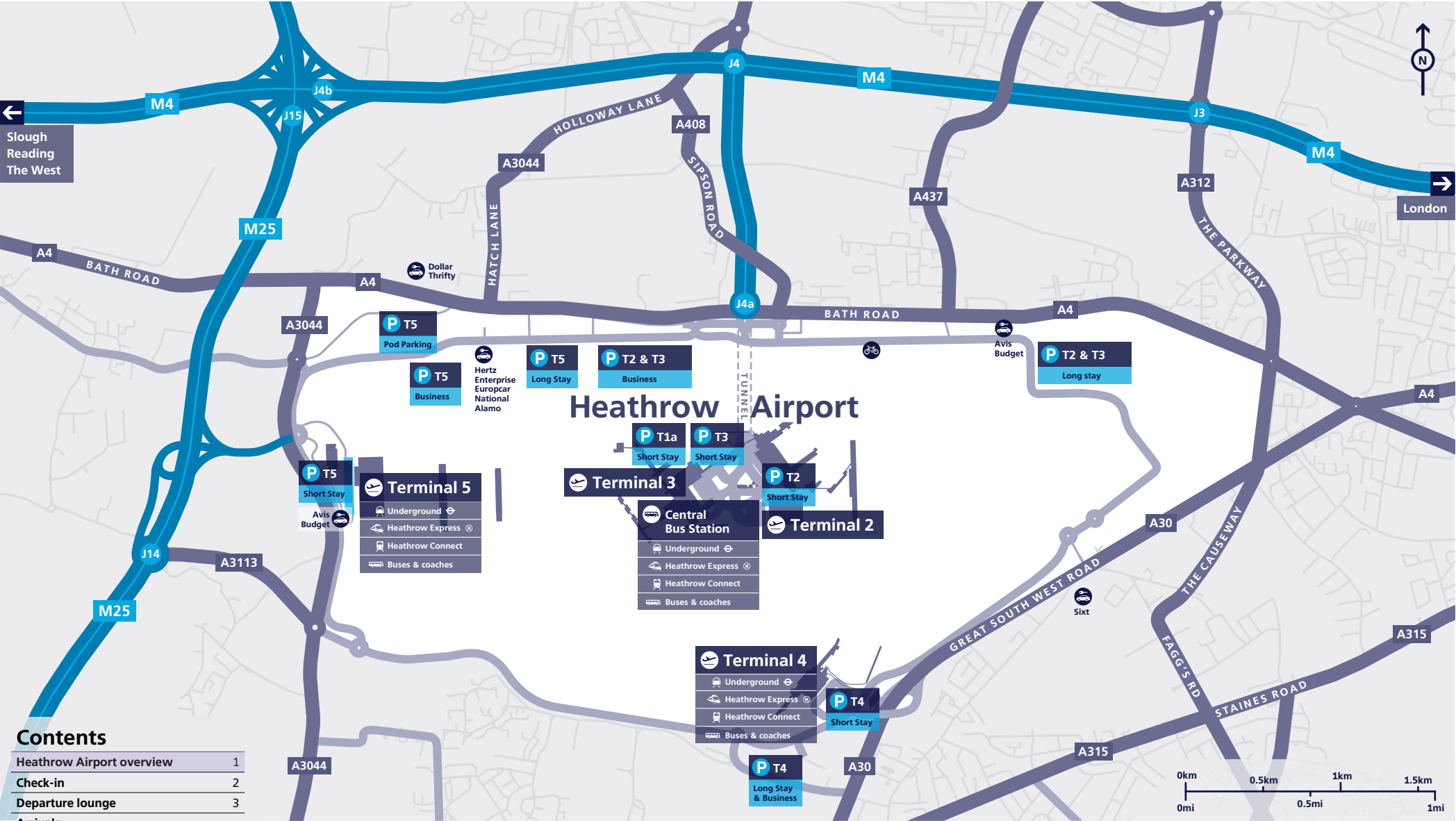


Heathrow Airport

Overview



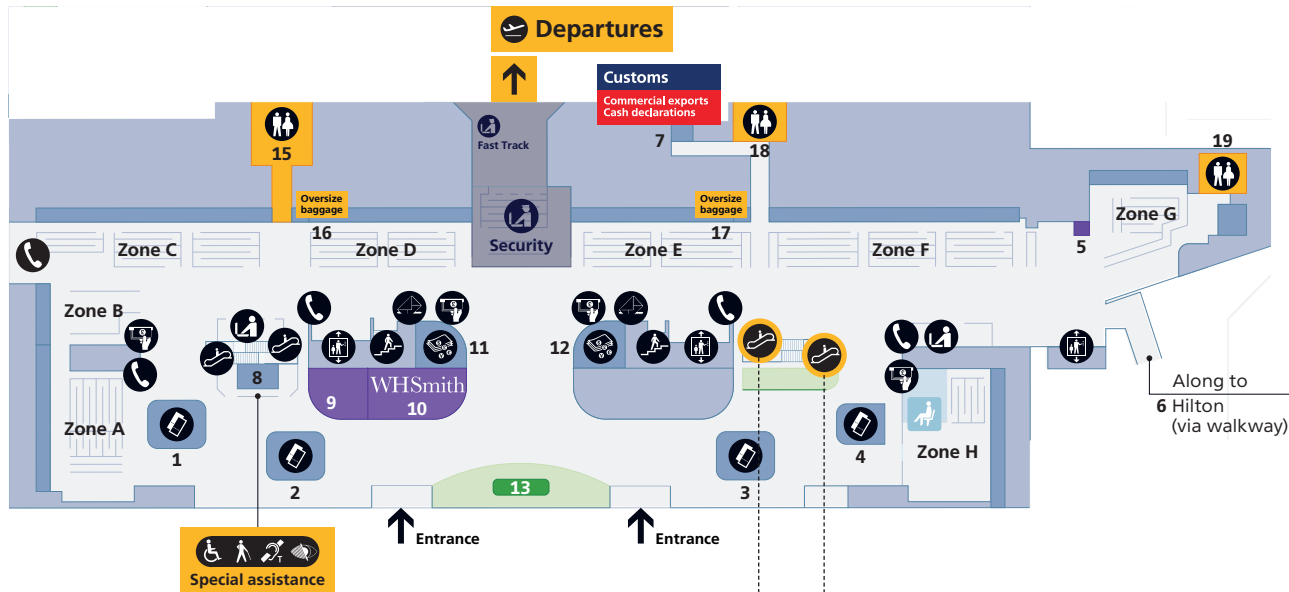
Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Check-in

Level 2 and mezzanine



Shopping	
Excess Baggage Company	9
TBC	5
WHSmith	10

Food and drink	
Caffè Nero	13

Ticket desks			
Aeroflot	4	Jat 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
