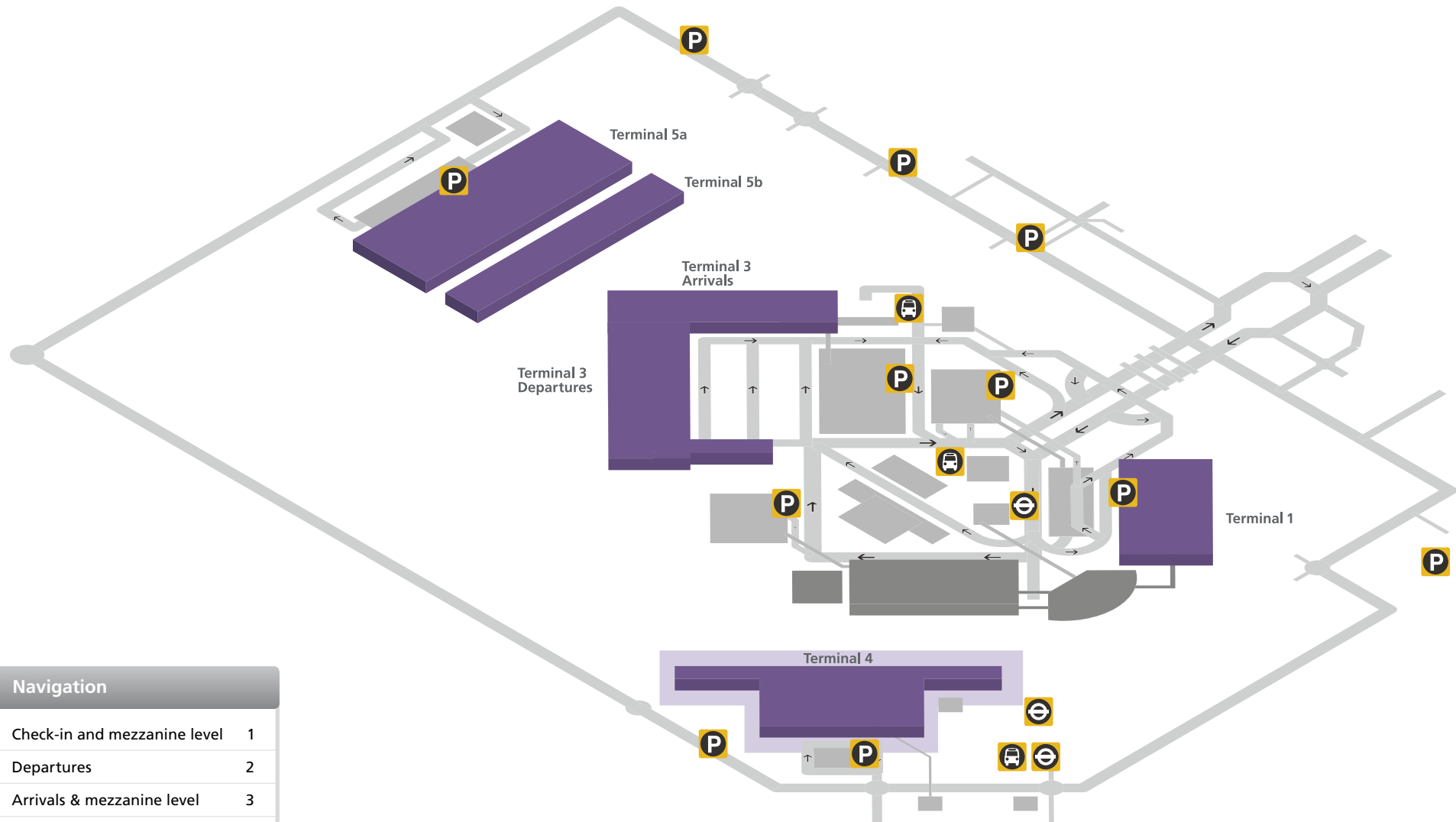


Heathrow Airport

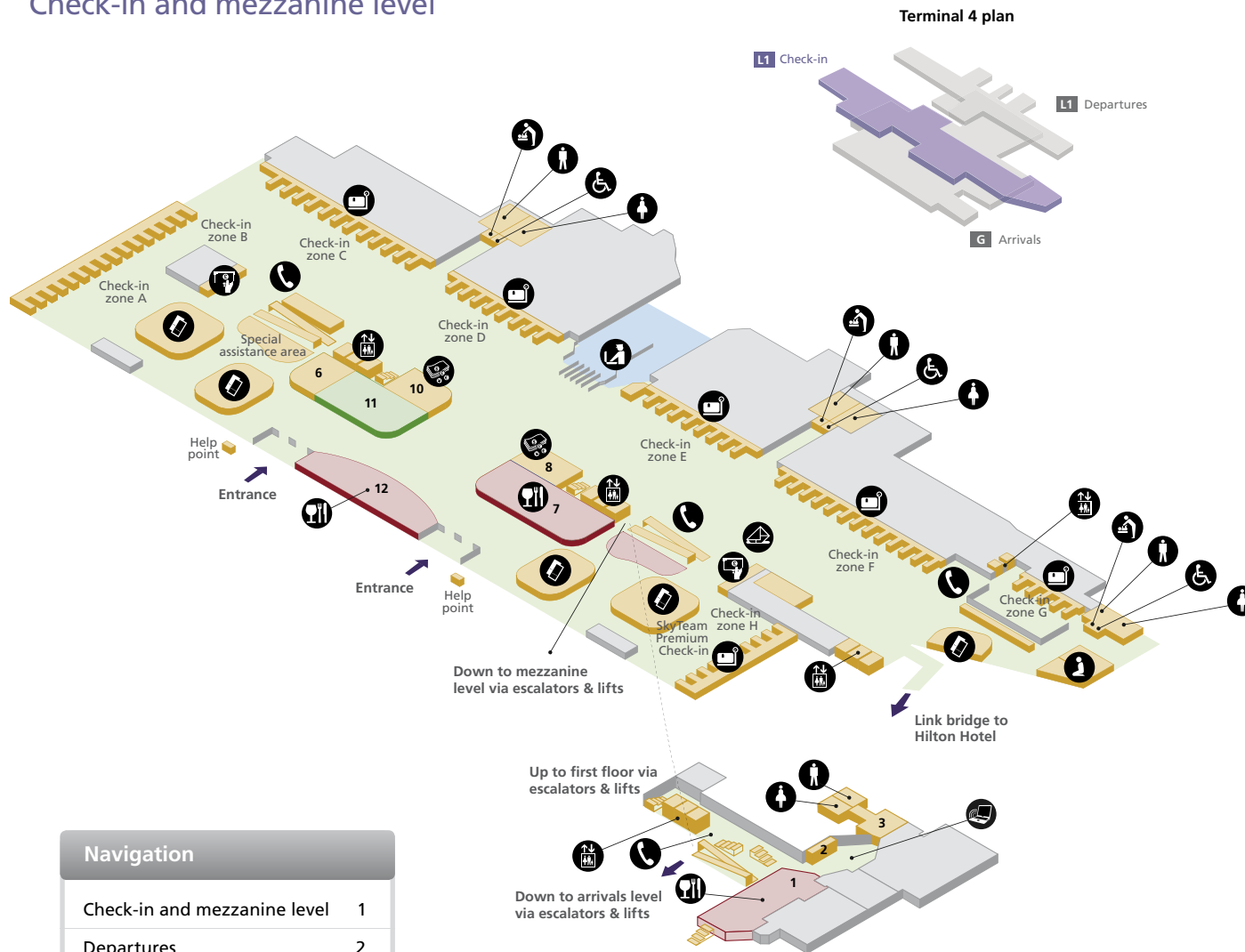
Overview



Navigation	
Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Terminal 4

Check-in and mezzanine level



Navigation	
Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Shopping

WHSmith	11
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Services

American Express	8	Travelex	10
Excess baggage	6	Yotel (24 hour hotel rooms, Mezzanine level)	3
Internet (Mezzanine level)	2		

