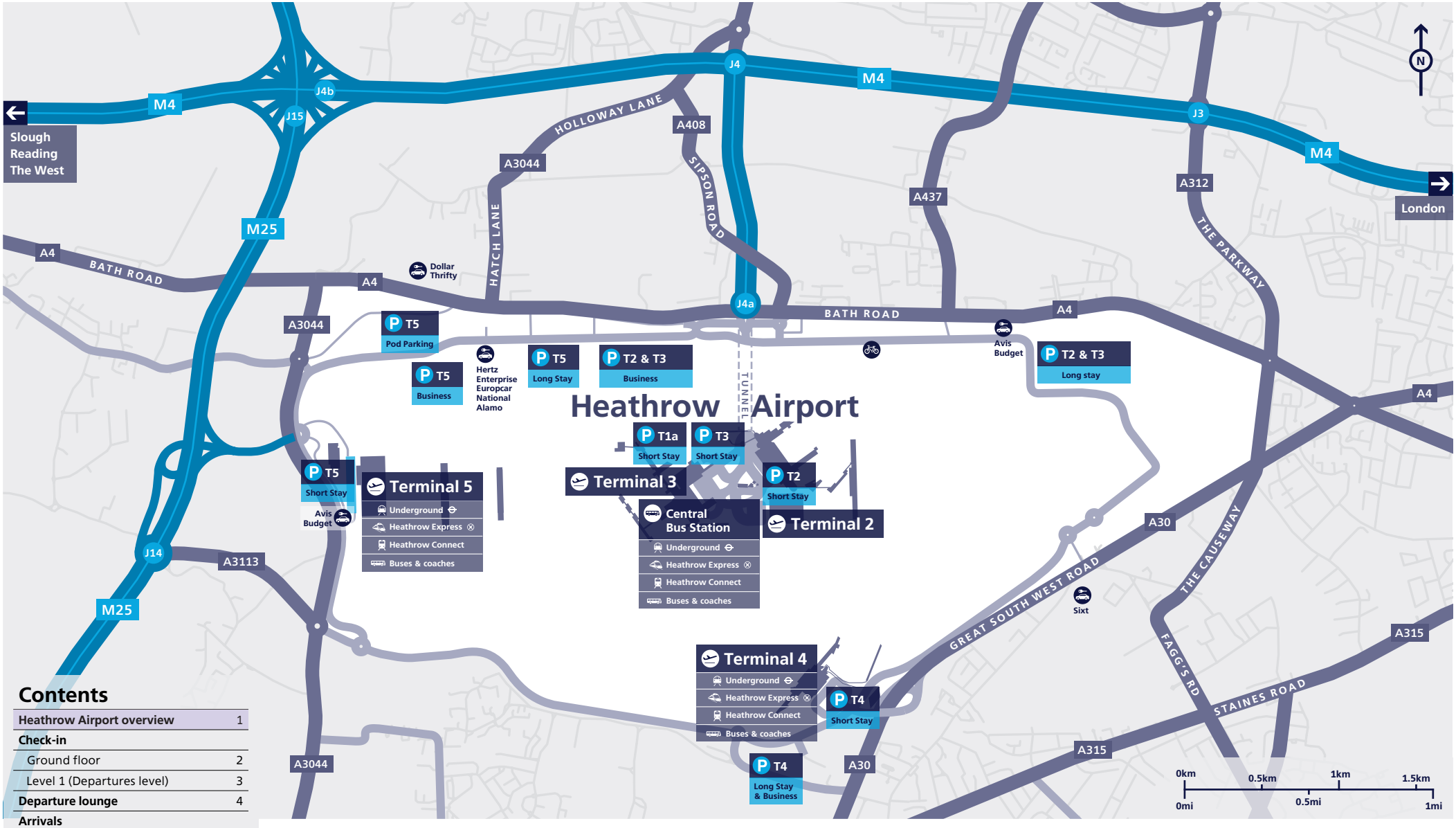
Heathrow Airport

Overview



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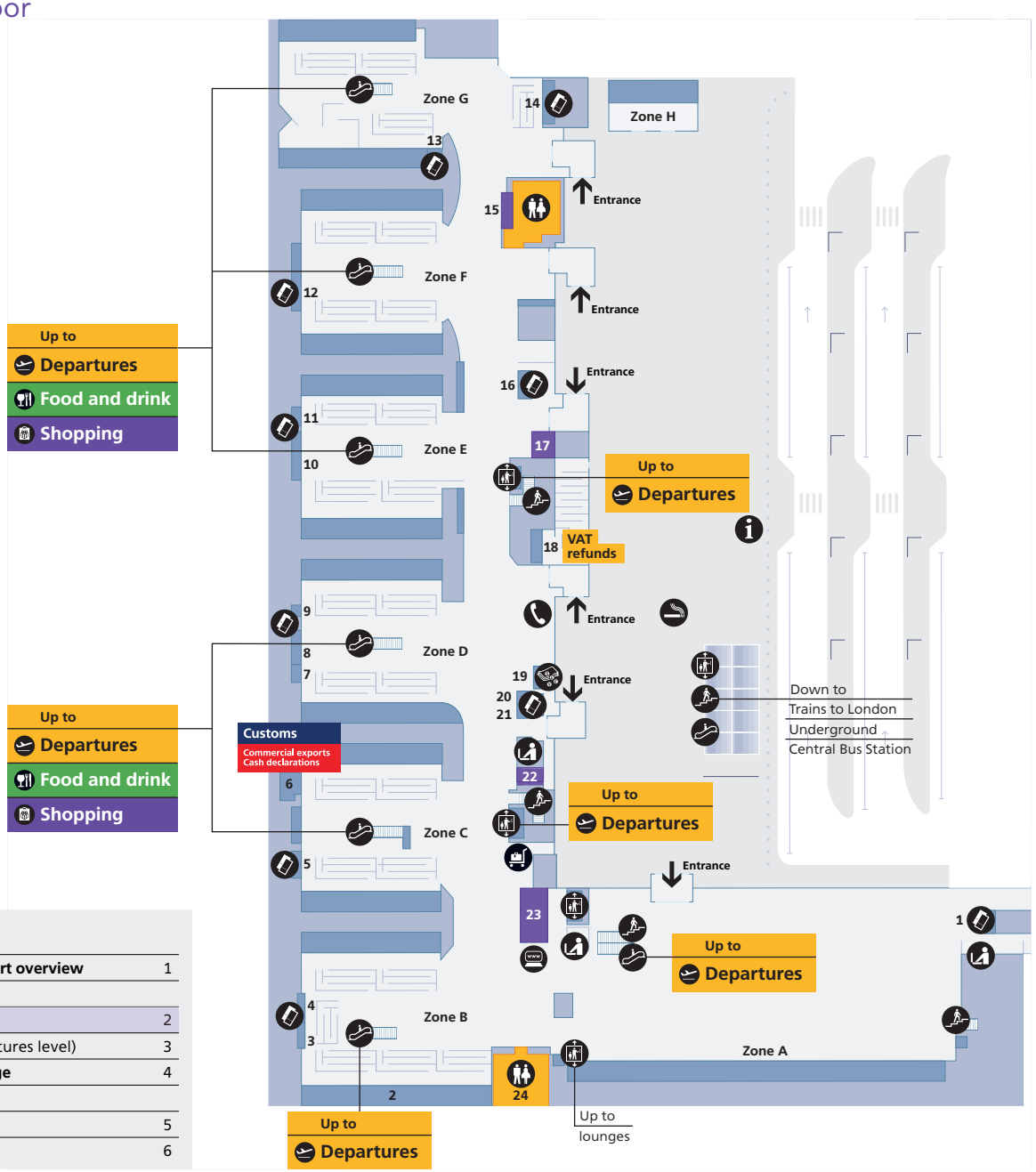
Heathrow

Terminal 3

Check-in

Ground floor



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Shopping

Excess Baggage Company	15, 17, 22, 23

Ticket desks

Air Canada	8	Finn Air	13
American Airlines	12	Japan Airline	7
American Airlines Premium check-in	2	Middle East Airlines	9
ANA	5	Royal Jordanian	9
ASIG	10	Thai Airways	20
British Airways	14	Virgin Atlantic	1
Cathay Pacific	4		
Dnata	11		
Emirates	3, 16		
EVA Air	21		

Services

- Airline service desk
- Bureau de change
  - Travelex 19
  - VAT refunds managed by Travelex 18
  - Commercial exports 6
- Escalator
- Internet facility
- Lift
- Repack area
- Smoking area
- Stairs
- Telephone
- Toilets
  - Accessible toilet All
  - Baby care All
  - Drinking fountain 24
- Trolleys
- VAT refunds managed by Travelex 18

