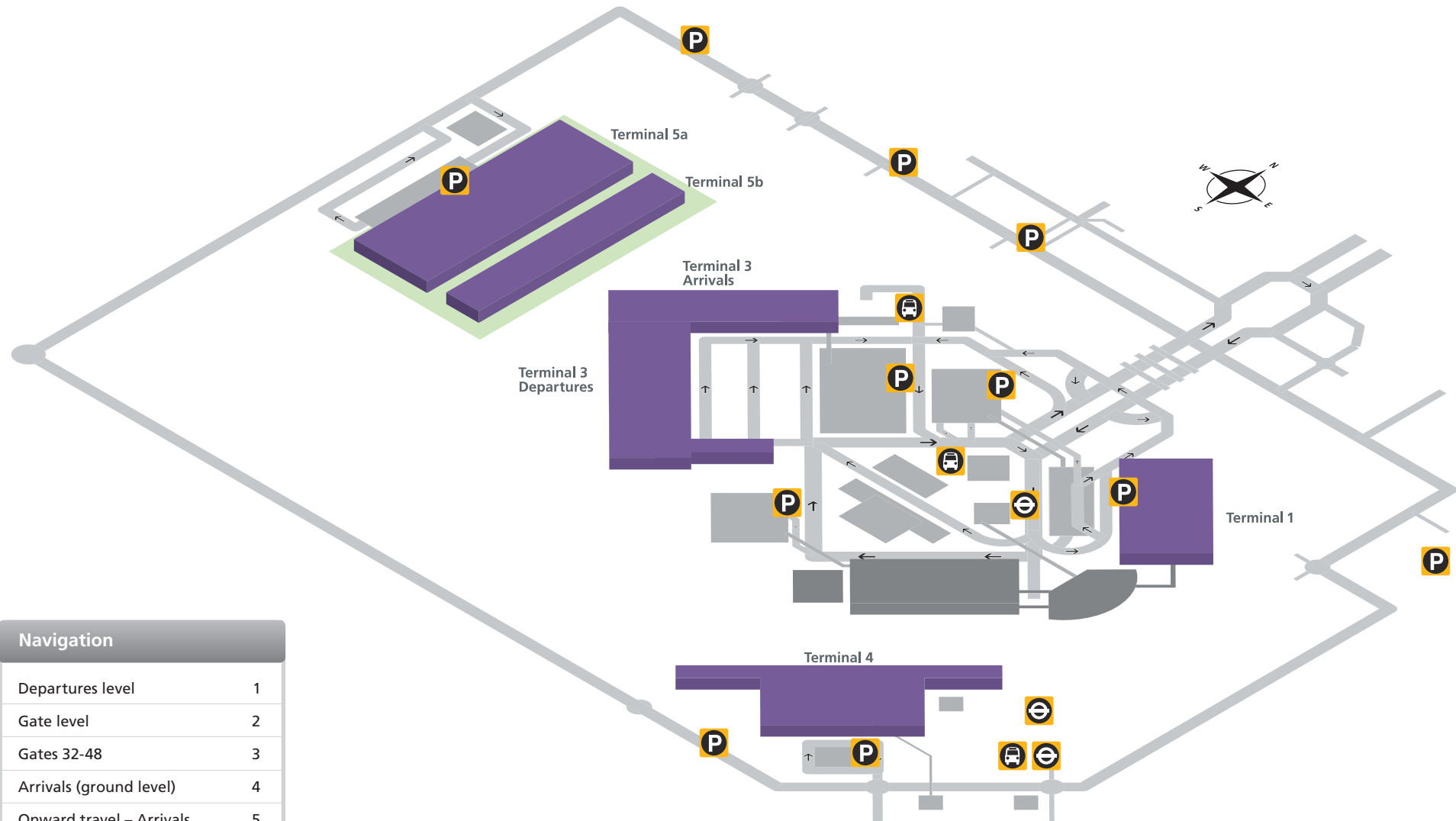


Heathrow Airport

Overview



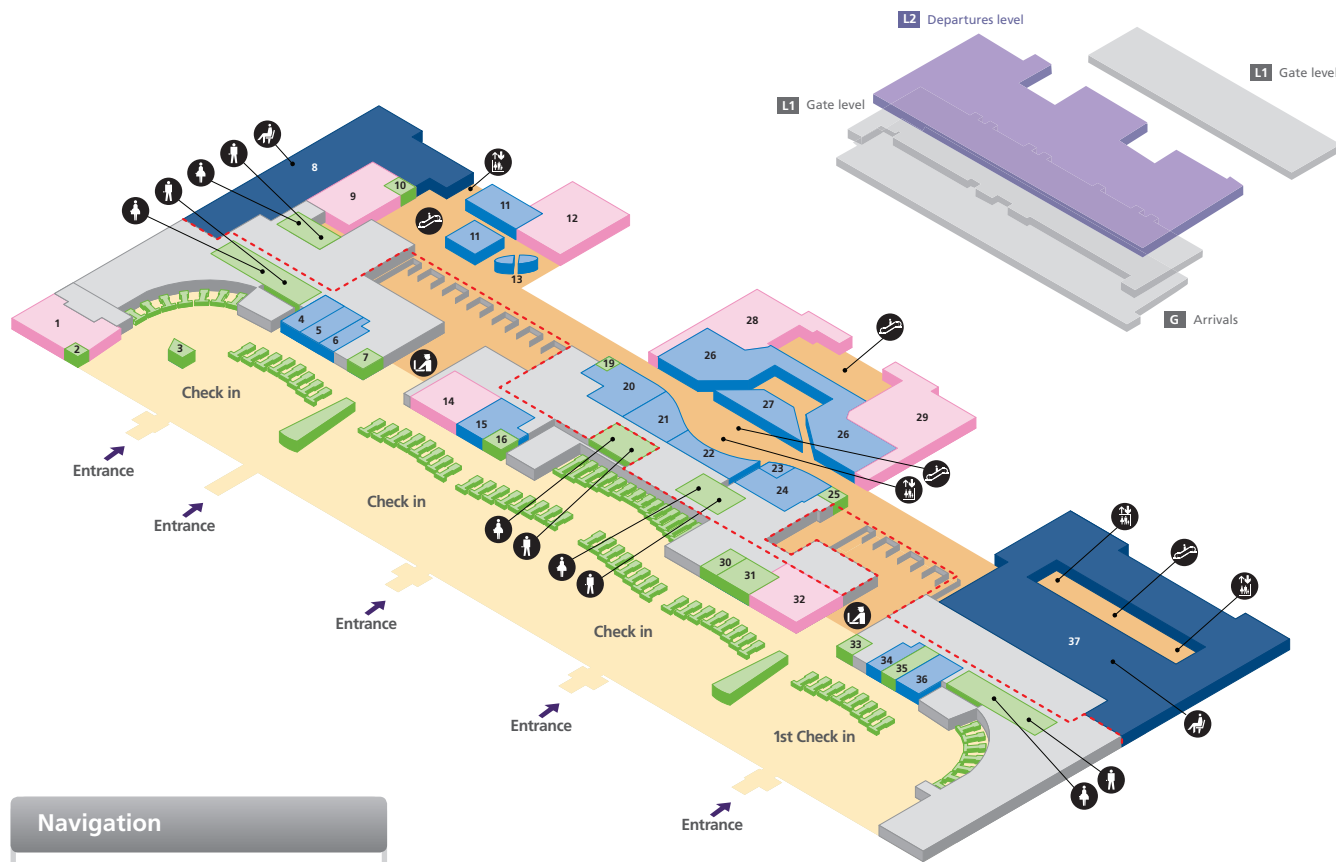
Navigation

Departures level	1
Gate level	2
Gates 32-48	3
Arrivals (ground level)	4
Onward travel – Arrivals (ground level)	5

