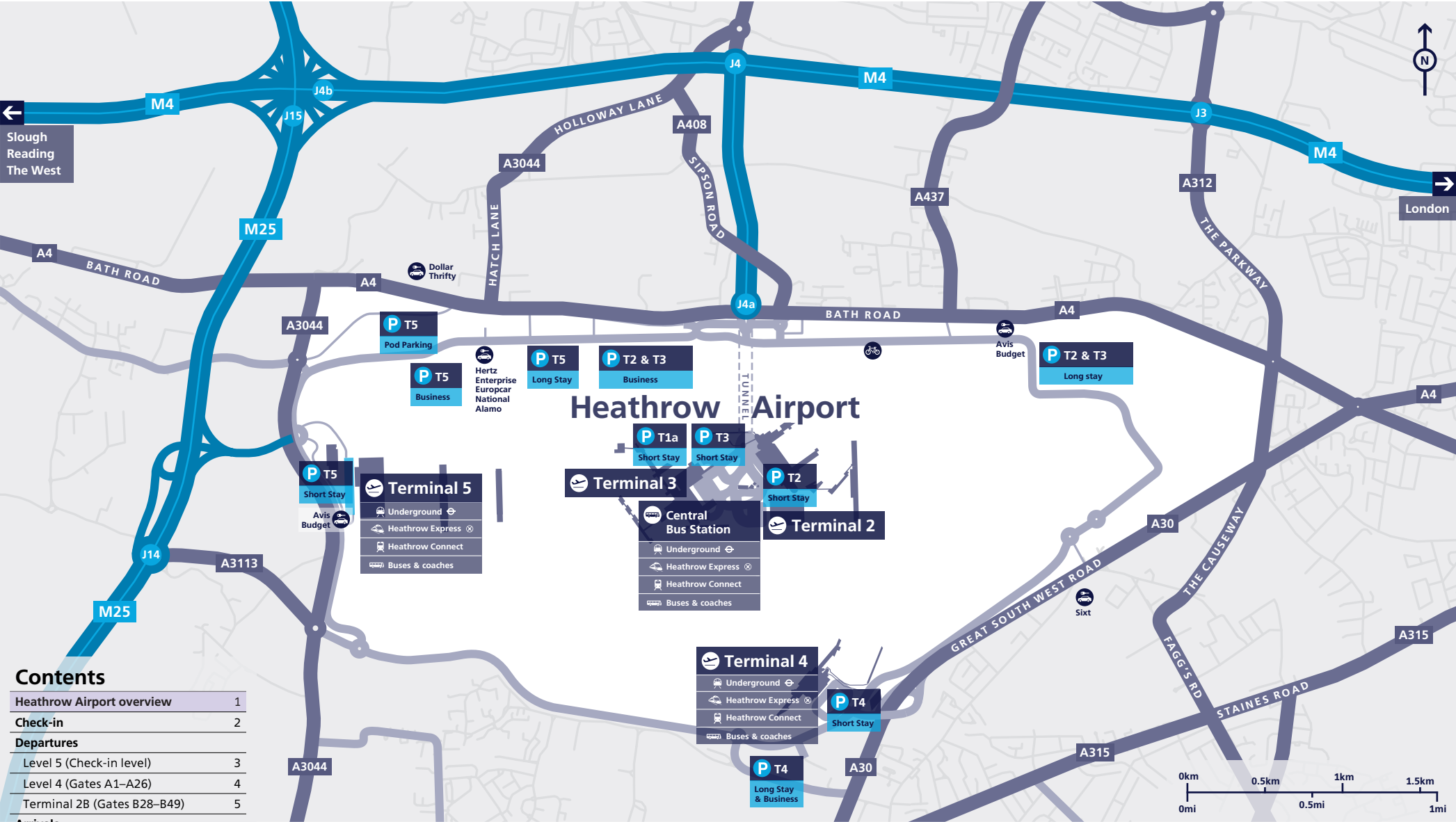


# Heathrow Airport

## Overview

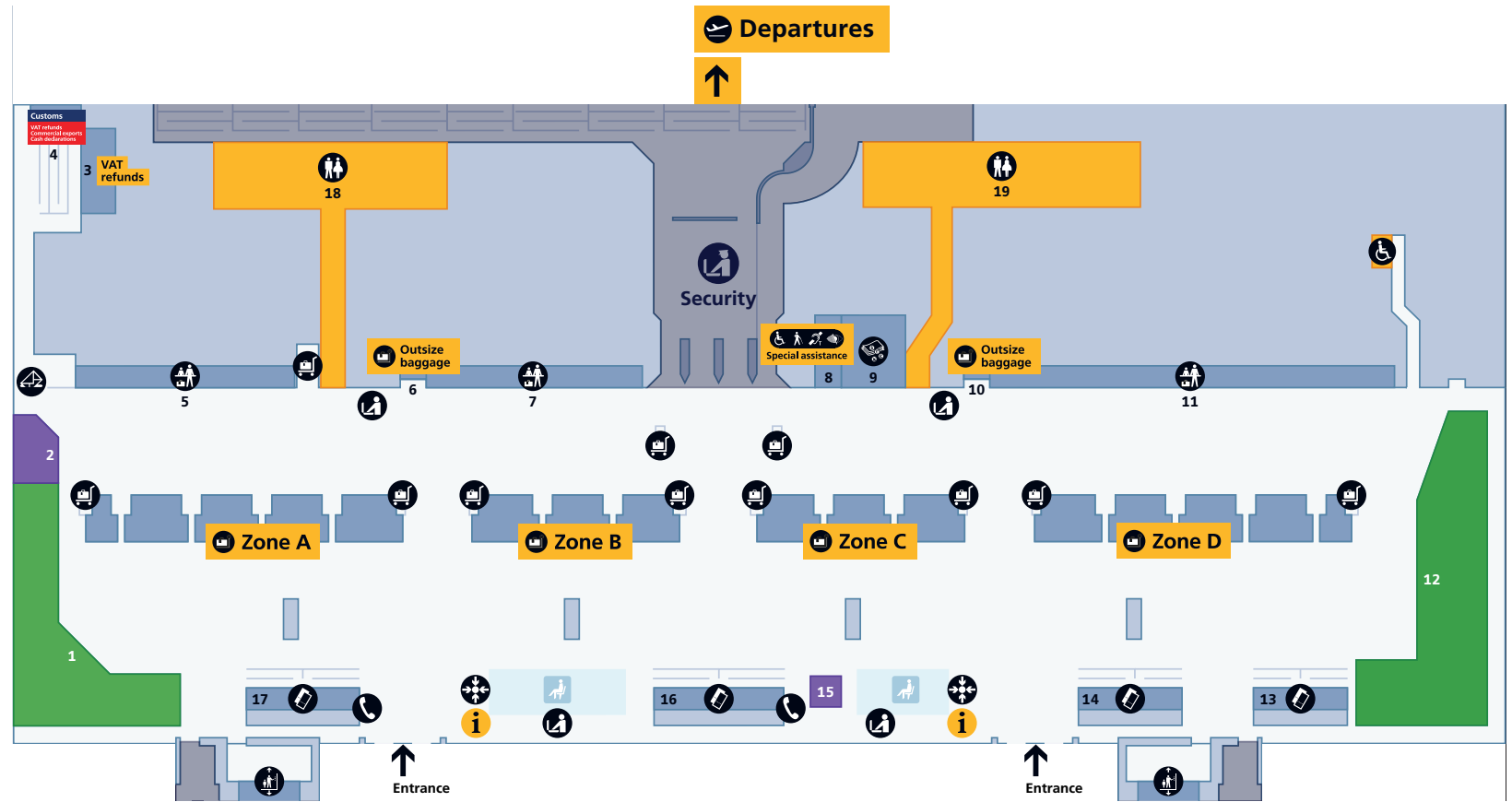


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Onward travel	7

# Terminal 2

## Check-in Level 5



Shopping	
Excess Baggage Company	2
TBC	15

Food and drink	
<b>Cafés</b>	
Costa Coffee	1
<b>Bars and restaurants</b>	
The Flying Chariot by JD Wetherspoon	12

