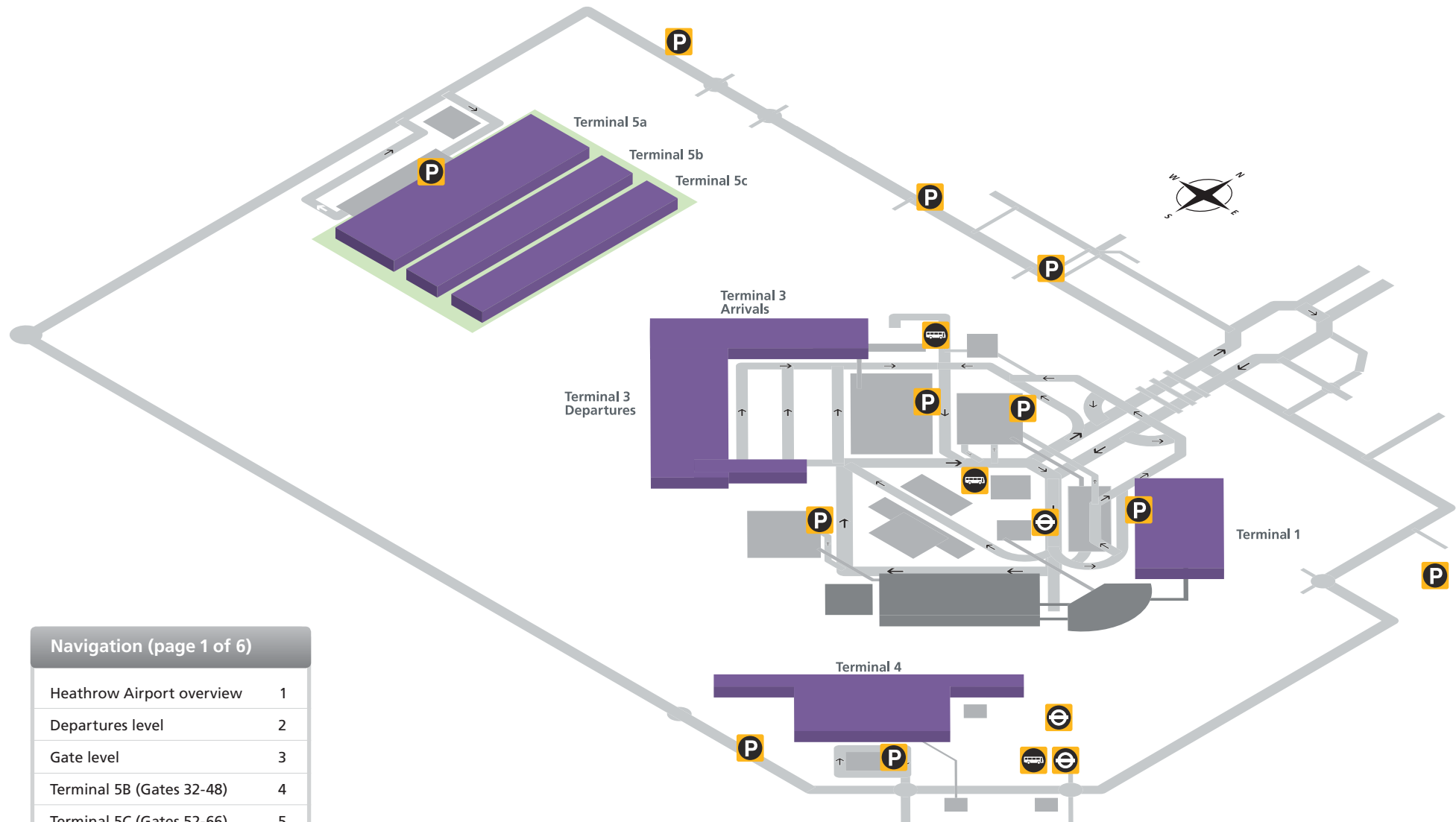


# Heathrow Airport

## Overview



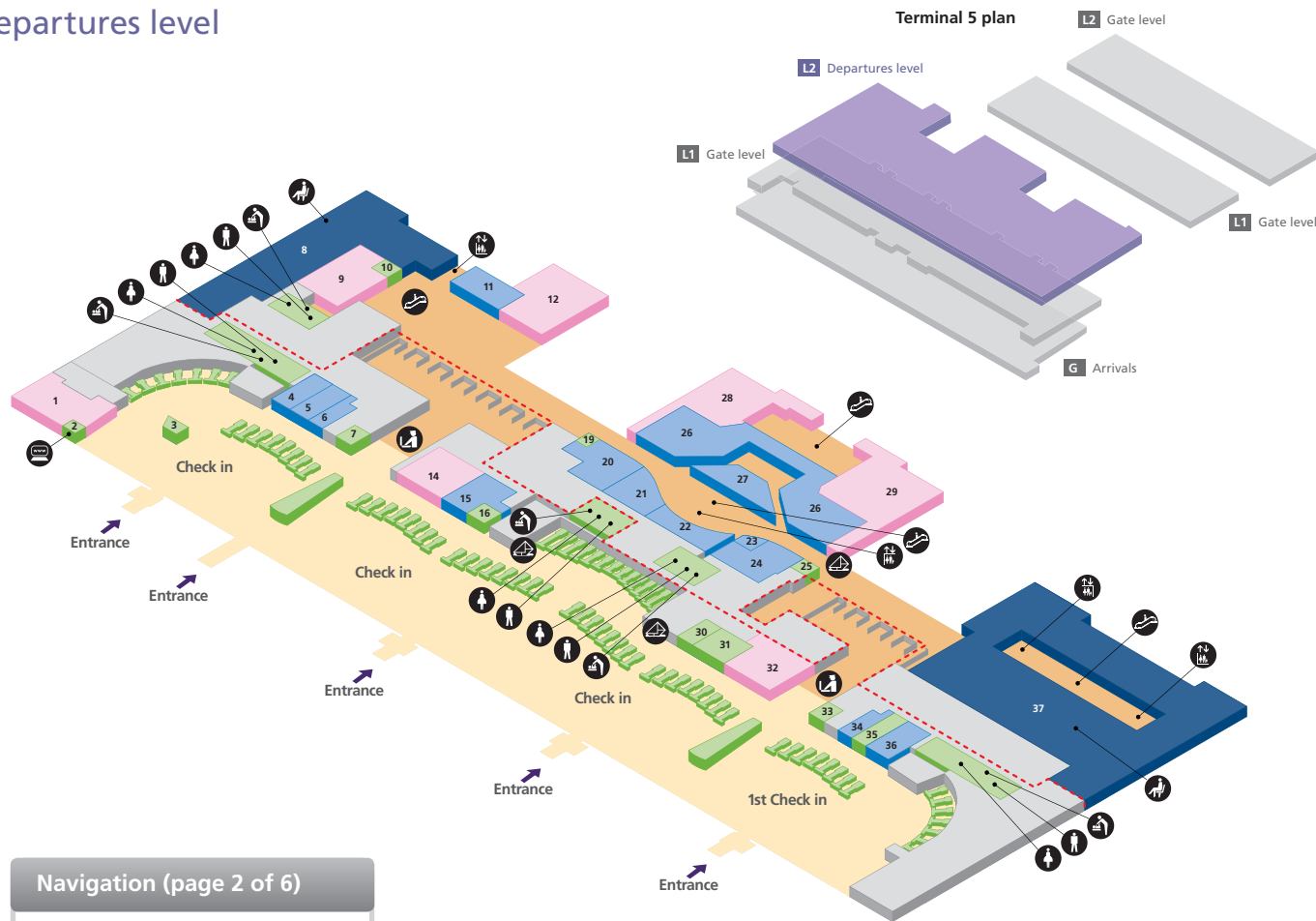
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# Terminal 5

## Departures level

Terminal 5 plan



### Shopping

Accessorize	6	Rolling Luggage	34
Boots	5 24	The London 2012 store (Opening March 2011)	11
Dixons Travel	21	Vodafone	4
Dixons ADD+	23	WHSmith	15 20 36
Harrods Department Store	26	World Duty Free	27
HMV	22		

