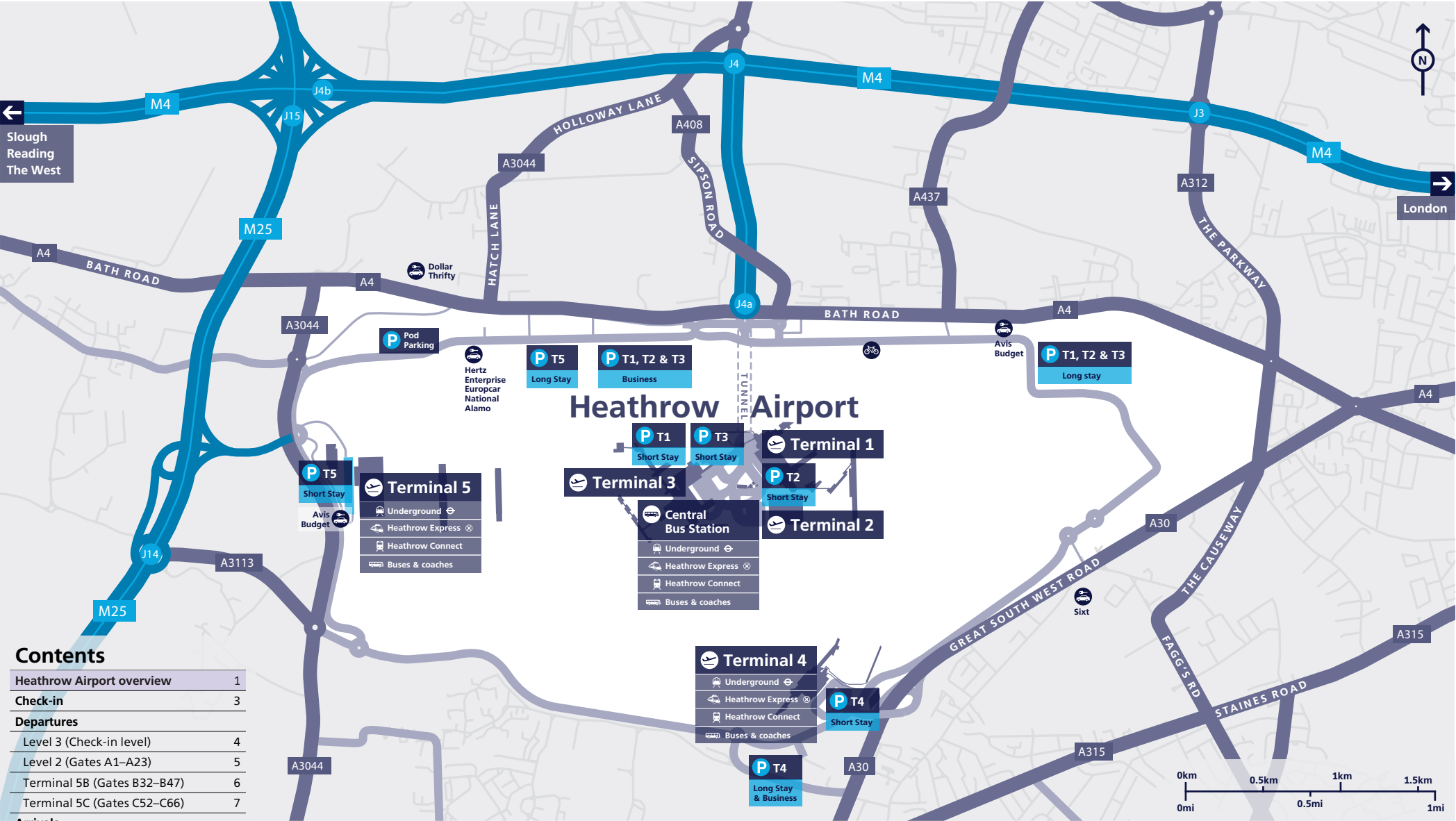


Heathrow Airport

Overview



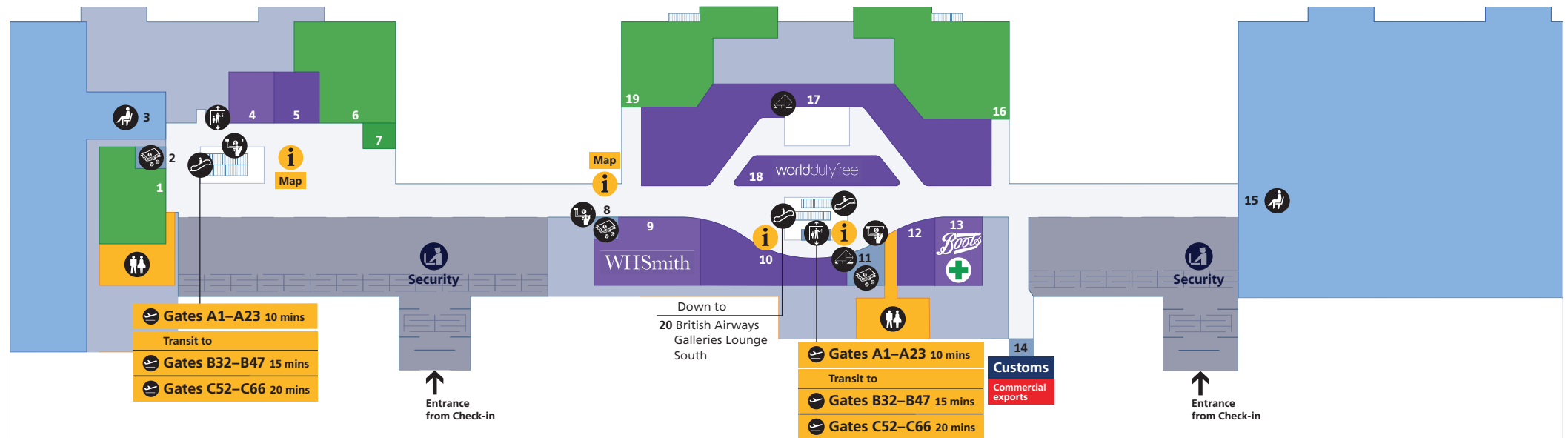
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Terminal 5

Departures

Level 3 (Check-in level)



- Gates A1–A23 10 mins
- Transit to
- Gates B32–B47 15 mins
- Gates C52–C66 20 mins

- Gates A1–A23 10 mins
- Transit to
- Gates B32–B47 15 mins
- Gates C52–C66 20 mins

Shopping	
Add+	12
Boots	13
Dixons Travel	10
Glorious Britain	4
Hamleys	5
Harrods	17
WHSmith	9
World Duty Free	18

Food and drink	
Cafés	
Giraffe	6
Bars and restaurants	
Caviar House Seafood Bar	7
Gordon Ramsay Plane Food	16
Huxley's	1
Wagamama	19

Services		
Airline lounges	Bureau de change	Lift
British Airways Concorde Room 15	Moneycorp 2	Pharmacy 13
British Airways 3	Travelex 8, 11	Postbox
Galleries Lounge North	VAT refunds 8, 11 managed by Travelex	Stairs
British Airways 20	Cash machine	Toilets
Galleries Lounge South	Commercial exports 14	Accessible toilet All
Escalator	Information	Baby care All
		VAT refunds 8, 11 managed by Travelex

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

Terminal 5

Departures

Level 2 (Gates A1–A23)



Shopping			
Boots	2	Sunglass Hut	7