Services	
Airline ticket desk	13–14, 16–17
Bag wrap	15
Bureau de change	
Travelex	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. 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 Travelex	3

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

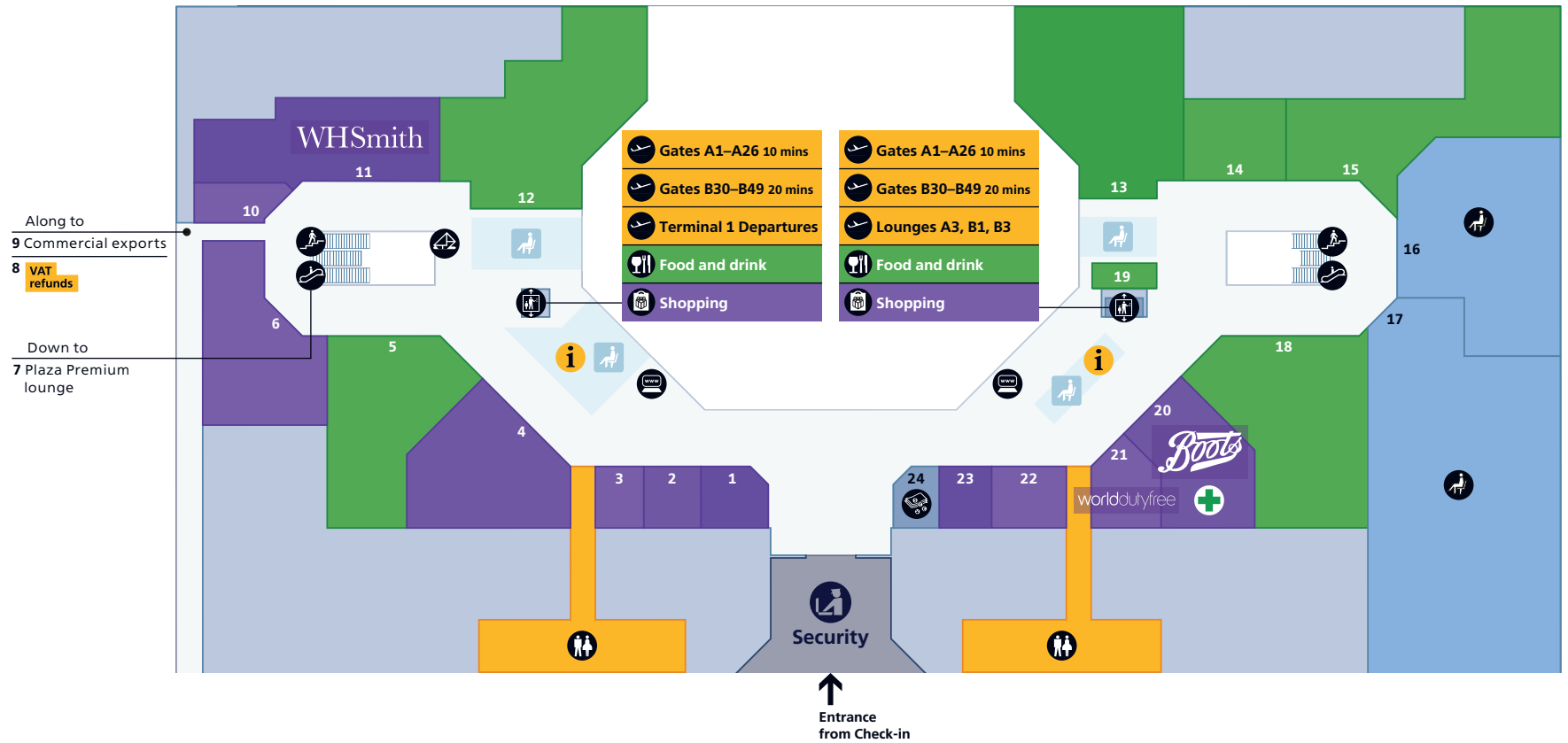
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# Terminal 2

## Departures

Level 5 (Check-in level)



