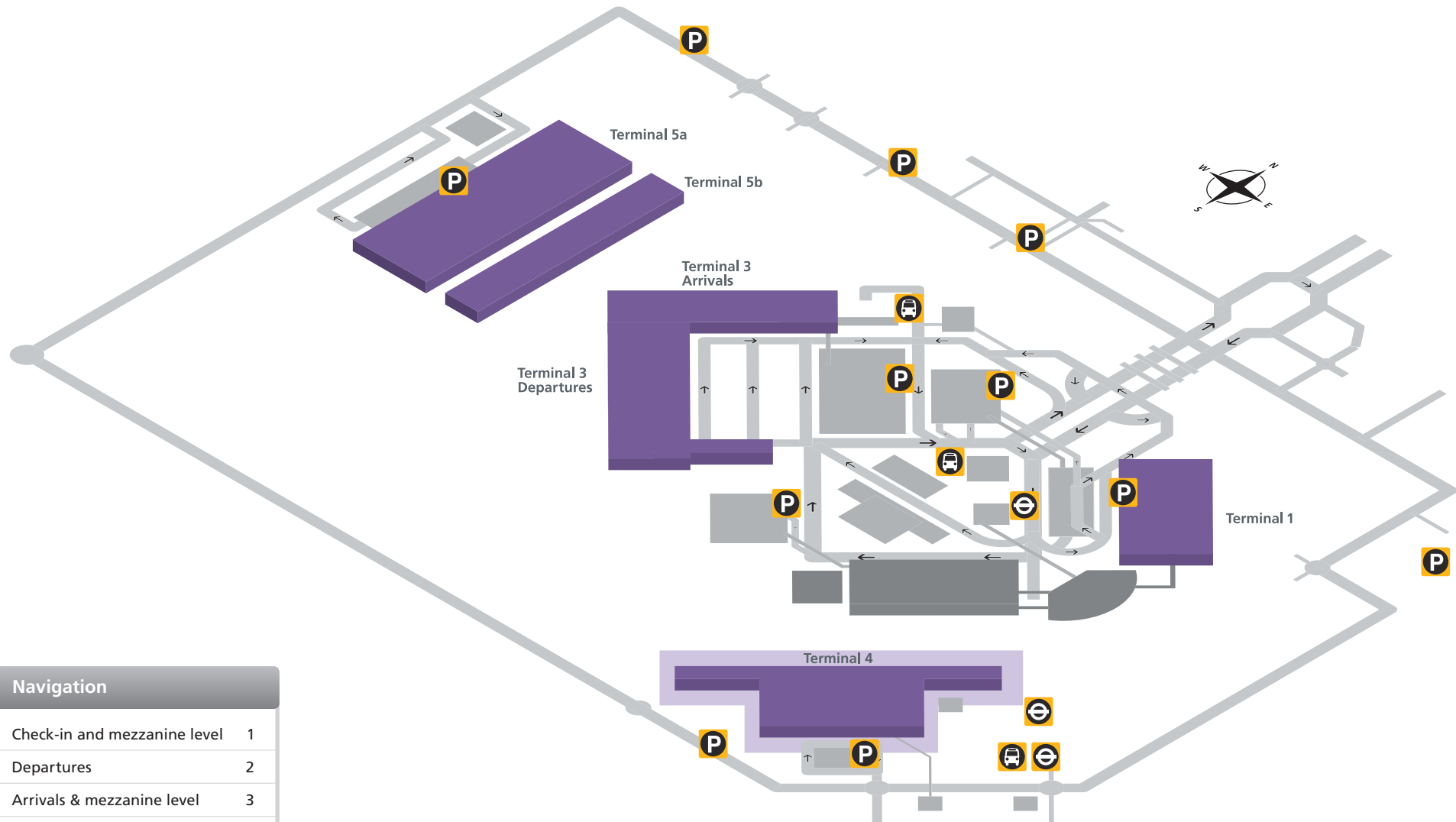


Heathrow Airport

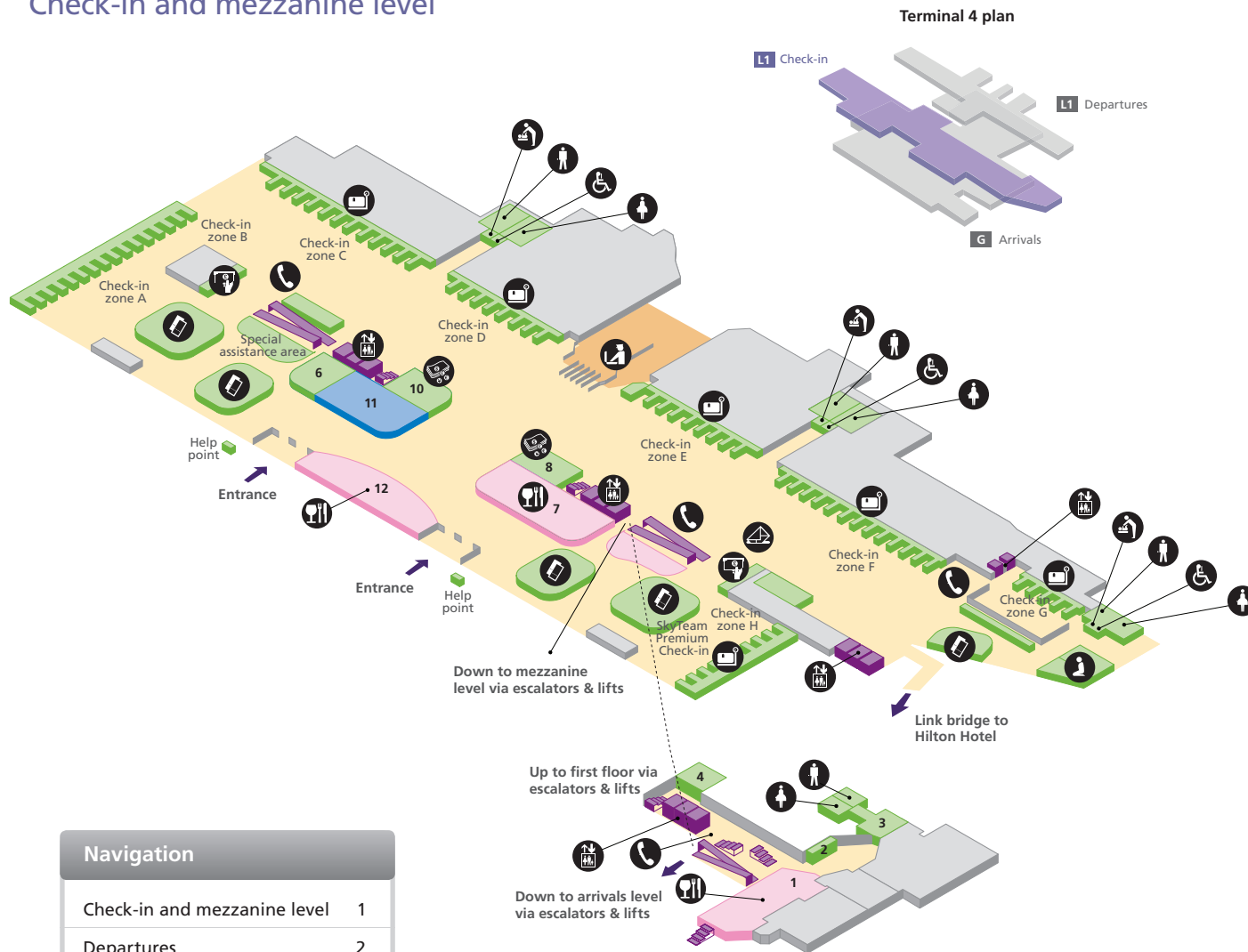
Overview



Navigation	
Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Terminal 4

Check-in and mezzanine level



Shopping

WHSmith 11

Services

American Express	8	Travelex	10
Excess baggage	6	VAT refunds (Mezzanine level)	4
Internet (Mezzanine level)	2	Yotel (24 hour hotel rooms, Mezzanine level)	3

Food and drink

Caffé Nero	12	Café Rouge	7
J D Wetherspoon – Bar (Mezzanine level)	1		

- | | | |
|-------------------|-------------------------|-----------------|
| Accessible toilet | Postbox | Tickets |
| Babycare | Prayer room | Toilet men |
| Cash machines | Restaurant / Café / Pub | Toilet women |
| Check-in | Security | Public areas |
| Lift | Telephone | Passenger areas |