Food and drink

Caffé Nero	12	Café Rouge	7
J D Wetherspoon – Bar (Mezzanine level)	1		

- Accessible toilet
- Prayer room
- Toilet men
- Babycare
- Restaurant / Café / Pub
- Toilet women
- Cash machines
- Security
- Wireless hotspot
- Check-in
- Telephone
- Public areas
- Lift
- Tickets
- Passenger areas
- Postbox

Terminal 4

Departures (first floor)



Navigation

Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Shopping

Bally	11	Harrods	
Beauty Studio	10	- Signature Store and Food Hall	29
Best of the Best	17	HMV	37
Boots (sandwiches and snacks)	12	Links of London	4
Burberry	7	Mulberry	13
Cath Kidston	9	Rolling Luggage/Tumi	21
Dixons	35	Simply Chocolates	19
Escada	1	Sunglass Hut	31
Glorious Britain	23	Thomas Pink	14
Gucci	3	Tie Rack	44
Harrods		Watches of Switzerland	15
- Jimmy Choo, Etro, Paul Smith, Roberto Cavalli, Loewe, Valentino	25	WHSmith	2 34
Harrods		WHSmith Books	36
- Mont Blanc, Cartier, Zegna, Ferragamo, Dunhill	28	World Duty Free	5 22 39
		World of Whiskies	18

Services

American Express bureau de change	30 16	Security desk	20
Internet	42	Transfer area	6
		Travelex bureau de change	27
		VAT returns	26

Food and drink

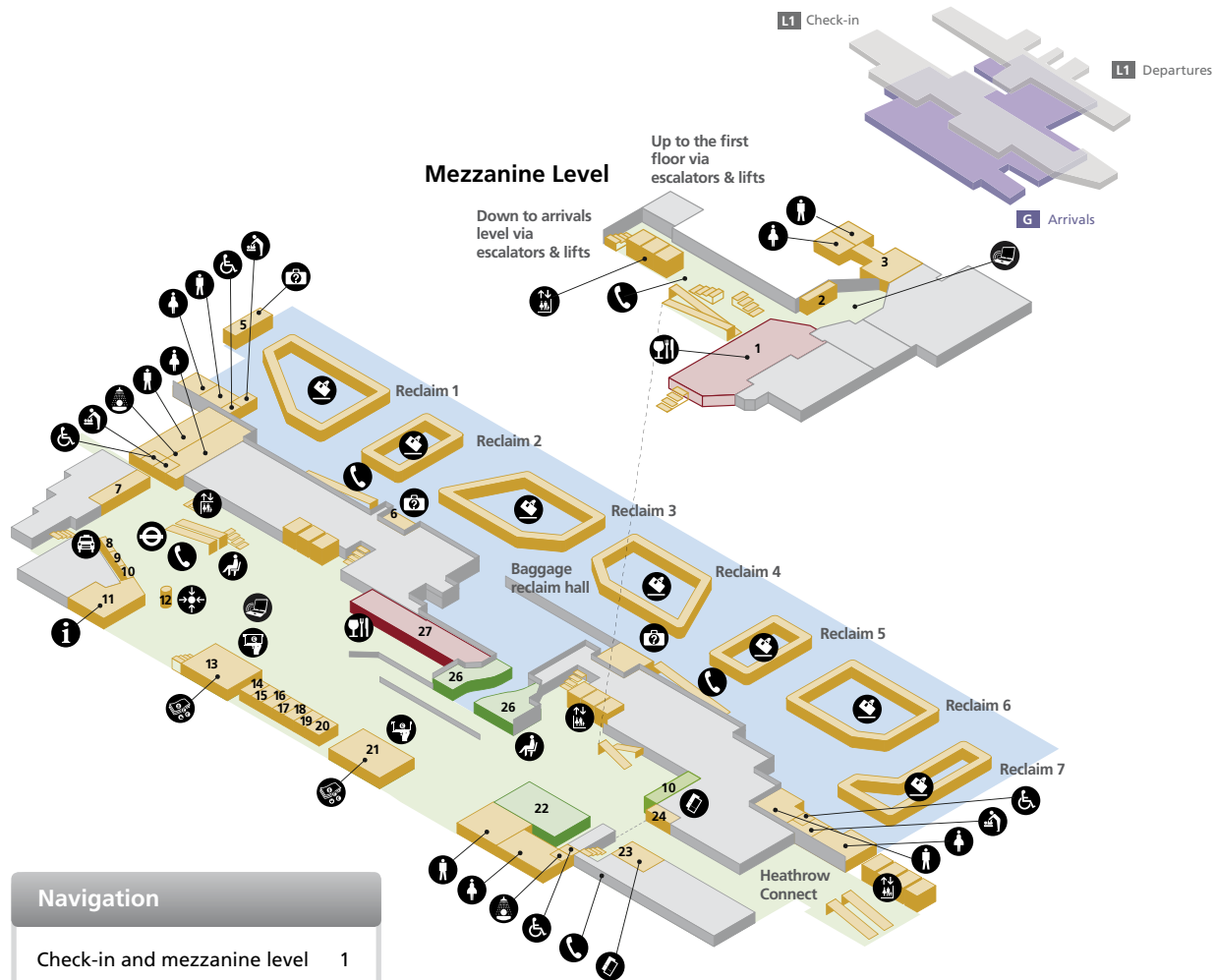
Costa Coffee	24	Starbucks	43
Caviar House and Prunier Seafood Bar	32	The Bridge Bar and Eating House	33
Dining Street	8		

