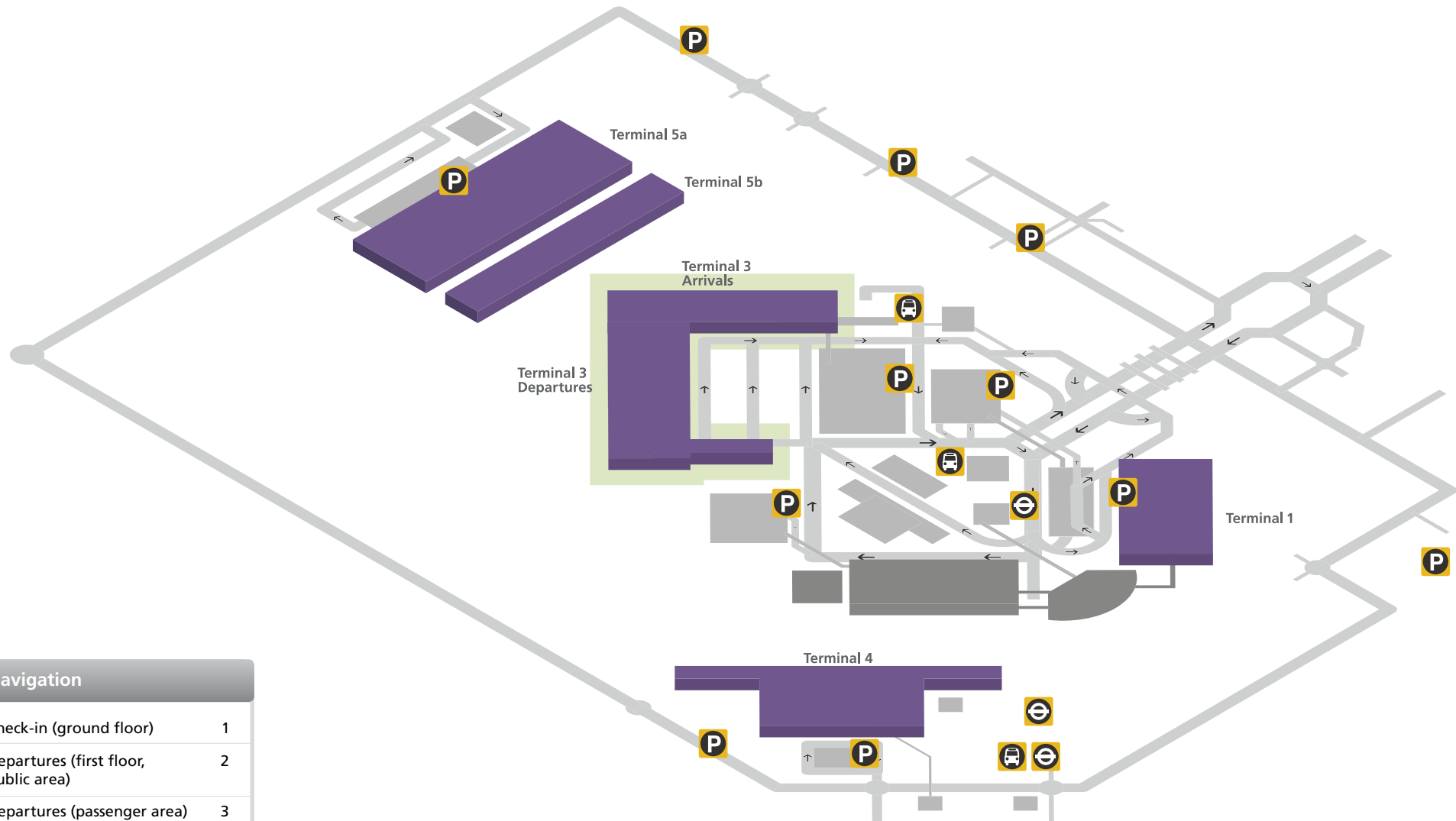


Heathrow Airport

Overview

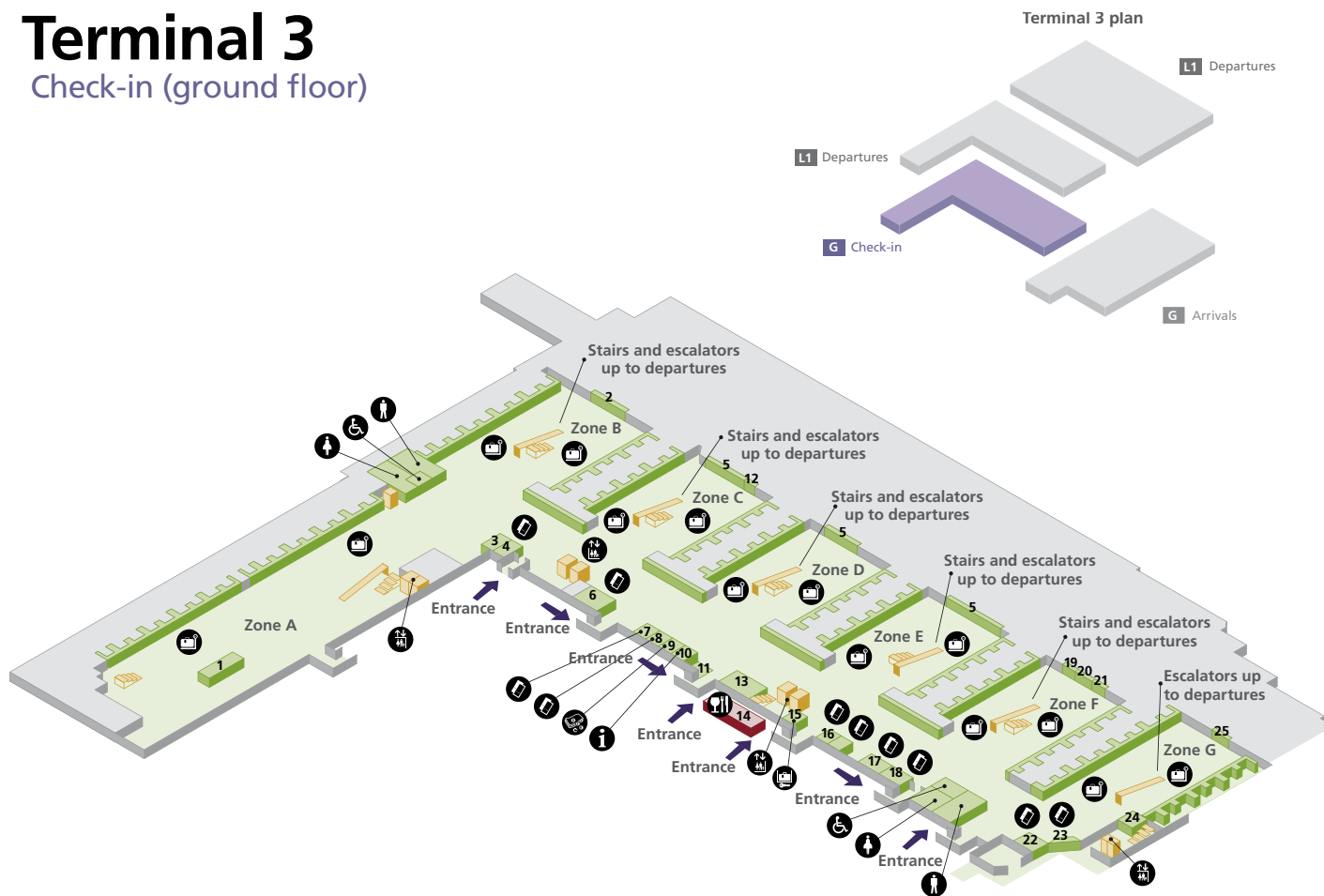


Navigation

| | |
|---|---|
| Check-in (ground floor) | 1 |
| Departures (first floor, public area) | 2 |
| Departures (passenger area) | 3 |
| Arrivals (ground floor) | 4 |
| Onward travel – Arrivals (ground floor) | 5 |

Terminal 3

Check-in (ground floor)



Navigation

| | |
|---|---|
| Check-in (ground floor) | 1 |
| Departures (first floor, public area) | 2 |
| Departures (passenger area) | 3 |
| Arrivals (ground floor) | 4 |
| Onward travel – Arrivals (ground floor) | 5 |