Bottega Veneta	28	Ted Baker	9
Burberry	20	Thomas Pink	4
Cartier	18	Tiffany & Co.	6, 17
Chocolate Box	48	WHSmith	23, 46
Dior	15	Watches of Switzerland	14
Dixons Travel	11	World Duty Free	13, 36, 41, 42
Fortnum & Mason	26	World Of Whiskies	12
Gucci	19		
Kurt Geiger	10		
Louis Vuitton	29		
Montblanc	5		
Mulberry	8		
Paul Smith	22		
Pilots	24		
Prada	16		
Rolex	21		
Rolling Luggage	3		
Shoe Shine Company	25, 45		
Smythson	27		

Food and drink	
Cafés	
EAT.	33
Pret A Manger	40
Starbucks	39
Bars and restaurants	
Champagne Bar	30
The Crown Rivers by JD Wetherspoon	1

Services		
Airline lounge	Cash Machine	Stairs
British Airways 44 Galleries Lounge North	Escalator	Telephone
British Airways 31 Galleries Lounge South	Information	Toilets
British Airways York & Lancaster Rooms next to Gate A4	Internet facility	Accessible toilet All
British Airways 34, 38 customer services	Lift	Baby care All
Bureau de change	Multi-faith prayer room 47	Drinking fountain 49, 51, 52
Moneycorp 37, 43	Pharmacy 2	VAT refunds 32 managed by Travelex
Travelex 32	Play area next to Gate A7	
VAT refunds managed by Travelex 32	Priority seating	
	Quiet zone 35	
	Seating	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

