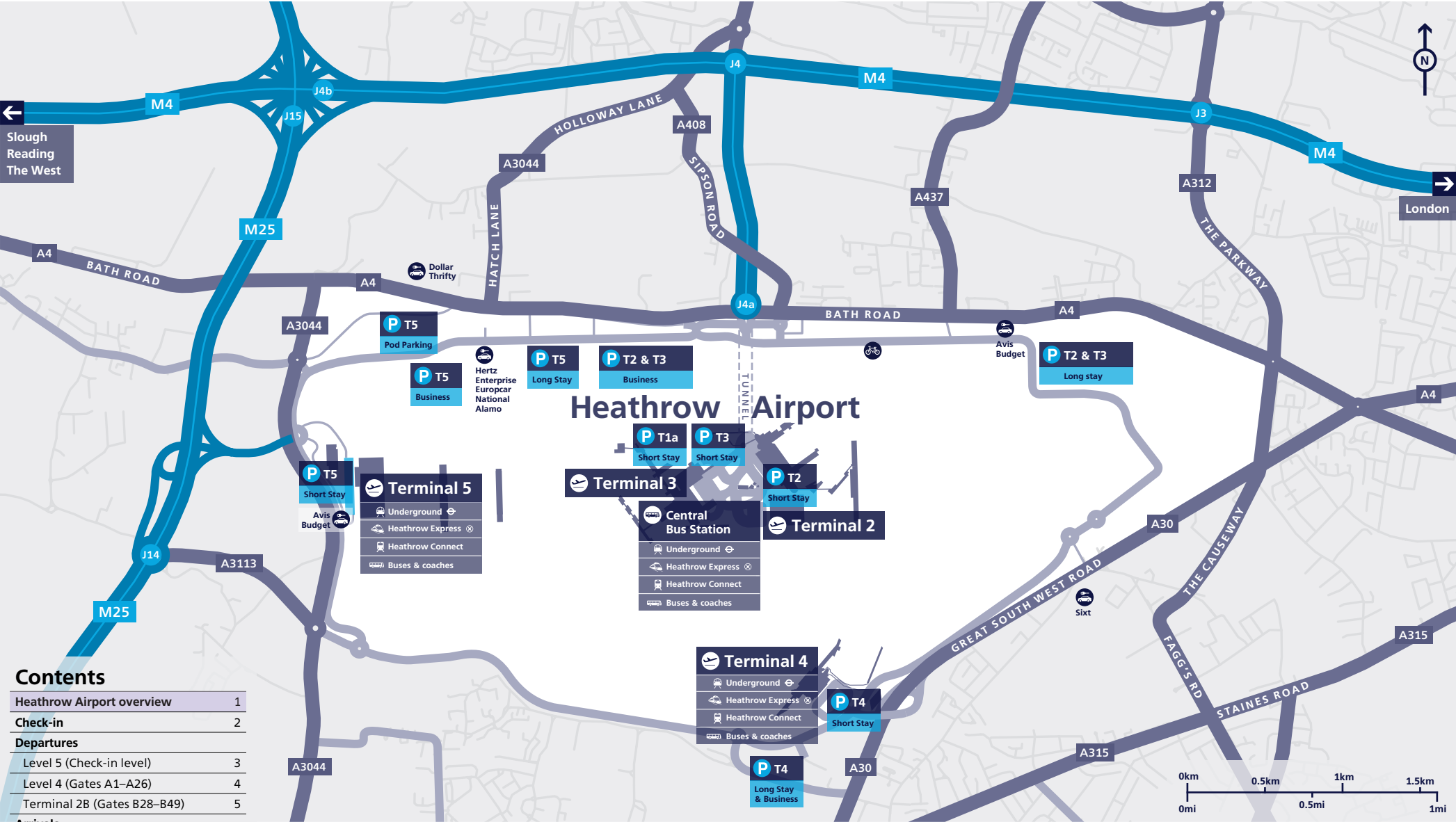


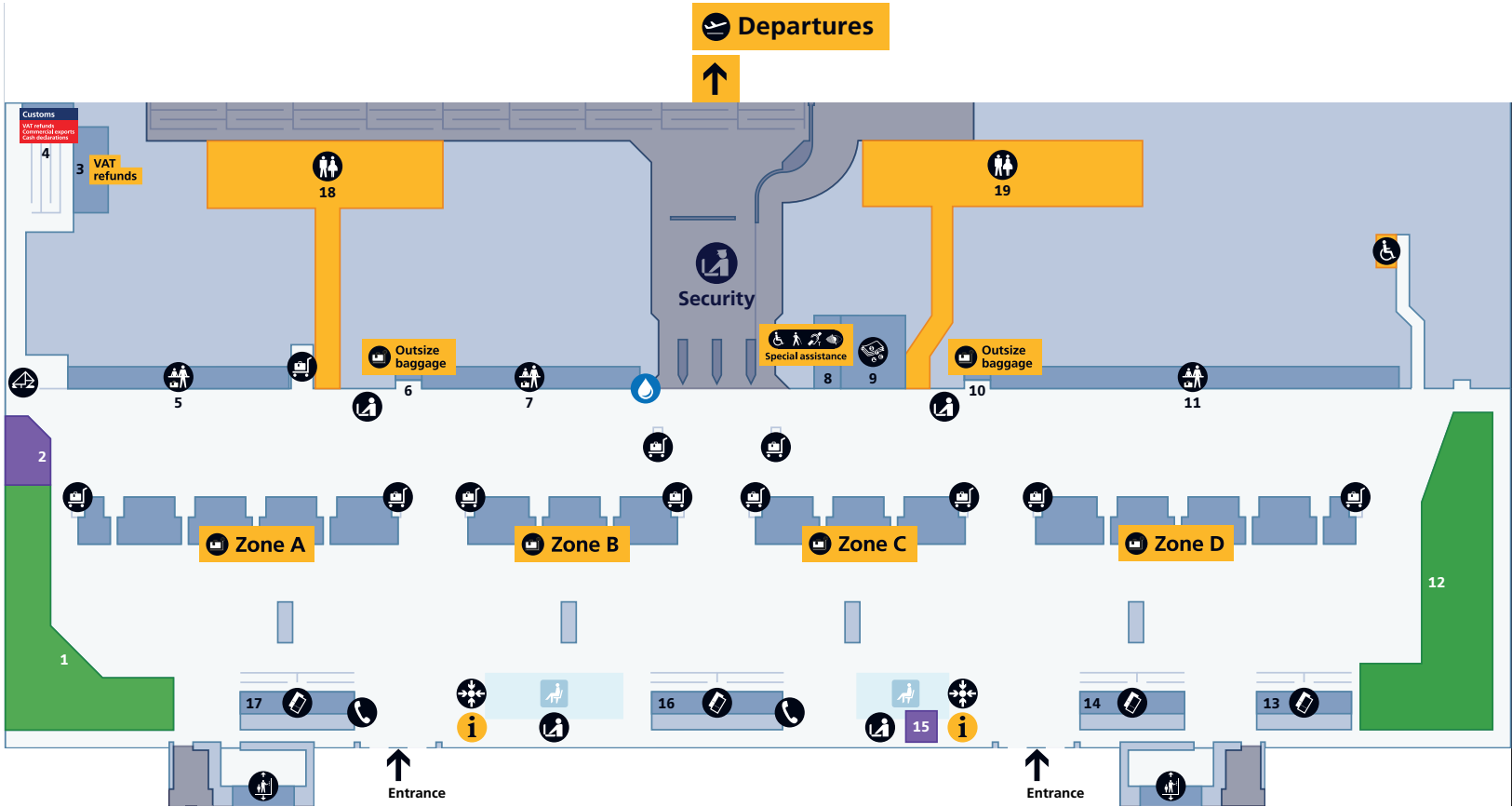
# Heathrow Airport

## Overview



# Terminal 2

Check-in  
Level 5



| Shopping                        |    |
|---------------------------------|----|
| Excess Baggage Company          | 2  |
| Excess Baggage Company Bag Wrap | 15 |

| Food and drink                       |    |
|--------------------------------------|----|
| Cafés                                |    |
| Costa Coffee                         | 1  |
| Bars and restaurants                 |    |
| The Flying Chariot by JD Wetherspoon | 12 |