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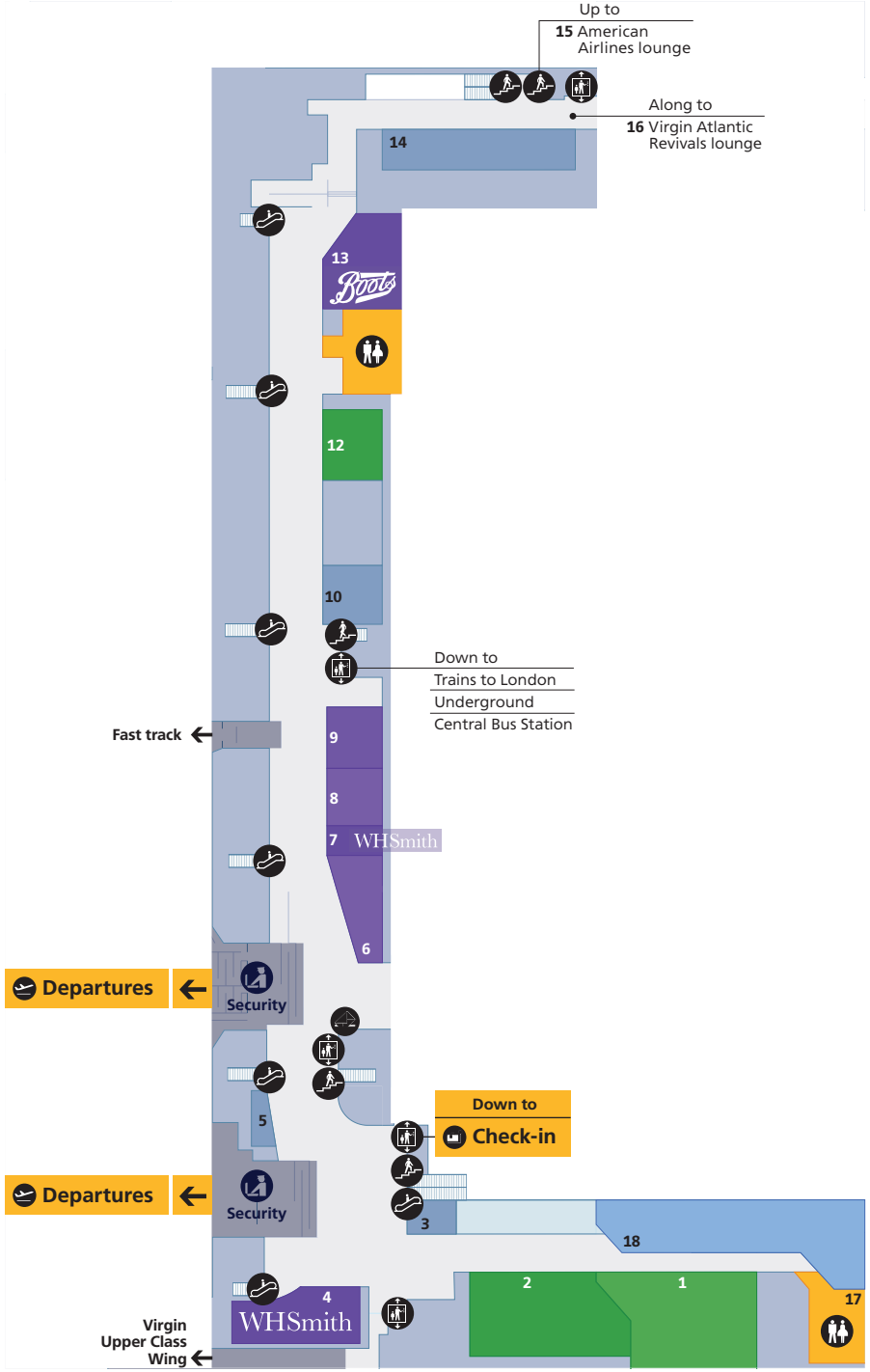
Heathrow

Terminal 3

Check-in

Level 1 (Departures level)



