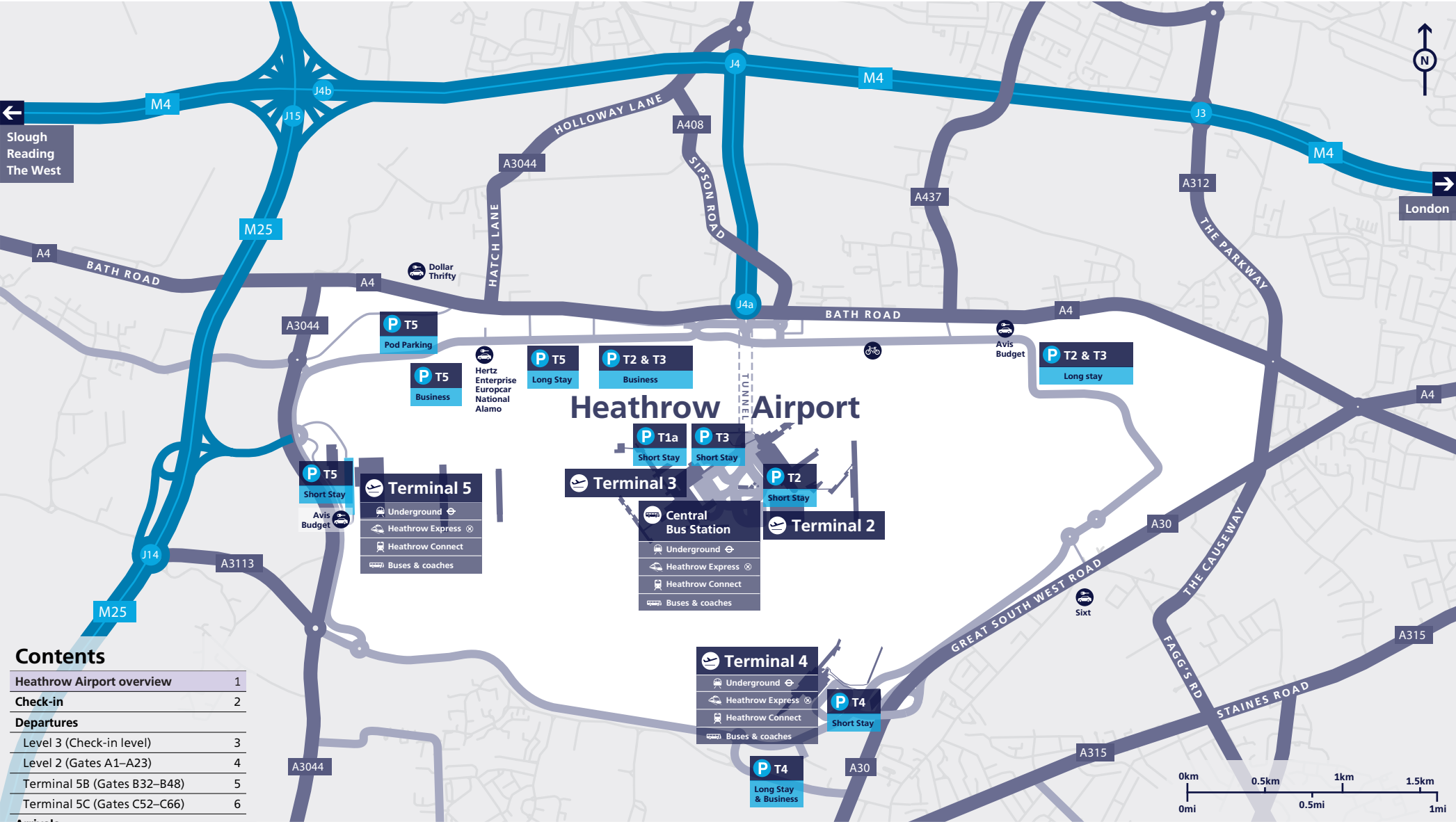


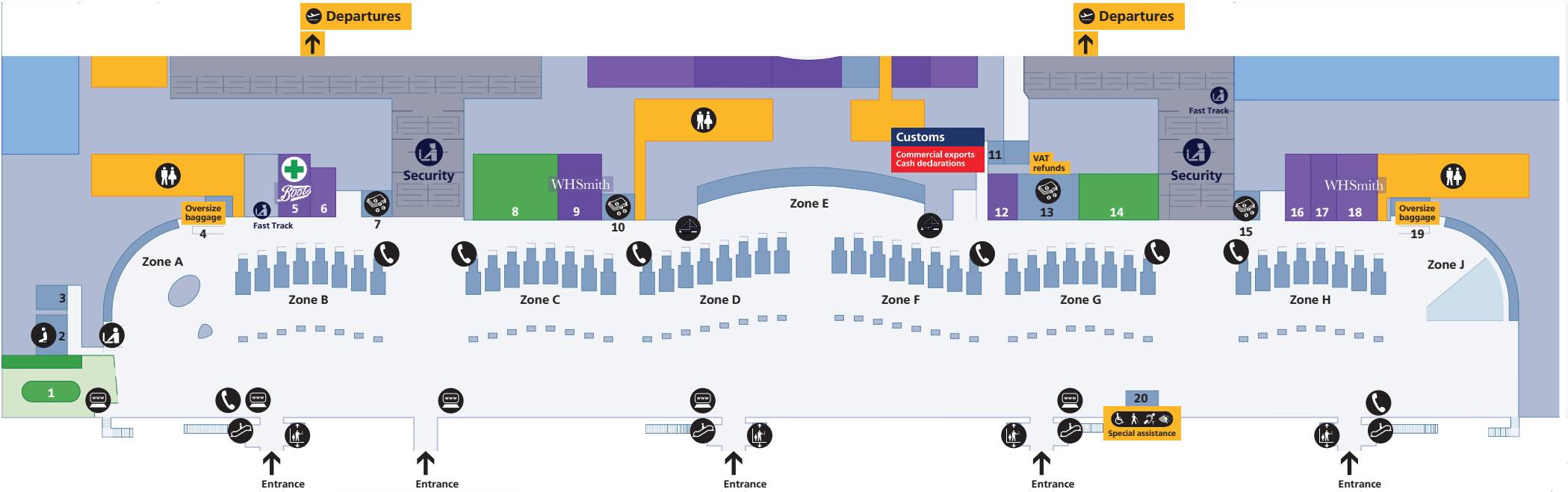
Heathrow Airport

Overview



Terminal 5

Check-in
Level 3



Shopping	
Boots	5
Excess Baggage Company	6, 12
Rolling Luggage	16
T5 Fine Art Gallery	17
WHSmith	9, 18

Food and drink	
Cafés	
Caffè Nero	1
Bars and restaurants	
Carluccio's	8
Coming Soon	14

Services

British Airways Sky Flyers Solo	3	 Escalator
 Bureau de change		 Internet facility