Boingo Wi-Fi is present throughout the terminal

Terminal 4

Departures (first floor)

Gates 1-6
AMT Coffee, Internet,
Multi faith prayer area
& Gate lounges



Navigation

Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Shopping

Bally	11	Harrods	
Beauty Studio	10	- Signature Store and Food Hall	29
Best of the Best	17	HMV	37
Boots (sandwiches and snacks)	12	Jo Malone	42
Burberry	7	Links of London	4
Cath Kidston	9	LK Bennett	38
Caviar House and Prunier Shop	43	Mulberry	13
Dixons	35	Rituals	41
Escada	1	Rolling Luggage/Tumi	21
Glorious Britain	23	Simply Chocolates	19
Gucci	3	Sunglass Hut	31
Hackett	46	Swarovski	40
Harrods - Jimmy Choo, Etro, Paul Smith, Roberto Cavalli, Loewe, Valentino	25	Thomas Pink	14
		Tie Rack	44
		Watches of Switzerland	15
		WHSmith	2 34
		WHSmith Books	36
Harrods - Mont Blanc, Cartier, Zegna, Ferragamo, Dunhill	28	World Duty Free	5 22 39
		World of Whiskies	18

Services

American Express bureau de change	30 16	Security desk	20
Internet	44	Transfer area	6
		Travelex bureau de change	27
		VAT returns	26

Food and drink

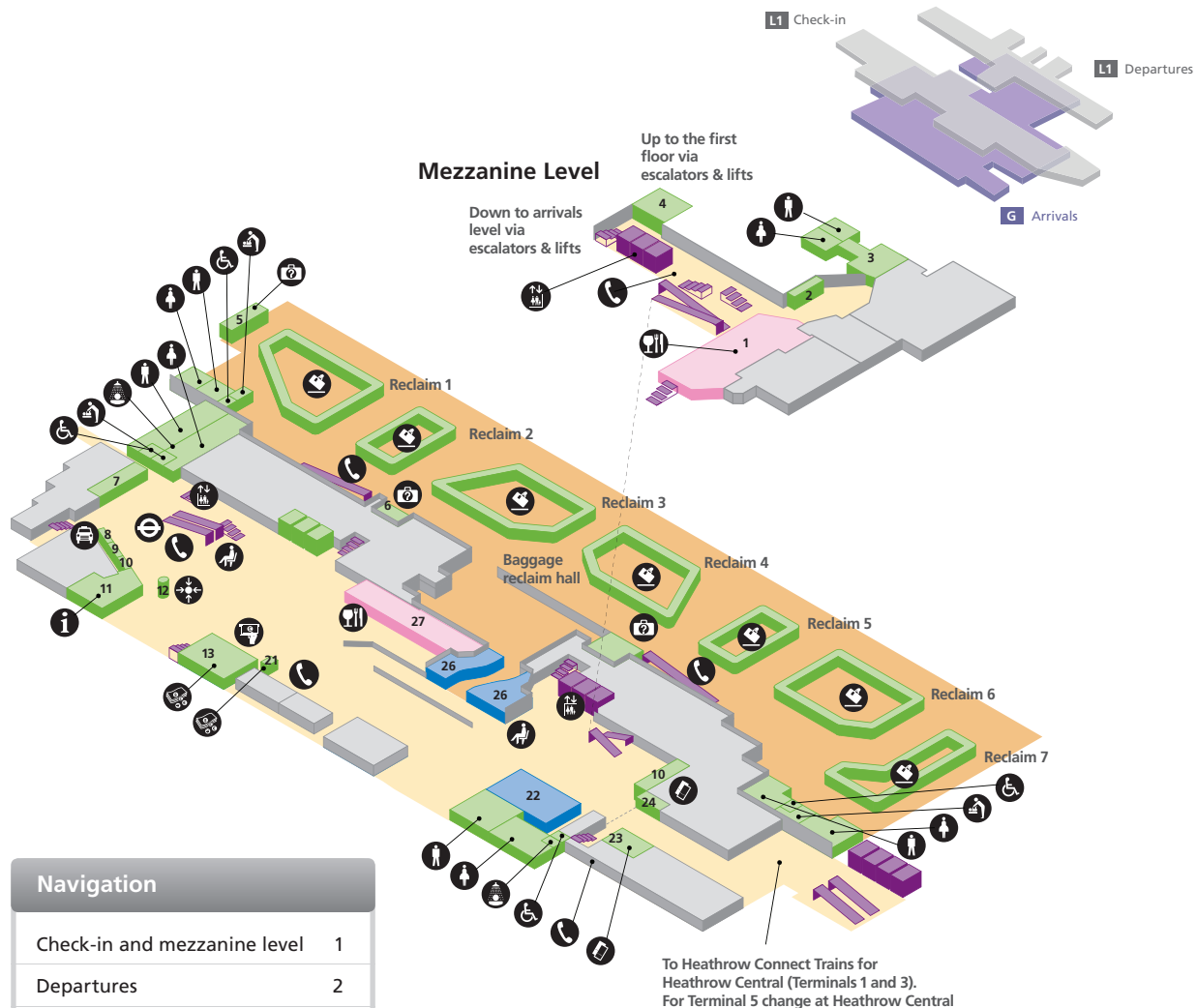
Costa Coffee	24	Starbucks	45
Caviar House and Prunier Seafood Bar	32	The Bridge Bar and Eating House	33
Dining Street	8		

