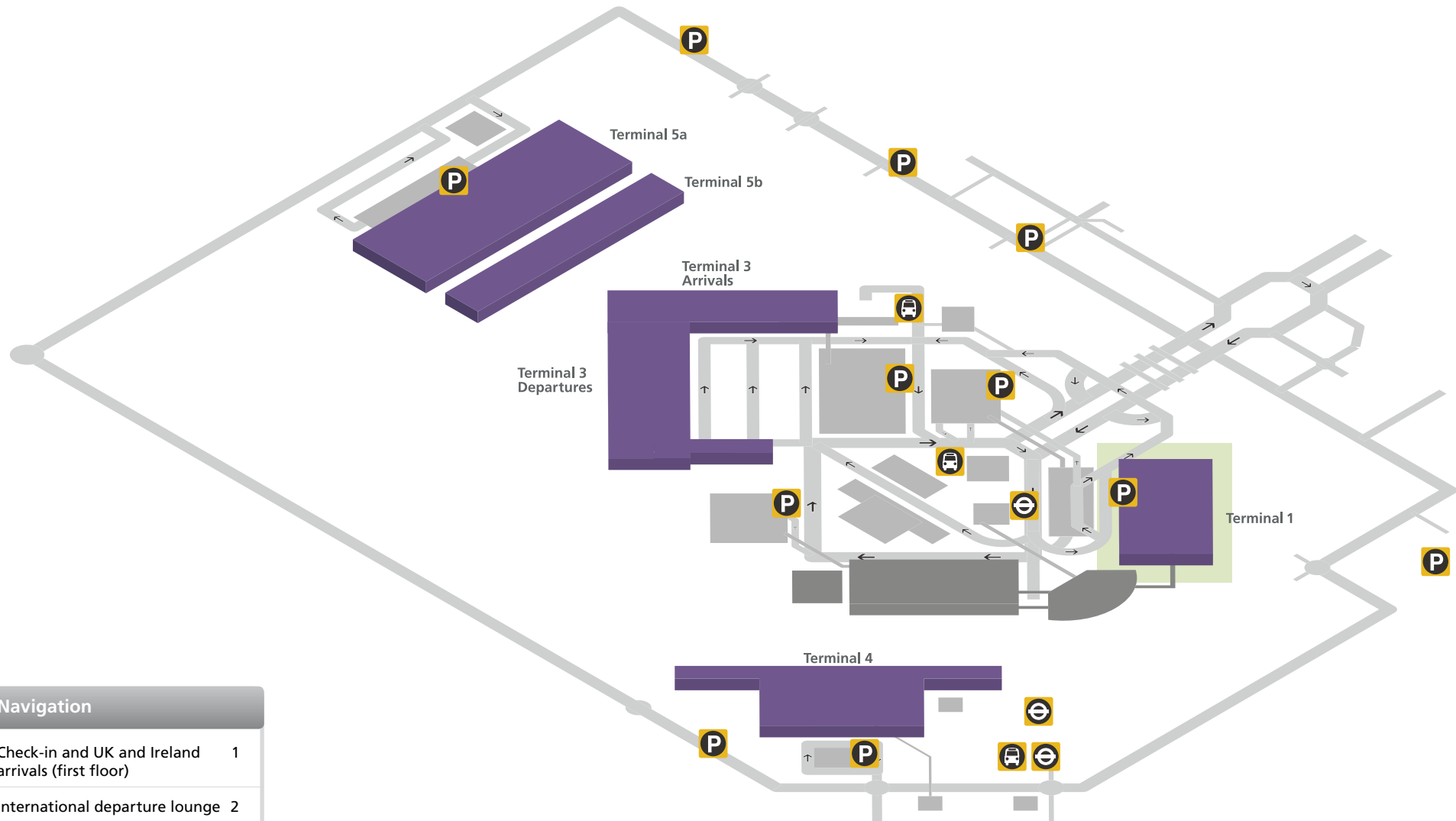


Heathrow Airport

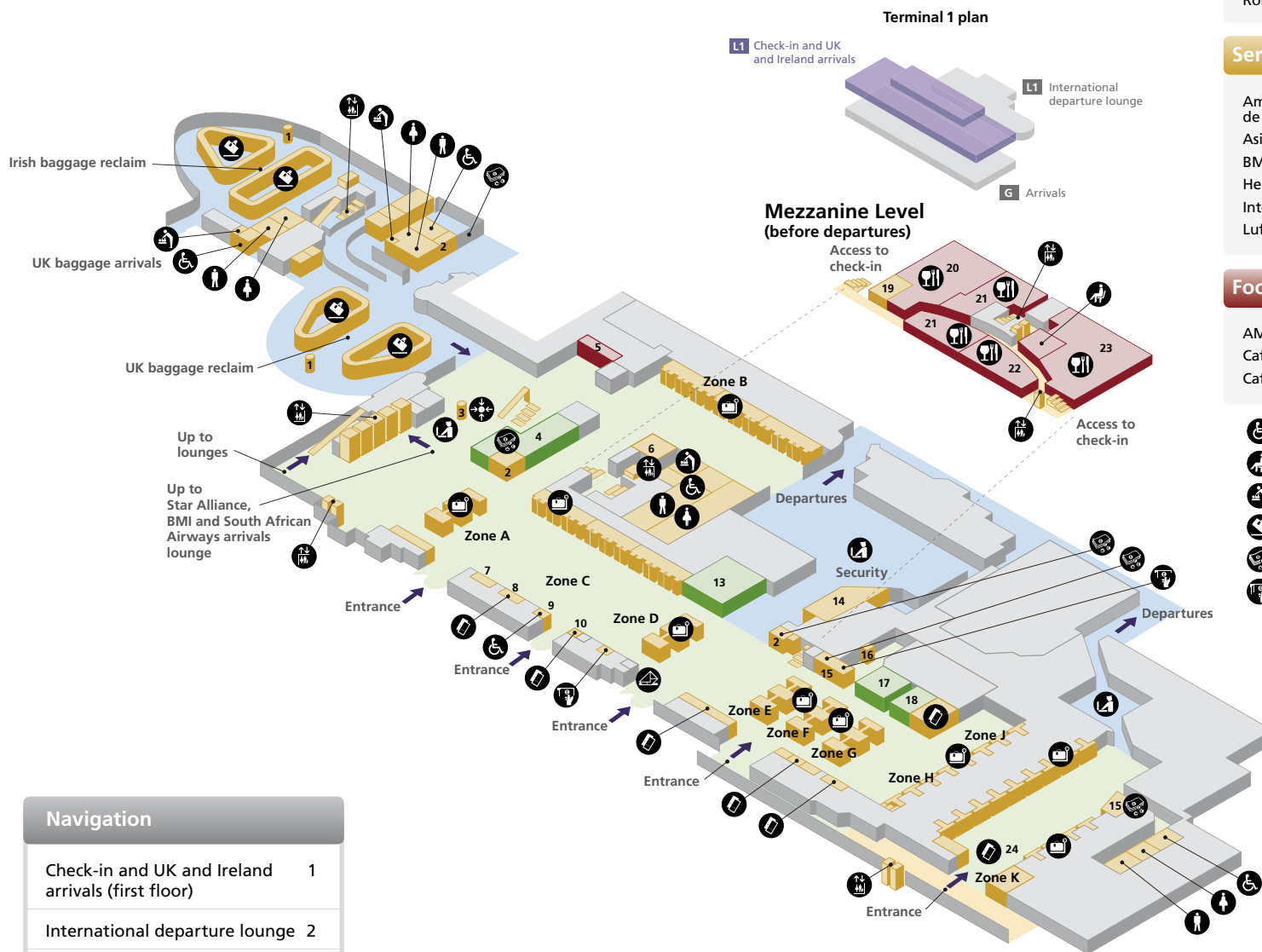
Overview



| Navigation | |
|--|---|
| Check-in and UK and Ireland arrivals (first floor) | 1 |
| International departure lounge | 2 |
| Arrivals (ground floor) | 3 |
| Onward travel – Arrivals (ground floor) | 4 |

Terminal 1

Check-in and UK and Ireland arrivals (first floor)



Navigation

| | |
|--|---|
| Check-in and UK and Ireland arrivals (first floor) | 1 |
| International departure lounge | 2 |
| Arrivals (ground floor) | 3 |
| Onward travel – Arrivals (ground floor) | 4 |

Shopping

| | | | | |
|-----------------|----|---------|---|----|
| Boots | 13 | WHSmith | 4 | 17 |
| Rolling Luggage | 18 | | | |

Services

| | | | |
|-----------------------------------|----|----------------------------|----|
| American Express bureau de change | 2 | Meeting point | 3 |
| Asiana Airlines | 8 | Outsize baggage | 16 |
| BMI customer services | 6 | Special assistance point | 9 |
| Help point | 1 | Travellex bureau de change | 15 |
| Internet (Mezzanine level) | 19 | United Airlines | 7 |
| Lufthansa | 24 | US Airways | 10 |
| | | VAT returns | 14 |

