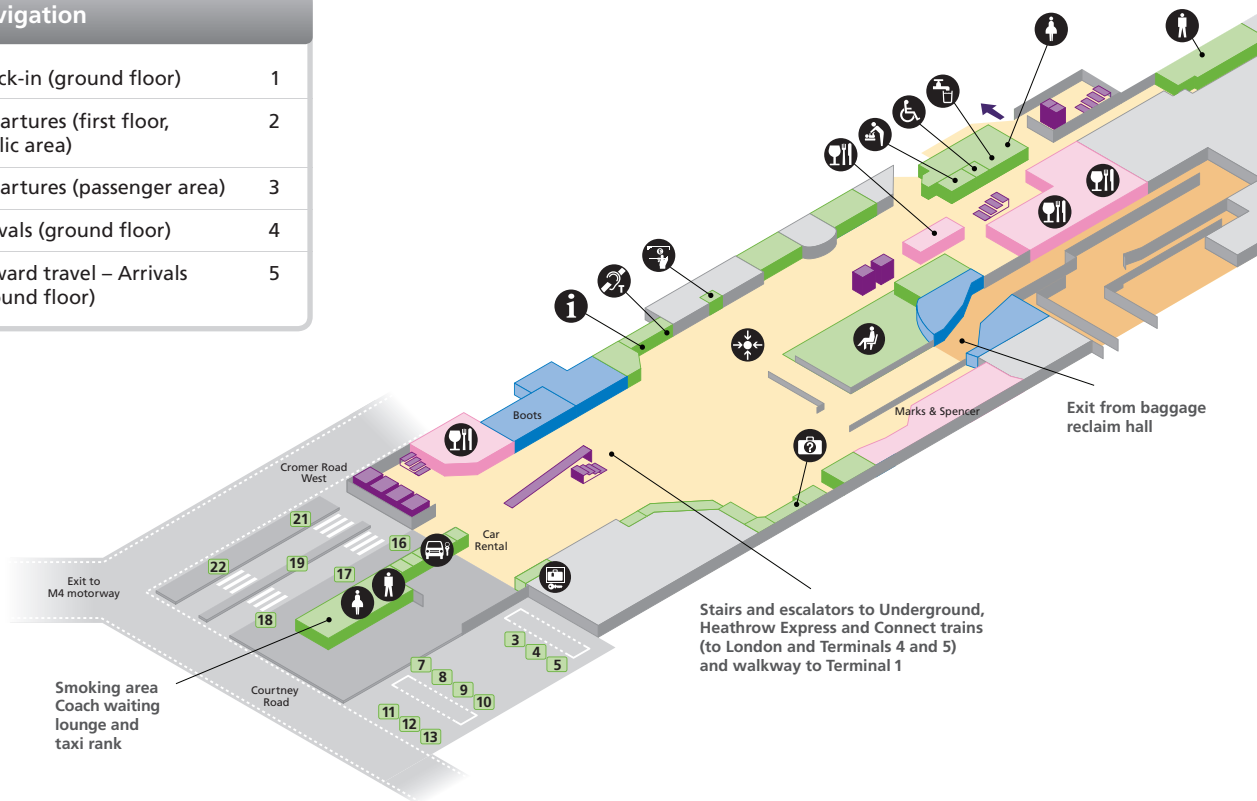
Terminal 3

Onward travel – Arrivals (ground floor)



Navigation

Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrivals (ground floor)	5



Bus and coach stop allocation

Business parking – Terminals 1 & 3	16	Car Rental (on airport):	
dot2dot	21	Avis, Budget, Enterprise, Hertz	18
Help Bus	16	Car Rental (off airport):	
Hotel Hoppa	11-13	Dollar Thrifty, Sixt	21
Group travel – pick up	3-5	Off airport Parking companies:	
Group travel – pick up	7-10	Courtlands, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	22
Long stay parking – Terminals 1 & 3	17	Taxi Rank (middle lane)	19

- Accessible toilet
- Drinking water
- Telephone
- Airline lounge
- Facilities for the hard of hearing
- Toilet men
- Babycare
- Information
- Toilet women
- Baggage enquiries
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