Accessible toilet	Security
Airline lounge	Shower
Babycare	Toilet men
Bureau de change	Toilet women
Lift	Wireless hotspot
Postbox	Public areas
Restaurant / Café / Pub	Passenger areas

Terminal 4

Arrivals & mezzanine level (Ground Floor)

Terminal 4 plan



Navigation	
Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Shopping

WHSmith	22	World Duty Free (Arrivals only)	26
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Services

American Express bureau de change	13	Heathrow Express tickets	23
Avis car hire	17	Hertz car hire	18
BA baggage enquiries	5	Hotelink	14
BAA information desk	11	Internet (Mezzanine level)	2
Baggage enquiries	6	Meeting point	12
British Hotel Reservation Centre (BHRC)	10	National/Alamo car hire	16
Budget car hire	20	Sky Diamond	9
Enterprise car hire	15	Taxi information	8
Europcar car hire	19	Travelex bureau de change & VAT refunds	21
Excess baggage/left luggage	7	Yotel (24 hour hotel rooms, Mezzanine level)	3
Heathrow Express ticket machine	23		

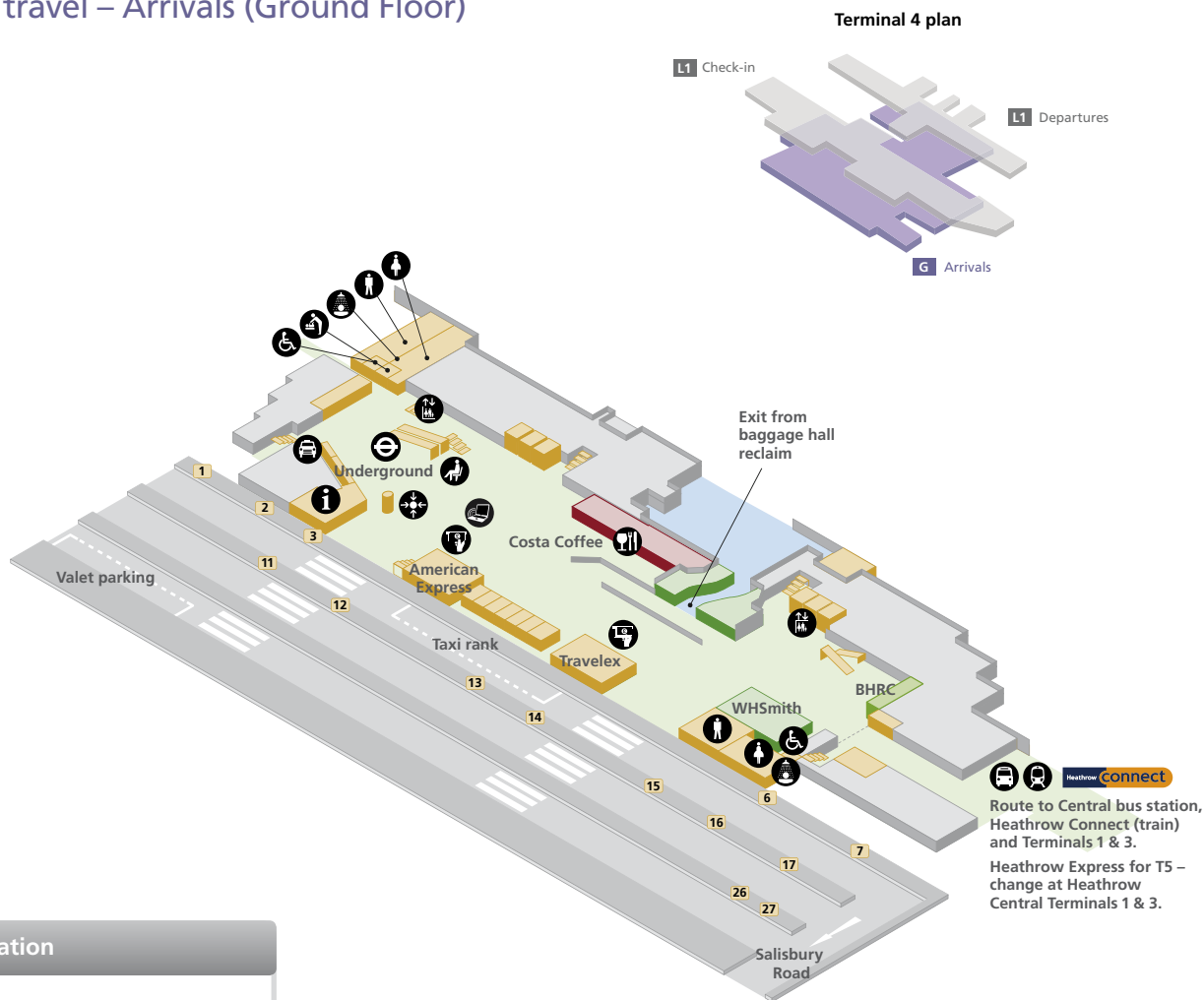
Food and drink

Costa Coffee	27	J D Wetherspoon – Bar (Mezzanine level)	1
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- Accessible toilet
- Babycare
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Cash machines