Services

| | | | |
|--------------------------------------|----|--|----|
| Air India | 21 | Jet Airways & Thai Airways ticket office | 8 |
| Airline ticket desk | 5 | Malaysian Airlines ticket office | 17 |
| American Airlines ticket desk | 2 | PIA & Caribbean ticket office | 23 |
| BA ticket office | 22 | Qatar Airways ticket office | 18 |
| BA unaccompanied minors | 24 | Reserved seating | 25 |
| BAA information desk | 10 | Singapore Airlines ticket office | 16 |
| Cathay Pacific ticket office | 3 | Special Assistance | 11 |
| Excess Baggage/left luggage | 15 | Ticket office | 6 |
| Gulf Air ticket office | 4 | Travelex bureau de change | 9 |
| HM Customs Desk - Commercial exports | 12 | Turkish Airlines ticket office | 7 |
| Iberia unaccompanied minors | 20 | VAT returns | 13 |
| Iranair & Iberia Customer Services | 19 | Virgin ticket desk | 1 |

Food and drink

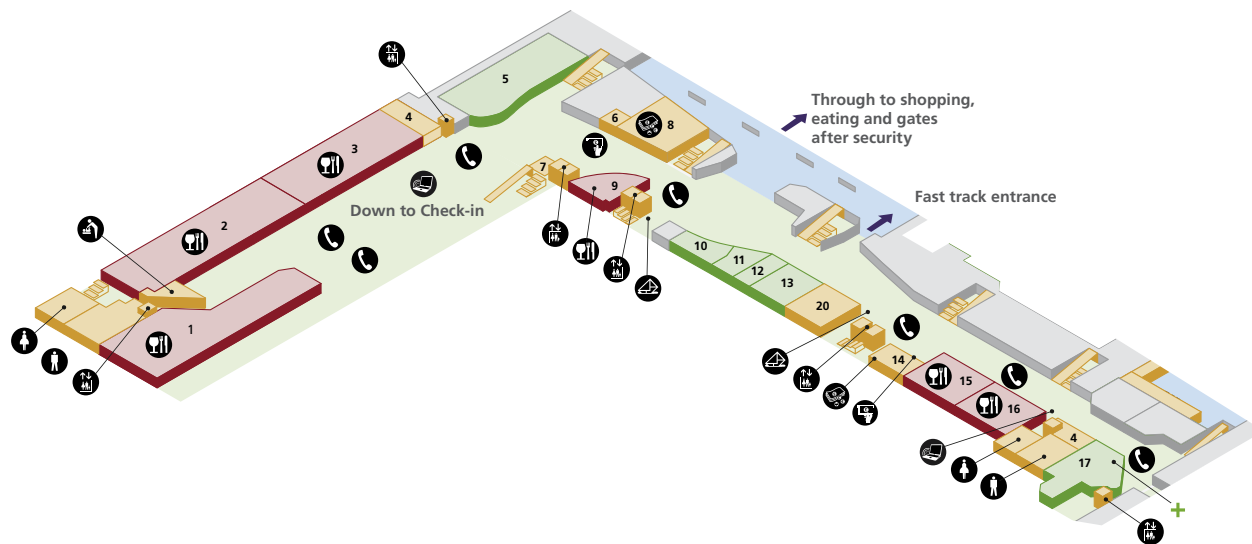
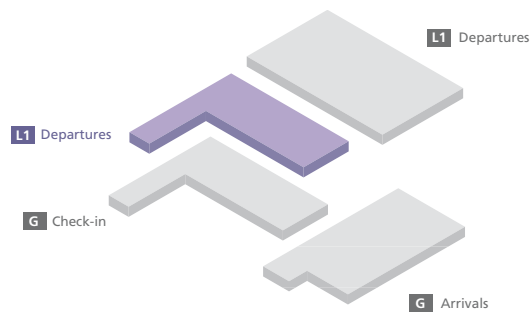
| | |
|--------------|----|
| Costa Coffee | 14 |
|--------------|----|

| | | |
|-------------------|---------------------|--------------|
| Accessible toilet | Left luggage | Ticket sales |
| Bureau de change | Lift | Toilet men |
| Check-in | Restaurant/Café/Pub | Toilet women |
| Information | Telephone | Public areas |

