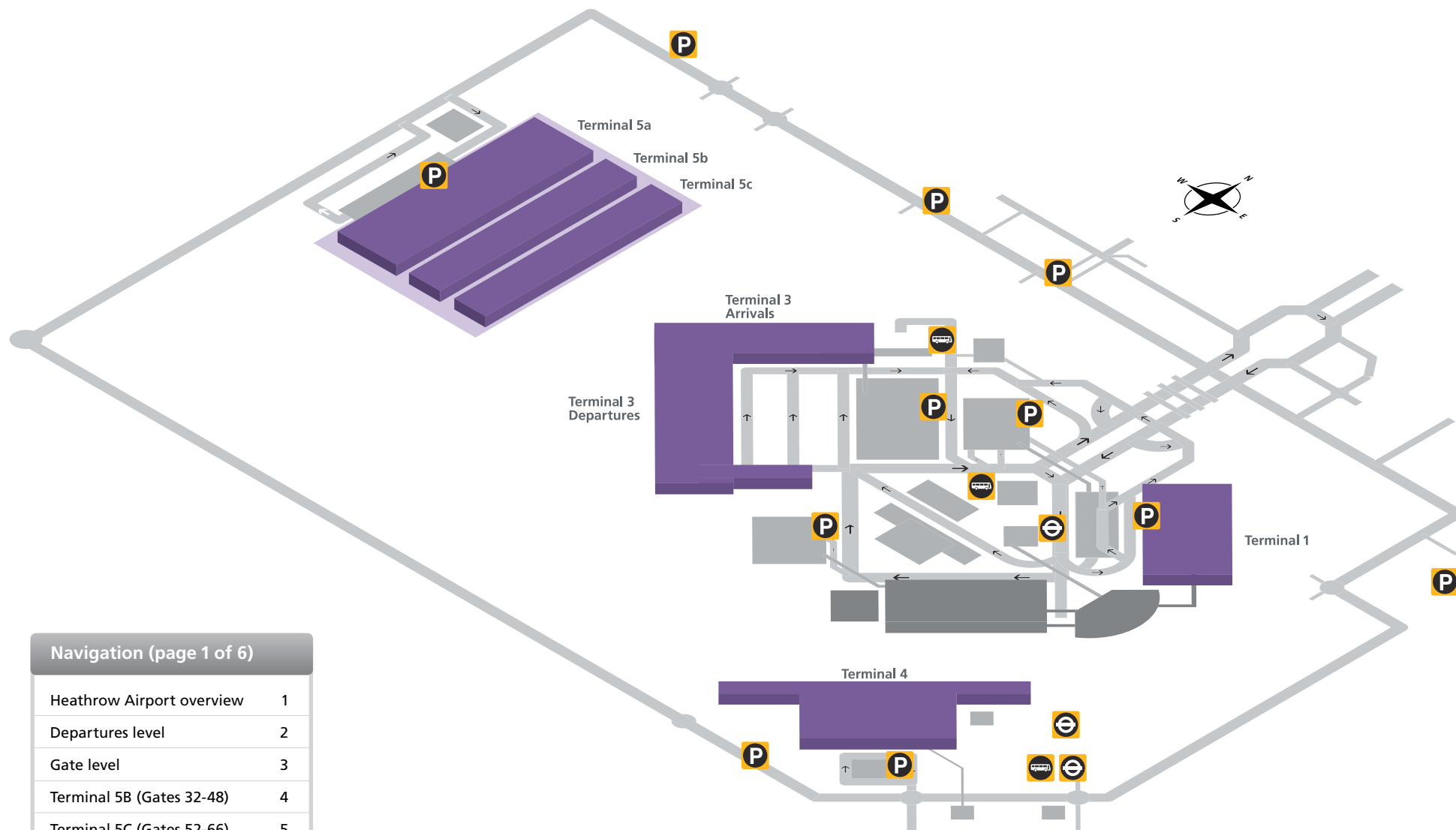


Heathrow Airport

Overview

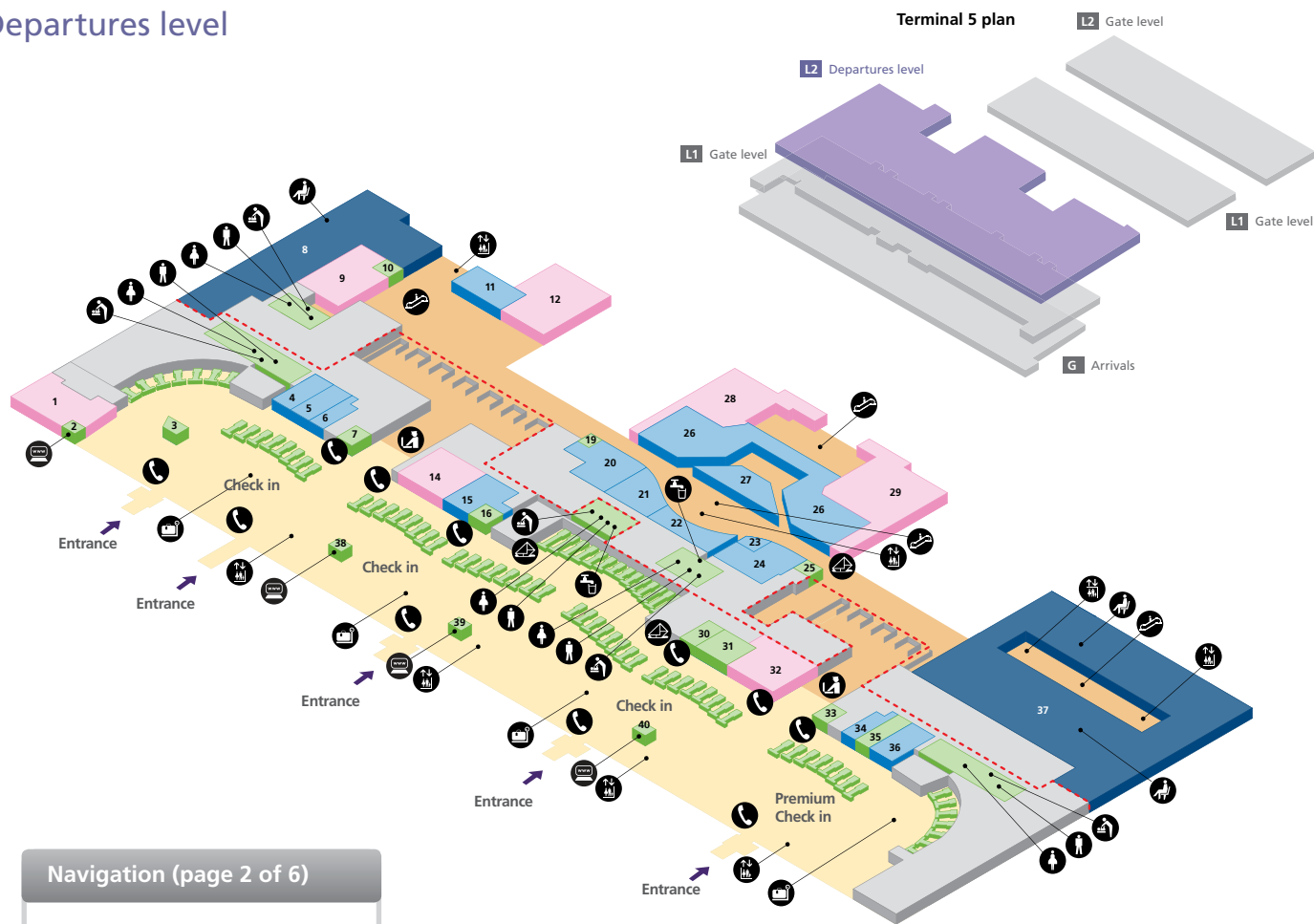


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Terminal 5C (Gates 52-66)	5
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Terminal 5

