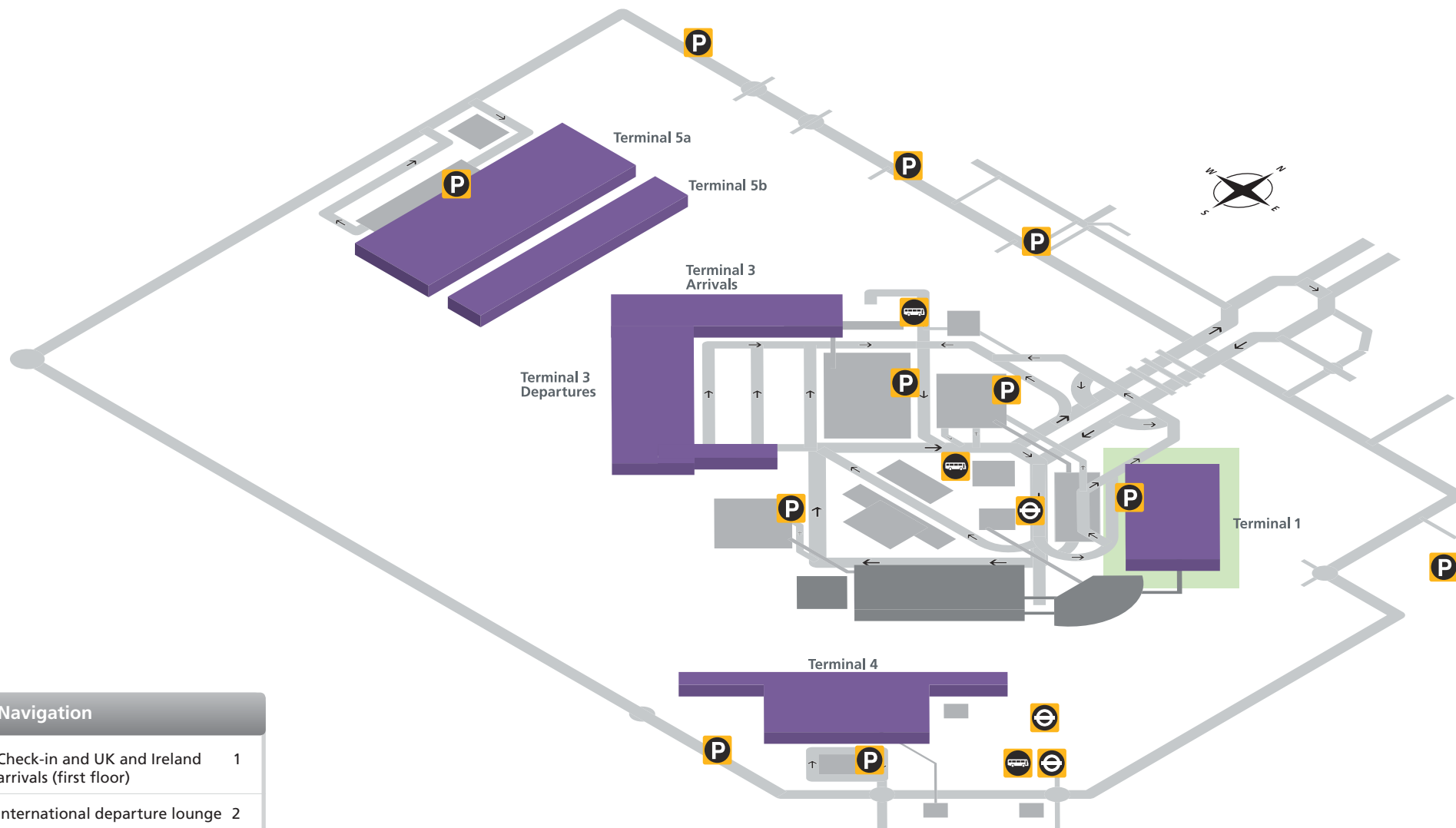


Heathrow Airport

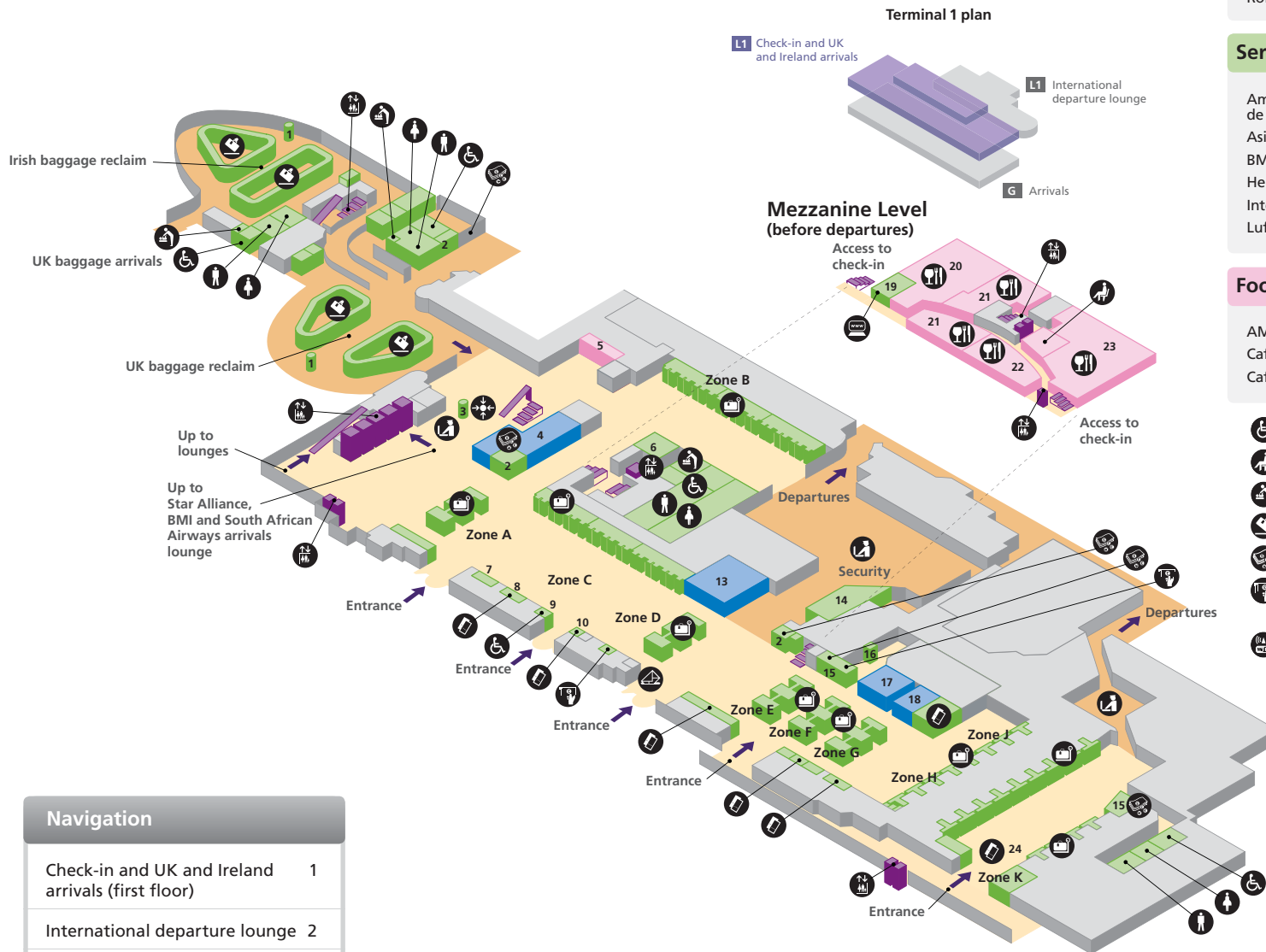
Overview



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	Travelex bureau de change	15
Internet (Mezzanine level)	19	United Airlines	7
Lufthansa	24	US Airways	10
		VAT returns	14