Terminal 3

Departures (first floor, public area)

Terminal 3 plan



Navigation

| | |
|---|---|
| Check-in (ground floor) | 1 |
| Departures (first floor, public area) | 2 |
| Departures (passenger area) | 3 |
| Arrivals (ground floor) | 4 |
| Onward travel – Arrivals (ground floor) | 5 |

Shopping

| | | | |
|------------------|----|----------------|----|
| Boots | 17 | WHS Stationery | 12 |
| Glorious Britain | 13 | WHSmith | 5 |
| Rolling Luggage | 11 | | |
| Tie Rack | 10 | | |

Services

| | | | |
|--|----|---------------------------|----|
| American Express bureau de change and cash machine | 14 | Post Office | 20 |
| Cash machines | 6 | Special assistance | 7 |
| Internet | 4 | Travelex bureau de change | 8 |

Food and drink

| | | | |
|--------------|----|-----------------|---|
| Bagel Street | 15 | Pontis | 1 |
| Costa Coffee | 16 | Pret A Manger | 3 |
| Krispy Kreme | 9 | The Three Bells | 2 |

| | | |
|------------------|---------------------|------------------|
| Babycare | Postbox | Toilet women |
| Bureau de change | Restaurant/Café/Pub | Wireless hotspot |
| Cash machines | Telephone | Public areas |
| Lift | Toilet men | Passenger areas |

Terminal 3

Departures (passenger area)



Navigation

| | |
|---|---|
| Check-in (ground floor) | 1 |
| Departures (first floor, public area) | 2 |
| Departures (passenger area) | 3 |
| Arrivals (ground floor) | 4 |
| Onward travel – Arrivals (ground floor) | 5 |

Shopping

| | | | |
|--------------------------|----|-------------------------|------|
| Bally | 34 | Kurt Geiger | 21 |
| Boots | 24 | MAC | 13 |
| Burberry | 50 | Mappin & Webb | 40 |
| Bvlgari | 33 | Mont Blanc | 48 |
| Cartier | 45 | Mulberry | 52 |
| Caviar House and Prunier | 36 | Paul Smith | 16 |
| Chanel | 11 | Reiss | 5 |
| Dior | 17 | Smythson of Bond Street | 41 |
| Dixons Travel | 28 | Sunglass Hut | 8 |
| Dunhill | 44 | Thomas Pink | 10 |
| Ermenegildo Zegna | 46 | Tie Rack | 20 |
| Glorious Britain | 4 | Tiffany & Co. | 39 |
| Gucci | 37 | Tods | 15 |
| Hamleys | 22 | Tumi / Rolling Luggage | 19 |
| Harrods | 51 | Versace | 47 |
| Hermès | 38 | WHSmith | 6 29 |
| HMV | 23 | WHSmith Books | 35 |
| Jo Malone | 14 | World Duty Free | 1 53 |

Services

| | | | |
|-----------------------------------|----|---------------------------|---|
| American Express bureau de change | 30 | Travelex bureau de change | 3 |
| Multi faith prayer area | 49 | VAT returns | 2 |