Shopping	
Boots +	20
Case	22
Cath Kidston	3
Dixons Travel	6
Hamleys	10
John Lewis	4
Sunglass Hut	1
Ted Baker	2
Thomas Pink	23
WHSmith	11
World Duty Free	21

Food and drink	
<b>Cafés</b>	
EAT.	5
<b>Bars and restaurants</b>	
Krispy Kreme	19
London's Pride by Fuller's	18
The Gorgeous Kitchen	15
The Perfectionists' Café	13
Wondertree	12
YO! Sushi	14

Services		
Airline lounges	Bureau de change	Postbox
Lounge A1 Lufthansa Senator lounge	Travelex	Seating
Lounge A2 Aer Lingus Gold Circle lounge	Commercial exports	Stairs
Lounge A3 Plaza Premium lounge paid facilities include shower, bedroom and spa	Escalator	Toilets
	Information	Accessible toilet All
	Internet facility	Baby care All
	Lift	Drinking fountain All
	Pharmacy	VAT refunds managed by Travelex
		8

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

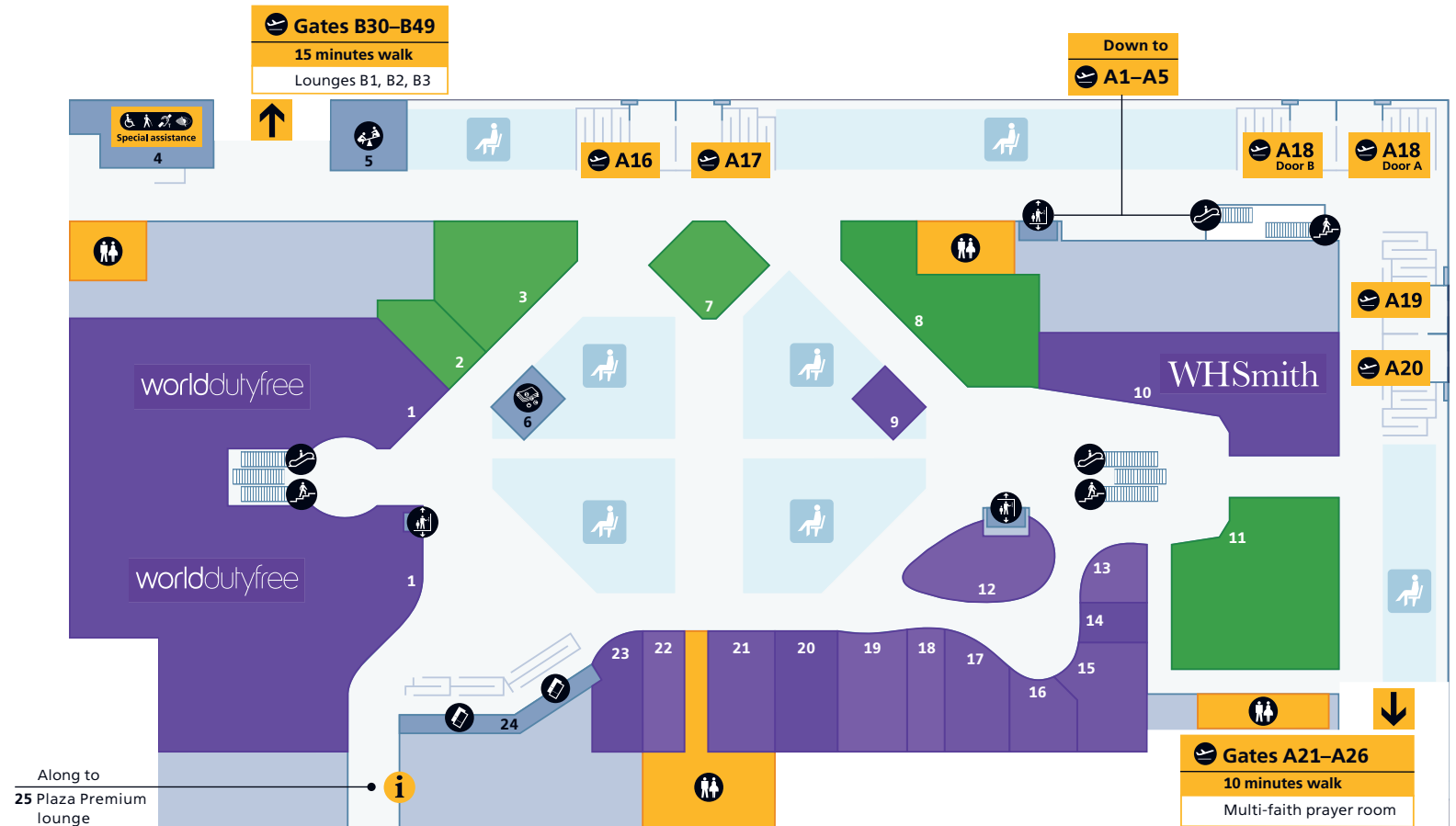
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# Terminal 2