| Services  |              |
|---|--------------|
| Airline ticket desk   | 13–14, 16–17 |
| Bag wrap  | 15           |
| Bureau de change  |              |
| Travellex   | 9            |
| Check-in  |              |
| Customs cash declarations   | 4            |
| Customs commercial exports  | 4            |
| Information   |              |
| Meeting point   |              |
| Outsize Baggage   | 6, 10        |
| Postbox   |              |
| Free Wi-Fi is available throughout the terminal.<br>Network name: _Heathrow Wi-Fi |              |
| Premium check-in  | 5, 7, 11     |
| Repack area   |              |
| Seating   |              |
| Special assistance  | 8            |
| Telephone   |              |
| Toilets   |              |
| Accessible toilet   | All          |
| Baby care   | 18, 19       |
| Trolleys  |              |
| VAT refunds managed by Travellex  | 3            |
| Water refill stations   |              |

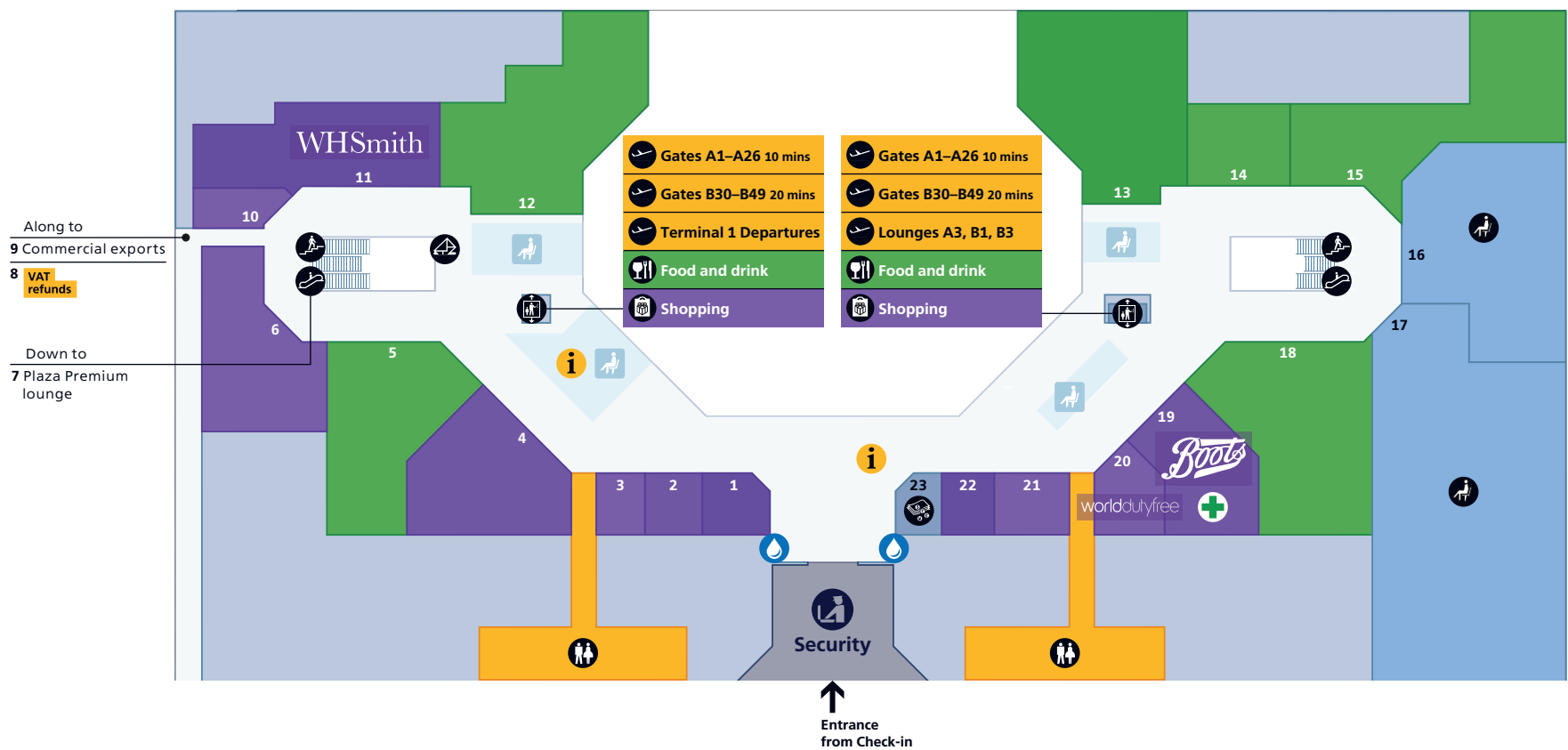
| Ticket desks      |    |                               |    |
|-------------------|----|-------------------------------|----|
| Aegean Airlines   | 14 | Ethiopian Airlines            | 13 |
| Aer Lingus        | 16 | EVA Air                       | 17 |
| Air Canada        | 17 | LOT Polish Airlines           | 16 |
| Air China         | 17 | Lufthansa                     | 16 |
| Air New Zealand   | 14 | SAS – Scandinavian Airlines   | 14 |
| ANA               | 14 | Singapore Airlines            | 17 |
| Asiana Airlines   | 14 | South African Airways         | 14 |
| Austrian          | 16 | Swiss International Air lines | 16 |
| Avianca           | 13 | TAP Portugal                  | 14 |
| Brussels Airlines | 16 | Thai Airways                  | 17 |
| Croatia Airlines  | 16 | Turkish Airlines              | 17 |
| Egypt Air         | 13 | United Airlines               | 13 |