Food and drink

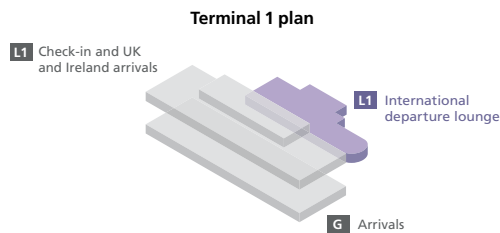
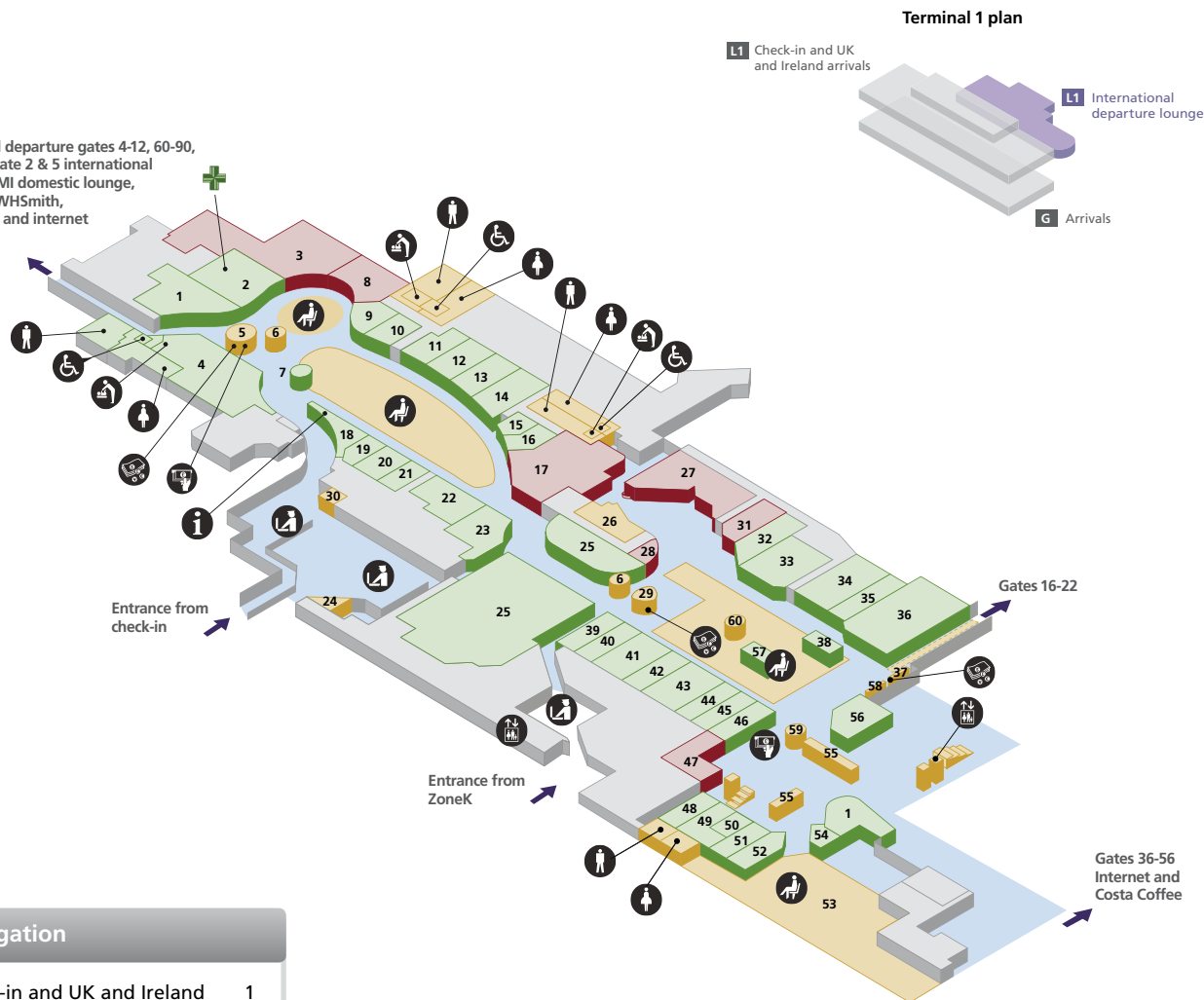
| | | | |
|--------------------------------|----|---|----|
| AMT Coffee | 5 | Costa Coffee (Mezzanine level) | 22 |
| Café Rouge (Mezzanine level) | 20 | Skylark – J D Wetherspoon (Mezzanine level) | 23 |
| Caffè Italia (Mezzanine level) | 21 | | |

