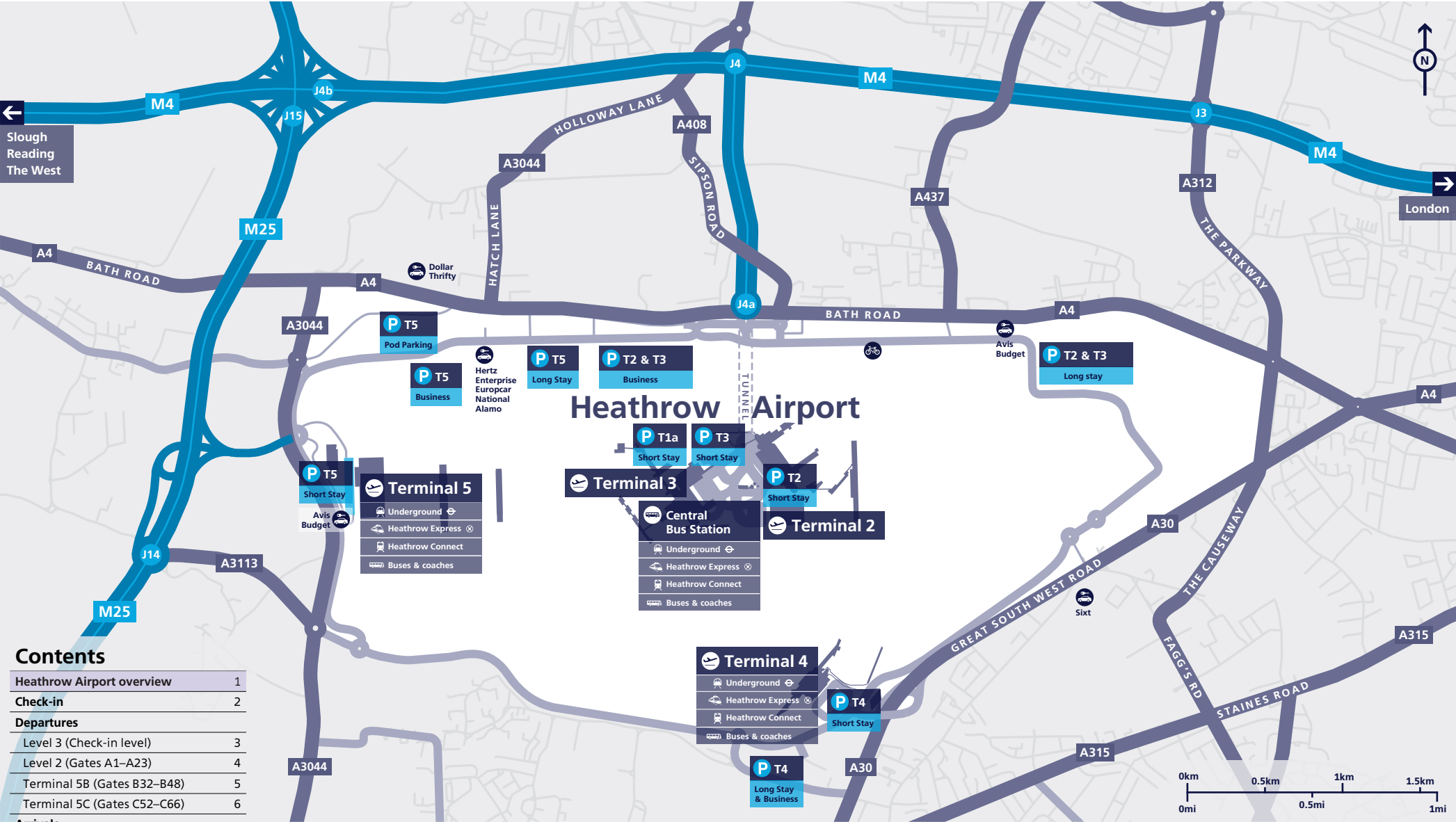


# Heathrow Airport

## Overview

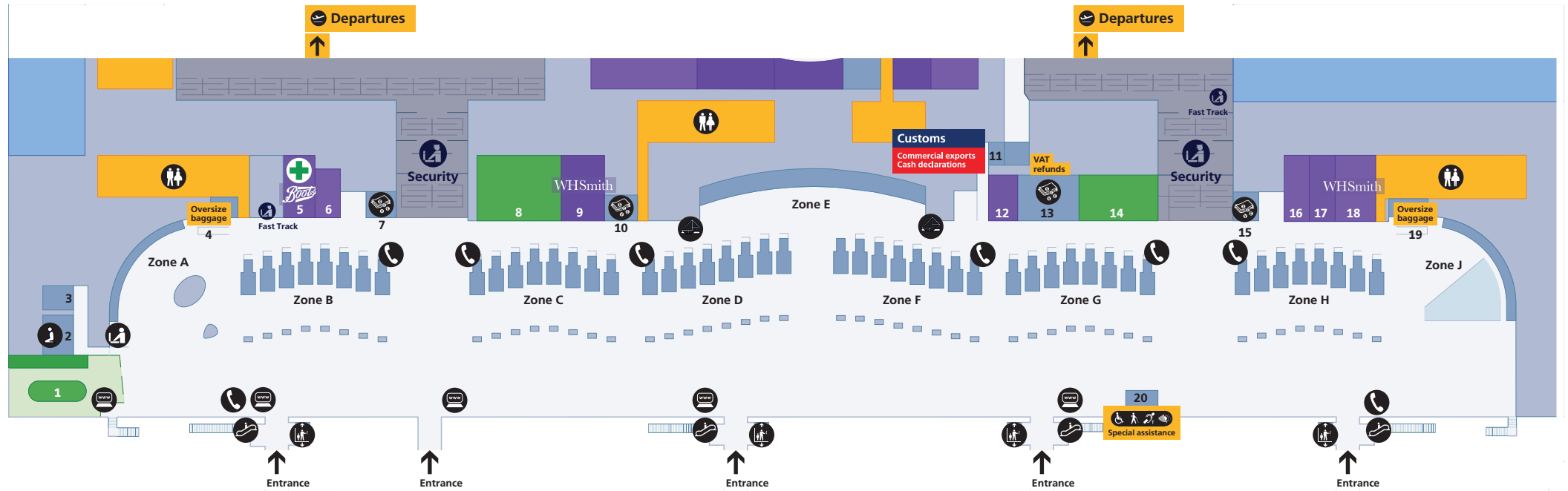


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# Terminal 5

## Check-in Level 3



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

Food and drink	
<b>Cafés</b>	
Caffè Nero	1
<b>Bars and restaurants</b>	
Carluccio's	8
The 5 Tuns	14

Services		
British Airways	3	
Sky Flyers Solo		
Bureau de change		
Travellex	7, 10, 15	
VAT refunds managed by travellex	13	
Check-in		
Cash machine		
Commercial exports	11	
Escalator		
Internet facility		
Lift		
Multi-faith prayer room	2	
Oversize baggage	4, 19	
Pharmacy	5	
Postbox		
Repack area		
Special Assistance	20	
Telephone		
Toilets		
Accessible toilet	All	
Baby care	All	
VAT refunds managed by Travellex	14	