- Accessible toilet
- Security
- Airline lounge
- Shower
- Babycare
- Toilet men
- Bureau de change
- Toilet women
- Lift
- Public areas
- Postbox
- Passenger areas
- Restaurant / Café / Pub
- Boingo Wi-Fi is present throughout the terminal

Terminal 4

Arrivals & mezzanine level (Ground Floor)

Terminal 4 plan



Navigation	
Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

To Heathrow Connect Trains for Heathrow Central (Terminals 1 and 3).
For Terminal 5 change at Heathrow Central

Shopping

WHSmith	22	World Duty Free (Arrivals only)	26
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Services

American Express bureau de change	13	Excess baggage/left luggage	7
Avis car hire	5	Heathrow Express ticket machine	23
BA baggage enquiries	5	Heathrow Express tickets	23
BAA information desk	11	Hertz car hire	5
Baggage enquiries	6	Hotelink	10
British Hotel Reservation Centre (BHRC)	10	Internet (Mezzanine level)	2
Budget car hire	5	Meeting point	12
Chauffeur services - Continental, Delta, Etihad, Kuwait	9	National/Alamo car hire	5
Enterprise car hire	5	Taxi information	8
Europcar car hire	5	Travelx bureau de change	21
		VAT refunds (Mezzanine level)	4
		Yotel (24 hour hotel rooms, Mezzanine level)	3

