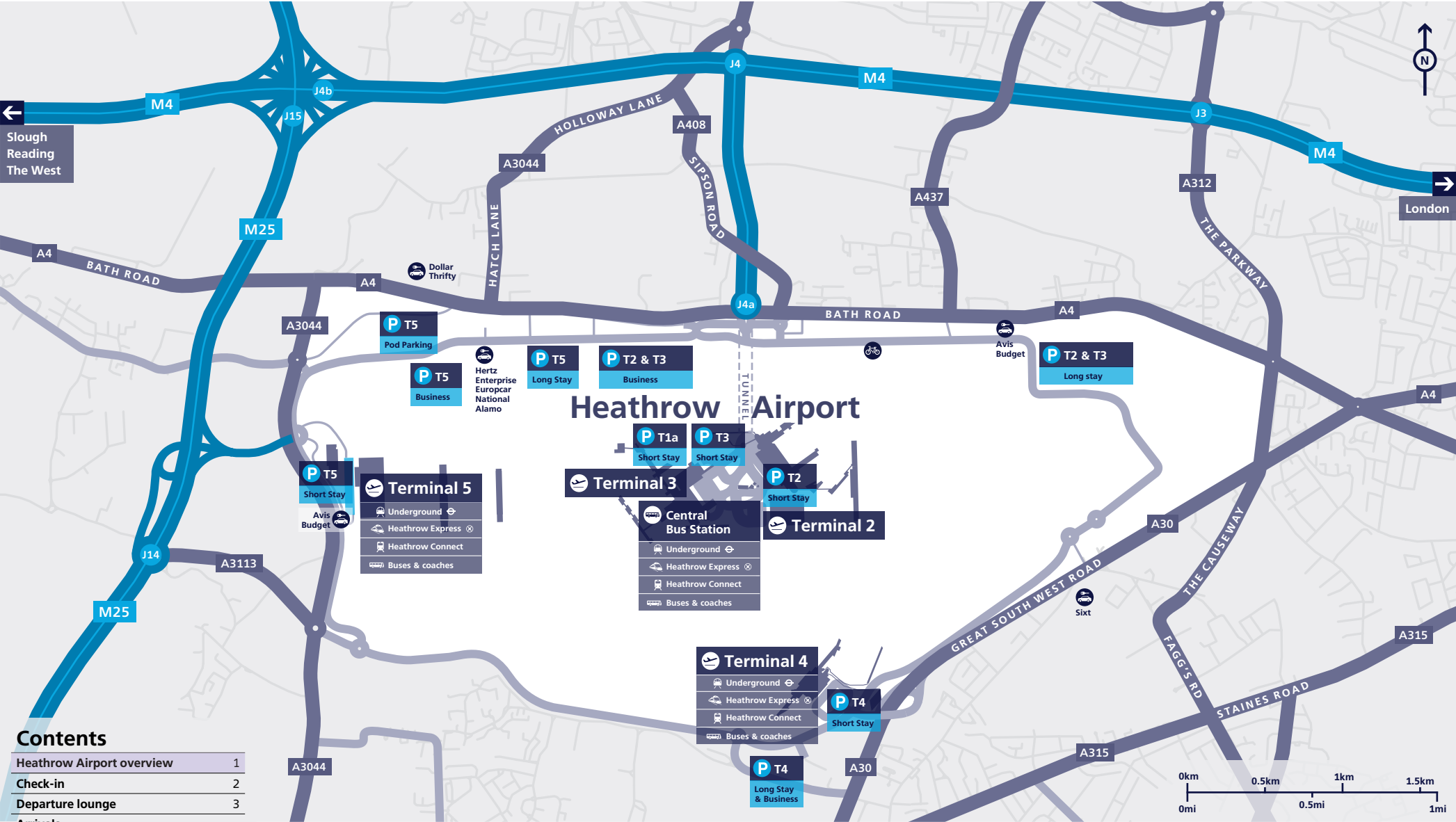


# Heathrow Airport

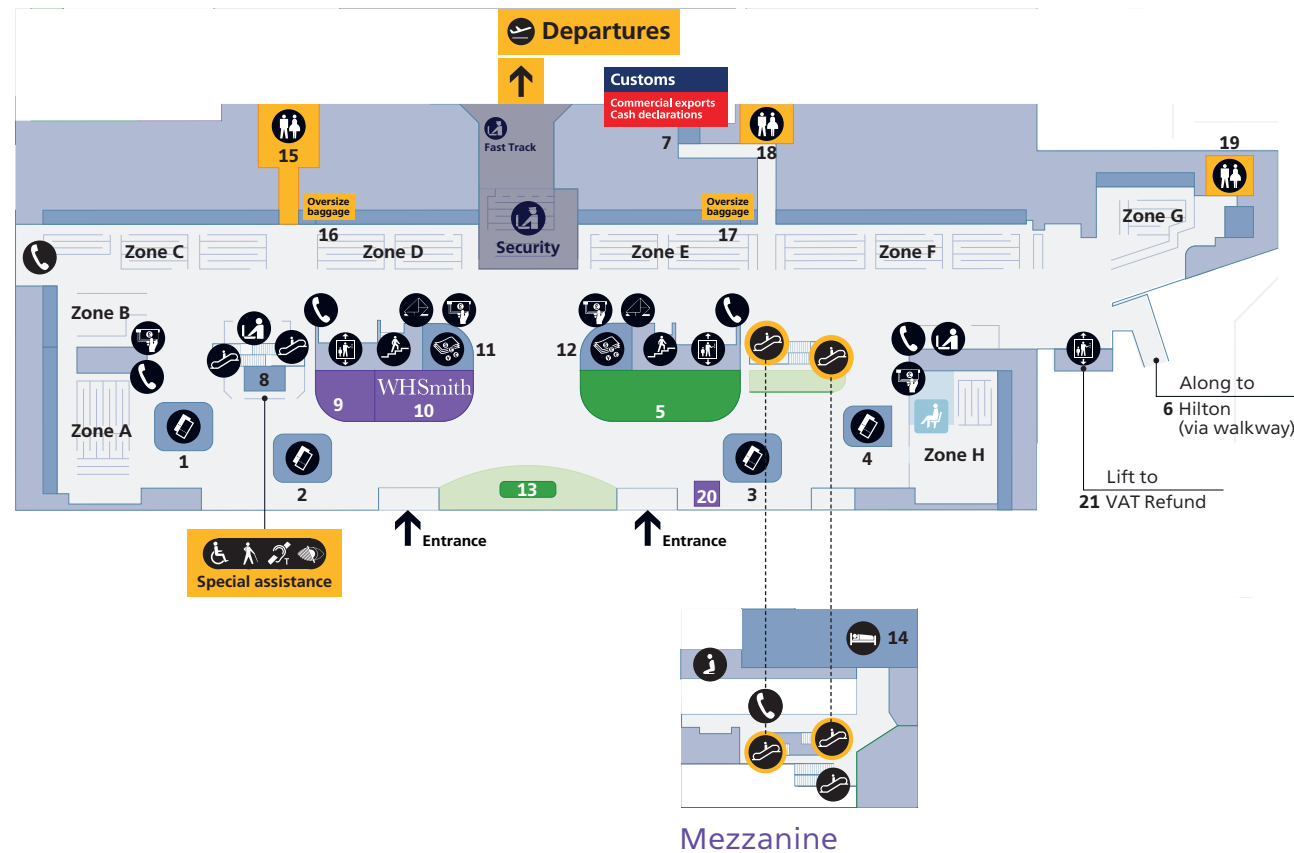
## Overview



# Terminal 4

## Check-in

Level 2 and mezzanine



### Shopping

Excess Baggage Company	9,20
WHSmith	10

### Food and drink

Caffè Nero	13
Oriel	5

### Ticket desks

Aeroflot	4	Jet Airways	2
Air France	4	Kenya Airways	4
Air Malta	3	KLM Royal Dutch Airlines	4
Alitalia	4	Korean Air	4
Arik Air	3	Kuwait Airways	2
Azerbaijan Airlines	3	Malaysia Airlines	1
Bulgaria Air	1	Qatar Airways	1
China Eastern Airlines	4	Saudi Arabian Airlines	3
Delta Air Lines	4	Sri Lankan Airways	1
Etihad Airways	1	Tunisair	3
Gulf Air	3	United Airlines	3
Jat Airways	2		

### Services

Airline service desk	1-4	Hotel		Special assistance	8
Bureau de change		Hilton	6	Stairs	
Travellex	11, 12	Yotel	14	Telephone	
VAT refunds managed by Travellex	11	Lift		Toilets	
Cash machine		Postbox		Accessible toilet	All
Commercial exports	7	Multi-Faith prayer room		Baby care	15, 18
Escalator		Repack area		Drinking fountain	15, 19
		Seating		VAT refunds managed by Travellex	11, 21
		Oversize baggage	16, 17		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