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

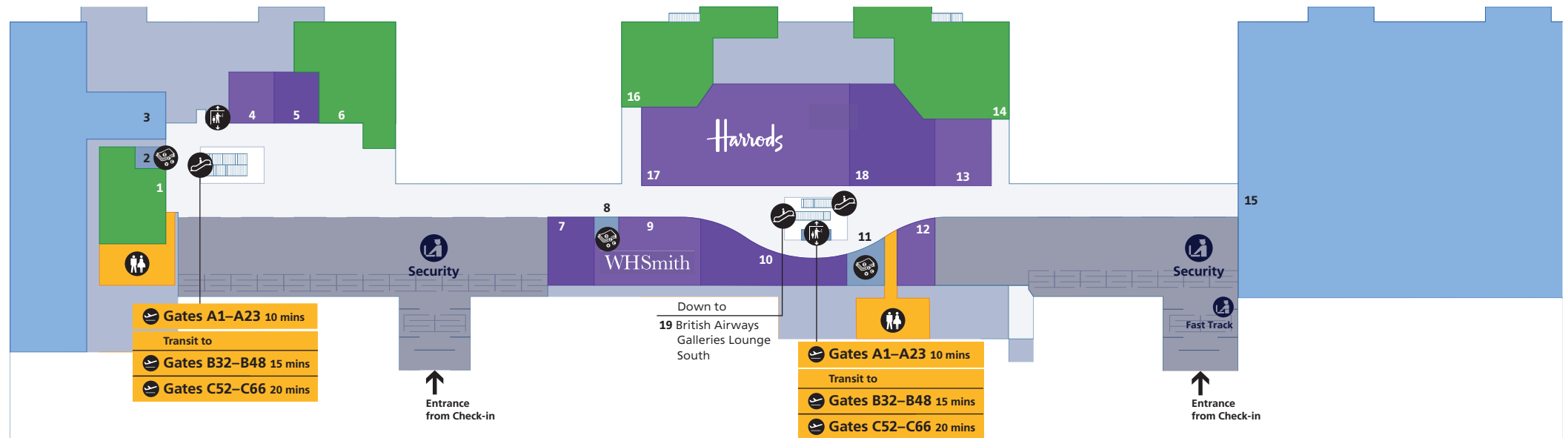
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# Terminal 5

## Departures

Level 3 (Check-in level)



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

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

Services		
Airline lounges	Bureau de change	Lift
British Airways 15	Travelex 2, 8, 11	Postbox
Concorde Room	VAT refunds 8, 11 managed by Travelex	Stairs
British Airways 3	Pharmacy 12	Toilets
Galleries Lounge North	Cash machine	Accessible toilet All
British Airways 19	Commercial exports 19	Baby care All
Galleries Lounge South	Escalator	VAT refunds 8, 11 managed by Travelex
	Information	
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	5	
Chanel	40	
Dior	16	
Dixons Travel	11	
Fortnum & Mason	29	
Gucci	22	
Hermès	18	
Kurt Geiger	9	
Links of London	48	
Louis Vuitton	32	
Montblanc	4	
Mulberry	7	
Paul Smith	25	
Prada	17	
Reiss	10	
Rolex	24	
Shoe Shine Company	28, 51	
Smythson	30	
Sunglass Hut	6	
Ted Baker	8	
Thomas Pink	3	
Tiffany & Co.	20	
WHSmith	26, 52	
WHSmith Books	54	
Watches of Switzerland	15	
World Duty Free	12, 14, 41, 46	
World Of Whiskies	13	

Food and drink	
<b>Cafés</b>	
Pret A Manger	45
Starbucks	43
<b>Bars and restaurants</b>	
Caviar House	38
Fortnum & Mason Champagne Bar	33
Itsu	35
Pilots Bar & Kitchen	27
The Crown Rivers by JD Wetherspoon	1