Shopping

Boots	13
Glorious Britain	8
Post Office	9
Rolling Luggage	6
WHSmith	4, 7

Food and drink

Cafés

Costa Coffee	12
Pret A Manger	2

Bars and restaurants

The Darwin	1

Services

Airline Lounges	
American Airlines lounge	15
Regus Express Business lounge	18
Virgin Atlantic Revivals lounge	16
Bureau de change	
Travelex	5, 10
VAT refunds managed by Travelex	5
Cash machine	
Escalator	
Information	
Lift	
Multi-faith prayer room	14
Pharmacy	13
Postbox	
Special assistance	3
Stairs	
Telephone	
Toilets	
Accessible toilet	All
Baby care	All
Drinking fountain	17
VAT refunds managed by Travelex	5

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Heathrow

Terminal 3

Departure lounge

Level 1

Gates 23–29
- **10 minute walk**
- Rest & relaxation room
- **21** Multi-faith prayer room

Gates 30–42
- **20 minute walk**
- Caffè Nero
- **5 minute walk**
- Flight Connections + Airline Service Desks
- World Duty Free
- WHSmith

Gates 13–22
- **20 minute walk**
- Lounges B, F, H
- Caffè Nero

Gates 1–11
- **10 minute walk**
- Caffè Nero
- Lounges B, C, D, E
- Special assistance
- Aspire lounge

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Shopping

Accessorize	20
Boots	30
Burberry	16
Bvlgari	49
Cartier	47
Cath Kidston	34
Chanel (Opening Winter 2019)	44 8
Dixons Travel	25
Fendi (Opening Spring 2019)	6
Glorious Britain	38
Gucci	9
Hamley's	45
Harrods Boutique	46
Harrods including Foodhall	43
Hermés (Opening Spring 2019)	10 7
Jack Wills	36
Jo Malone	54
Kurt Geiger	24
Louis Vuitton	52
MAC	55
Mulberry	53
Paul Smith	48
Rolling Luggage	37
Smythson	13
Sunglass Boutique	41
Sunglass Hut	32
Superdry	26
Ted Baker	23
The Bookshop by WHSmith	31
Tiffany & Co.	11
Watches of Switzerland	12
WHSmith	35
World Duty Free	4
World of Whiskies	39

Food and drink

Bars and restaurants

Caviar House & Prunier Oyster Bar	50
Caviar House & Prunier Seafood Bar	51
Oriel French restaurant and bar	14
Spuntino Restaurant	19
The Curator restaurant and bar	29
Wagamama (Opening Summer 2019)	17
YO! Sushi	28

Cafés

Caffè Nero	42
EAT.	33
Pret A Manger	18

Lounges

Admirals Club	Lounge H	Gates 13–22
Aspire lounge	Lounge D	Gates 1–11
British Airways lounge	Lounge F	Gates 13–22
Cathay Pacific lounge	Lounge C	Gates 1–11
Emirates lounge	Lounge E	Gates 1–11
Family lounge	Lounge A	22
No.1 lounge Delta Gold	Lounge F	Gates 13–22
Qantas London lounge	Lounge B	Gates 13–22
Virgin Atlantic Clubhouse Delta One, Diamond Medallion and Platinum	Lounge H	Gates 13–22

Services

Airline service desk	
Bureau de change	
Travelex	2, 15, 40
VAT refunds managed by Travelex	1
Cash machine	
Commercial exports	3
Information	
Lift	
Multi-faith prayer room	21
Pharmacy	30
Play area Family lounge	22
Postbox	
Seating	
Special assistance	5
Stairs	
Telephone	
Toilets	
Accessible toilet	27
Baby care	27
VAT refunds managed by Travelex	1
Water refill stations	