- Information
- Lift
- Meeting point
- Restaurant / Café / Pub
- Seating
- Shower
- Taxi
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Underground
- Wireless hotspot
- Public areas
- Passenger areas

Terminal 4

Onward travel – Arrivals (Ground Floor)



Navigation

Check-in and mezzanine level	1
Departures	2
Arrivals & mezzanine level	3
Onward travel – Arrivals	4

Bus and coach stop allocation

Business parking	3	Car Rental (off airport):	
dot2dot	11	Dollar Thrifty, Sixt	26
Express Coach – National Express	13 14	Car Rental (on airport):	
Group travel – pick up	16 17	Avis Budget, Enterprise, Europcar/National/Alamo, Hertz	1 2
Group travel – set down	15	Off airport Parking companies:	
Help Bus	3	Economy, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	27
Hotel Hoppa	12	Taxi Rank (between 3 & 6)	
Local bus 482, 490, 555, 557	6 7		
Long stay parking	3		
Transport for London (TfL) – drop/stand	6 7		

- Accessible toilet
- Babycare
- Bus station
- Bureau de change
- Cash machines
- Information
- Lift
- Meeting point
- Restaurant / Café / Pub
- Seating
- Shower
- Taxi
- Telephone
- Toilet men
- Toilet women
- Train station
- Underground
- Wireless hotspot
- Public areas
- Passenger areas