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# Terminal 4

## Departure Lounge

### Level 2



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### Shopping

apm Monaco	52	Saint Laurent	21
Boots	40	Sunglass Hut	34
Boots	59	Swarovski	43
Bottega Veneta	20	Ted Baker	39
Burberry	5	The Bookshop by WHSmith	58
Bvlgari	19	Thomas Pink	51
Cartier	2	Valentino	18
Cath Kidston	38	Watches of Switzerland	24
Caviar House & Prunier	46	WHSmith	10, 47, 62
Dixons Travel	13, 37	World Duty Free	9, 29, 30, 56
Fendi	17	World of Whiskies	35
Foreo – Health and Well Being	4		
Glorious Britain	42		
Gucci	22		
Hamleys	1, 57		
Harrods	33		
Jo Malone	45		
Kurt Geiger	36		
Lacoste	44		
Louis Vuitton	23		
Montblanc	31		
Mulberry	53		
Rolux	26		
Rolling Luggage	41		

### Food and drink

Cafés	
Carlucio's Café and Restaurant	50
Costa Coffee	28
Pret A Manger	14
Bars and restaurants	
Caviar House & Prunier Seafood Bar	60
Comptoir Libanais	49
Prince of Wales	61
The Commission Restaurant and Bar	3

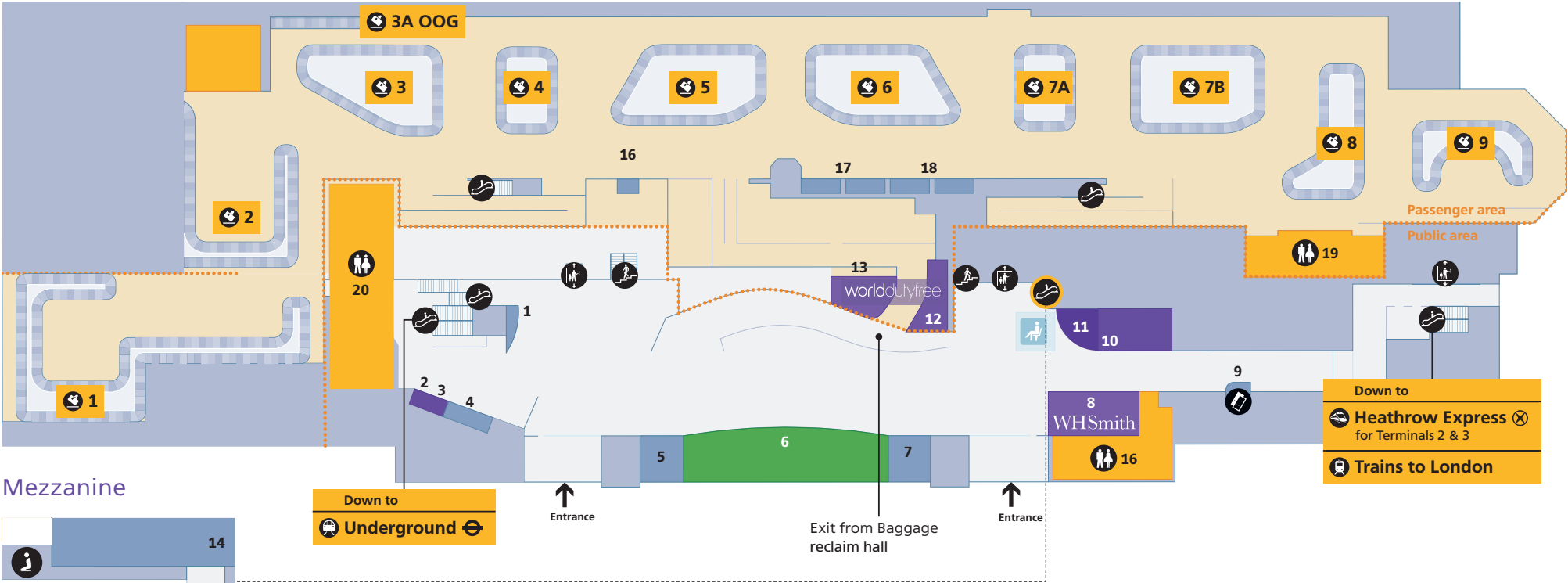
### Services

Airline lounges		Cash machine		Stairs	
Falcon Gold	16	Commercial exports	63	Telephone	
Gulf Air lounge		Escalator		Toilets	
The House lounge	54	Information		Accessible toilet	All
Malaysia Airlines lounge	15	Lift		Baby care	64
Plaza Premium lounge	12	Multi-Faith prayer room next to Gate 5b		Drinking fountain	64
Qatar Airways Premium lounge	11	Pharmacy	41	Family toilets	64
Skyteam lounge	55	Play area	8	View Heathrow Observation Deck	48
Airline service desks	7	Postbox			
Bureau de change		Seating			
Travellex	25, 32	Smoking area	6		
VAT refunds managed by Travellex	32	Special Assistance	27		

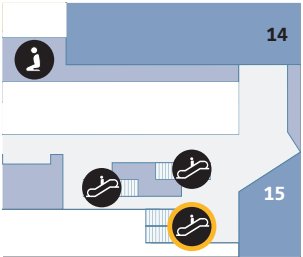
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# Terminal 4