Terminal 5

Departures level

Terminal 5 plan



Shopping

Accessorize	6	HMV	22
Best of the Best	13	Rolling Luggage	34
Boots	5 24	Sony	11
Dixons Travel	21	Vodafone	4
Dixons ADD+	23	WHSmith	15 20 36
Harrods Department Store	26	World Duty Free	27

Services

Excess Baggage	30	Thomas Cook and ATM	3 16 25
HM Customs VAT Exports	31	Travelex	7 33
Internet	2	Travelex and ATM	19
Thomas Cook	10	T5 Expo Gallery	35

Food and drink

5 Tuns Pub & Kitchen	32	Gordon Ramsay Plane Food	29
Caffè Nero	1	Huxleys	9
Carluccio's	14	Wagamama	28
Giraffe	12		

Passenger lounges

British Airways Galleries lounge north (by invitation only)	8	British Airways Galleries lounge south (by invitation only)	37
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- Escalator
- Lift
- Passenger lounge/Seating area
- Security/Passport Control
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Before/After Security

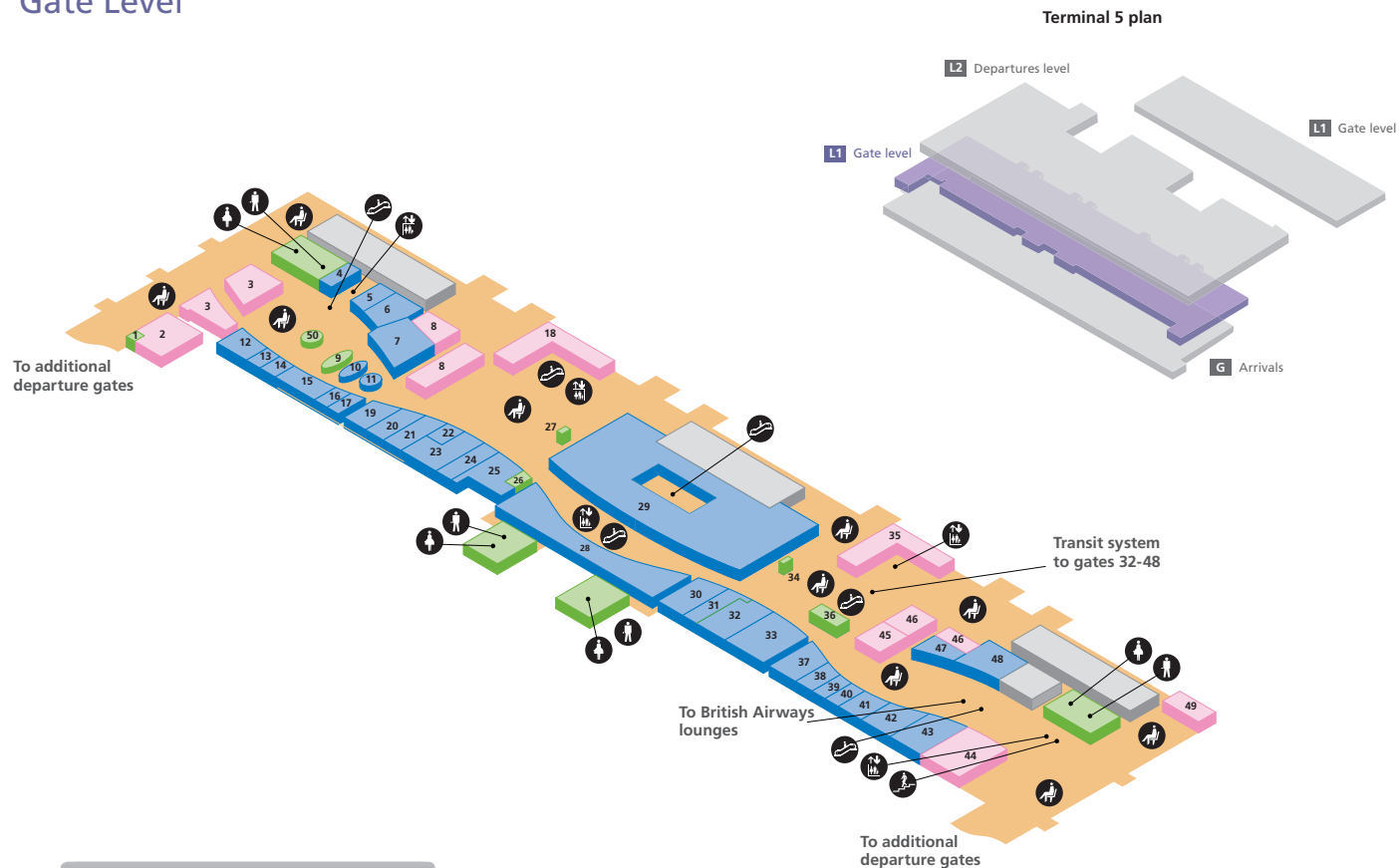
Boingo Wi-Fi is present throughout the terminal

