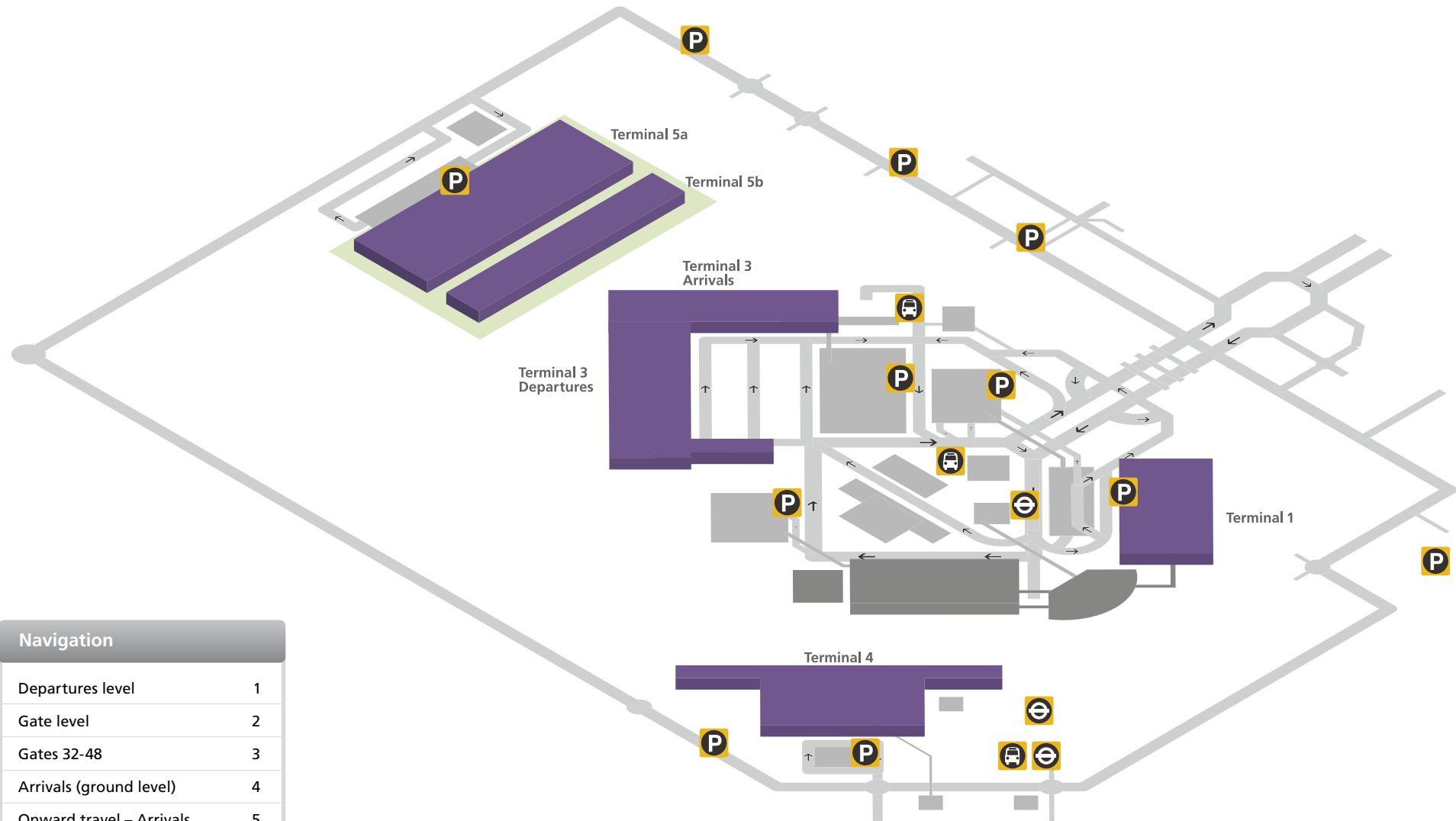


Heathrow Airport

Overview



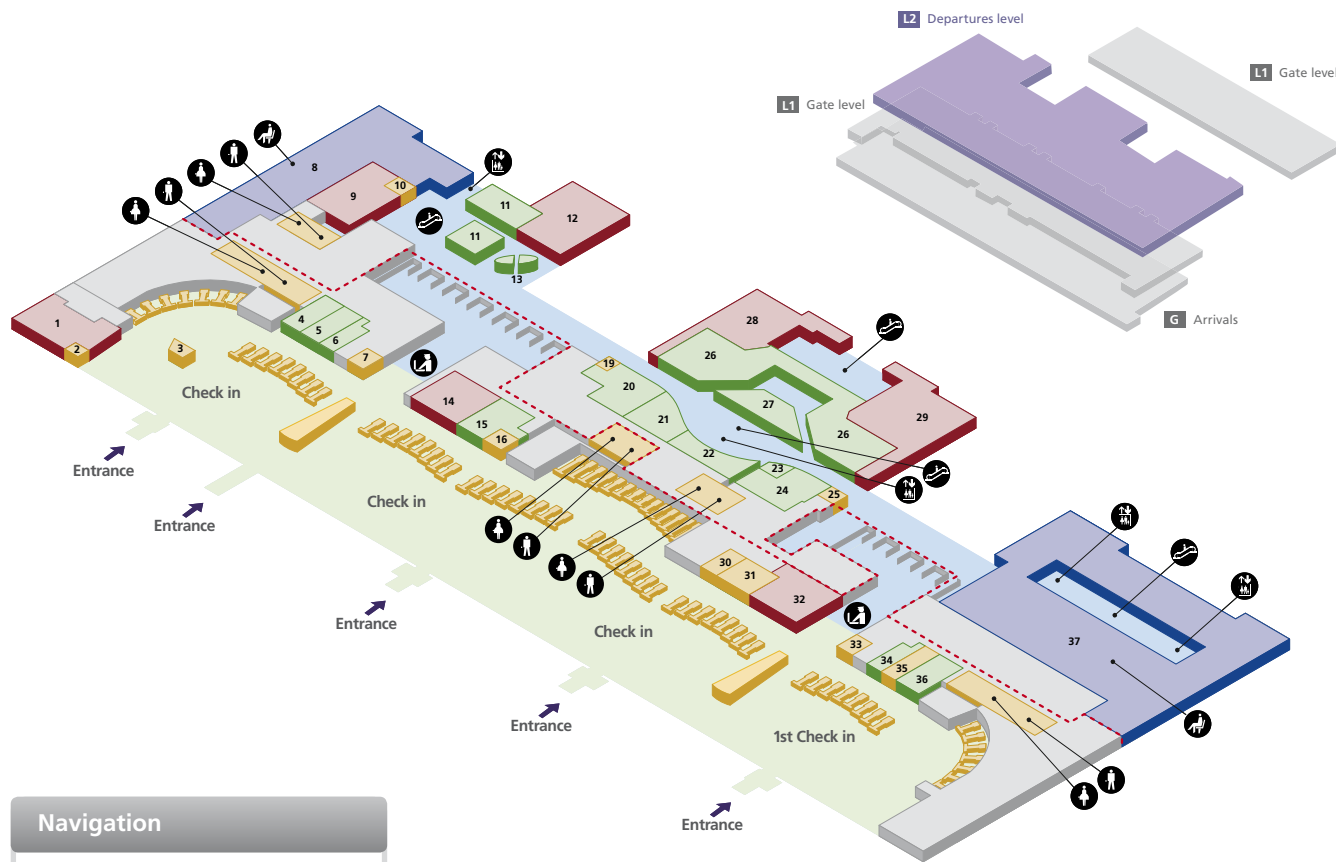
Navigation

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