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| Arrivals                    | 6 |
| Onward travel               | 7 |

# Terminal 2

## Departures

Level 5 (Check-in level)



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| Arrivals                    |   |
| Arrivals                    | 6 |
| Onward travel               | 7 |

| Shopping        |    |
|-----------------|----|
| Boots           | 19 |
| Case            | 21 |
| Cath Kidston    | 3  |
| Dixons Travel   | 6  |
| Hamleys         | 10 |
| John Lewis      | 4  |
| Sunglass Hut    | 1  |
| Ted Baker       | 2  |
| Thomas Pink     | 22 |
| WHSmith         | 11 |
| World Duty Free | 20 |

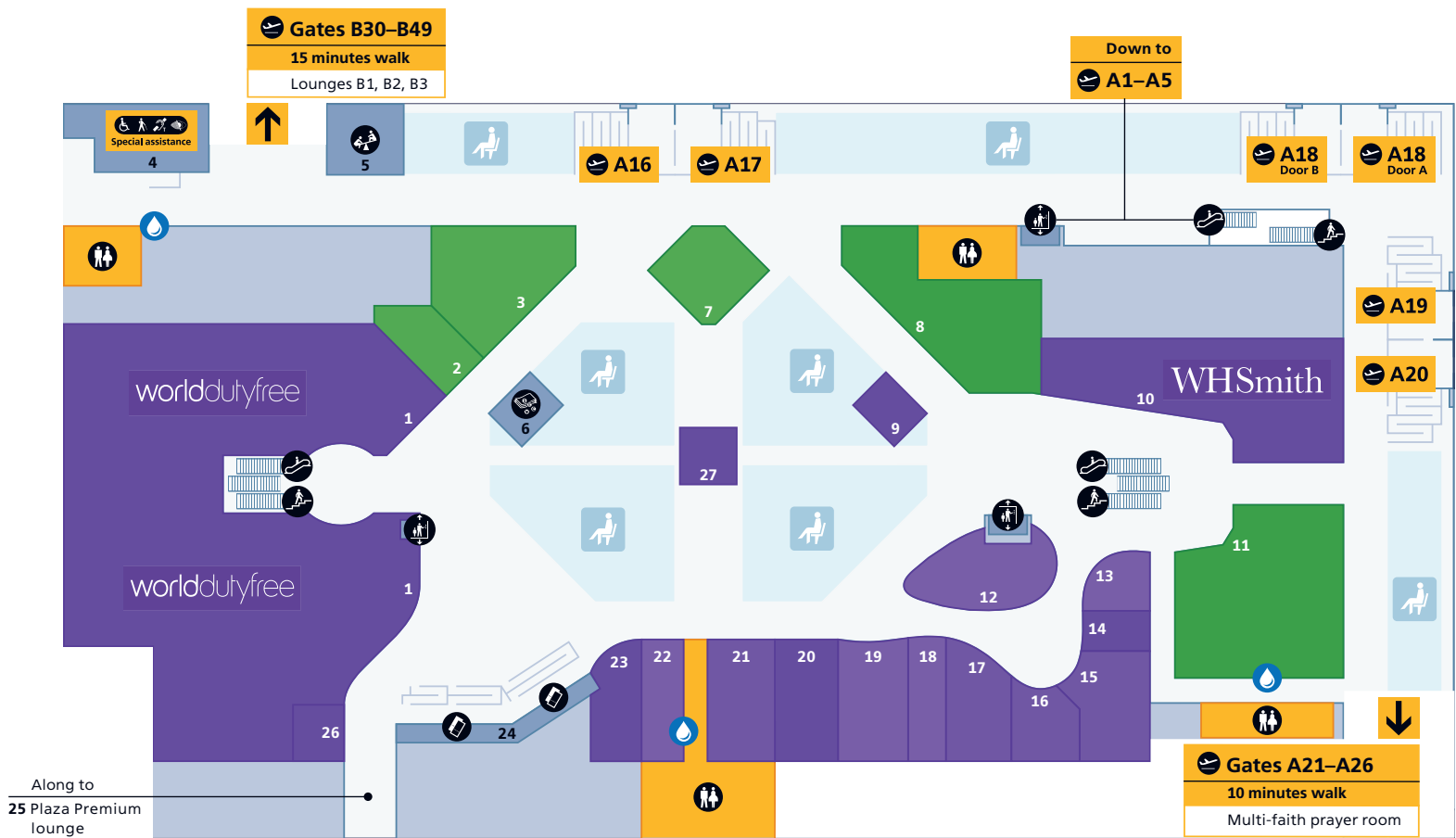
| Food and drink             |    |
|----------------------------|----|
| Cafés                      |    |
| EAT.                       | 5  |
| Bars and restaurants       |    |
| London's Pride by Fuller's | 18 |
| The Gorgeous Kitchen       | 15 |
| The Perfectionists' Café   | 13 |
| Wondertree                 | 12 |
| YO!                        | 14 |