Navigation

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Terminal 5

Gate Level



Shopping

Accessorize	5	Prada	33
Burberry	38	Reiss	23
Bvlgari	39	Rolling Luggage	14
Caviar House & Prunier	47	Smythson	40
Chocolate Box	4	Sunglass Hut	22
Dior	31	Ted Baker	20
Glorious Britain	12	The Pen Shop	10
Gucci	32	Thomas Pink	15
Harrods	42	Tie Rack	13
JD	19	Tiffany & Co.	37
Kurt Geiger	21	WHSmith	6 48
Links of London	16	WHSmith Books	24
Mappin & Webb	30	World Duty Free	28
Montblanc	11	World Duty Free (inc. World of Whiskies & Cigar House)	29
Mulberry	17	World Duty Free Express	7
Nokia	41		
Paul Smith 'Globe'	43		
Dixon Travel/Apple	25		

Services

Internet	1 27 34	Thomas Cook	26
Shoe shine	50	Travelex and ATM	9 36

Food and drink

Bagel Street	2	J D Wetherspoon - 'The Crown Rivers'	3
Caviar House Seafood Bar	45	Pret A Manger	8
EAT	35	Starbucks	18
Espresso	49	V Bar	44
ITSU	46		

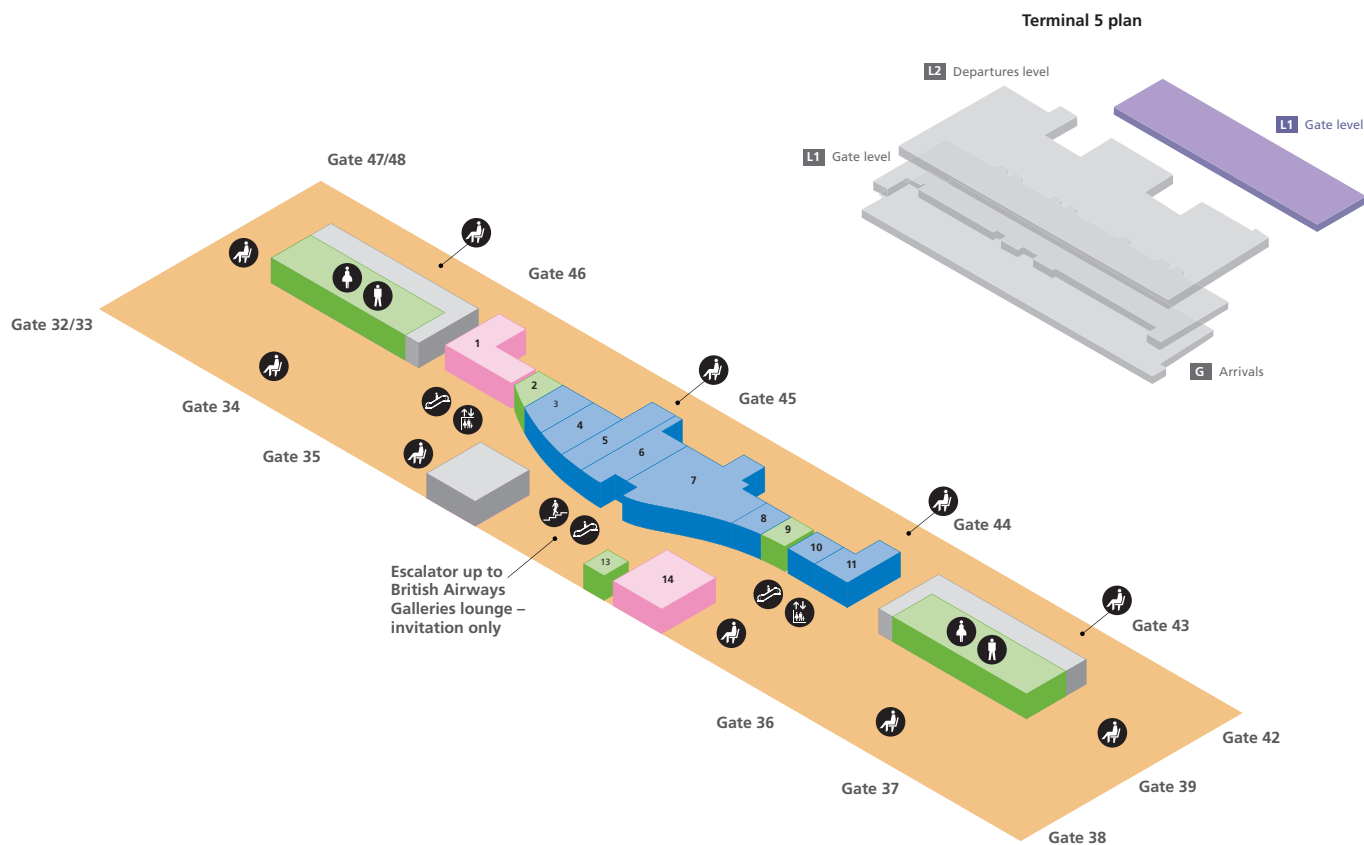
- Escalator
- Lift
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- Steps
- Toilet men
- Toilet women
- Passenger areas

Navigation

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Terminal 5

Gates 32-48



Shopping

Be Relax	3	Dixons Travel	6
Boots	11	Harrods	4
Collection	8	WHSmith	5
David Clulow	10	World Duty Free	7