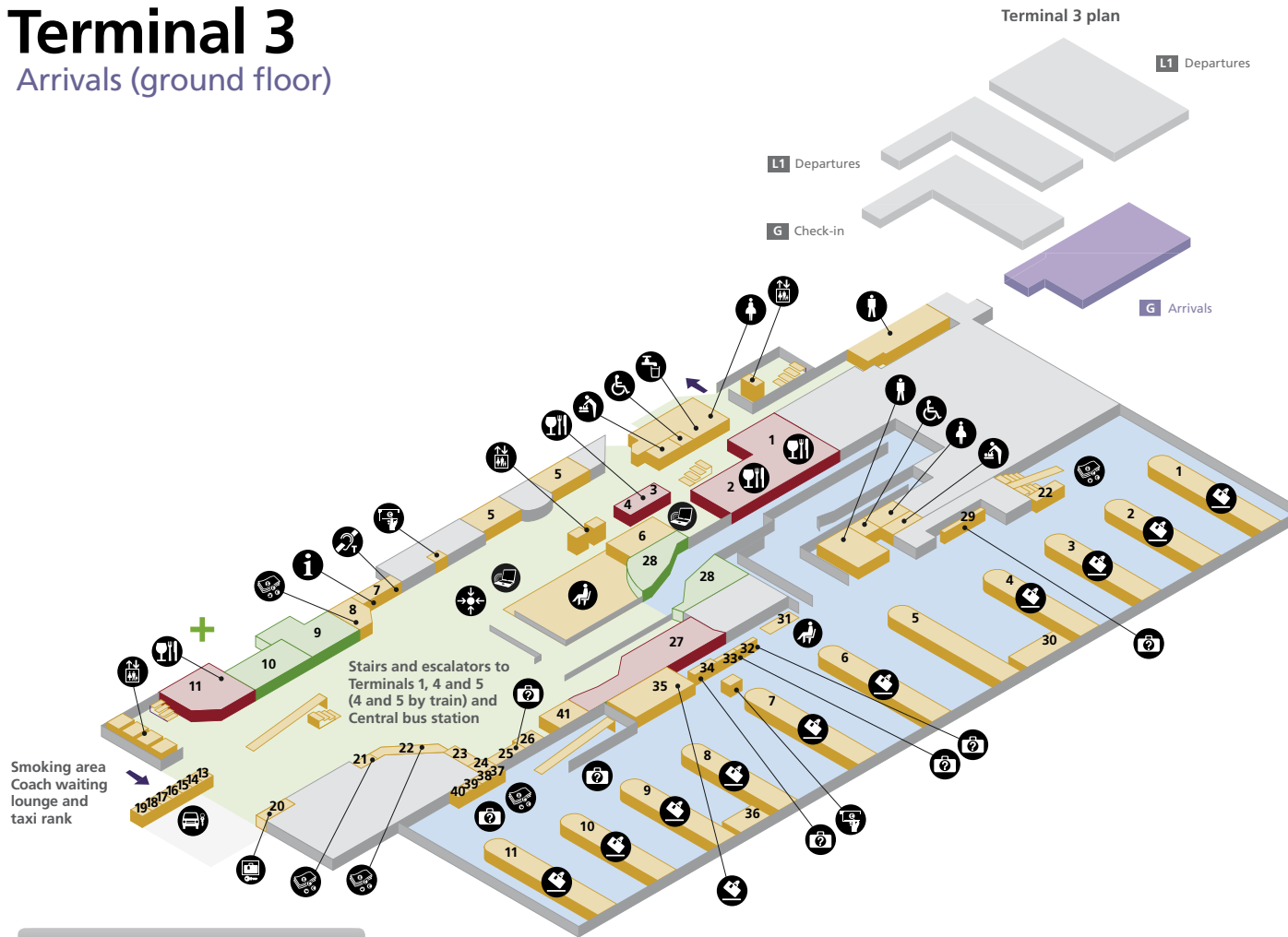
Food and drink

| | | | |
|-----------------------------|----|--------------|----|
| Bagel Street | 18 | EAT. | 7 |
| Chéz Gerard | 42 | Rhubarb | 43 |
| Bridge Bar and Eating House | 26 | Starbucks | 32 |
| Caffè Italia | 31 | TGI Friday's | 9 |
| Caviar House and Prunier | | Yo! Sushi | 27 |
| Seafood Bar | 12 | | |

| | | |
|-------------------|---------------------|------------------|
| Accessible toilet | Prayer room | Ticket sales |
| Babycare | Restaurant/Café/Pub | Toilet men |
| Bureau de change | Seating | Toilet women |
| Cash machines | Security | Wireless hotspot |
| Lift | Shower | Passenger areas |
| Postbox | Telephone | |

Terminal 3

Arrivals (ground floor)



Navigation

| | |
|---|---|
| Check-in (ground floor) | 1 |
| Departures (first floor, public area) | 2 |
| Departures (passenger area) | 3 |
| Arrivals (ground floor) | 4 |
| Onward travel – Arrivals (ground floor) | 5 |

Shopping

| | | | |
|---------|----|-----------------|----|
| WHSmith | 9 | World Duty Free | 28 |
| Boots | 10 | | |