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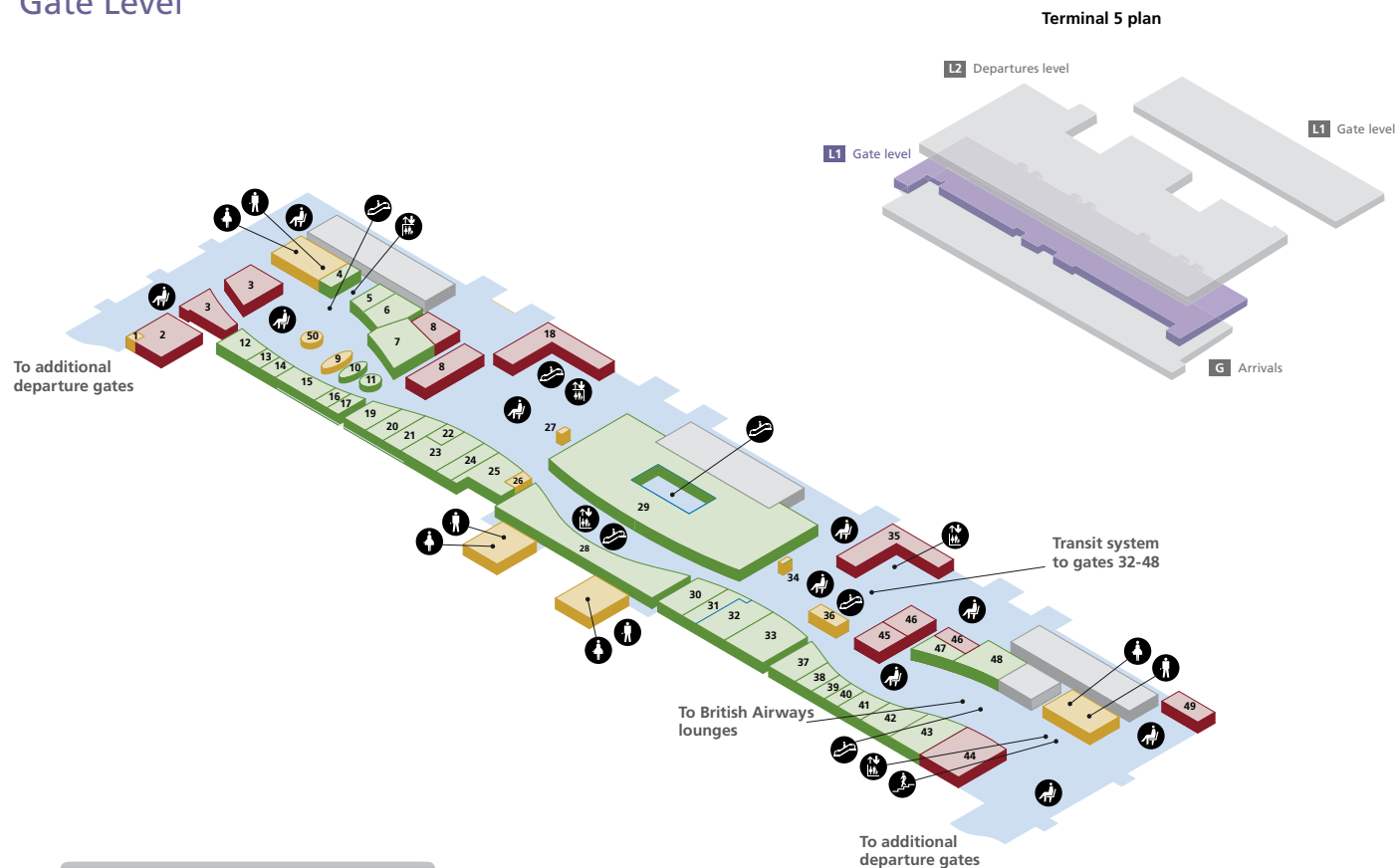
- Escalator
- Lift
- Passenger lounge/Seating area
- Security/Passport Control
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Before/After Security

Navigation

Departures level	1
Gate level	2
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Terminal 5