### Services

Excess Baggage	30	Thomas Cook and ATM	3 16 25
HM Customs VAT Exports	31	Travelex	7 33
Internet	2	Travelex and ATM	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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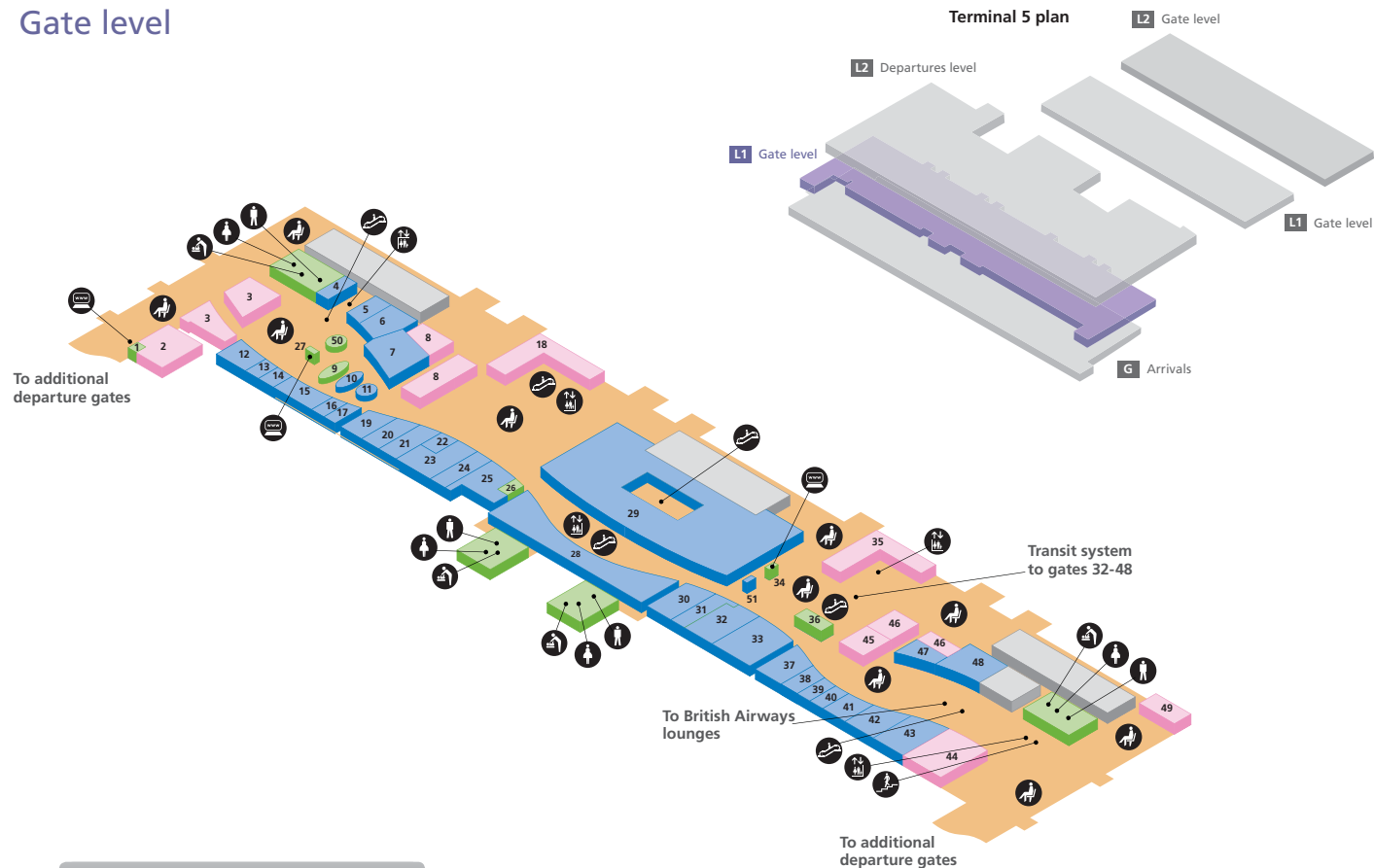
- Babycare
  - Escalator
  - Internet facility
  - Lift
  - Passenger lounge/Seating area
  - Postbox
  - Security/Passport Control
  - Toilet men
  - Toilet women
  - Public areas
  - Passenger areas
  - Before/After Security
- Boingo Wi-Fi is present throughout the terminal

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# Terminal 5

## Gate level



### Shopping

Accessorize	5	Prada	33
Burberry	38	Ray-Ban	10
Bvlgari	39	Reiss	23
Caviar House & Prunier	47	Rolling Luggage	14
Chocolate Box	4	Smythson	40
Dior	31	Sunglass Hut	22
Glorious Britain	12	Ted Baker	20
Gucci	32	Thomas Pink	15
Harrods	42	Tie Rack	13
JD	19	Tiffany & Co.	37
Kurt Geiger	21	Vertu	51
Links of London	16	WHSmith	6 48
Mappin & Webb	30	WHSmith Books	24
Montblanc	11	World Duty Free	28
Mulberry	17	World Duty Free (inc. World of Whiskies & Cigar House)	29
Nokia	41	World Duty Free Express	7
Paul Smith 'Globe'	43		
Dixon Travel/Apple	25		