Jet 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 Travelex	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 Travelex	11
		Oversize baggage	16, 17		
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

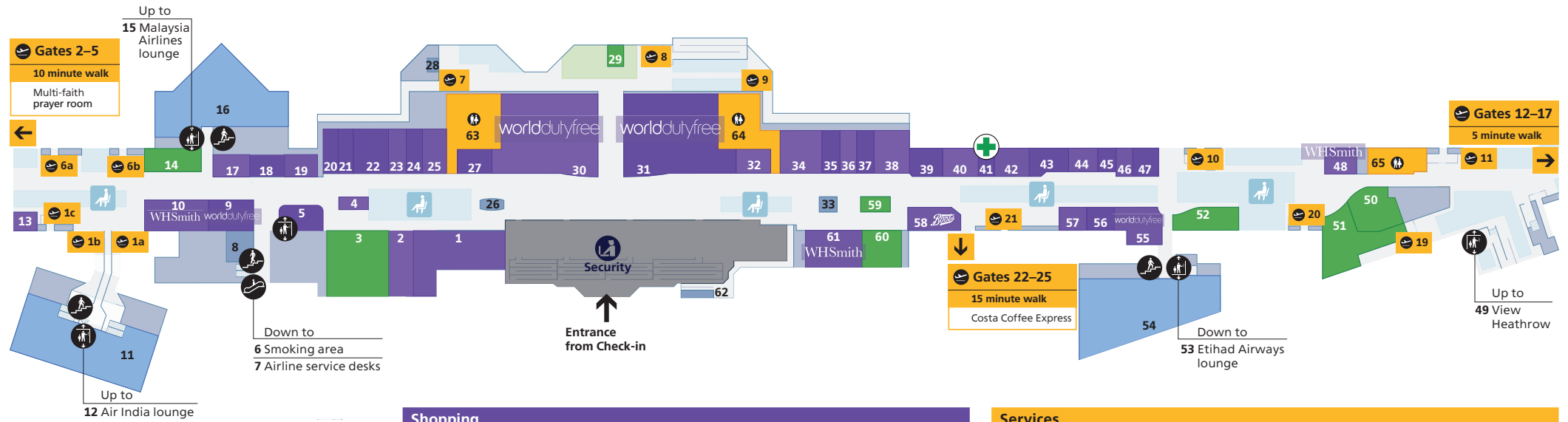
Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Departure Lounge