- Accessible toilet
- Airline lounge
- Babycare
- Baggage reclaim
- Bureau de change
- Cash machines
- Check-in
- Lift and stair access to other floors
- Meeting point
- Postbox
- Restaurant/Café/Pub
- Security
- Ticket sales
- Toilet men
- Toilet women
- Public areas
- Passenger areas

Terminal 1

International departure lounge

UK and Ireland departure gates 4-12, 60-90, (BMI lounge, gate 2 & 5 international departures), BMI domestic lounge, Costa Coffee, WHSmith, Wetherspoons and internet



| Navigation | |
|--|---|
| Check-in and UK and Ireland arrivals (first floor) | 1 |
| International departure lounge | 2 |
| Arrivals (ground floor) | 3 |
| Onward travel – Arrivals (ground floor) | 4 |

Shopping

| | | | |
|-----------------------------|-------|------------------------|------|
| Bally | 43 | Links of London | 21 |
| Barbour | 52 | LK Bennett | 14 |
| Best of the Best | 7 57 | Mulberry | 19 |
| Boots | 2 | Omega | 51 |
| Burberry | 41 | Pen Shop | 38 |
| Caviar House & Prunier | 23 | Rolling Luggage | 16 |
| Chocolate Box | 18 | Sunglass Hut | 45 |
| Clarks | 49 | Swarovski | 50 |
| Cocoon from World Duty Free | 34 | Ted Baker | 40 |
| Collection | 22 | The Perfume Gallery | 56 |
| Dixons Travel | 10 33 | Thomas Pink | 35 |
| Fat Face | 12 | Tie Rack | 15 |
| French Connection | 13 | Timberland | 11 |
| Glorious Britain | 32 | Tumi Luggage | 54 |
| Hamleys | 48 | Watches of Switzerland | 20 |
| Harrods | 36 | WHSmith | 1 |
| HMV | 9 | WHSmiths Books | 39 |
| Hugo Boss | 44 | World Duty Free | 4 25 |
| Longchamp | 42 | World of Whiskies | 46 |

Services

| | | | |
|--|-------|----------------------------------|----|
| American Express bureau de change | 29 37 | Shop and Collect | 58 |
| Check-in ticket desks (flight connections) | 55 | Spit 'n' Polish | 59 |
| Flight information | 6 | Shoeshine Company | 59 |
| Internet | 26 | Star Alliance CIP lounge | 53 |
| Iris sign up office | 30 | Travelx bureau de change and ATM | 5 |
| | | VAT returns | 24 |
| | | Zurich help desk | 60 |