## Departures

Level 4 (Gates A1–A26)



Shopping			
Bottega Veneta	19	Kurt Geiger	15
Burberry	21	Michael Kors	14
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

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
Lounge A3	25	Bureau de change	
Lounge B1	near Gate B46	Travellex	6
Lounge B2	near Gate B44	Escalator	
Lounge B3	near Gate B44	Information	
Plaza Premium lounge		Lift	
United Global First lounge		Multi-faith prayer room	
Singapore Airlines SilverKris lounge		Play area	5
Air Canada Maple Leaf lounge		Seating	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		Special assistance	4
		Stairs	
		Ticket sales	24
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	All

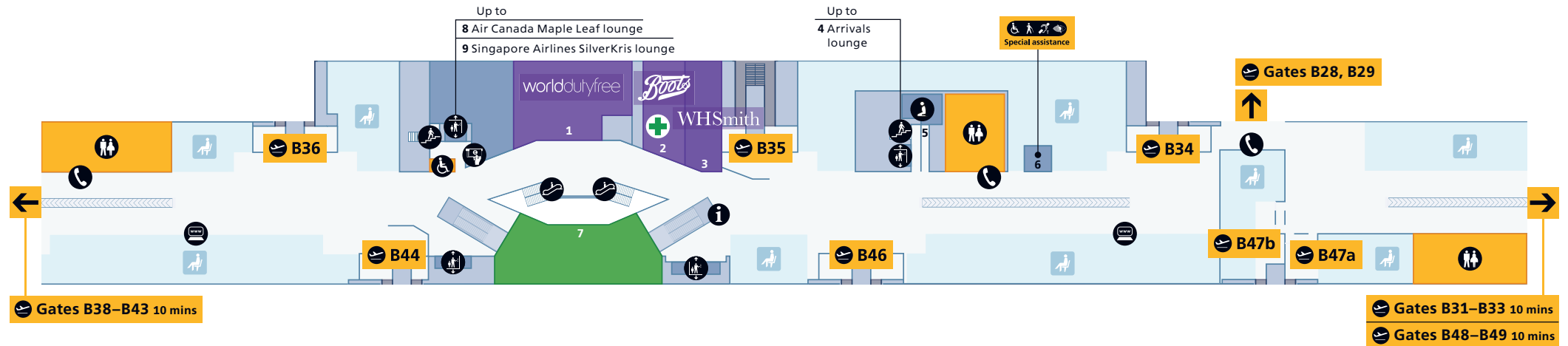
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# Terminal 2

## Departures

Terminal 2B (Gates B31–B49)



Shopping	
Boots +	2
WHSmith	3
World Duty Free	1

Food and drink	
Caffè Nero	7

Services		
Airline lounge	Cash Machine	Seating
Lounge B1 Arrivals lounge 4	Escalator	Special assistance 6
Lounge B2 Singapore Airlines SilverKris lounge 9	Help point	Stairs
Lounge B3 Air Canada Maple Leaf lounge 8	Internet facility	Telephone
	Lift	Toilets
	Multi-faith prayer room 5	Accessible toilet All
	Pharmacy 2	Baby care All
		Drinking fountain All