Food and drink

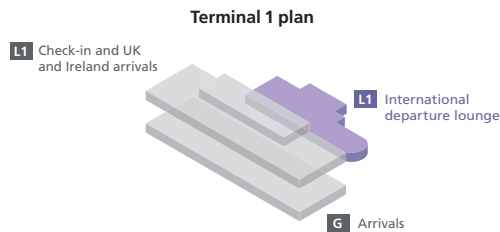
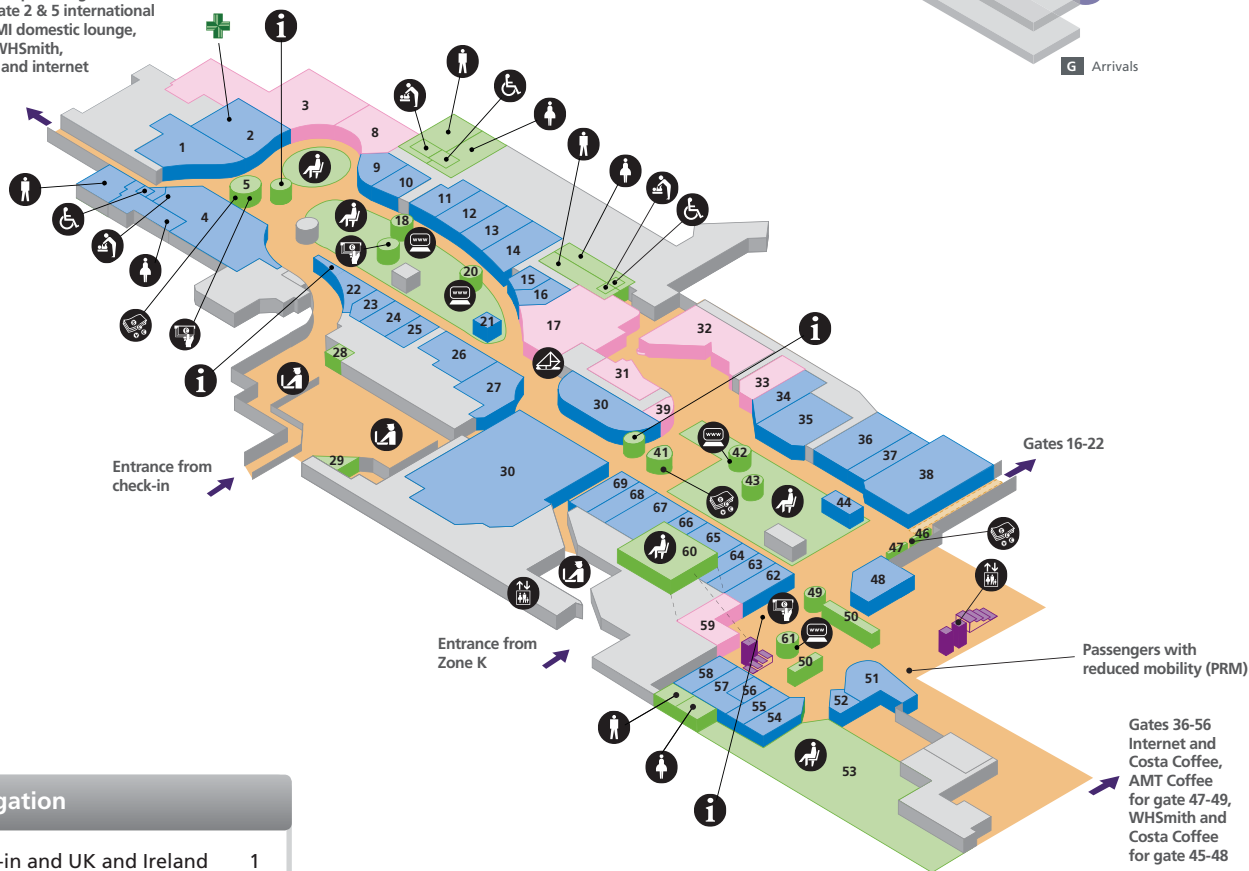
AMT Coffee	5	Costa Coffee (Mezzanine level)	22
Café Rouge (Mezzanine level)	20	Skylark – J D Wetherspoon (Mezzanine level)	23
Caffè Italia (Mezzanine level)	21		

Accessible toilet	Check-in	Restaurant/Café/Pub
Airline lounge	Internet facility	Security
Babycare	Lift and stair access to other floors	Ticket sales
Baggage reclaim	Meeting point	Toilet men
Bureau de change	Postbox	Toilet women
Cash machines		Public areas
Boingo Wi-Fi is present throughout the terminal		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	65	Links of London	25
Barbour	54	LK Bennett	14
Boots +	2	Mulberry	23
Burberry	67	Omega	55
Caviar House & Prunier	21	Pen Shop	44
Chocolate Box	22	Rolling Luggage	16
Clarks	57	Sunglass Hut	63
Cocoon from World Duty Free	36	Swarovski	56
Collection	26	Ted Baker	68
Dixons Travel	10 35	The Perfume Gallery	48
Fat Face	12	Thomas Pink	37
French Connection	13	Tie Rack	15
Glorious Britain	34	Timberland	11
Hamleys	58	Tumi Luggage	52
Harrods	38	Watches of Switzerland	24
HMV	9	WHSmith	1 27 51
Hugo Boss	64	WHSmiths Books	69
Longchamp	66	World Duty Free	4 30
		World of Whiskies	62