Gate Level



Shopping

Accessorize	5	Prada	33
Bvlgari	39	Reiss	23
Caviar House & Prunier	47	Rolling Luggage	14
Chocolate Box	4	Smythson	40
Coach	38	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		
PC World/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
- Passenger lounge/Seating area
- Steps
- Toilet men
- Toilet women
- Passenger areas

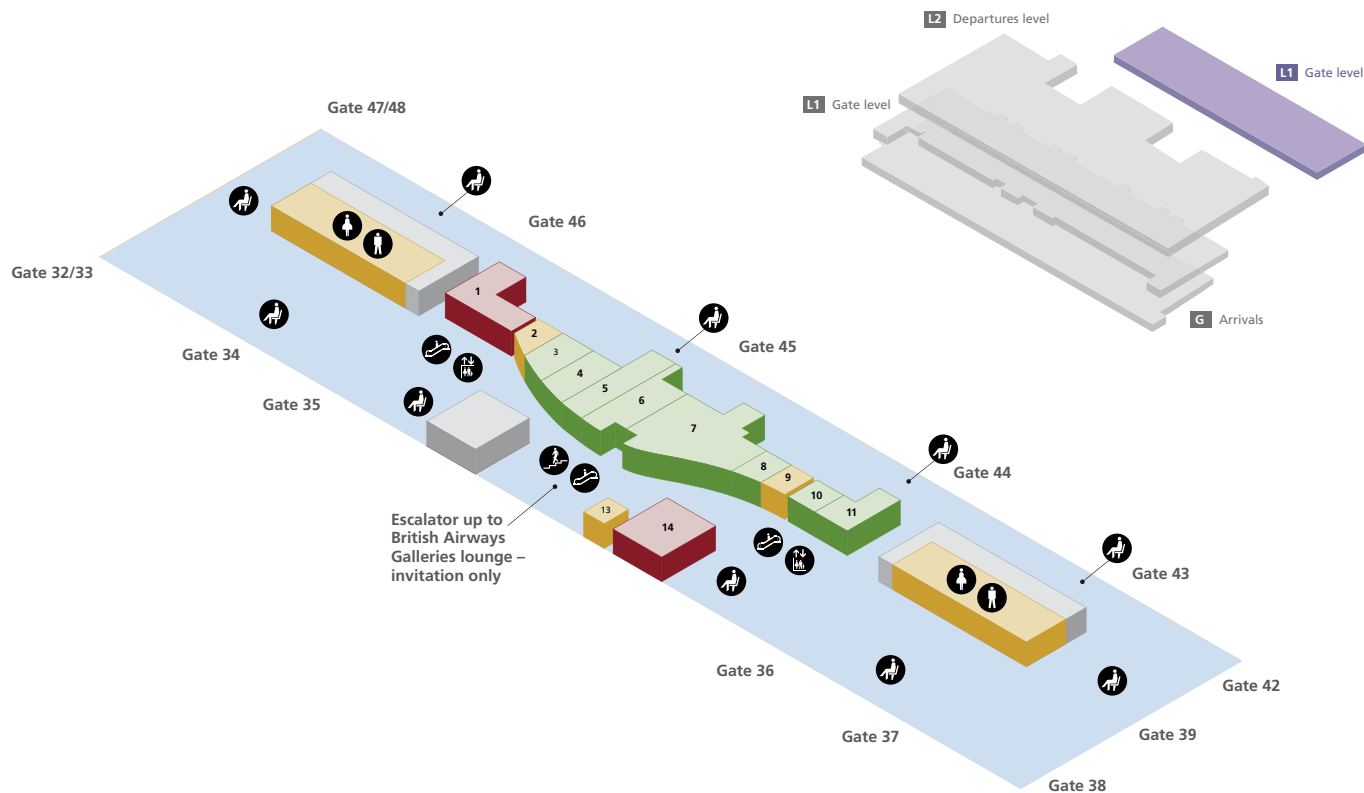
Navigation