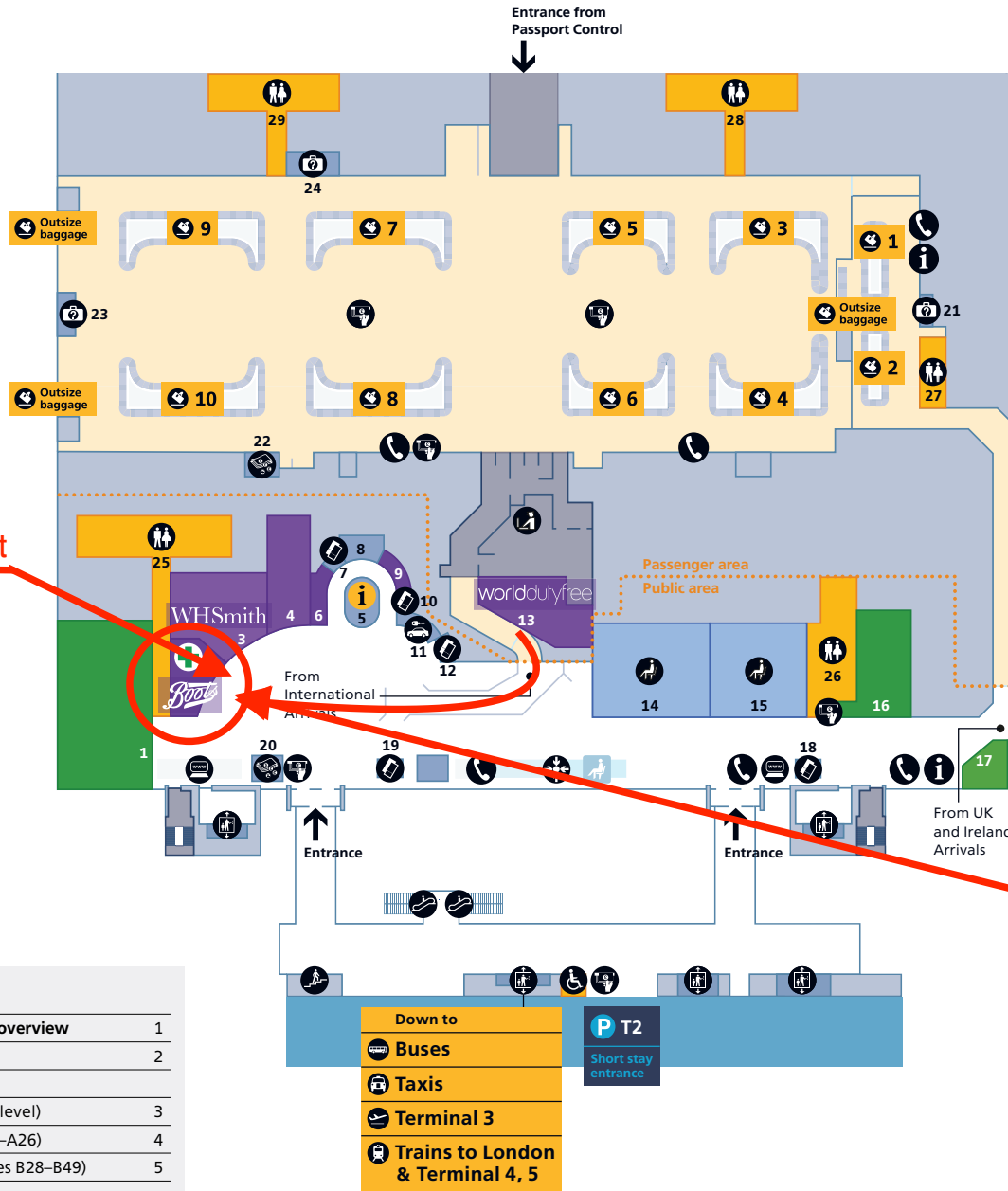
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# Terminal 2