Services		
Airline lounges		
British Airways Galleries Lounge North	50	
British Airways Galleries Lounge South	34	
British Airways York & Lancaster Rooms next to Gate A4		
British Airways 37, 44 customer services	37, 44	
Personal Shopper Lounge	47	
Bureau de change		
Travellex	35, 42, 49	
VAT refunds managed by Travellex	36	
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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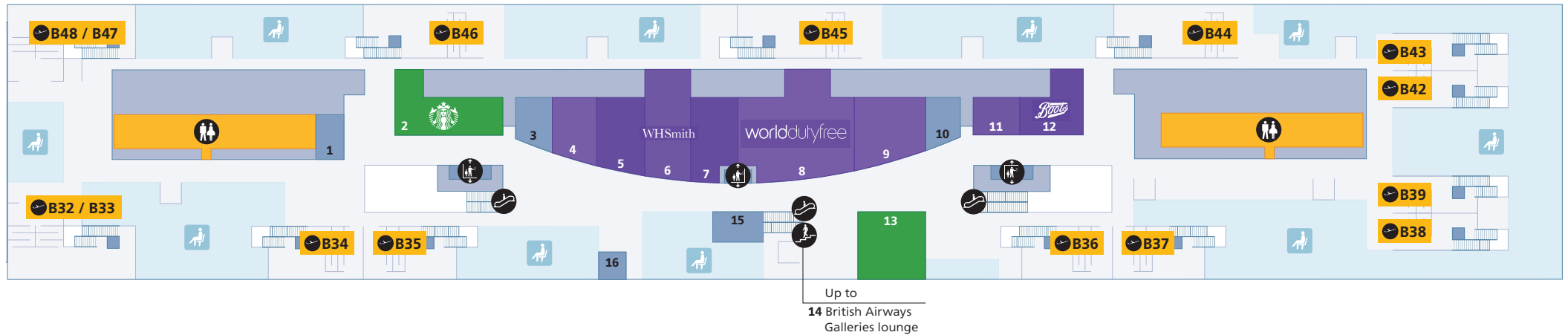
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# Terminal 5

## Departures

Terminal 5B (Gates B32–B48)



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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	
<b>Cafés</b>	
Starbucks	2
<b>Bars and restaurants</b>	
Wetherspoon Express	13

Services		
Airline lounges		Escalator
British Airways Galleries lounge	14	Information
British Airways customer services	15	Internet facility
Bureau de change		Lift
Travelex	3, 10	Multi-faith prayer room
VAT refunds managed by Travelex	10	Pharmacy
		Seating
		Special Assistance
		16
		Stairs
		Telephone
		Toilets
		Accessible toilet
		All
		Baby care
		All
		Drinking fountain
		All
		VAT refunds managed by Travelex
		10
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

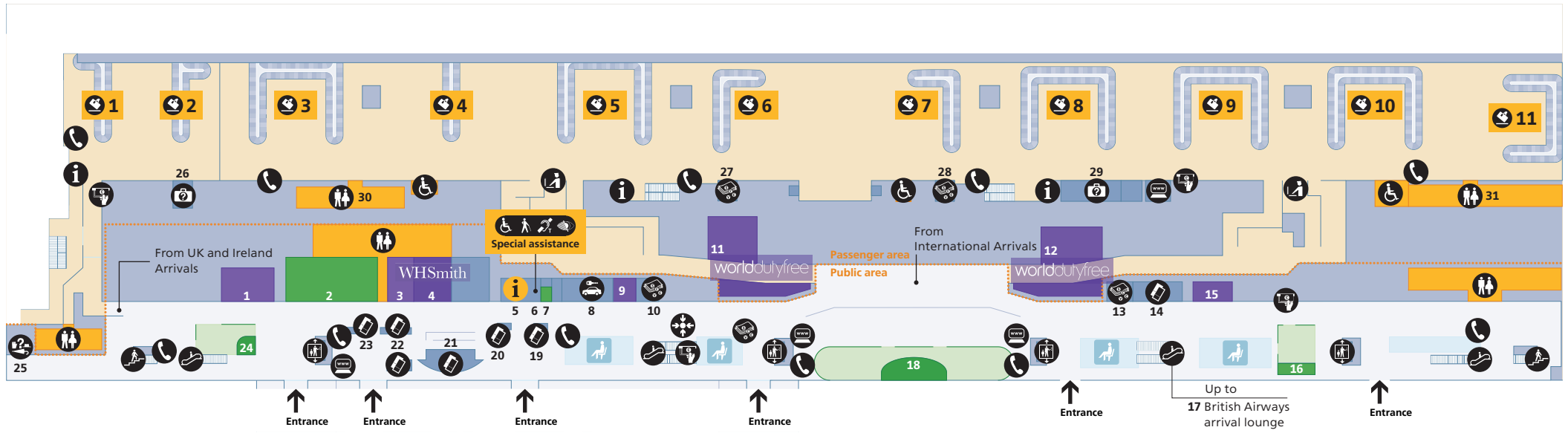
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# Terminal 5