### Services

Internet	1 27 34	Thomas Cook	26
Shoe shine	50	Travelex and ATM	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	Passenger lounge/ Seating area	
Escalator	Steps	
Internet facility	Toilet men	
Lift	Toilet women	

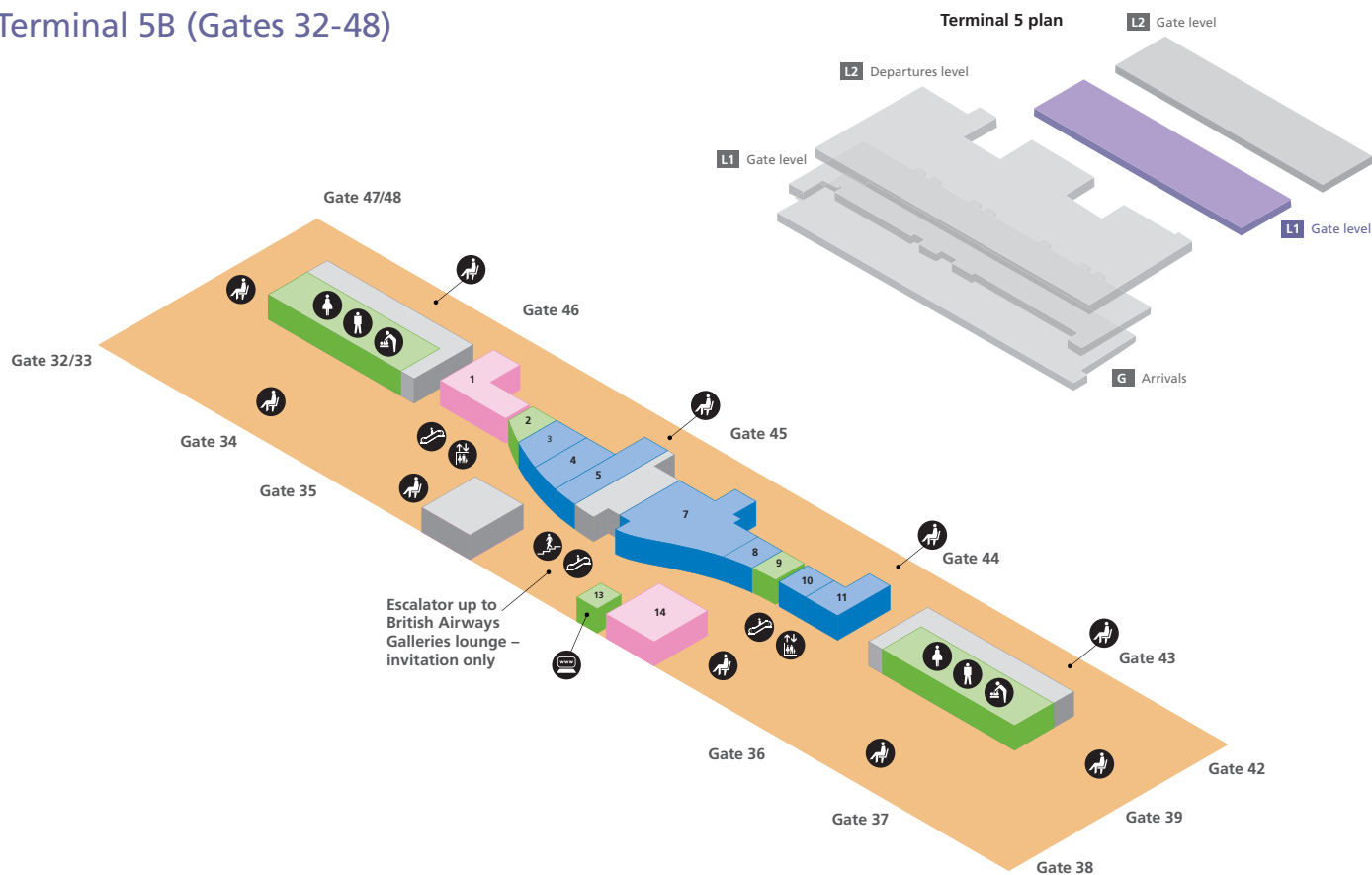
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# Terminal 5

Terminal 5B (Gates 32-48)