| Services   |                    |                                  |
|--|--------------------|----------------------------------|
| Airline lounges  | Bureau de change   | Seating                          |
| Lounge A1<br>Lufthansa Senator lounge  | Travellex          | Stairs                           |
| Lounge A2<br>Aer Lingus<br>Gold Circle lounge  | Commercial exports | Toilets                          |
| Lounge A3<br>Plaza Premium lounge<br>paid facilities include shower, bedroom and spa | Escalator          | Accessible toilet All            |
|  | Information        | Baby care All                    |
|  | Lift               | Drinking fountain All            |
|  | Pharmacy           | VAT refunds managed by Travellex |
|  | Postbox            | Water refill stations            |
| Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi       |                    |                                  |

# Terminal 2

## Departures

Level 4 (Gates A1–A26)



### Shopping

|                 |    |                   |    |
|-----------------|----|-------------------|----|
| Bottega Veneta  | 19 | Kate Spade        | 14 |
| Burberry        | 21 | Kurt Geiger       | 15 |
| Bvlgari         | 18 | Mulberry          | 22 |
| Gucci           | 20 | Paul Smith        | 17 |
| Harrods         | 23 | Rolex             | 9  |
| Harrods         | 12 | Smythson          | 13 |
| Fine Watch Room |    | WHSmith           | 10 |
| Hugo Boss       | 16 | World Duty Free   | 1  |
| Jo Malone       | 27 | World of Whiskies | 26 |

### Food and drink

| Cafés                  |   | Bars & restaurants                 |    |
|------------------------|---|------------------------------------|----|
| Ca'puccino             | 8 | Caviar House & Prunier Seafood Bar | 7  |
| Caviar House & Prunier | 2 | La Salle                           | 11 |
|                        |   | Leon                               | 3  |

### Services

|                 |               |                         |    |                       |     |
|-----------------|---------------|-------------------------|----|-----------------------|-----|
| Airline lounges |               | Airline service desk    | 24 | Seating               |     |
| Lounge A3       | 25            | Bureau de change        |    | Special assistance    | 4   |
| Lounge B1       | near Gate B46 | Travellex               | 6  | Stairs                |     |
| Lounge B2       | near Gate B44 | Escalator               |    | Ticket sales          | 24  |
| Lounge B3       | near Gate B44 | Information             |    | Toilets               |     |
|                 |               | Lift                    |    | Accessible toilet     | All |
|                 |               | Multi-faith prayer room |    | Baby care             | All |
|                 |               | Play area               | 5  | Drinking fountain     | All |
|                 |               |                         |    | Water refill stations |     |