## Arrivals

### Ground floor



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### Shopping

Excess Baggage Company	1
Voyager Entertainment	3, 15
We Know London	9
WHSmith	4
World Duty Free	11, 12

### Food and drink

Caffè Nero	16
Costa Coffee	18
Express Bar	7
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	National Express 14
Baggage enquiries 26, 29	Lift	Underground 20–22
Baggage reclaim	Lost property 25	Toilets
Bureau de change	Meeting point	Accessible toilet All
Travelex 10, 13, 27, 28	Seating	Baby care All
Car rentals desk 8	Special assistance 6	Drinking fountain 30, 31
Cash machine	Stairs	
	Telephone	

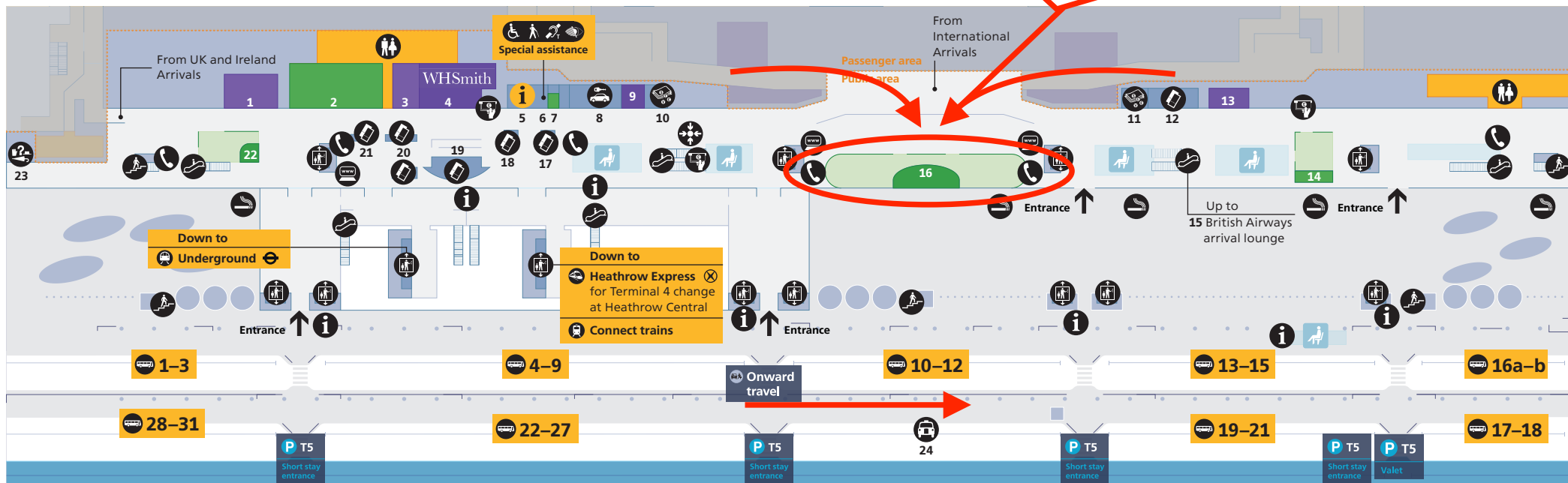
Free Wi-Fi is available throughout the terminal. Network name: \_Heathrow Wi-Fi

# Terminal 5

Arrivals (Onward travel)  
Ground floor

Meeting point

Where my driver / assistant?  
in front of Costa Coffee



Shopping	
Excess Baggage Company	1
Voyager Entertainment	3, 13
We Know London	9
WHSmith	4

Food and drink	
Caffè Nero	14
Costa Coffee	16
Express Bar	7
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) Dollar, Thrifty, Sixt	28
Car rental (on airport) Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	19
Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Reeds	29

Services		
Airline lounge	British Airways arrival lounge 15	Ticket sales
Airport information 5	Bureau de change	Heathrow Express 17
Travellex 10, 11	Car rentals desk 8	National Express 12
Cash machine	Escalator	Underground 18-21
Help point	Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi	Toilets
		Accessible toilet All
		Baby care All

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