## Shopping

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

## Services

Internet	13	Travelex	9
Thomas Cook	2		

## Food and drink

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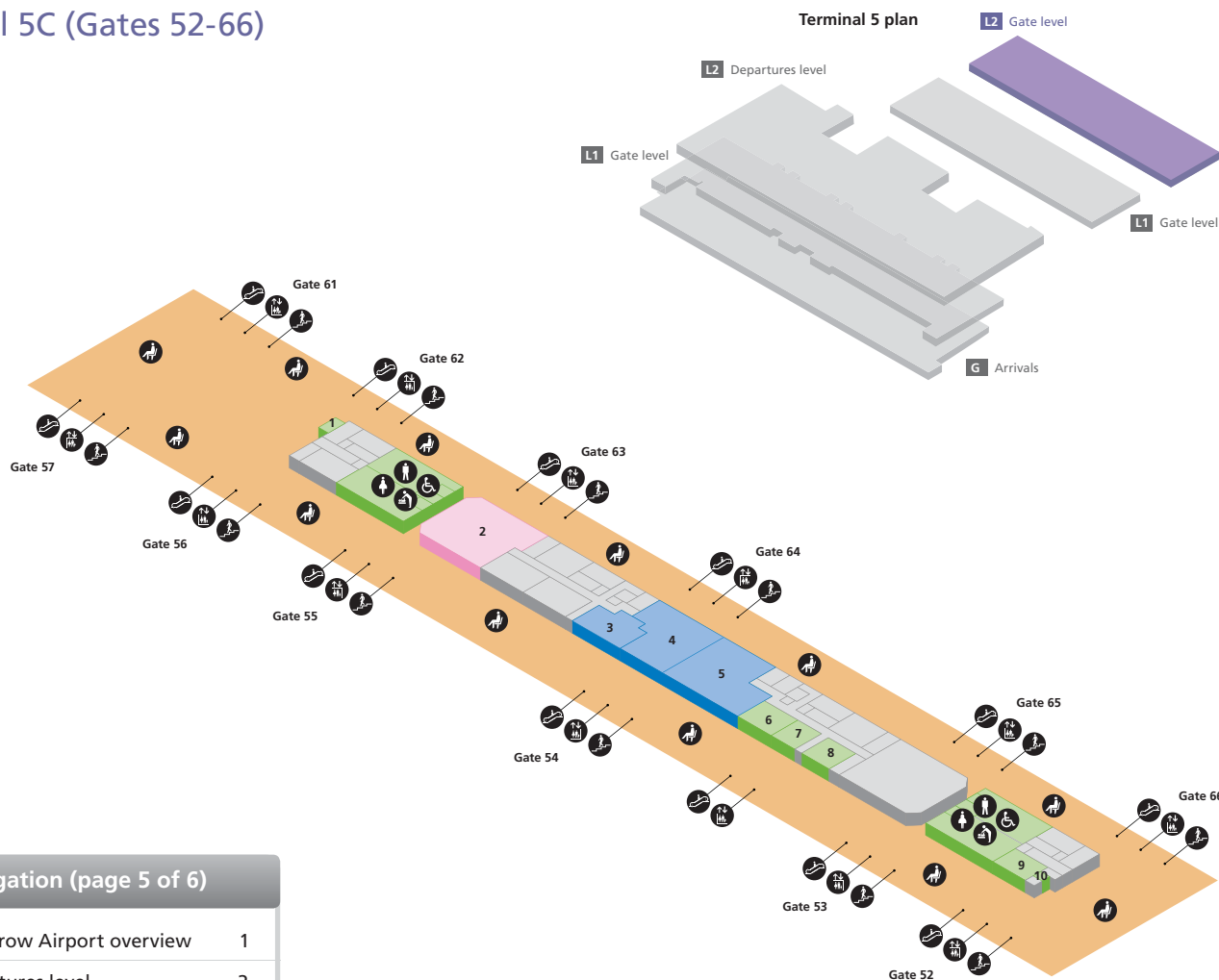
- Babycare
- Escalator
- Internet facility
- Lift
- Boingo Wi-Fi is present throughout the terminal
- Passenger lounge/Seating area
- Steps
- Toilet men
- Toilet women
- Passenger areas

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# Terminal 5

Terminal 5C (Gates 52-66)



## Shopping

Boots	3	World Duty Free	5
WHSmith	4		

## Services

ATM	7	Orientation zone	6
BA customer services desk	8	Vending machine	1 10
Multi faith prayer room	9		