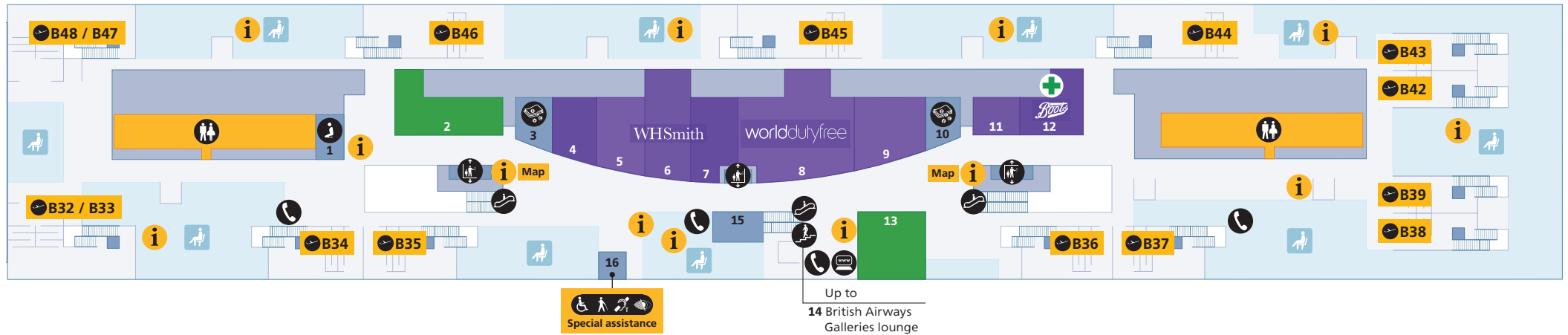
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Terminal 5

Departures

Terminal 5B (Gates B32–B47)



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

Food and drink	
Apostrophe	2
Wetherspoon Express	13

Services		
Airline lounge	Escalator	Stairs
British Airways Galleries lounge	Information	Telephone
British Airways customer services	Internet facility	Toilets
Bureau de change	Lift	Accessible toilet
Moneycorp	Multi-faith prayer room	Baby care
Travelex	Pharmacy	Drinking fountain
VAT refunds managed by Travelex	Seating	VAT refunds managed by Travelex
	Special Assistance	10
		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 7
	Escalator		Pharmacy 2
	Information		Seating
	Internet facility	Special assistance	5
	Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		
	Telephone		Toilets
	Accessible toilet	All	
	Baby care	All	
	Drinking fountain	All	

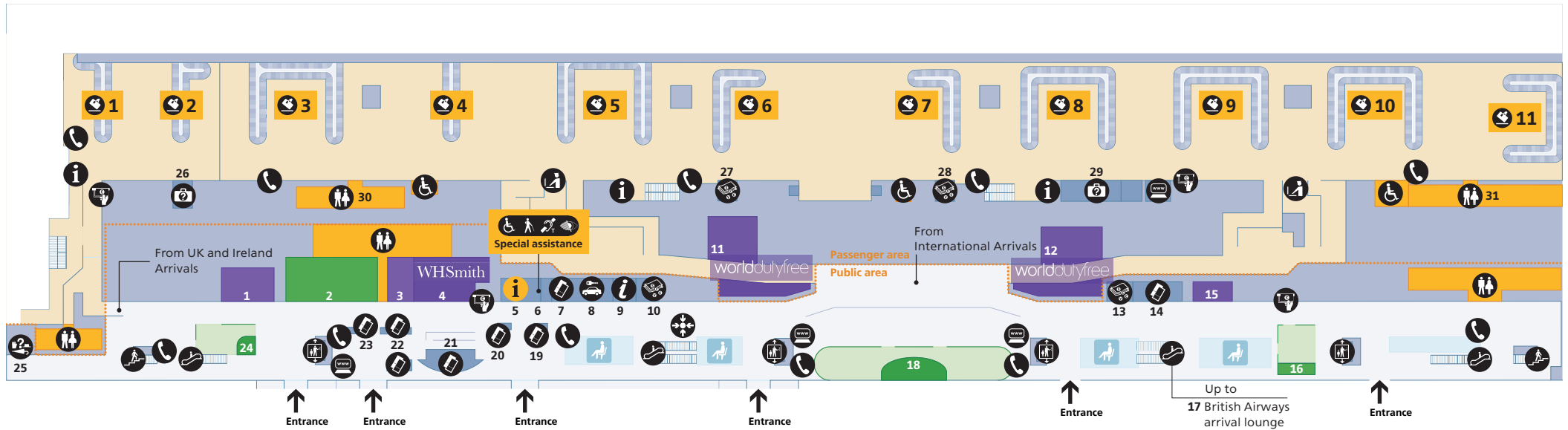
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Terminal 5