Departures level



Shopping

Accessorize	6	Rolling Luggage	34
Boots	5 24	The London 2012 store	11
Dixons Travel	21	Vodafone	4
Dixons ADD+	23	WHSmith	15 20 36
Harrods Department Store	26	World Duty Free	27
HMV	22		

Services

Customs for VAT returns	31	Thomas Cook and cash machines	3 16 25
Excess Baggage	30	Travelex	7 33
Internet	2 38 39 40	Travelex and cash machines	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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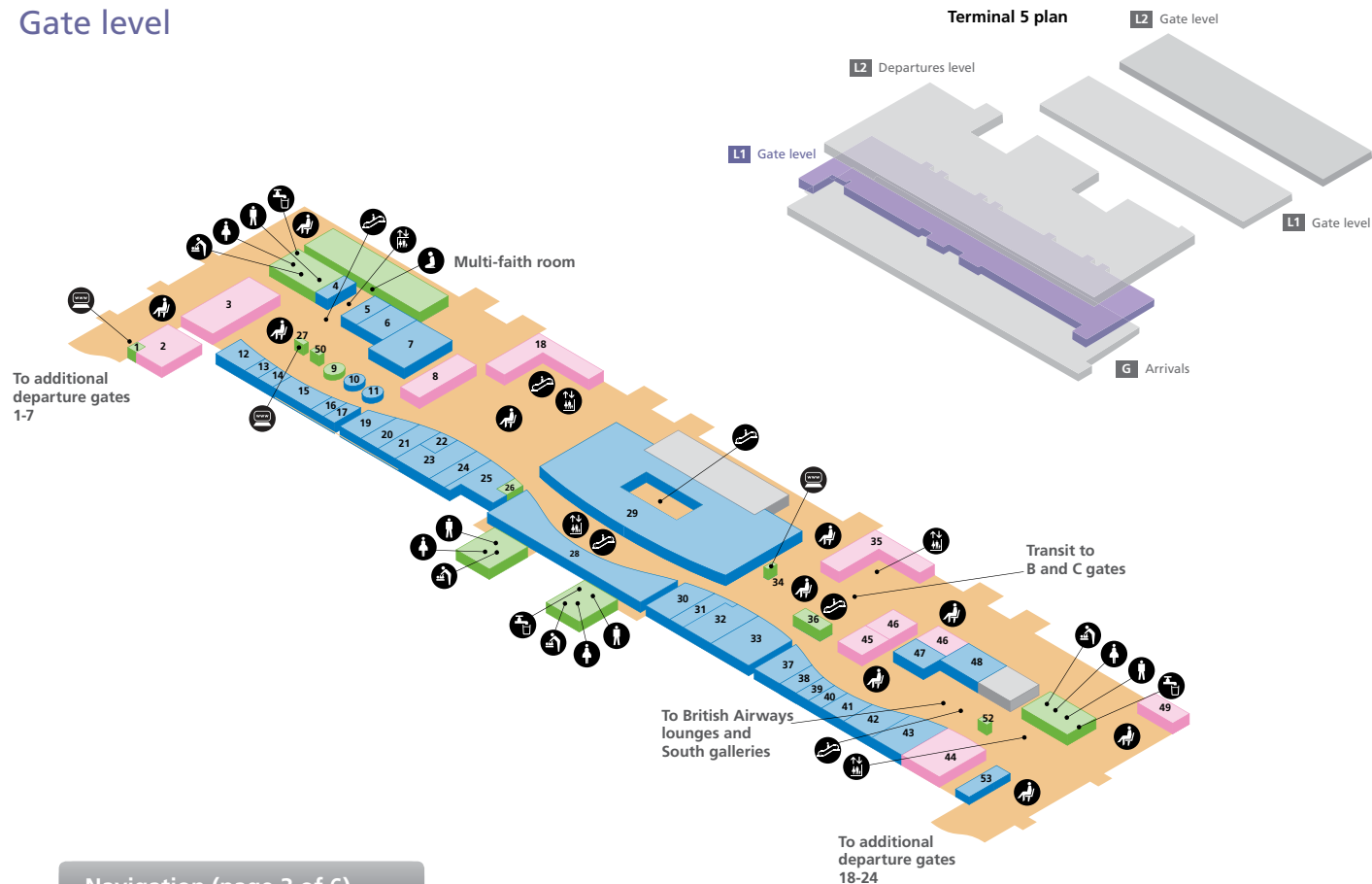
- Babycare
- Passenger lounge/Seating area
- Toilet men
- Check-in
- Postbox
- Toilet women
- Drinking water
- Security/Passport Control
- Public areas
- Escalator
- Telephone
- Passenger areas
- Internet facility
- Lift
- Before/After Security
- Boingo Wi-Fi is present throughout the terminal