Food and drink

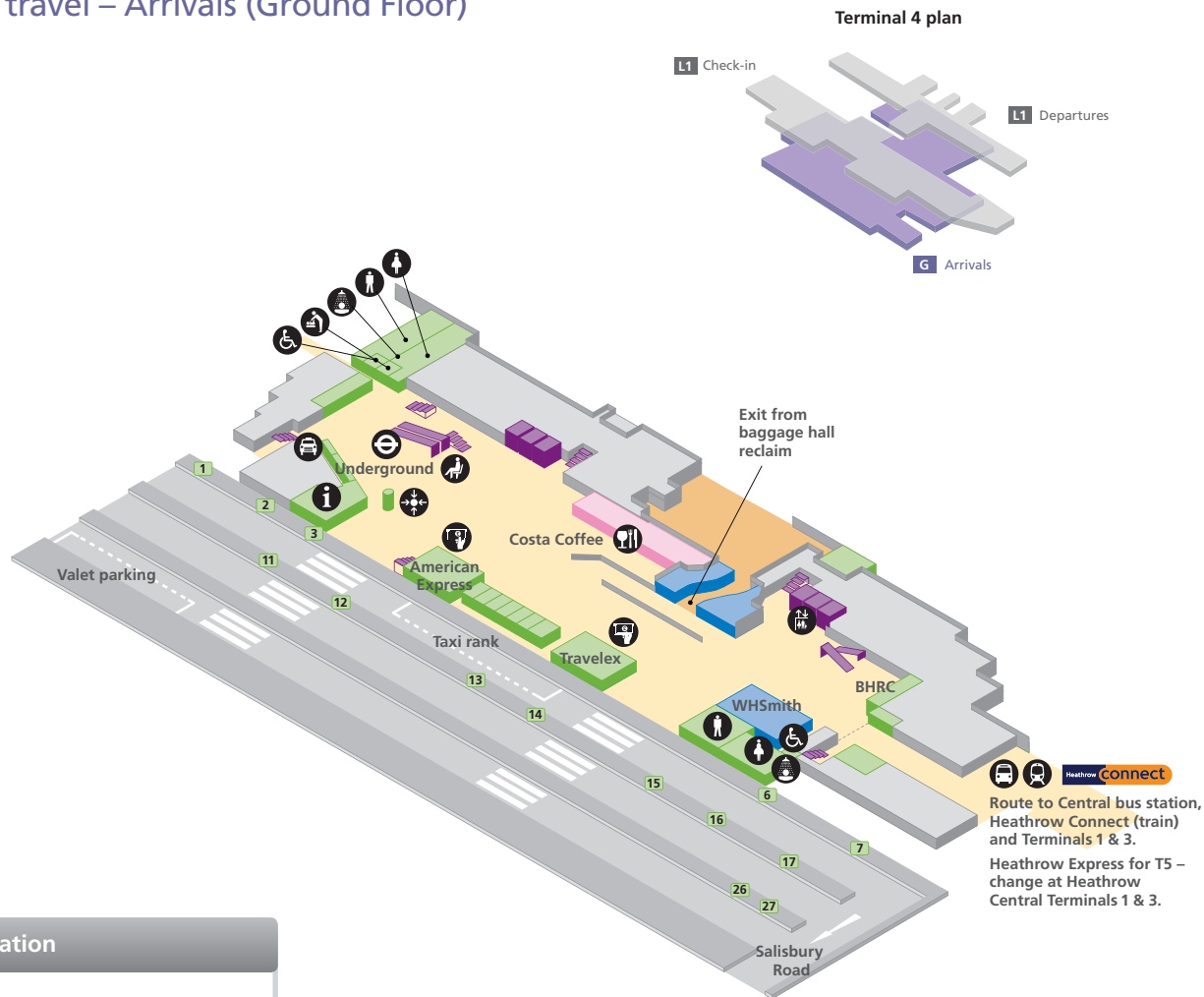
Costa Coffee	27	J D Wetherspoon – Bar (Mezzanine level)	1
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- Accessible toilet
- Lift
- Ticket sales
- Babycare
- Meeting point
- Toilet men
- Baggage enquiries
- Restaurant / Café / Pub
- Toilet women
- Baggage reclaim
- Seating
- Underground
- Bureau de change
- Shower
- Public areas
- Cash machines
- Taxi
- Passenger areas
- Information
- Telephone

Boingo Wi-Fi is present throughout the terminal

Terminal 4

Onward travel – Arrivals (Ground Floor)



Navigation

Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Bus and coach stop allocation

Business parking	3	Car Rental (off airport):	
dot2dot	11	Dollar Thrifty, Sixt	26
Express Coach – National Express	13 14	Car Rental (on airport):	
Group travel – pick up	16 17	Avis Budget, Enterprise, Europcar/National/Alamo, Hertz	1 2
Group travel – set down	15	Off airport Parking companies:	
Help Bus	3	Economy, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	27
Hotel Hoppa	12	Taxi Rank (between 3 & 6)	
Local bus 482, 490, 555, 557	6 7		
Long stay parking	3		
Transport for London (TfL) – drop/stand	6 7		

- Accessible toilet
 - Babycare
 - Bus station
 - Bureau de change
 - Cash machines
 - Information
 - Lift
 - Meeting point
 - Restaurant / Café / Pub
 - Seating
 - Shower
 - Taxi
 - Telephone
 - Toilet men
 - Toilet women
 - Train station
 - Underground
 - Public areas
 - Passenger areas
- Boingo Wi-Fi is present throughout the terminal