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Terminal 5

Gates 32-48

Terminal 5 plan



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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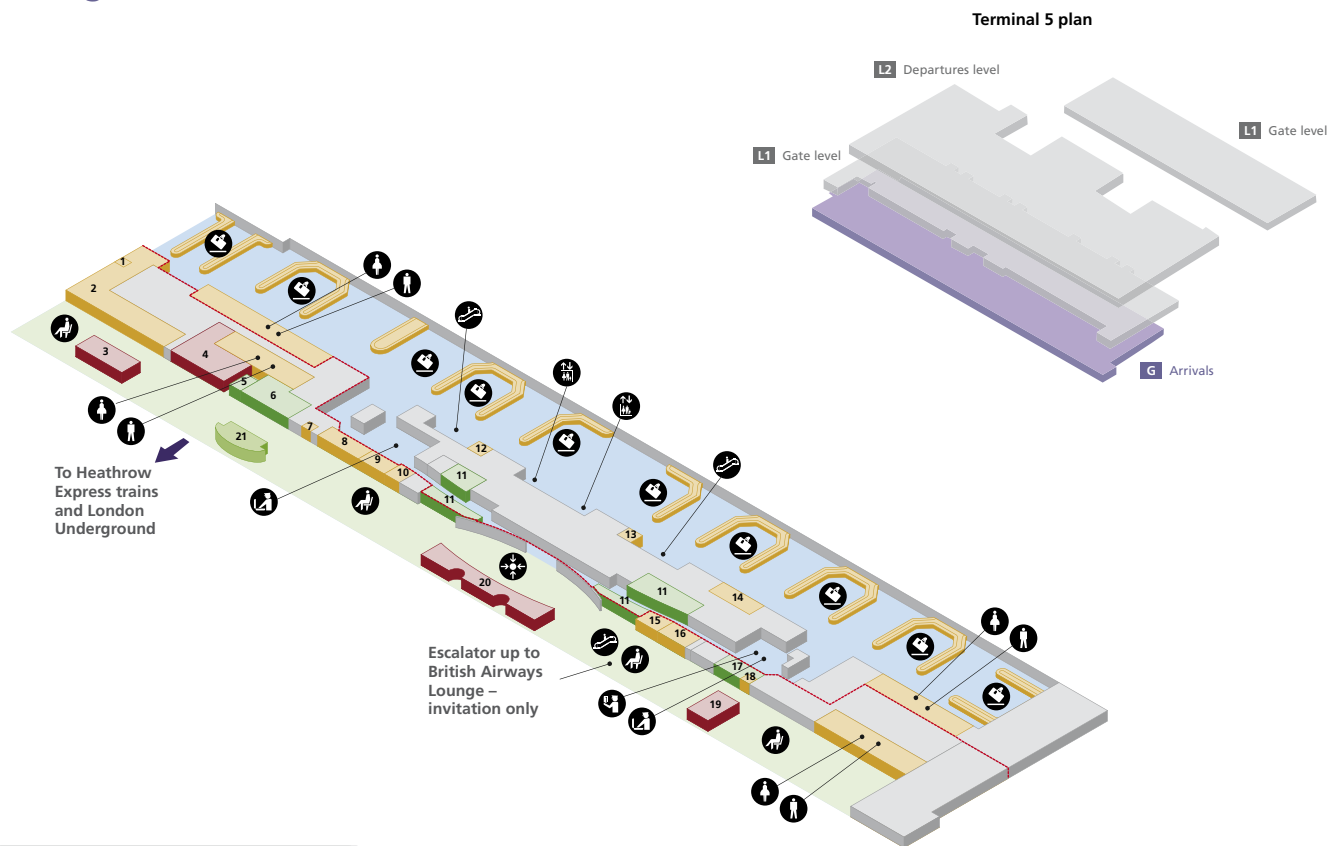
- Escalator
- Lift
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- Toilet women
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Terminal 5

Arrivals (ground level)