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Terminal 5

Gate level



Shopping

Accessorize	5	Paul Smith 'Globe'	43
Be Relax	53	Dixon Travel/Apple	25
Burberry	38	Prada	33
Bvlgari	39	Reiss	23
Caviar House & Prunier	47	Rolling Luggage	14
Chocolate Box	4	Smythson of Bond Street	40
Dior	31	Sunglass Hut	22
Glorious Britain	12	Ted Baker	20
Gucci	32	Thomas Pink	15
Harrods	42	Tie Rack	13
Jack Wills	10	Tiffany & Co.	37
JD	19	WHSmith	6 48
Kurt Geiger	21	WHSmith Bookshop	24
Links of London	16	World Duty Free	28
Mappin & Webb	30	World Duty Free (inc. World of Whiskies & Cigar House)	29
Montblanc	11		
Mulberry	17	World Duty Free Express	7
Nokia	41		

Services

Internet	1 27 34	Thomas Cook	26
Shoe shine	50 52	Travelex and cash machines	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		

Babycare	Multi-faith room	Toilet women
Drinking water	Passenger lounge/Seating area	Passenger areas
Escalator	Steps	
Internet facility	Toilet men	
Lift		

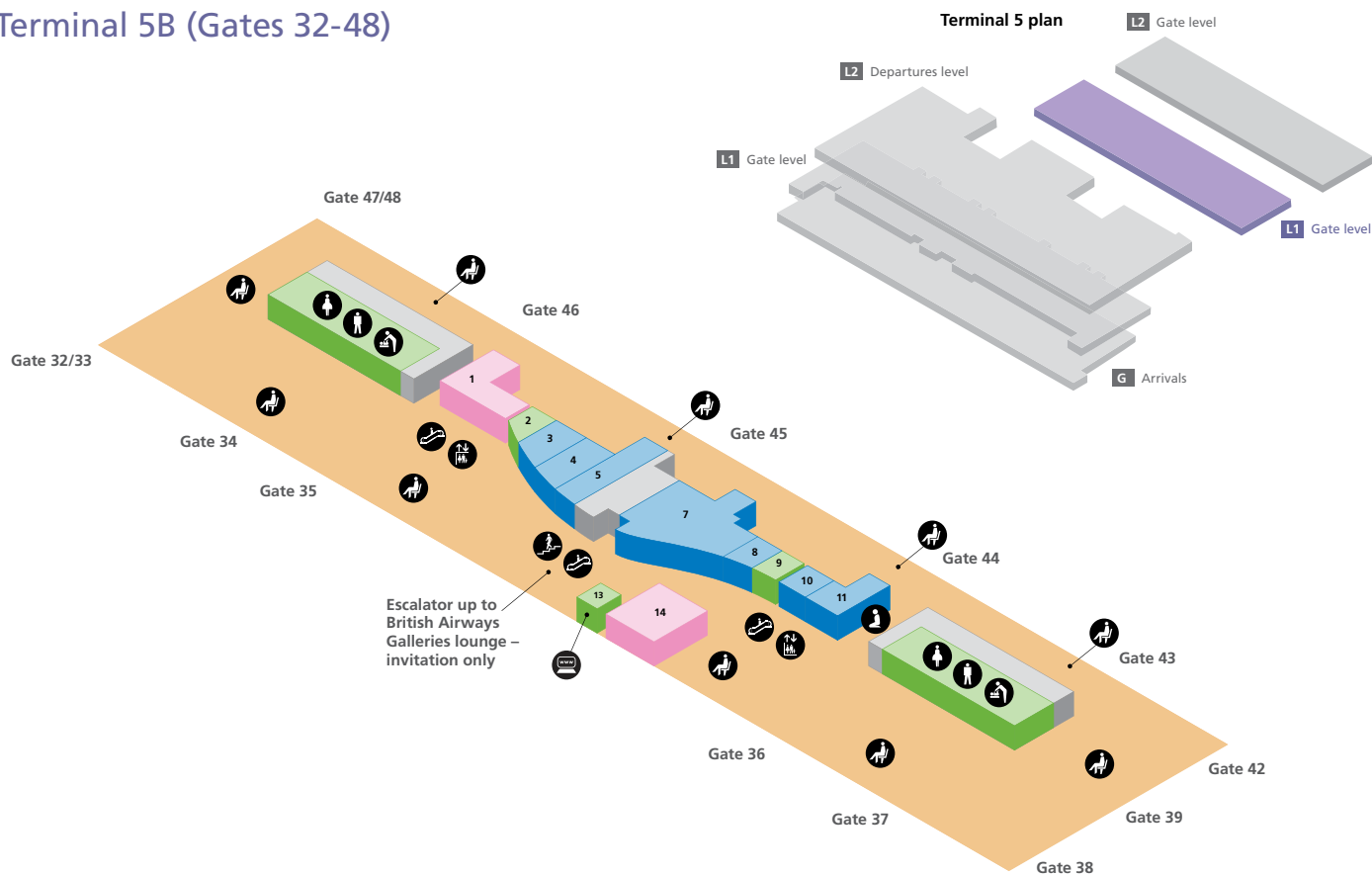
Boingo Wi-Fi is present throughout the terminal

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Terminal 5

Terminal 5B (Gates 32-48)



Shopping

Be Relax	3	Harrods	4
Boots	11	WHSmith	5
Collection	8	World Duty Free	7
Sunglass hut	10		