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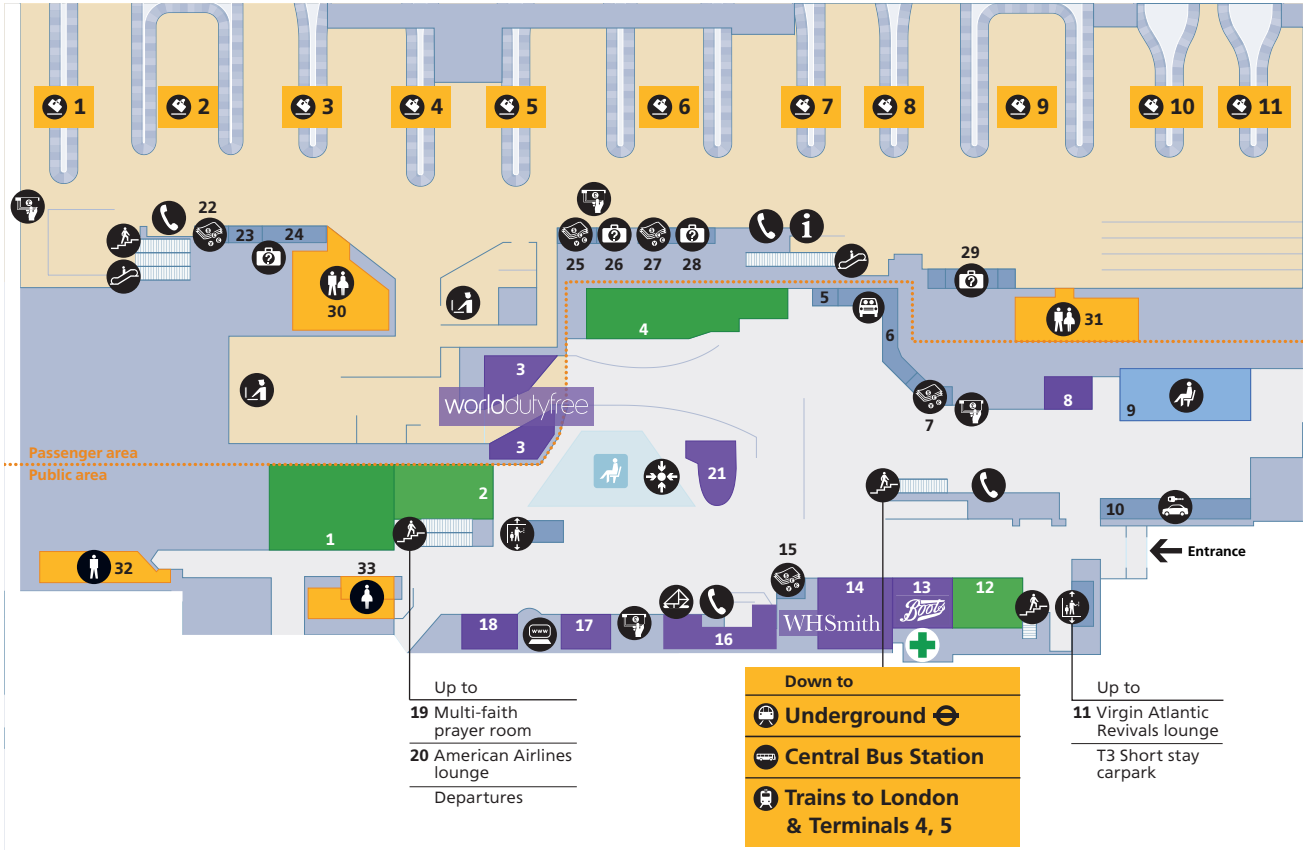
Heathrow

Terminal 3

Arrivals

Ground floor



Shopping

Boots	13
Excess Baggage Company	8
Sim Local	16
Voyager Entertainment Family	18
Voyager Entertainment 18+	17
We Know London	21
WHSmith	14
World Duty Free	3

Food and drink

Cafés

Caffè Nero	12
M&S Simply Food	4
Market Gardener	1

Bars & restaurants

Giraffe Stop	2

Services

Airline lounges	
American Airlines lounge	20
Emirates Chauffeur Drive lounge	9
Virgin Atlantic Revivals lounge	11
Baggage enquiries	23, 24, 26, 28, 29
Baggage reclaim	
Bureau de change	
Travelex	7, 15, 22, 25, 27
Car rental	10
Cash machine	
Chauffeur service	6
Customs	
Escalator	
Help point	
Internet facility	
Lift	
Meeting point	
Multi-faith prayer room	19
Pharmacy	13
Postbox	
Seating	
Stairs	
Telephone	
Toilets	
Accessible toilet	All
Baby care	All
Drinking fountain	30, 32, 33
UK Border Agency	5