Services

Internet	13	Travelex	9
Thomas Cook	2		

Food and drink

Apostrophe	1	J D Wetherspoon	14
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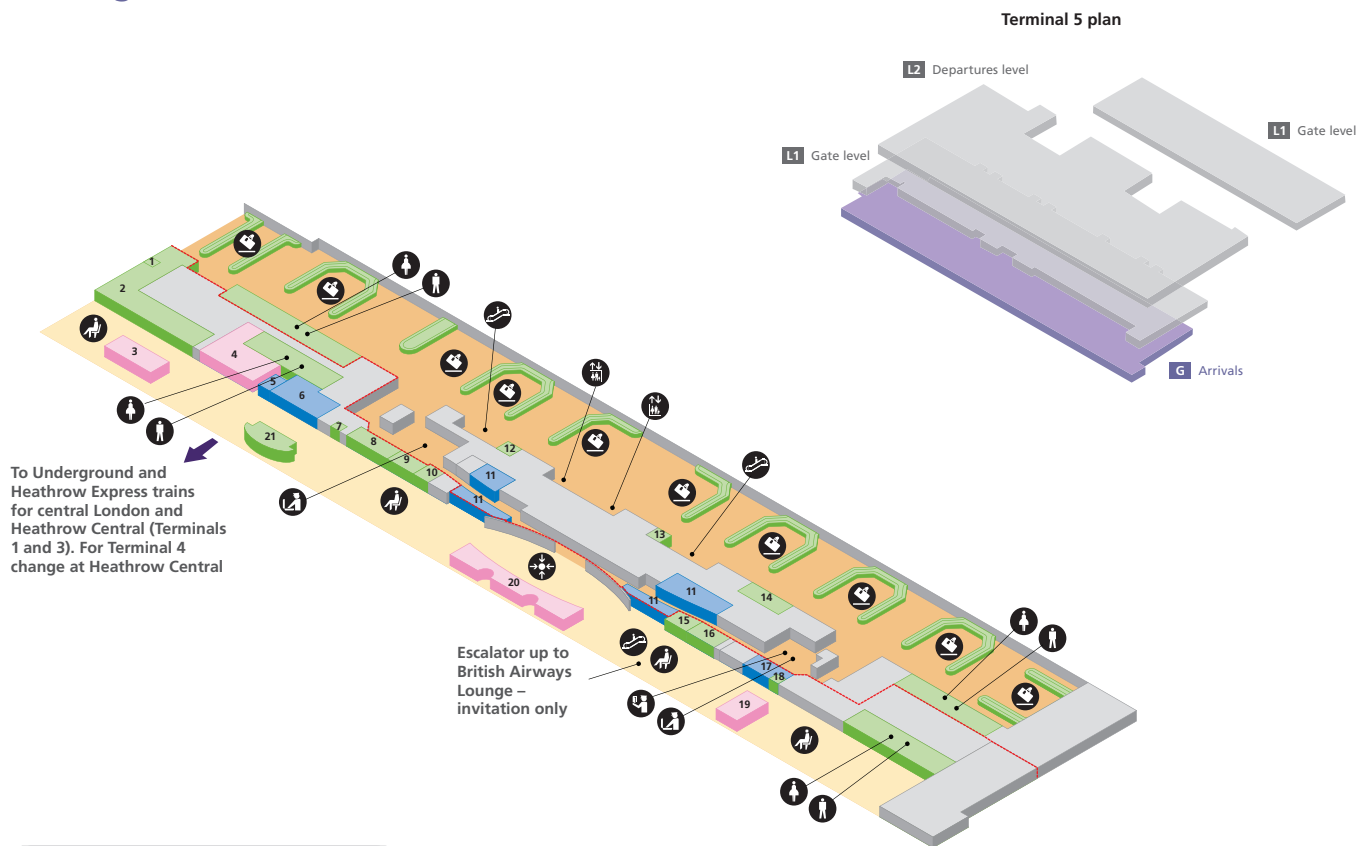
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Terminal 5

Arrivals (ground level)



To Underground and Heathrow Express trains for central London and Heathrow Central (Terminals 1 and 3). For Terminal 4 change at Heathrow Central

Escalator up to British Airways Lounge – invitation only

Shopping

Leisure Link	5	17	World Duty Free	11
WHSmith		6		

Services

British Airways baggage and customer service desk	14	National Express	16
British Hotel Reservation Centre (BHRC)	9	Rail ticket desk	21
Shop and Collect pick-up point	9	Thomas Cook	13 15
Car rental and Travel Information Centre	8	Thomas Cook – ATM	18
Left luggage	2	Travelex	10 12
		Travelex – ATM	1 7