Services

Internet	13	Travelex	9
Thomas Cook	2		

Food and drink

Apostrophe	1	J D Wetherspoon	14
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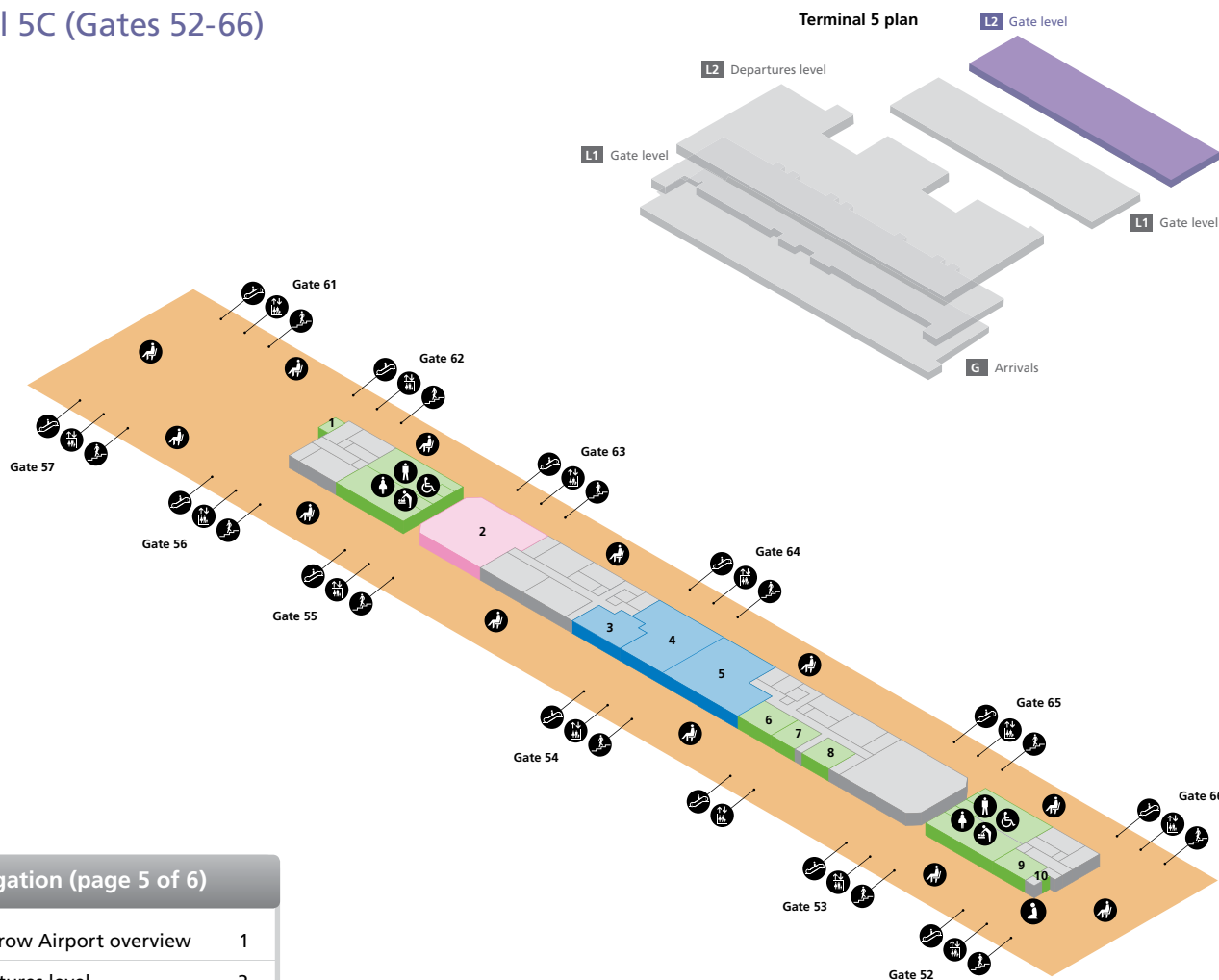
- Babycare
- Escalator
- Internet facility
- Lift
- Boingo Wi-Fi is present throughout the terminal
- Multi-faith room
- Passenger lounge/Seating area
- Steps
- Toilet men
- Toilet women
- Passenger areas

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Terminal 5

Terminal 5C (Gates 52-66)



Shopping

Boots	3	World Duty Free	5
WHSmith	4		

Services

BA customer services desk	8	Orientation zone	6
Cash machines	7	Vending machine	1 10
Multi-faith room	9		