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

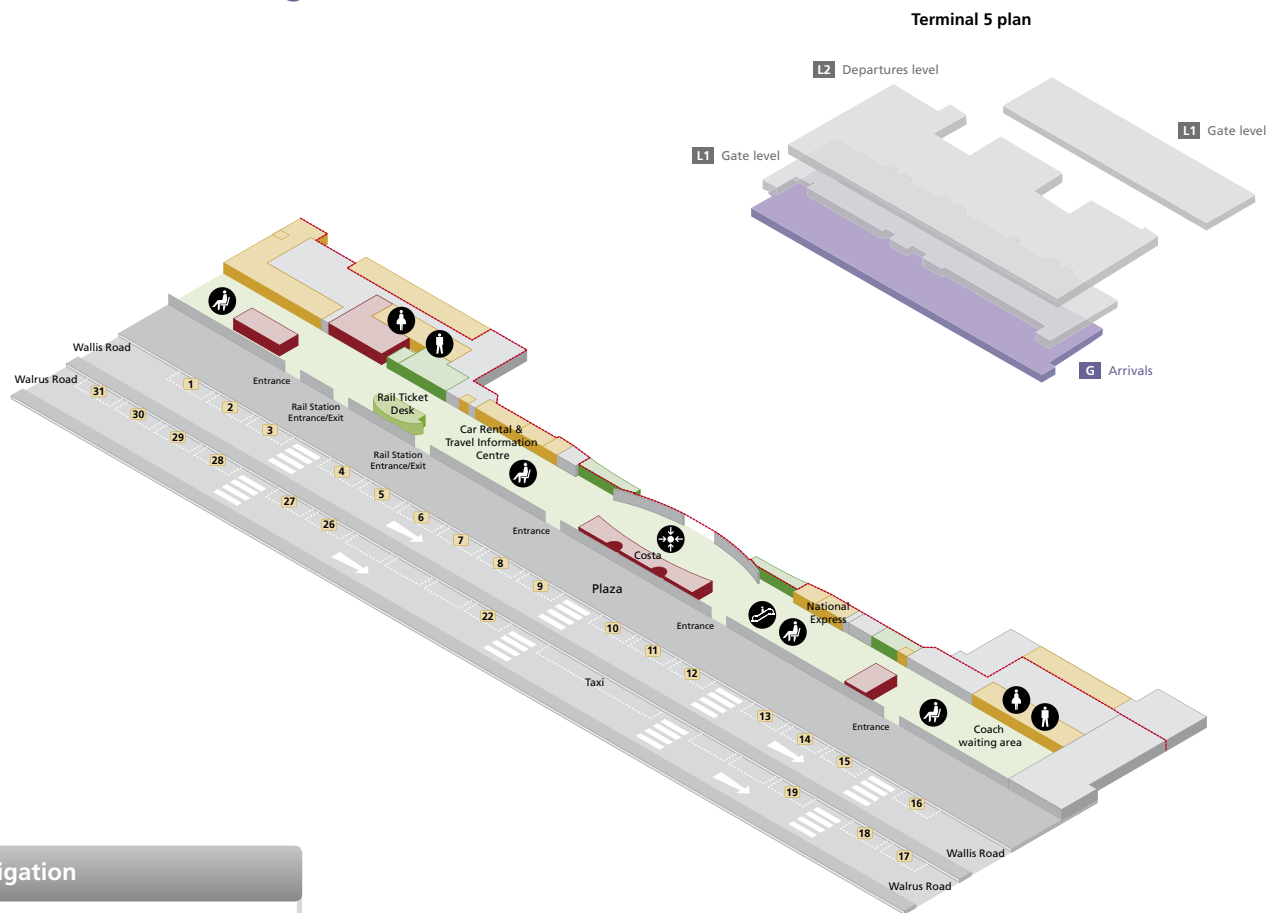
- Baggage reclaim
- Security control
- Public areas
- Escalator
- Passport control
- Passenger areas
- Lift
- Toilet men
- Before/After Security
- Meeting point
- Toilet woman
- Passenger lounge/Seating area

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):	
dot2dot	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)	
Hotel Hoppa	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
- Meeting point
- Seating area
- Toilet men
- Toilet woman
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