Level 2



Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Shopping

Boots +	41	Sunglass Hut	4, 35
Boots	58	Swarovski	44
Bottega Veneta – Opening Summer 2017	20	Ted Baker	40
Burberry	5	Thomas Pink	24
Bulgari	19	The Book Shop by WHSmith	57
Cartier	2	Valentino	18
Cath Kidston	39	Watches of Switzerland	25
Caviar House & Prunier	47	WHSmith	10, 48, 61
Dixons Travel	13, 38	World Duty Free	9, 30, 31, 55
Glorious Britain	43	World of Whiskies	36
Gucci	22		
Hamleys	56		
Harrods	1, 34		
Hugo Boss	17		
Jo Malone	46		
Kurt Geiger	37		
Lacoste	45		
Montblanc	32		
Mulberry	23		
Rolux	27		
Rolling Luggage	42		
Saint Laurent – Opening Summer 2017	21		

Food and drink

Cafés	
Apostrophe	52
Carluccio's	51
Costa Coffee	29
Pret A Manger	14
Bars and restaurants	
Caviar House & Prunier Seafood Bar	59
Comptoir Libanais	50
Prince of Wales	60
The Commission	3

Services

Airline lounges		Cash machine		Stairs	
Air India lounge	12	Commercial exports	62	Telephone	
Etihad Airways lounge	53	Escalator		Toilets	
Falcon Gold Gulf Air lounge	16	Information		Accessible toilet	All
Malaysia Airlines lounge	15	Internet facility		Baby care	63
Qatar Airways Premium lounge	11	Lift		Drinking fountain	63
Skyteam lounge	54	Multi-Faith prayer room next to Gate 5b		Family toilets	63
Airline service desks	7	Pharmacy	41	VAT refunds managed by Travelex	29
Bureau de change		Play area	8	View Heathrow Observation Deck	49
Travelex	26, 33	Postbox			
VAT refunds managed by Travelex	33	Seating			
		Smoking area	6		
		Special Assistance	28		

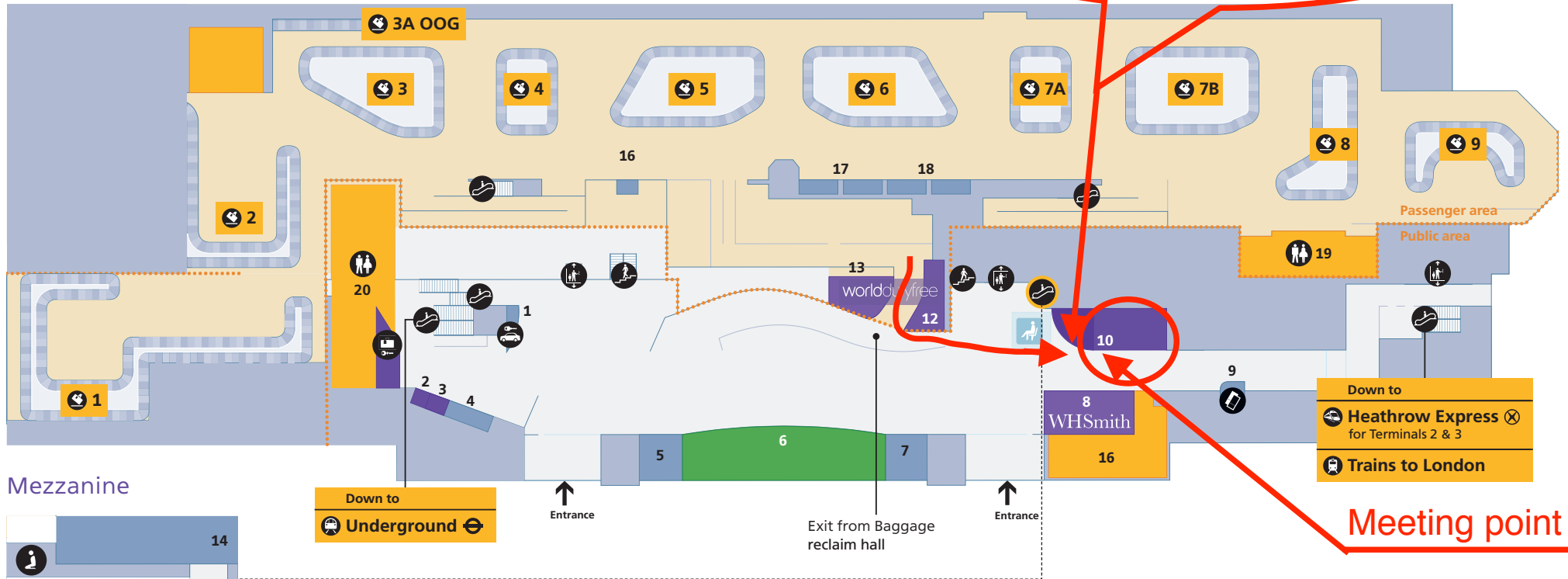
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Terminal 4