## Food and drink

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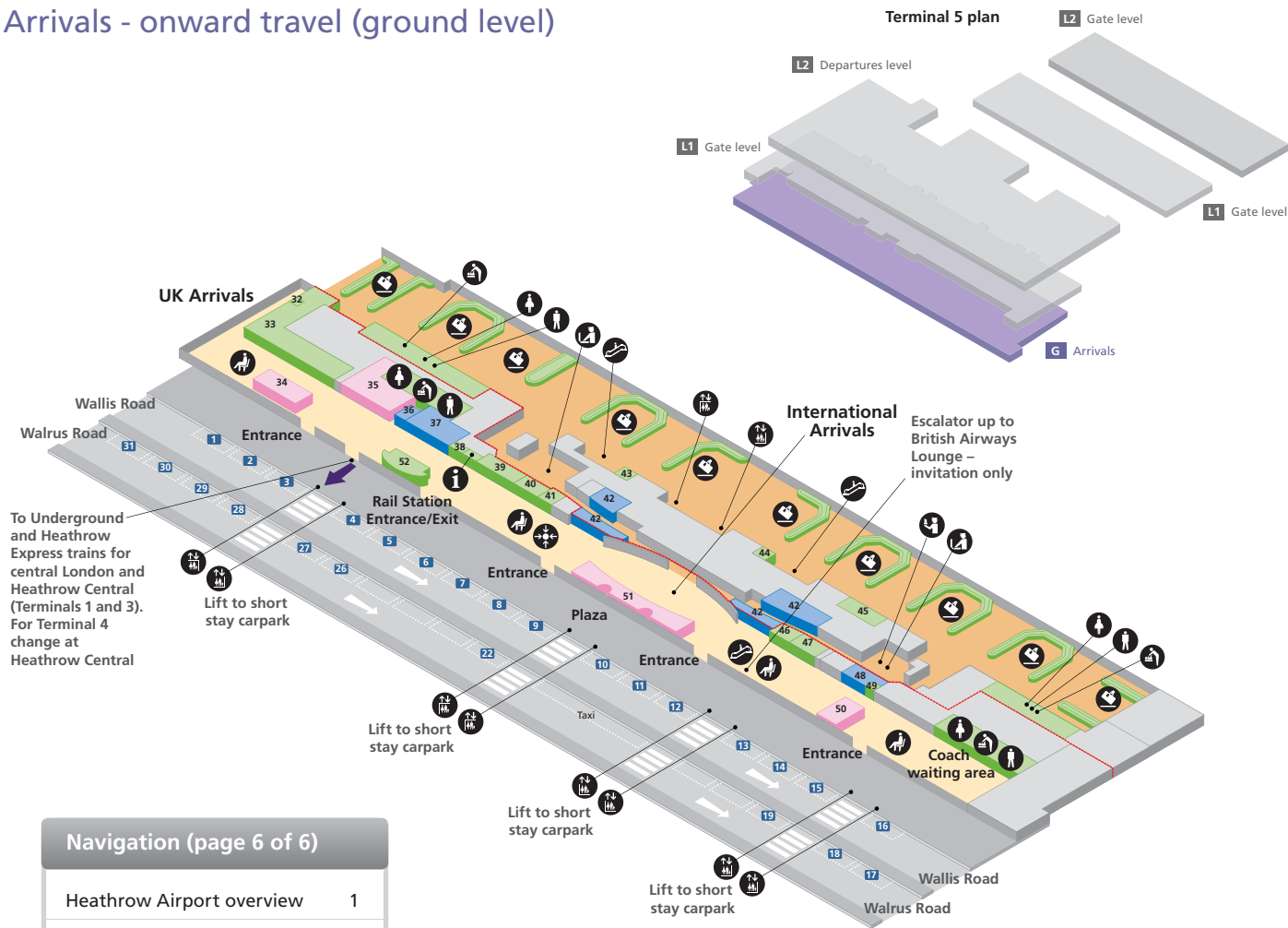
- Accessible toilet
- Babycare
- Escalator
- Lift
- Boingo Wi-Fi is present throughout the terminal
- Passenger lounge/Seating area
- Steps
- Toilet men
- Toilet women

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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	National Express	47
British Hotel Reservation Centre (BHRC)	40	Rail ticket desk	52
Shop and Collect pick-up point	40	Thomas Cook	44 46
Car rental and Travel Information Centre	39	Thomas Cook – ATM	49
Left luggage	33	Travelex	41 43
		Travelex – ATM	32 38

### Food and drink

Costa	51	Krispy Kreme	50
Giraffe Juice	34	M&S Simply Food	35

### Bus and coach stop allocation

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

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