Free Wi-Fi is available throughout the terminal. Network name: \_Heathrow Wi-Fi

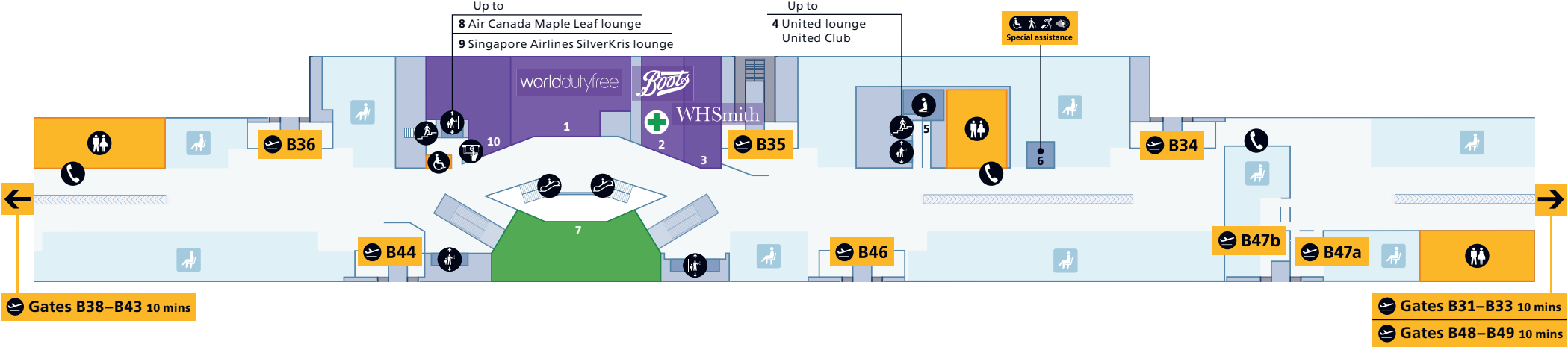
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| Arrivals                    |   |
| Arrivals                    | 6 |
| Onward travel               | 7 |

# Terminal 2

## Departures

Terminal 2B (Gates B31–B49)



| Shopping        |    |
|-----------------|----|
| Boots           | 2  |
| Dixons Travel   | 10 |
| WHSmith         | 3  |
| World Duty Free | 1  |