Arrivals  
Ground floor and mezzanine



## Mezzanine



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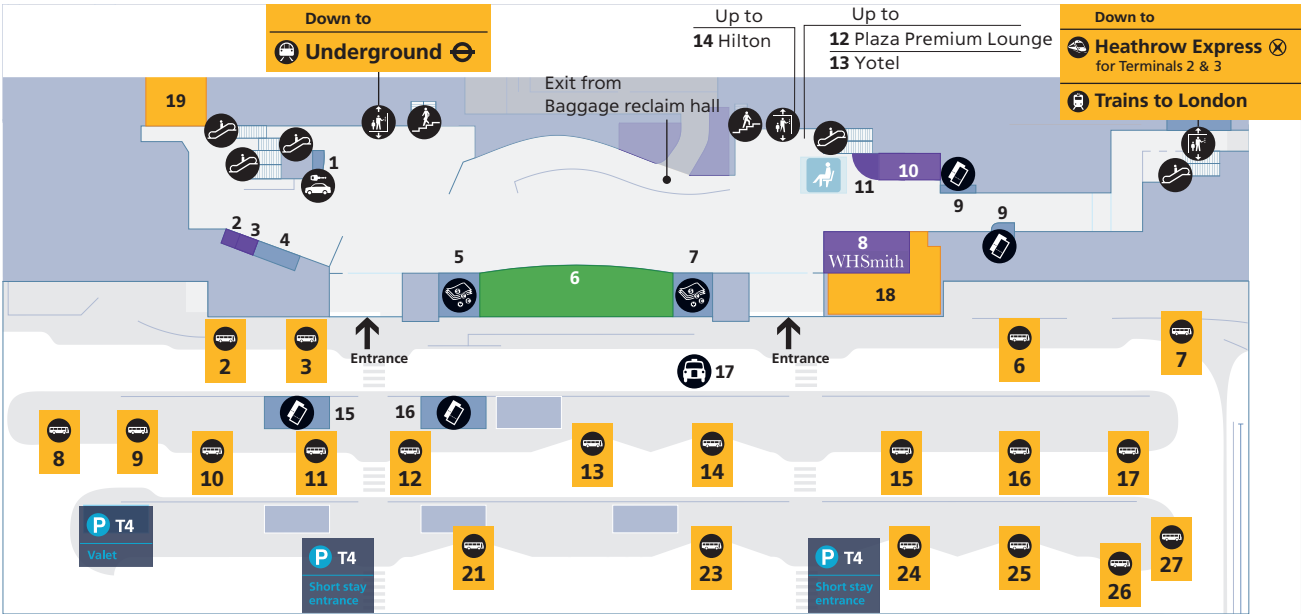
Shopping	
Boots	10
Excess Baggage Company	2
We Know London	3, 11
WHSmith	8
World Duty Free	12, 13

Food and drink	
Costa Coffee	6

Services			
Baggage enquiries	16-18	Customs	
Baggage reclaim		Escalator	
Bureau de change		Help point	
Travelex	5, 7	Hotel	
Car rental	1	Yotel	14
Cash machine		Information	
Chauffeur services	4		
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Lift		Meeting point	
Multi-faith prayer room		Plaza Premium Lounge	15
Seating		Stairs	
Telephone		Ticket sales	
Heathrow Express	9	Toilets	
Accessible toilet	All	Baby care	All
Drinking fountain	19, 20		

# Terminal 4

Arrivals (Onward travel)  
Ground floor



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Shopping	
Boots	10
Excess Baggage Company	2
We Know London	3, 11
WHSmith	8

Food and drink	
Costa Coffee	6

Bus and coach stop allocation	
Buses – Local & TfL 482, 490, 555, 557	6–7
Hotel by bus	10
Hotel Hoppa	11
Express coach – National Express	12–14
Group travel – pick up	16–17
Car rental (off airport) Dollar Thrifty, Sixt	23
Car rental (on airport) Avis, Budget, Europcar National Alamo, Enterprise, Hertz	2
Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Reeds	21
Car parking (on airport) Business, Long stay, Help bus	3

Services		
Bureau de change	Information	Ticket sales
Travelex 5, 7	Lift	Heathrow Express 9
Bus stop	Meeting point	Hotel by Bus 15
Cash machine	Motorcycle parking	National Express 16
Car rental 1	Plaza Premium Lounge 12	Toilets
Chauffeur services 4	Seating	Accessible toilet All
Cycle parking	Smoking area	Baby care All
Escalator	Stairs	Drinking fountain 19
Help point	Taxi rank 17	
Hotel	Telephone	
Yotel 13		
Hilton 14		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		