## Arrivals Level 1



Meeting point

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, 17
M&S Simply Food	16

Services		
Airline lounge		
Arrivals lounge	14	
Plaza Premium lounge	15	
Airport Information	5, 8	
Baggage enquiries	21, 23, 24	
Baggage reclaim		
Bureau de change		
Travelex	20, 22	
Car rental desk	11	
Cash machine		
Escalator		
Help point		
Internet facility		
Lift		
Meeting point		
Pharmacy	2	
Seating		
Stairs		
Telephone		
Ticket sales		
Heathrow Express	12, 19	
Hotel by Bus	7	
National Express	10	
Toilets		
Accessible toilet	All	
Baby care	26-29	
Drinking fountain	27-29	

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

Where my driver / assistant?  
in front of Boots Pharmacy

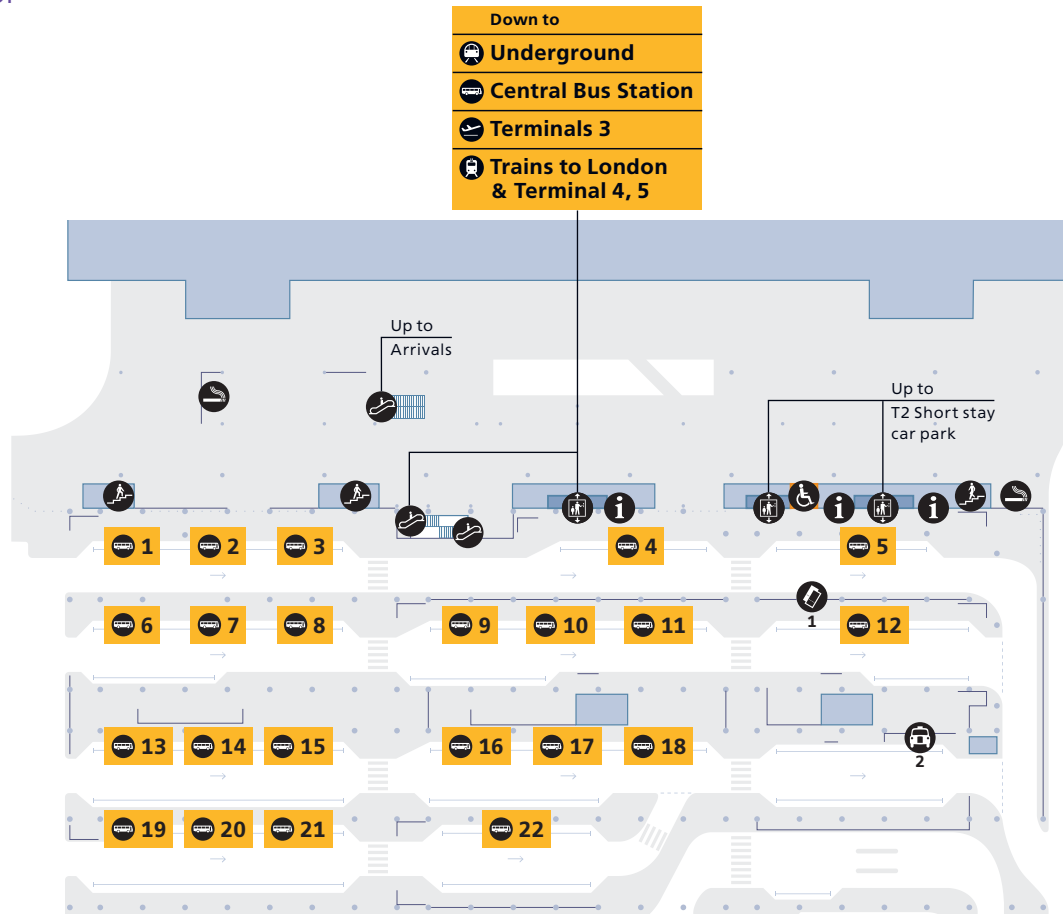
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# Terminal 2

## Arrivals (onward travel)

### Ground floor



### Services

Accessible toilet	Help point	Taxi rank	2
Bus stop	Lift	Ticket sales	Hotel Hoppa
Escalator	Smoking area	Hotel Hoppa	1
	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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