Services

American Express bureau de change	41 46	Spit 'n' Polish	49
Check-in ticket desks (flight connections)	50	Shoeshine Company	53
Internet	18 20 42 61	Star Alliance CIP lounge	
Iris sign up office	28	Travellex bureau de change and ATM	5
Servisair CIP lounge	60	VAT returns	29
Shop and Collect	47	Zurich HelpPoint	43

Food and drink

Bridge Bar and Eating House	59	Giraffe	17
Caffé Nero	8	Harlequin Ale House and Eatery	31
Caviar House and Prunier Seafood Bar	39	Pret A Manger	33
Est	32	The Tin Goose Pub and Eating House	3

- Accessible toilet
- Baby care
- Bureau de change
- Cash machines
- Information
- Boingo Wi-Fi is present throughout the terminal
- Internet facility
- Lift
- Postbox
- Restaurant/Café/Pub
- Seating
- Security
- Toilet men
- Toilet women
- Public areas
- Passenger areas
- Pharmacy

Terminal 1

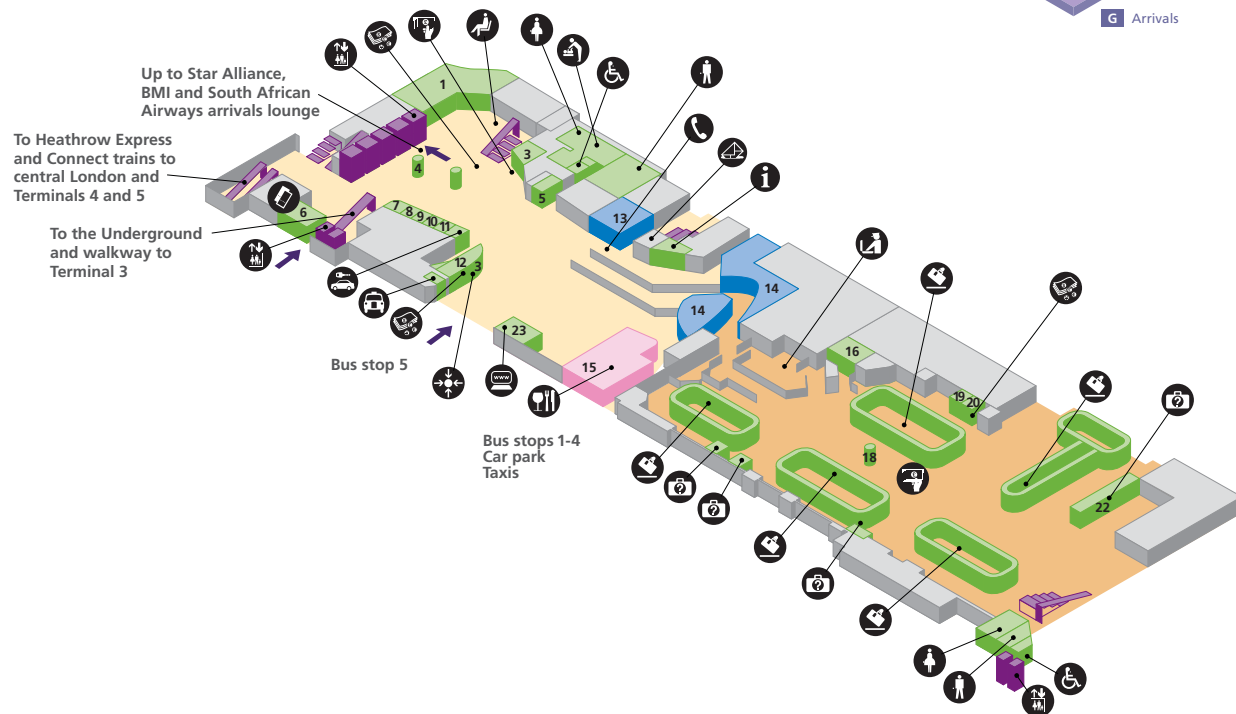
Arrivals (ground floor)

Terminal 1 plan

L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals



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
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Services