Travelex	7, 10, 15	 Lift
VAT refunds managed by Travelex	13	 Multi-faith prayer room 2
 Check-in		Oversize baggage 4, 19
 Cash machine		 Pharmacy 5
Commercial exports	11	 Postbox
 Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

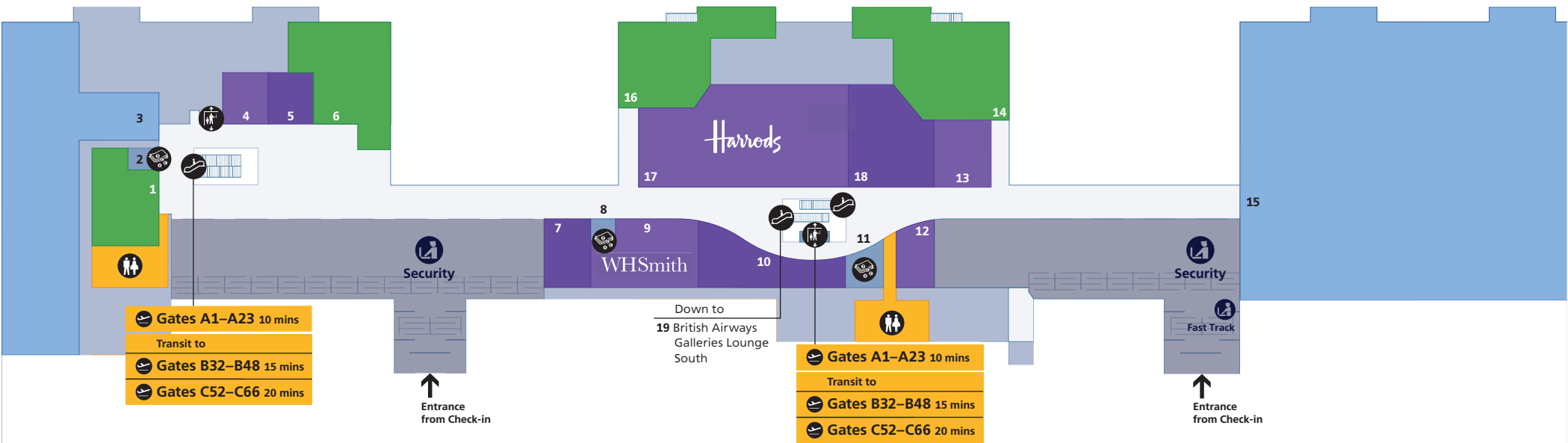
 Repack area	
Special Assistance	20
 Telephone	
 Toilets	
 Accessible toilet	All
 Baby care	All
 VAT refunds managed by Travelex	14