Food and drink

Costa	20	Krispy Kreme	19
Giraffe Juice	3	M&S Simply Food	4

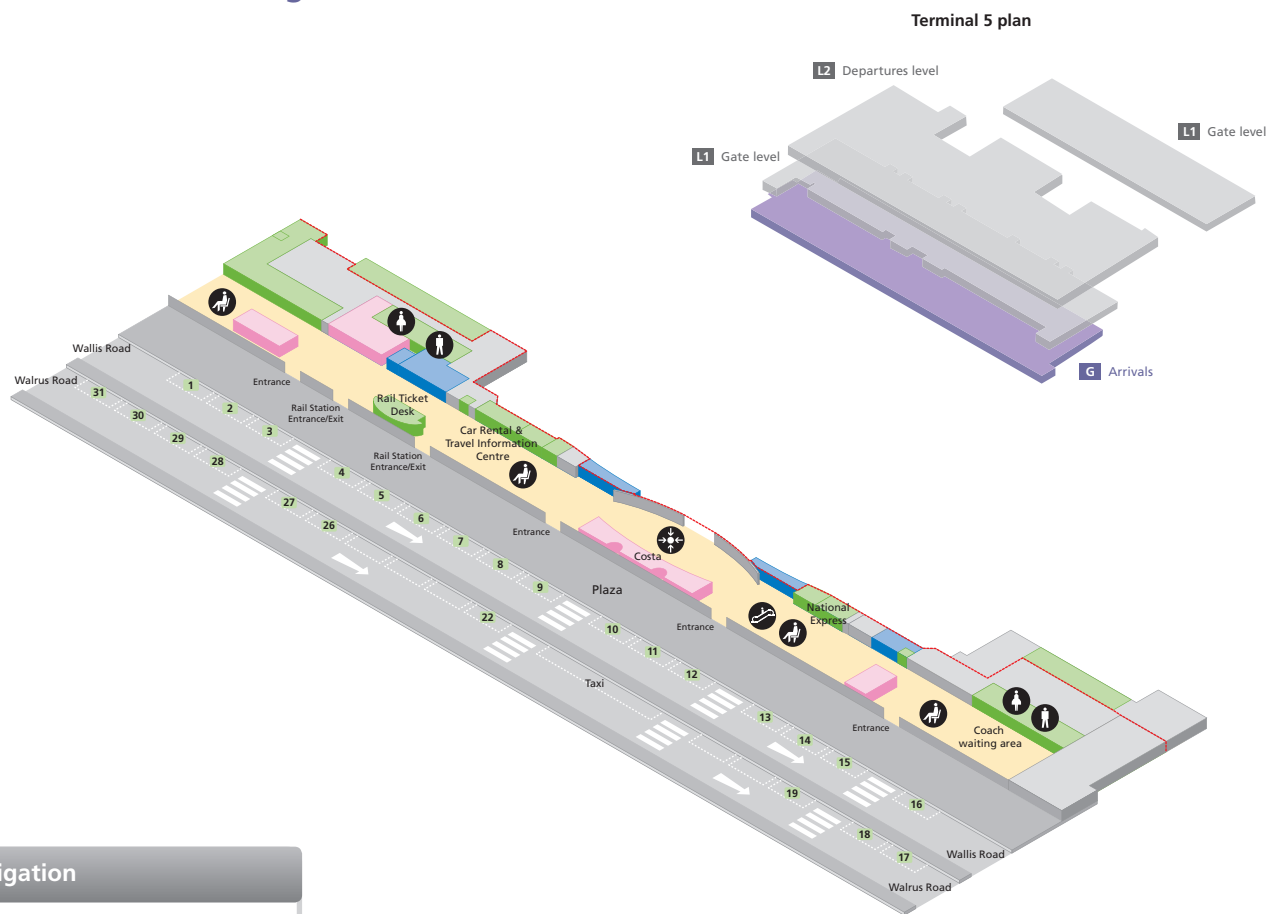
- Baggage reclaim
- Escalator
- Lift
- Meeting point
- Passenger lounge/Seating area
- Boingo Wi-Fi is present throughout the terminal
- Security control
- Passport control
- Toilet men
- Toilet woman
- Public areas
- Passenger areas
- Before/After Security

Navigation

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Terminal 5

Onward travel – Arrivals (ground level)



Bus and coach stop allocation

Business Parking, Long Stay T5	22	Car Rental (off airport):	
T4 Hilton Hotel	18	Dollar Thrifty, Sixt	18
Express Coach – National Express	13-16	Car Rental (on airport):	
Express Coach – Reading, Railair	10	Avis Budget, Europcar/National/Alamo, Enterprise, Hertz	19
Express Coach – Woking Railair	12	Off airport Parking companies:	
Group Travel – pick up	30 31	Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	17
Group Travel – drop off	28 29	Taxi (between stands 21 and 22)	
T4 Hilton Hotel	26 27		
Local bus 350, 423, 441, N9	7		
Local bus 441, 482, 490	8		
Local bus 60, 61, 71, 77, 78, 724	9		
Oxford the Airline	11		
Transport for London (TfL) – drop/stand	1-6		
T4 Hilton Hotel	18		

- Escalator
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