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

Food and drink

Costa Coffee	15
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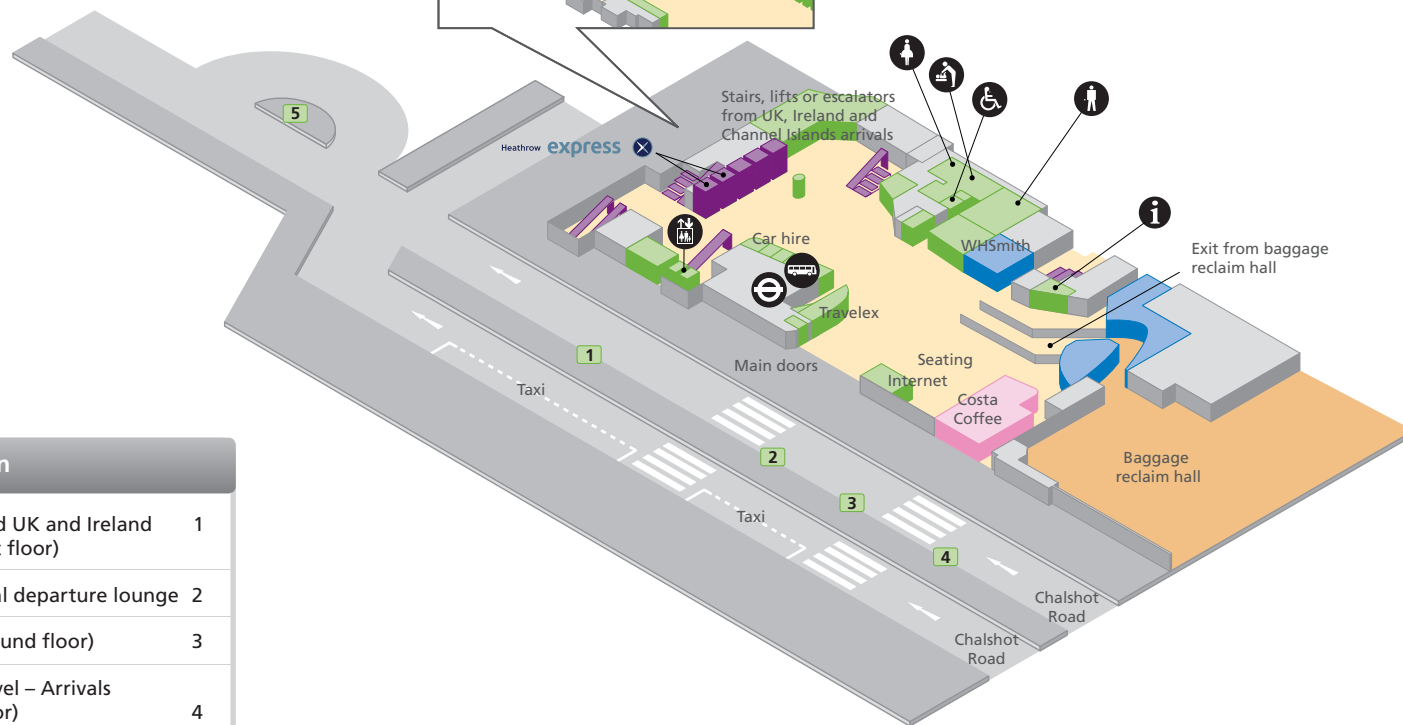
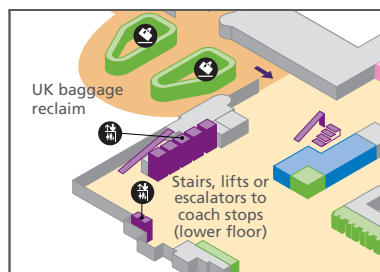
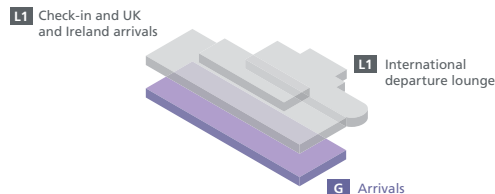
Accessible toilet	Information	Taxi
Baby care	Lift	Telephone
Baggage enquiries	Meeting point	Ticket sales
Baggage reclaim	Postbox	Toilet men
Bureau de change	Restaurant/Café/Pub	Toilet women
Car hire	Seating	Public areas
Cash machines	Security	Passenger areas

Boingo Wi-Fi Wi-Fi is present throughout the terminal

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		

Navigation

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