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Terminal 5

Departures

Level 3 (Check-in level)



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Arrivals	7
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Shopping	
Accessorize	7
Boots	13
Collection	18
Dixons Travel	10
Glorious Britain	4
Hamleys	5
Harrods	17
The Harry Potter Shop	12
WHSmith	9

Food and drink	
Cafés	
Giraffe	6
Bars and restaurants	
Gordon Ramsay Plane Food	14
Huxley's	1
Wagamama	16

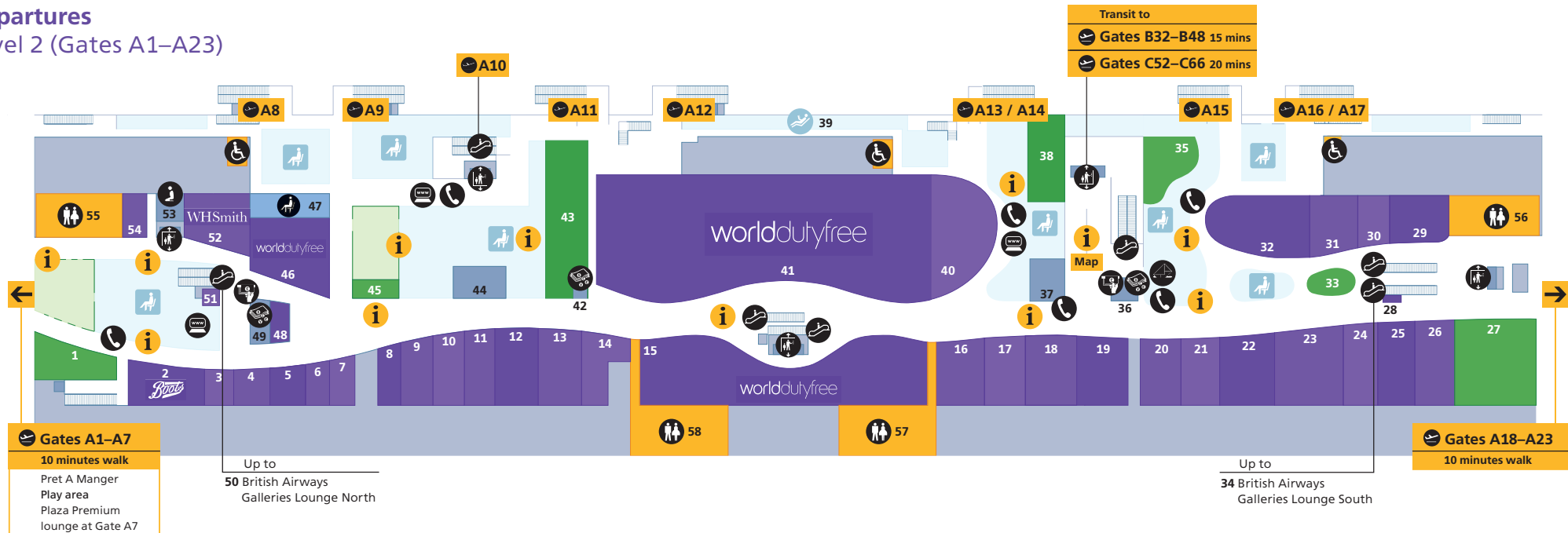
Services	
Airline lounges	Bureau de change
British Airways Concorde Room 15	Travelex 2, 8, 11
British Airways Galleries Lounge North 3	VAT refunds managed by Travelex 8, 11
British Airways Galleries Lounge South 19	Pharmacy 12
	Cash machine
	Commercial exports 19
	Escalator
	Information
	Lift
	Postbox
	Stairs
	Toilets
	Accessible toilet All
	Baby care All
	VAT refunds managed by Travelex 8, 11

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

Terminal 5

Departures

Level 2 (Gates A1–A23)