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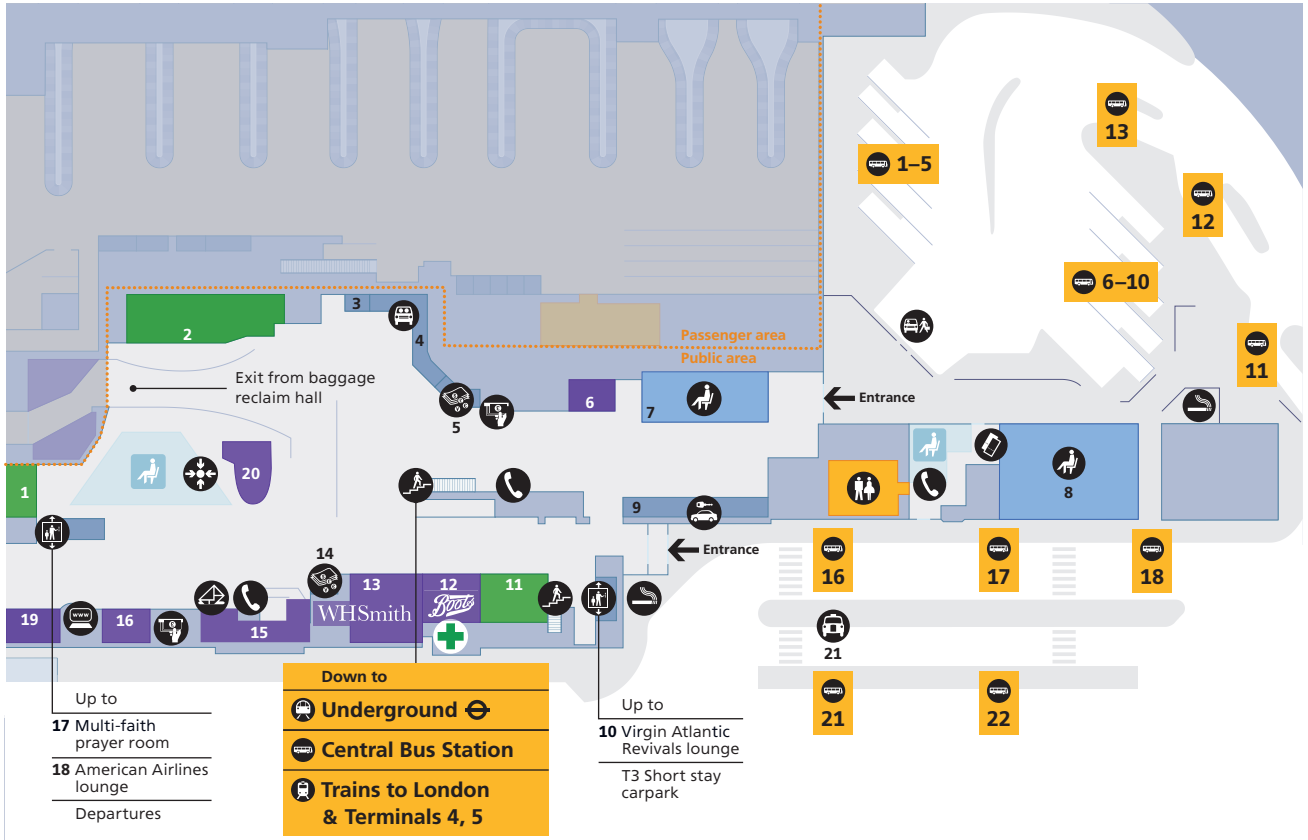
Terminal 3

Arrivals (Onward travel)

Ground floor



Shopping

Boots	12
Excess Baggage Company	6
Sim Local	15
Voyager Entertainment Family	19
Voyager Entertainment 18+	16
We Know London	20
WHSmith	13

Food and drink

Cafés	
Caffè Nero	11
M&S Simply Food	2
Bars & restaurants	
Giraffe Stop	1

Bus and coach stop allocation

Delivery	2–5
Help bus	1
Hotel by bus	6
Hotel Hoppa	17–18
Group travel	7–10 13

Car rental (off airport) Dollar Thrifty, Sixt	22
Car rental (on airport) Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	21
Car parking (off airport) NCP Flight Path, Purple Parking, Purple Parking Business, Reeds	22

Services

Airline lounges	
American Airlines lounge	18
Emirates Chauffeur Drive lounge	7
Plaza Premium lounge	8
Virgin Atlantic Revivals lounge	10
Bureau de change	
Travelex	5, 14
Bus stop	
Bus tickets	
Car rental	9
Cash machine	
Chauffeur service	4
Internet facility	
Lift	
Meeting point	
Multi-faith prayer room	17
Pick-up point	
Pharmacy	12
Postbox	
Seating	
Stairs	
Smoking area	
Taxi rank	21
Telephone	
Toilets	
Accessible toilet	All
Baby care	All
Drinking water	All
UK Border Agency	3

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