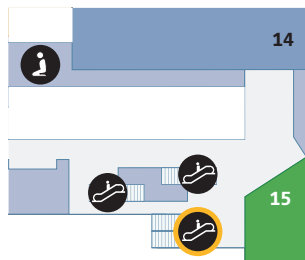
Arrivals

Ground floor and mezzanine

Where my driver / assistant?
in front of Boots Pharmacy



Mezzanine



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
The Windsor Castle by JD Wetherspoon	15

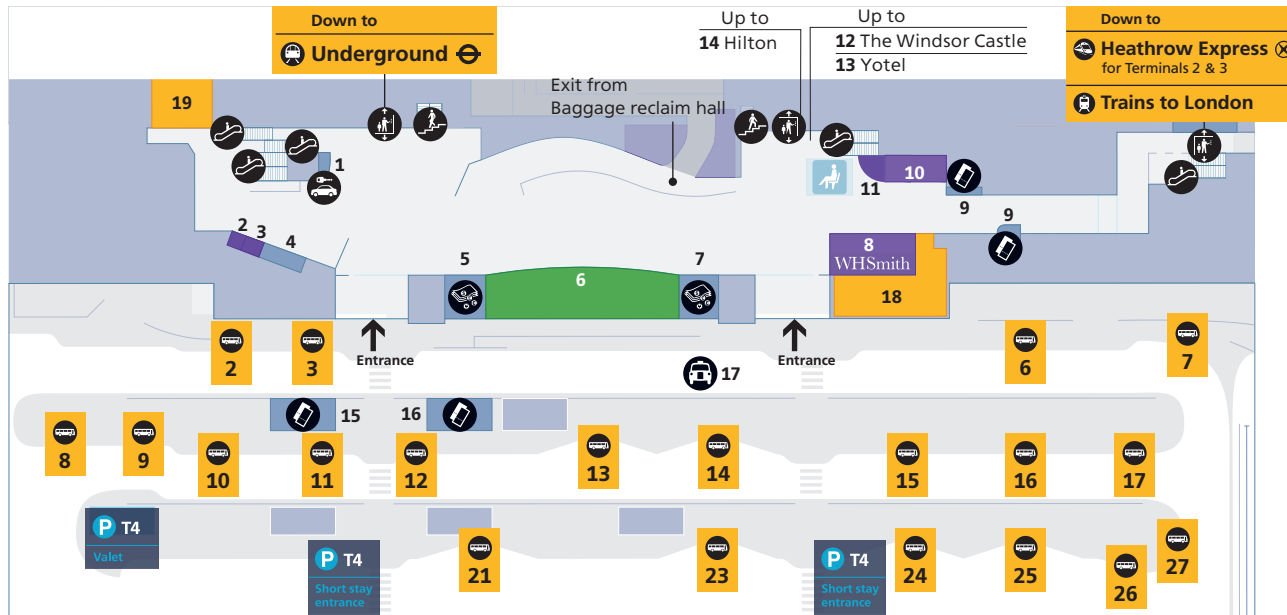
Services			
Baggage enquiries	16-18	Customs	Internet facility
Baggage reclaim		Escalator	Lift
Bureau de change		Help point	Meeting point
Travelex	5, 7	Hotel	Multi-faith prayer room
Car rental	1	Yotel	14
Cash machine		Information	
Chauffeur services	4	Left baggage	2
		Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi	
		Ticket sales	Heathrow Express 9
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	19, 20

Contents	
Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

Terminal 4

Arrivals (Onward travel)

Ground floor



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

Food and drink	
Costa Coffee	6
The Windsor Castle by JD Wetherspoon	12

Bus and coach stop allocation	
Buses – Local & TfL 482, 490, 555, 557	6-7
Hotel by bus Hotel Hoppa	10
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 Travelex 5, 7	Information Internet facility	Ticket sales Heathrow Express 9 Hotel by Bus 15 National Express 16
Bus stop	Left baggage 2	Toilets Accessible toilet All Baby care All Drinking fountain 19
Cash machine	Lift	
Car rental 1	Meeting point	
Chauffeur services 4	Motorcycle parking	
Cycle parking	Seating	
Escalator	Smoking area	
Help point	Stairs	
Hotel Yotel 13 Hilton 14	Taxi rank 17	
	Telephone	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

Contents

Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5