Shopping	
Boots	2
Bottega Veneta	31
Burberry	23
Cartier	21
Cath Kidston	6
Chanel	40
Coming Soon	22
Dior	17
Dixons Travel	12
Duty Free Cigarettes	13
Fortnum & Mason	29
Hermès	19
Kate Spade	48
Kurt Geiger	10
Louis Vuitton	32
Montblanc	5
Mulberry	8
Paul Smith	25
Prada	18
Reiss	11
Rolex	24
Rolling Luggage	3
Shoe Shine Company	28, 51
Smythson	30

Sunglass Hut	7
Ted Baker	9
The Bookshop by WHSmith	54
Thomas Pink	4
Tiffany & Co.	20
Watches of Switzerland	16
WHSmith	26, 52
World Duty Free	15, 41, 46
World Of Whiskies	14

Food and drink

Cafés

Pret A Manger	47
Starbucks	43

Bars and restaurants

Caviar House & Prunier	38
Coming Soon	5
Fortnum & Mason Champagne Bar	31
Itsu	39
Pilots Bar & Kitchen	27

Food and drink	
Cafés	
Pret A Manger	45
Starbucks	43
Bars and restaurants	
Caviar House & Prunier	38
Coming Soon	1
Fortnum & Mason Champagne Bar	33
Itsu	35
Pilots Bar & Kitchen	27

Services

Airline lounges

British Airways

50

Galleries Lounge North

British Airways

34

Galleries Lounge South

Plaza Premium Lounge at Gate A7

British Airways customer services

37, 44

Personal Shopper Lounge

47

Bureau de change

Travellex

35, 42, 49

VAT refunds managed by Travellex

38

Escalator

Information

Internet facility

Lift

Multi-faith prayer room

53

Play area next to Gate A7

Priority seating

Quiet zone

39

Seating

Stairs

Telephone

Toilets

55, 56, 57, 58

Accessible toilet

All

Baby care

All

Drinking fountain

55, 56, 57

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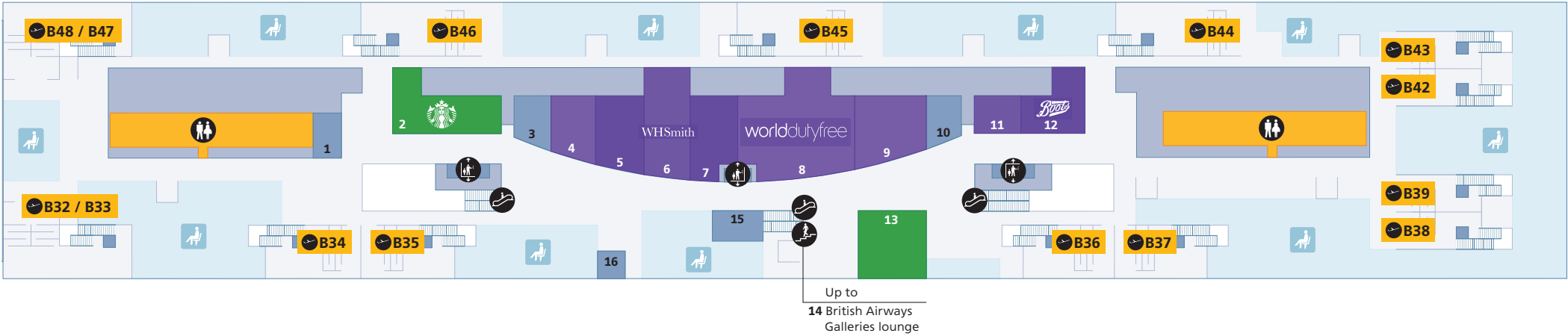
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Terminal 5

Departures

Terminal 5B (Gates B32–B48)



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Arrivals	7
Onward travel	8

Shopping	
Be Relax	4
Boots +	12
Dixons Travel	9
Harrods	5
Rolling Luggage	7
Sunglass Hut	11
WHSmith	6
World Duty Free	8