Food and drink

Starbucks	2
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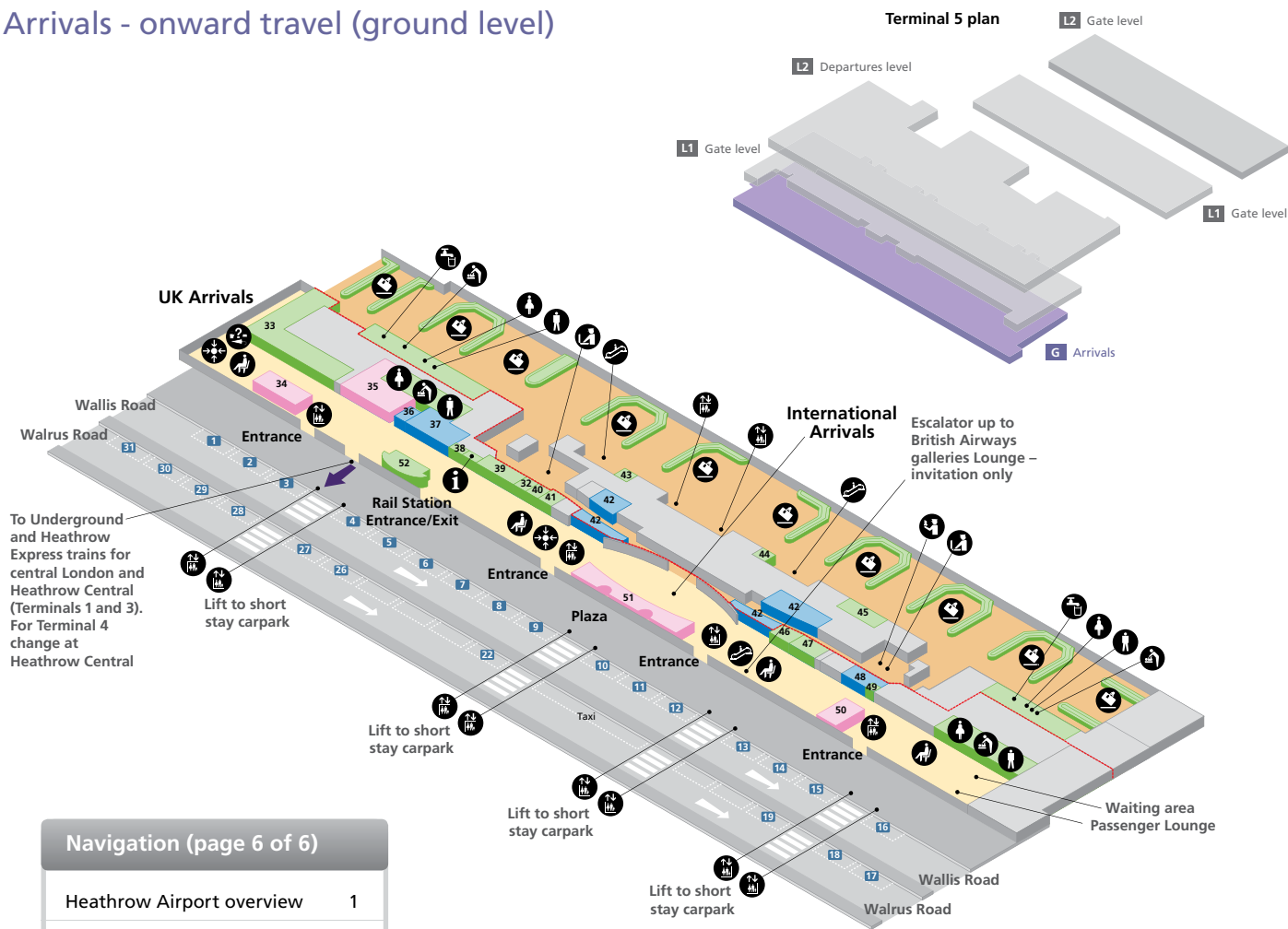
- Accessible toilet
- Babycare
- Escalator
- Lift
- Multi-faith room
- Boingo Wi-Fi is present throughout the terminal
- Passenger lounge/Seating area
- Steps
- Toilet men
- Toilet women

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Terminal 5

Arrivals - onward travel (ground level)



Shopping

Leisure Link	36	48	World Duty Free	42
WHSmith		37		

Services

British Airways baggage and customer service desk	45	Rail ticket desk	52
British Hotel Reservation Centre (BHRC) Shop and Collect pick-up point	40	Taxi desk	32
Car rental and Travel Information Centre	39	Thomas Cook	44 46
Excess Baggage	33	Thomas Cook and cash machines	49
National Express	47	Travelex	41 43
		Travelex and cash machines	38

Food and drink

Costa	51	Krispy Kreme	50
Giraffe Juice	34	Marks & Spencer Simply Food	35

Bus and coach stop allocation

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

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