Services

| | | | |
|--|----|---------------------------------|---------|
| Airline baggage desk | 25 | Europcar car hire | 16 |
| Alitalia baggage desk | 33 | Excess baggage/left luggage | 20 |
| American Airlines baggage office | 30 | Global baggage desk | 38 |
| American Express bureau de change | 22 | Hertz car hire | 14 |
| Aviance baggage desk | 36 | JAL baggage desk | 32 |
| Avis car hire | 15 | Licensed London Taxi desk | 41 |
| BAA information desk | 7 | National/Alamo car hire | 13 |
| British Airways baggage desk | 40 | Saudi Arabian baggage desk | 34 |
| British Hotel Reservation Centre (BHRC) and Shop and Collect | | Special assistance | 31 |
| Budget car hire | 18 | Star Alliance baggage office | 29 |
| Cathay Pacific baggage desk | 39 | Travelex bureau de change | 21 37 8 |
| Dot2Dot | 19 | UK immigration service | 26 |
| Emirates Premier limo service | 24 | Virgin baggage desk | 35 |
| Enterprise car hire | 17 | Virgin Upper Class limo service | 23 |
| | | Voyager Entertainment | 5 |

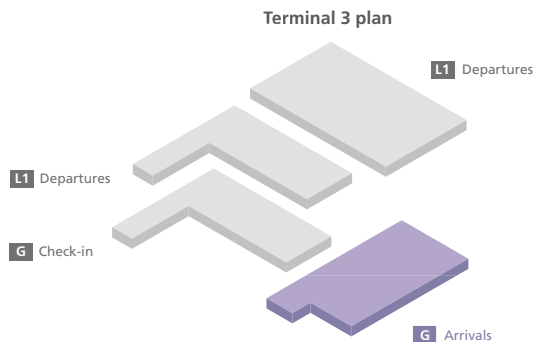
Food and drink

| | | | |
|----------------|----|-----------------------------|----|
| AMT Coffee | 11 | Marks & Spencer Simply Food | 27 |
| Baskin-Robbins | 3 | Millie's Cookies | 4 |
| Bite | 2 | The Globe Freehouse | 1 |

- Accessible toilet
- Drinking water
- Telephone
- Airline lounge
- Facilities for the hard of hearing
- Toilet men
- Babycare
- Information
- Toilet women
- Baggage enquiries
- Left luggage
- Wireless hotspot
- Baggage reclaim
- Lift
- Public areas
- Bureau de change
- Meeting point
- Passenger areas
- Car hire
- Restaurant/Café/Pub
- Cash machines

Terminal 3

Onward travel – Arrivals (ground floor)



Navigation

| | |
|---|---|
| Check-in (ground floor) | 1 |
| Departures (first floor, public area) | 2 |
| Departures (passenger area) | 3 |
| Arrivals (ground floor) | 4 |
| Onward travel – Arrivals (ground floor) | 5 |

Bus and coach stop allocation

| | | | |
|-------------------------------------|-------|---------------------------------------|----|
| Business parking – Terminals 1 & 3 | 16 | Car Rental (on airport): | |
| dot2dot | 21 | Avis Budget, | 18 |
| Help Bus | 16 | Europcar/National/Alamo, | |
| Hotel Hoppa | 11-13 | Enterprise, Hertz | |
| Group travel – pick up | 3-5 | Car Rental (off airport): | |
| Group travel – pick up | 7-10 | Dollar Thrifty, Sixt | 21 |
| Long stay parking – Terminals 1 & 3 | 17 | Off airport Parking companies: | |
| | | Courtlands, Purple Parking, | |
| | | Quality Airport Parking, | 22 |
| | | Reeds, UB8/Happydays | |
| | | Taxi Rank (middle lane) | 19 |

- Accessible toilet
- Airline lounge
- Babycare
- Baggage enquiries
- Car hire
- Cash machines
- Drinking water
- Facilities for the hard of hearing
- Information
- Left luggage
- Meeting point
- Restaurant/Café/Pub
- Telephone
- Toilet men
- Toilet women
- Wireless hotspot
- Public areas
- Passenger areas