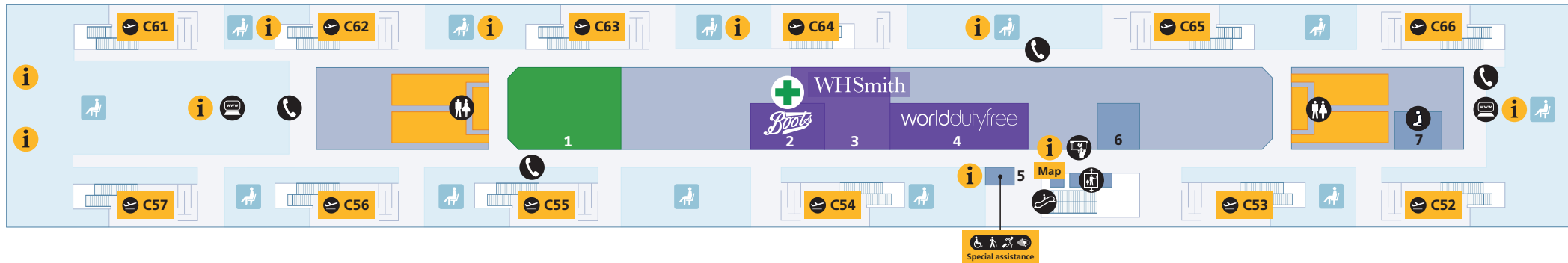
Food and drink	
Cafés	
Starbucks	2
Bars and restaurants	
Wetherspoon Express	13

Services		
Airline lounges	Escalator	Stairs
British Airways Galleries lounge 14	Information	Telephone
British Airways customer services 15	Internet facility	Toilets
Bureau de change	Lift	Accessible toilet All
Travelex 3, 10	Multi-faith prayer room 1	Baby care All
VAT refunds managed by Travelex 10	Pharmacy 12	Drinking fountain All
	Seating	VAT refunds managed by Travelex 10
	Special Assistance 16	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

Terminal 5

Departures

Terminal 5C (Gates C52–C66)



Shopping	
Boots 	2
WHSmith	3
World Duty Free	4

Food and drink	
Starbucks	1

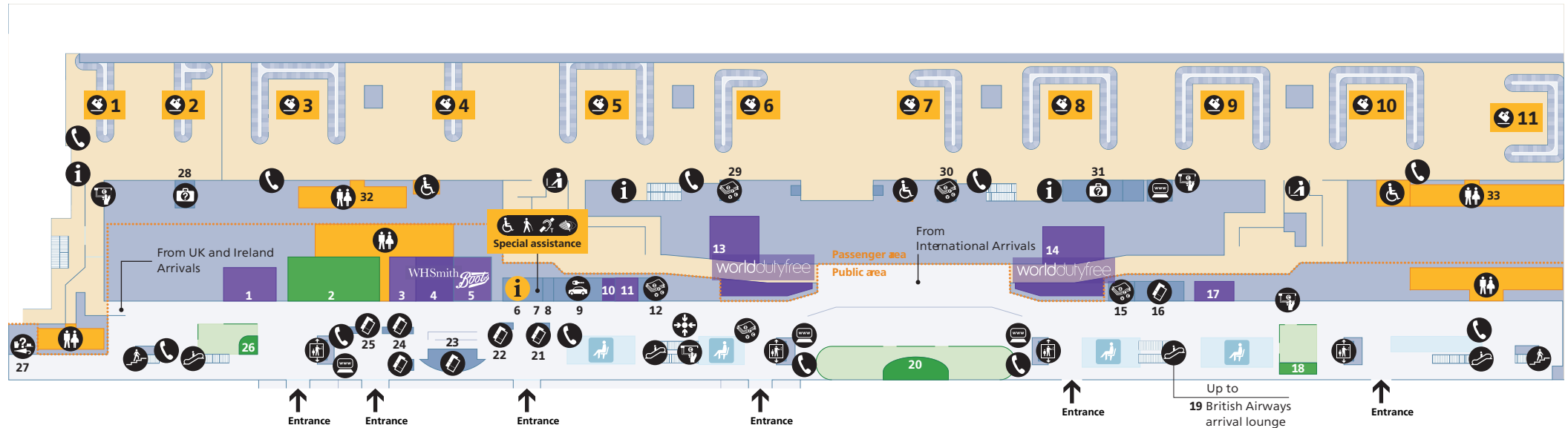
Services		
British Airways customer services	6	 Lift
 Cash machine		 Multi-faith prayer room
 Escalator		 Pharmacy
 Information		 Seating
 Internet facility		Special assistance
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		5
		 Telephone
		 Toilets
		 Accessible toilet
		All
		 Baby care
		All
		 Drinking fountain
		All

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Terminal 5

Arrivals

Ground floor



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Shopping

Boots	5
Excess Baggage Company	1
Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 17
We Know London	11
WHSmith	5
World Duty Free	13, 14