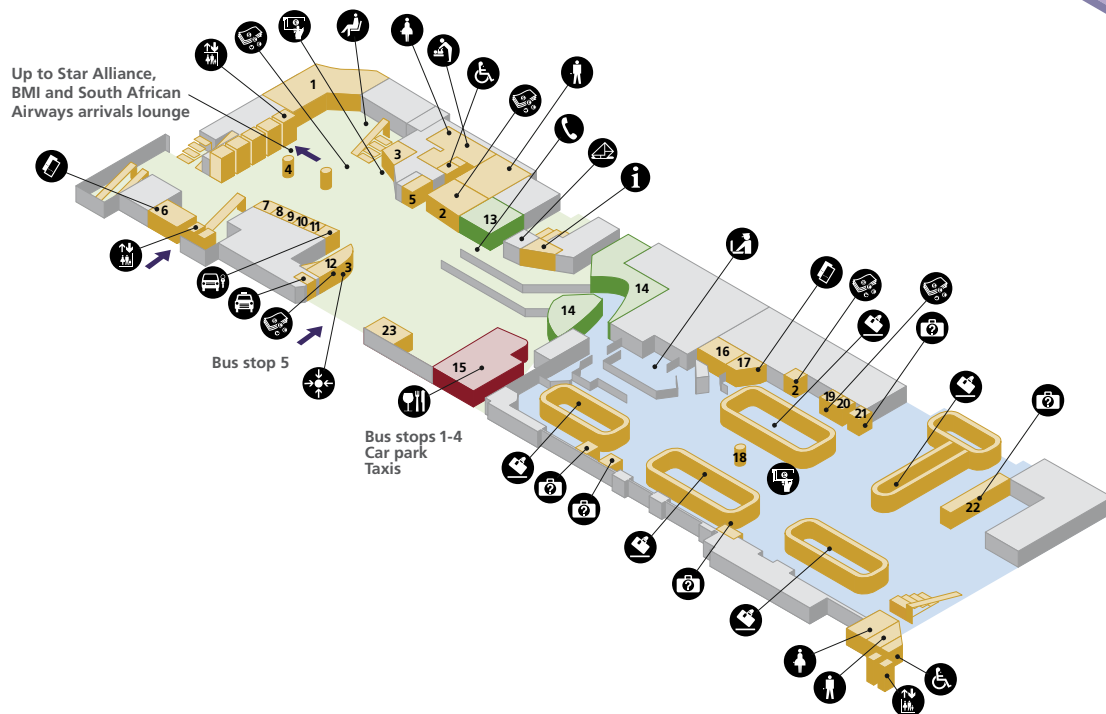
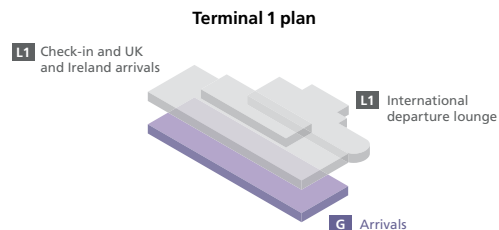
Food and drink

| | | | |
|--------------------------------------|----|------------------------------------|----|
| Bridge Bar and Eating House | 47 | Giraffe | 17 |
| Caffé Nero | 8 | Pret A Manger | 31 |
| Caviar House and Prunier Seafood Bar | 28 | The Tin Goose Pub and Eating House | 3 |
| Est | 27 | | |

- Accessible toilet
- Baby care
- Bureau de change
- Cash machines
- Information
- Lift
- Restaurant/Café/Pub
- Seating
- Security
- Toilet men
- Toilet women
- Wireless hotspot
- Public areas
- Passenger areas

Terminal 1

Arrivals (ground floor)



Navigation

| | |
|--|---|
| Check-in and UK and Ireland arrivals (first floor) | 1 |
| International departure lounge | 2 |
| Arrivals (ground floor) | 3 |
| Onward travel – Arrivals (ground floor) | 4 |

Shopping

| | | | |
|---------|----|-----------------|----|
| WHSmith | 13 | World Duty Free | 14 |
|---------|----|-----------------|----|

Services

| | | | |
|--|----|-----------------------------|-------|
| American Express bureau de change | 2 | Excess Baggage/left luggage | 1 |
| Avis car hire | 11 | Heathrow Express tickets | 6 |
| BA/BMI baggage enquiries | 21 | Help point | 18 |
| British Hotel Reservation Centre (BHRC) and Shop and Collect | 5 | Hertz car hire | 10 |
| Bus info | 4 | Internet | 23 |
| Customs office | 16 | London Underground tickets | 17 |
| Dot 2 Dot | 3 | National car hire | 8 |
| Enterprise car hire | 7 | Oversized baggage | 19 |
| Europcar car hire | 9 | STAR baggage enquiries | 22 |
| | | Travellex bureau de change | 12 20 |