Arrivals

Ground floor



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Shopping

Excess Baggage Company	1
Voyager Entertainment	3, 15
WHSmith	4
World Duty Free	11, 12

Food and drink

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

Services

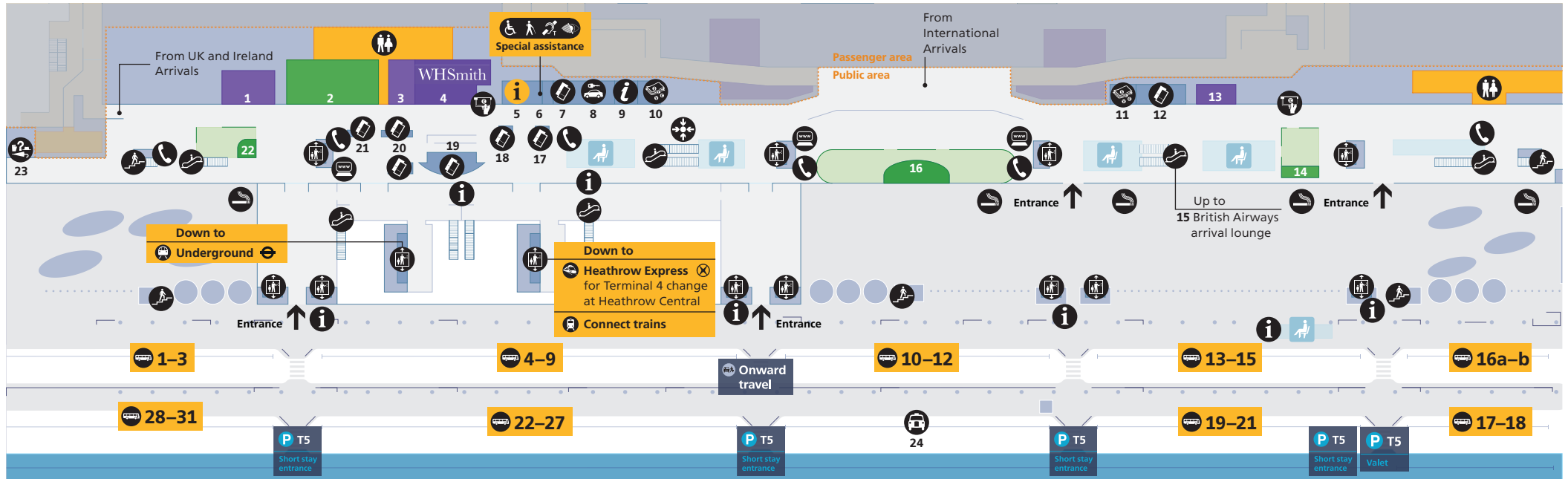
Airline lounge	Escalator	Ticket sales
British Airways arrival lounge 17	Help point	Heathrow Express 19, 23
Airport information 5	Internet facility	Hotel by Bus 7
Baggage enquiries 26, 29	Lift	National Express 14
Baggage reclaim	Lost property 25	Underground 20–22
Bureau de change	Meeting point	Toilets
Moneycorp 13, 28	Seating	Accessible toilet All
Travellex 10, 27	Special assistance 6	Baby care All
Car rentals desk 8	Stairs	Drinking fountain 30, 31
Cash machine	Telephone	Tourist information 9
		Tourist services by British Hotel Reservation Centre 9

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

Terminal 5

Arrivals (Onward travel)

Ground floor



Shopping	
Excess Baggage Company	1
Voyager Entertainment	3, 13
WHSmith	4

Food and drink	
Caffè Nero	14
Costa Coffee	16
Giraffe Juice	22
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	19
Car rental (on airport)	19
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	29
Car parking (off airport)	29
Click Park, Purple Parking, Purple Parking Business, Reeds	

Services		
Airline lounge	British Airways arrival lounge	15
Airport information	5	
Bureau de change	Moneycorp	11
Bus Stop	Travelex	10
Car rentals desk	8	
Cash machine		
Escalator		
Help point		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		
Internet facility		
Lift		
Lost property	23	
Meeting point		
Seating		
Smoking area		
Special assistance	6	
Stairs		
Taxi rank	24	
Telephone		
Ticket sales	Heathrow Express	17
	Hotel by Bus	7
	National Express	12
	Underground	18-21
Toilets		
Accessible toilet	All	
Baby care	All	
Tourist information	9	
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