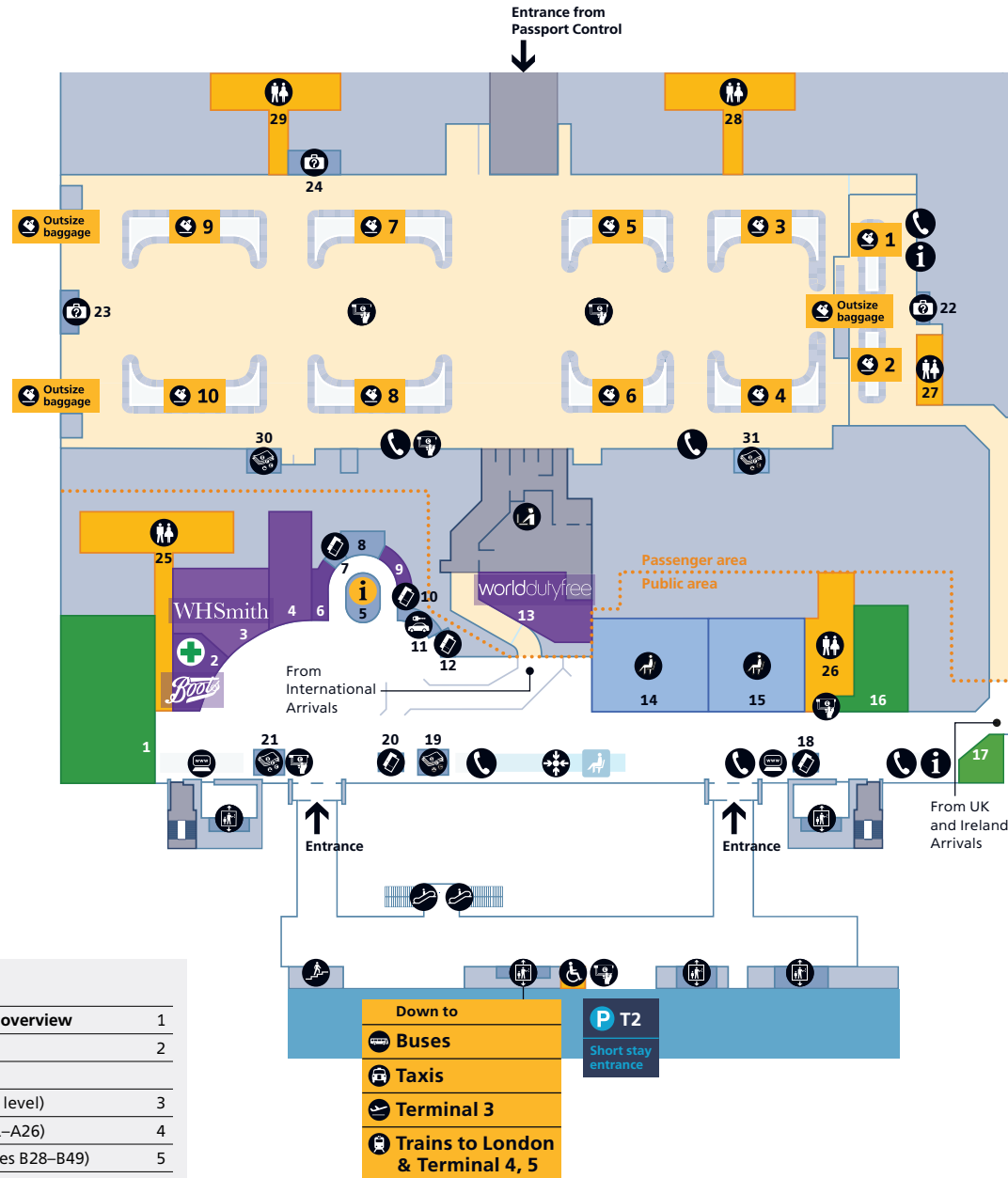
| Food and drink |   |
|----------------|---|
| Caffè Nero     | 7 |

| Services   |                            |                    |
|--|----------------------------|--------------------|
| Airline lounge   | Cash Machine               | Seating            |
| Lounge B1<br>United lounge<br>United Club                                      | Escalator                  | Special assistance |
| Lounge B2<br>Singapore Airlines<br>SilverKris lounge                           | Help point                 | Stairs             |
| Lounge B3<br>Air Canada<br>Maple Leaf lounge                                   | Lift                       | Telephone          |
|  | Multi-faith<br>prayer room | Toilets            |
|  | Pharmacy                   | Accessible toilet  |
|  |                            | Baby care          |
|  |                            | Drinking fountain  |
| Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi |                            |                    |

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# Terminal 2

## Arrivals Level 1



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| Arrivals                    |   |
| Arrivals                    | 6 |
| Onward travel               | 7 |

### Shopping

|                        |    |
|------------------------|----|
| Boots                  | 2  |
| Excess Baggage Company | 4  |
| SIM Local              | 9  |
| WHSmith                | 3  |
| We Know London         | 6  |
| World Duty Free        | 13 |