Food and drink

Caffè Nero	18
Costa Coffee	20
Giraffe	26
M&S Simply Food	2

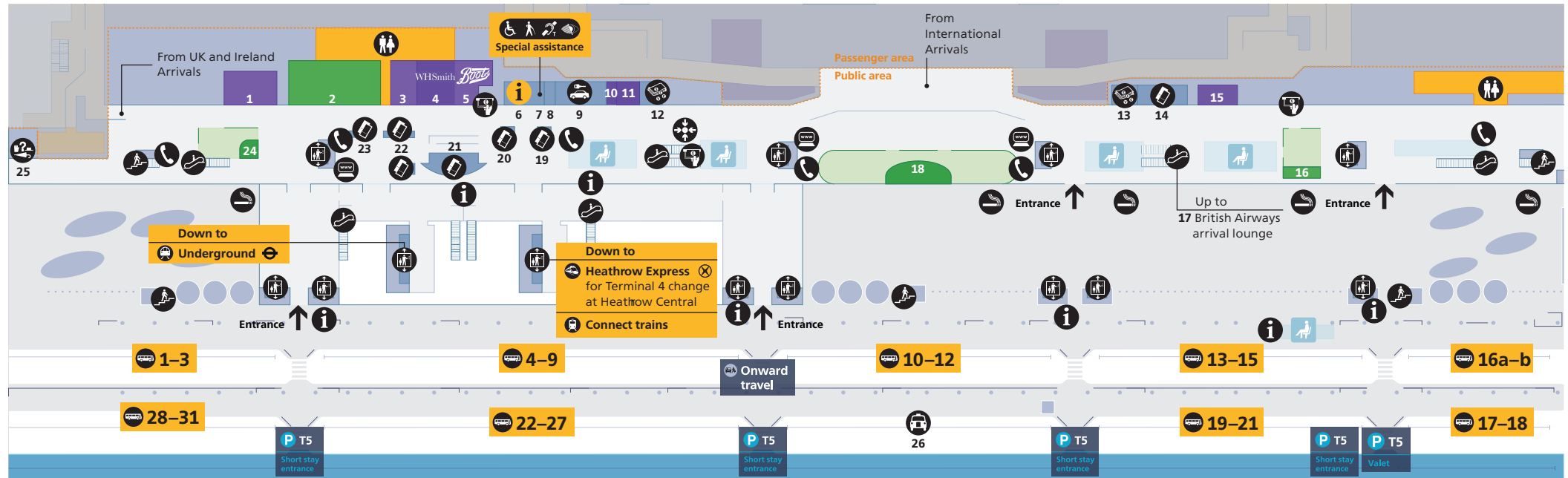
Services

Airline lounge	Escalator	Ticket sales
British Airways arrival lounge	Help point	Heathrow Express 21, 25
Airport information 6	Internet facility	National Express 16
Baggage enquiries 28, 31	Lift	Underground 22–24
Baggage reclaim	Lost property 27	Toilets
Bureau de change	Meeting point	Accessible toilet All
Travellex 12, 15, 29, 30	Seating	Baby care All
Car rentals desk 9	Special assistance 7	Drinking fountain 32, 33
Cash machine	Stairs	
	Telephone	

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

Arrivals (Onward travel)

Ground floor



Shopping

Boots	5
Excess Baggage Company	1
Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 15
We Know London	11
WHSmith	4

Food and drink

Caffè Nero	16
Costa Coffee	18
Giraffe	24
M&S Simply Food	2

Bus and coach stop allocation

Group travel	16	16a	16b
Hotel Hoppa, Hotel by bus, T4 Hilton Hotel	26	27	
Express coach – National Express	11	15	
National Express Coach / Railair	9		
Oxford the Airline	10		
Transport for London (TfL) – drop/stand	1	8	
Staff bus N1 / N5	24		
Staff bus N2	25		
BA and BA crew coaches	21		
Business parking, Long stay	22		
Car rental (off airport)	28		
Dollar, Thrifty, Sixt			
Car rental (on airport)	19		
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz			
Car parking (off airport)	29		
Click Park, Purple Parking, Purple Parking Business, Reeds			

Services

	Airline lounge			Internet facility			Ticket sales	
	British Airways arrival lounge	17		Lost property	25		Heathrow Express	19
	Airport information	5		Meeting point			National Express	14
	Bureau de change			Seating			Underground	20-23
	Travelex	12, 13		Smoking area			Toilets	
	Bus Stop			Special assistance	6		Accessible toilet	All
	Car rentals desk	8		Stairs			Baby care	All
	Cash machine			Taxi rank	26			
	Escalator			Telephone				

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

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