Food and drink

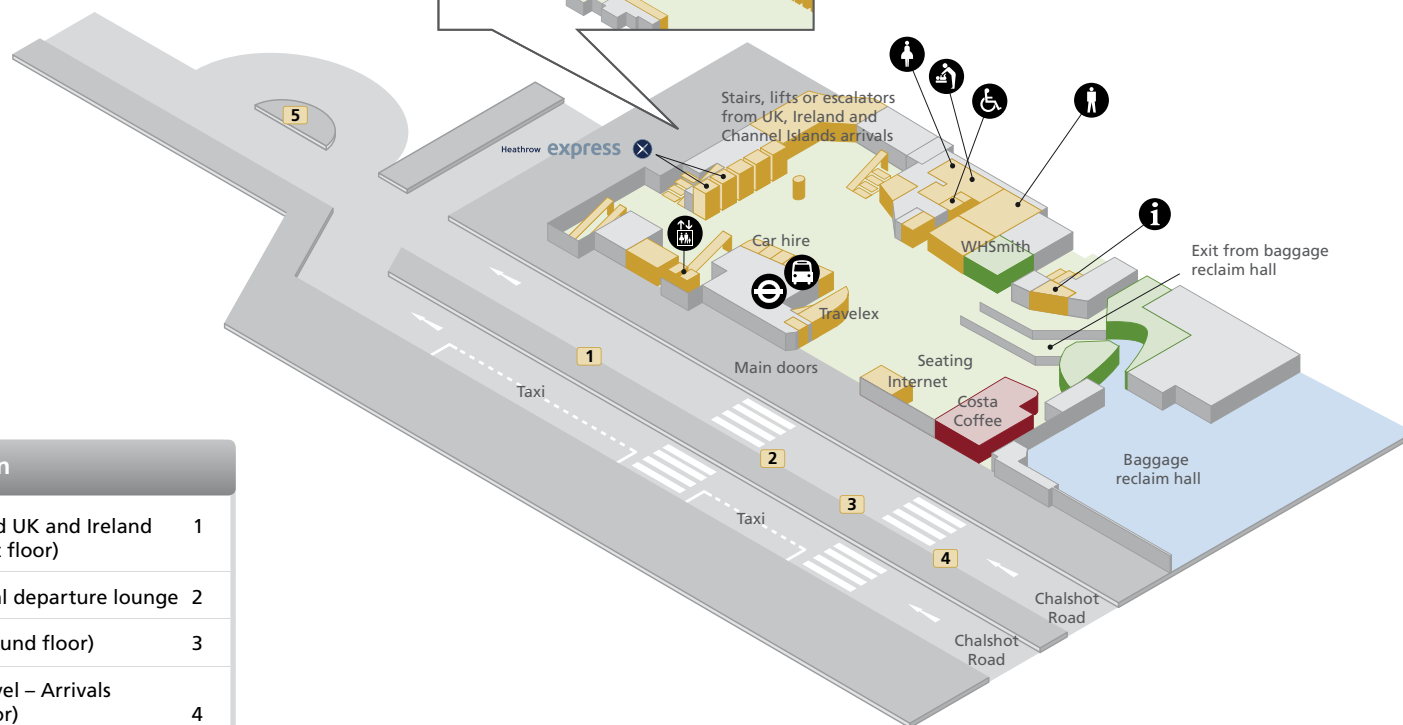
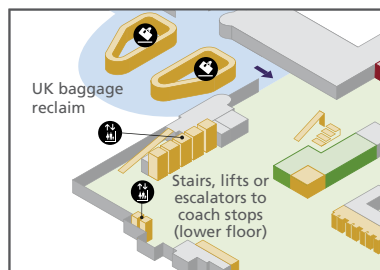
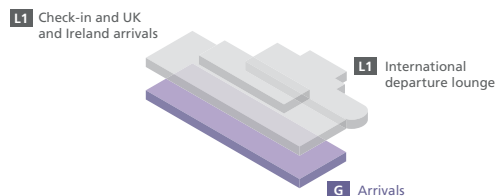
| | |
|--------------|----|
| Costa Coffee | 15 |
|--------------|----|

| | | |
|-------------------|---------------------|-----------------|
| Accessible toilet | Information | Taxi |
| Baby care | Lift | Telephone |
| Baggage enquiries | Meeting point | Ticket sales |
| Baggage reclaim | Postbox | Toilet men |
| Bureau de change | Restaurant/Café/Pub | Toilet women |
| Car hire | Seating | Public areas |
| Cash machines | Security | Passenger areas |

Terminal 1

Onward travel – Arrivals (ground floor)

Terminal 1 plan



Bus and coach stop allocation

| | | | |
|-------------------------------------|---|---|---|
| Business parking – Terminals 1 & 3 | 2 | Car Rental (on airport): Avis Budget, Europcar/National/Alamo, Enterprise, Hertz | 1 |
| Park 1 – follow signs to Departures | | Car Rental (off airport): Dollar Thrifty, Sixt | 5 |
| Long stay parking – Terminals 1 & 3 | 2 | Off airport Parking companies: Courtlands, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays | 5 |
| Help Bus | 2 | Taxi Rank (2nd lane) | |
| Group Travel – pick-up | 3 | | |
| Hotel Hoppa | 4 | | |

- Accessible toilet
- Information
- Toilet men
- Babycare
- Lift
- Toilet women
- Baggage reclaim
- Telephone
- Public areas
- Bus station
- Underground
- Passenger areas

Navigation

| | |
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