### Food and drink

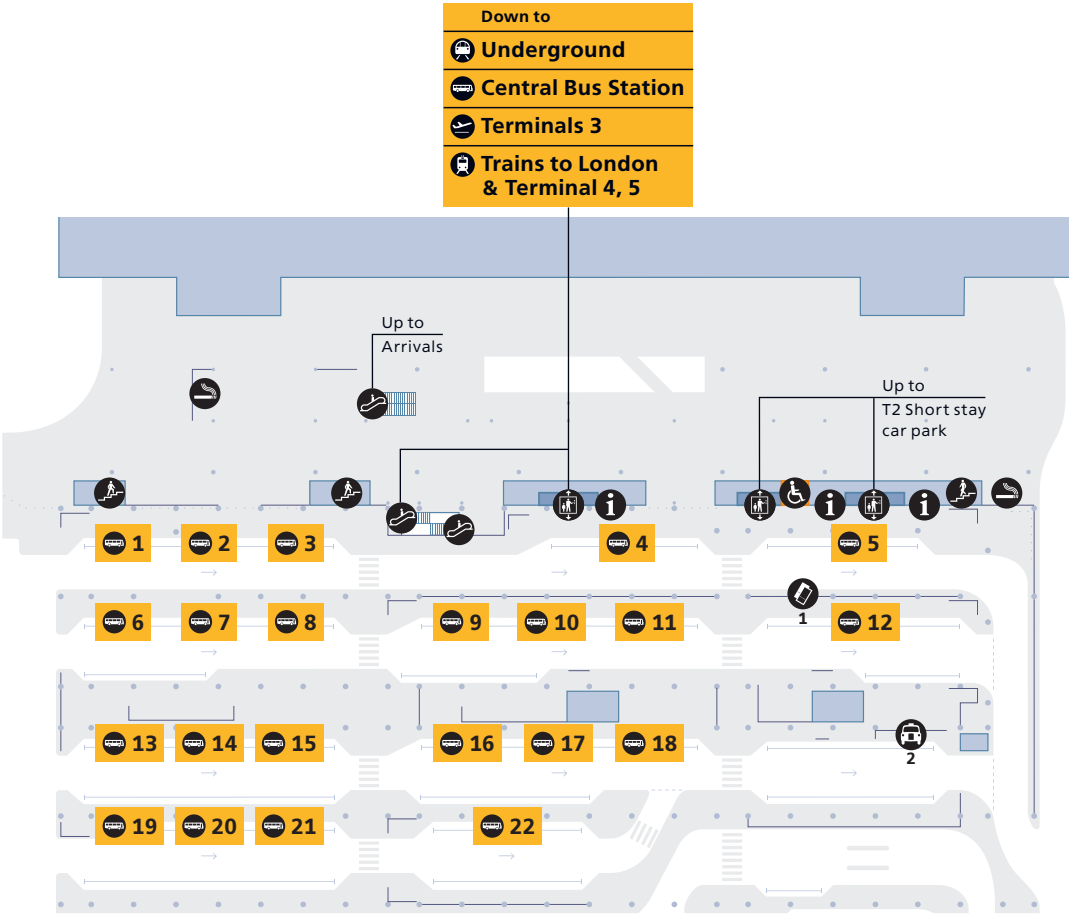
|                 |    |
|-----------------|----|
| Caffè Nero      | 1  |
| M&S Simply Food | 16 |
| Nero Express    | 17 |

### Services

|  |                |                   |   |                   |            |
|--|----------------|-------------------|---|-------------------|------------|
| Airline lounge   |                | Cash machine      |   | Ticket sales      |            |
| Arrivals lounge  | 14             | Escalator         |   | Heathrow Express  | 12, 18, 20 |
| Plaza Premium lounge   | 15             | Help point        |   | Hotel by Bus      | 7          |
| Airport Information  | 5, 8           | Internet facility |   | National Express  | 10         |
| Baggage enquiries  | 22, 23, 24     | Lift              |   | Toilets           |            |
| Baggage reclaim  |                | Meeting point     |   | Accessible toilet | All        |
| Bureau de change   |                | Pharmacy          | 2 | Baby care         | 26-29      |
| Travellex  | 19, 21, 30, 31 | Seating           |   | Drinking fountain | 27-29      |
| Car rental desk  | 11             | Stairs            |   |                   |            |
|  |                | Telephone         |   |                   |            |
| Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi |                |                   |   |                   |            |

# Terminal 2

Arrivals (onward travel)  
Ground floor



| Services   |              |              |               |
|--|--------------|--------------|---------------|
| Accessible toilet  | Help point   | Taxi rank    | 2             |
| Bus stop   | Lift         | Ticket sales | Hotel Hoppa 1 |
| Escalator  | Smoking area | Stairs       |               |
| Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi |              |              |               |

| Bus and coach stop allocation |       |   |       |
|-------------------------------|-------|---|-------|
| Hotel by bus                  | 12    | Car rental (off airport)  | 22    |
| Hotel Hoppa                   | 9-11  | Dollar, Thrifty, Sixt   |       |
| Staff buses                   | 1-3   | Car rental (on airport)   | 6-8   |
| Airline crew                  | 16-18 | Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz      |       |
| Group travel                  | 13-15 | Car parking (off airport)                                       | 19-21 |
|                               |       | NCP Flight Path, Purple Parking, Purple Parking Business, Reeds |       |
|                               |       | Car parking (on airport)  | 4-5   |
|                               |       | Business, Business plus, Long stay, Help bus                    |       |

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