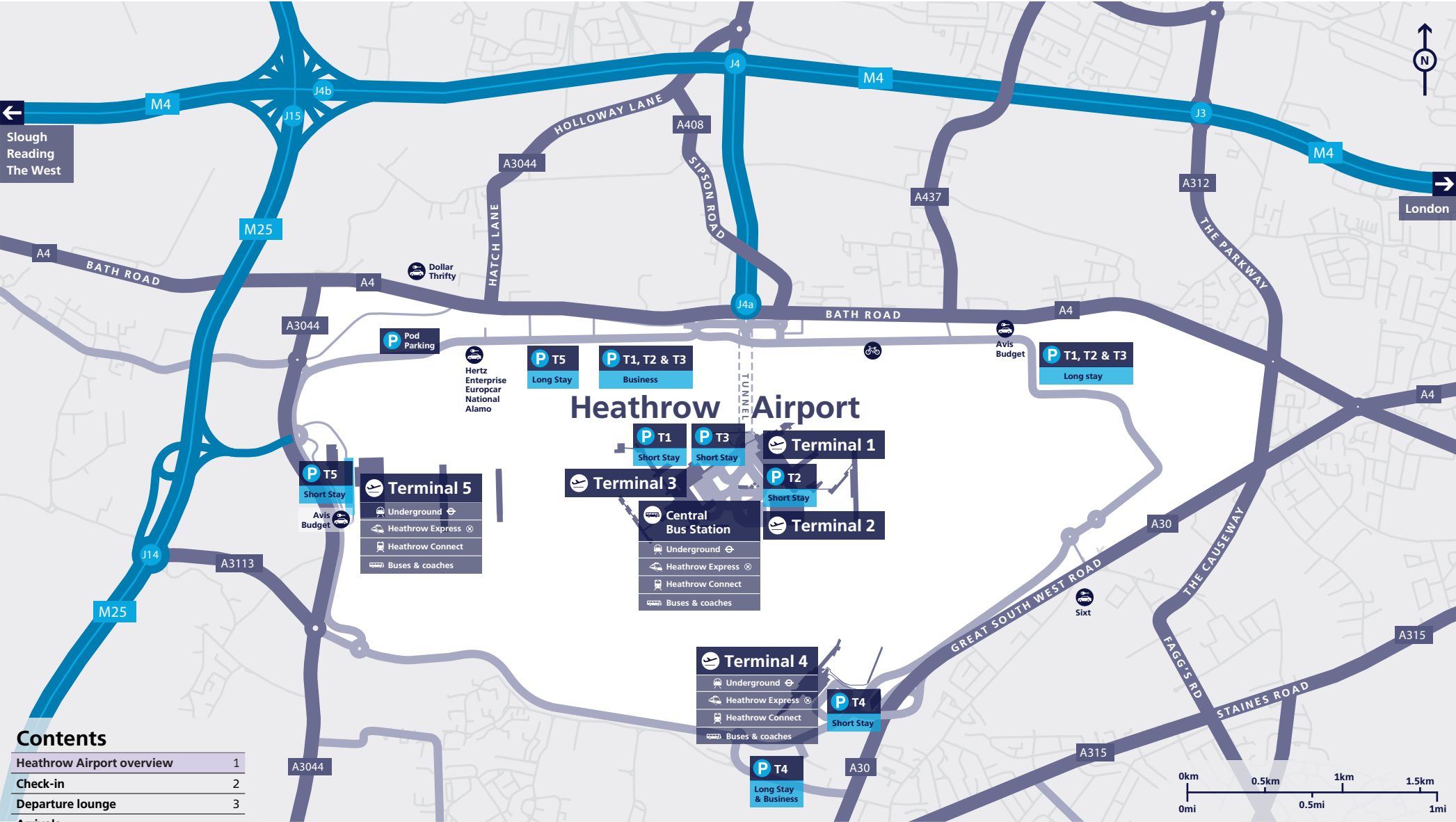


Heathrow Airport

Overview



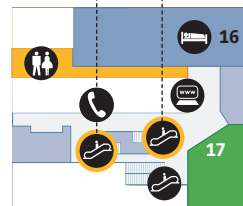
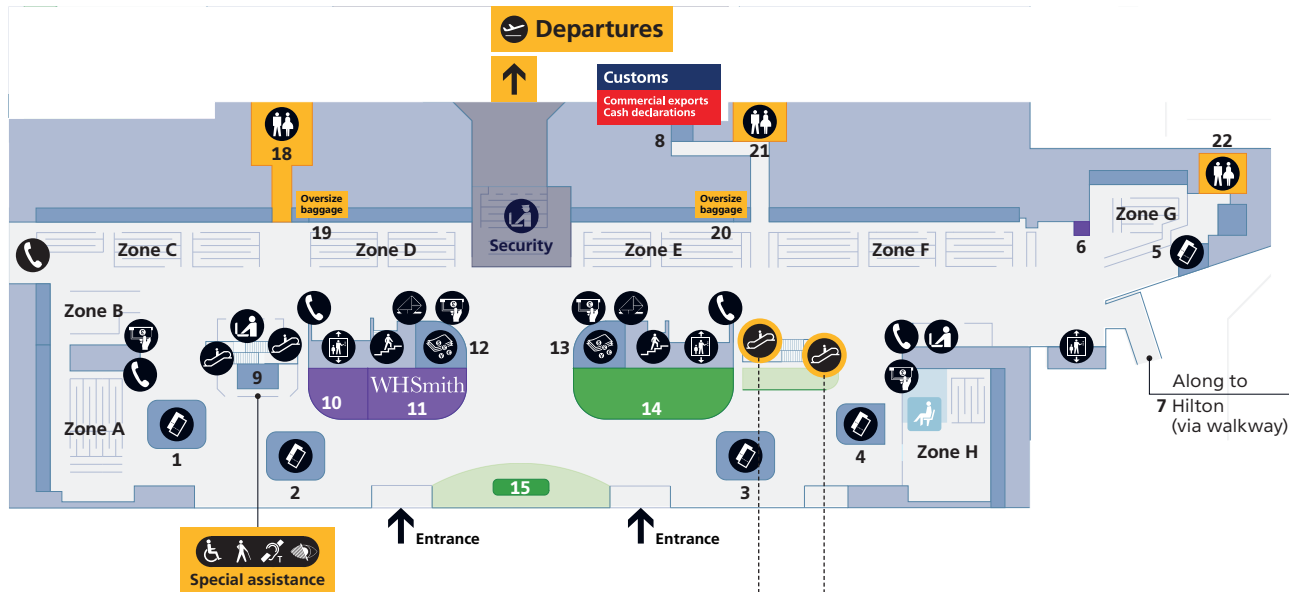
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Terminal 4

Check-in

Level 2 and mezzanine



Mezzanine

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Shopping

Bag Wrap	6
Excess Baggage Company	10
WHSmith	11

Food and drink

Caffè Nero	15
Café Rouge	14
The Windsor Castle by JD Wetherspoon	17

Ticket desks

Aeroflot	4	Jat Airways	2
Air France	4	Jet Airways	2
Air India	5	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

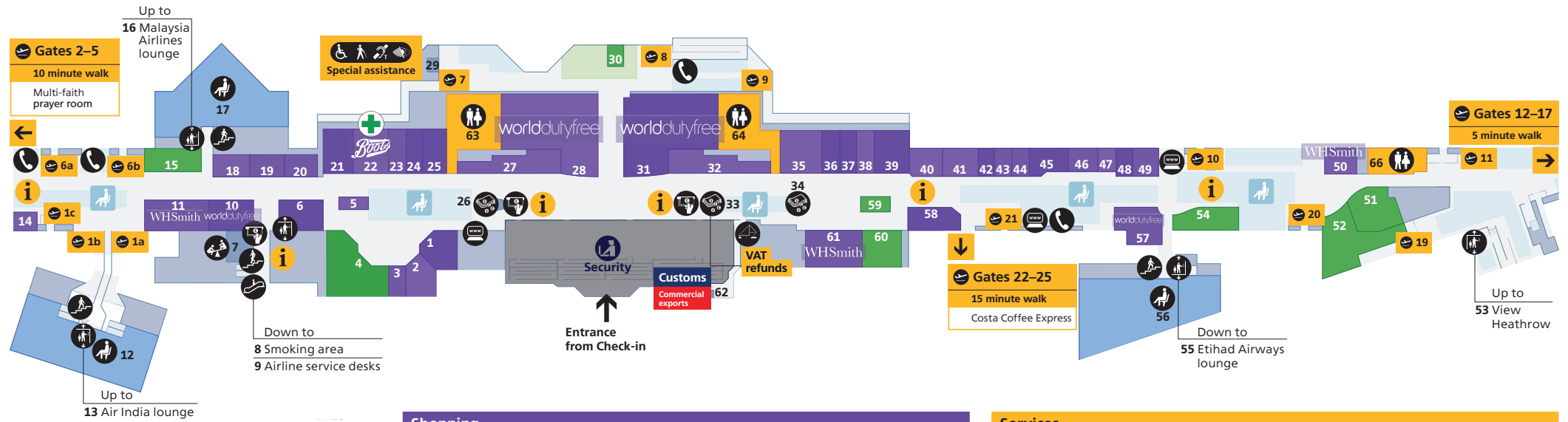
Services

Airline service desk	1-5	Hotel		Special assistance	9
Bureau de change		Hilton	7	Stairs	
Moneycorp	13	Yotel	16	Telephone	
Travelex	12	Lift		Toilets	
VAT refunds managed by Travelex	12	Postbox		Accessible toilet	All
Cash machine		Repack area		Baby care	18, 21
Commercial exports	8	Seating		Drinking fountain	18, 22
Escalator		Oversize baggage	19, 20	VAT refunds managed by Travelex	12
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

Terminal 4

Departure Lounge

Level 2



Shopping			
Bally	1	Swarovski	46
Beauty Studio	21	Ted Baker	41
Boots	22	Thomas Pink	24
Burberry	6	Tumi	44
Bvlgari	20	Watches of Switzerland	25
Cath Kidston	3	WHSmith	11, 50, 61
Caviar House & Prunier	49	WHSmith Books	58
Dior Fragrances and Beauty	5	World Duty Free	10, 28, 31, 57
Dixons Travel	14, 39	World of Whiskies	37
Glorious Britain	45		
Gucci	19		
Hackett	38		
Harrods	27, 32, 35		
Hugo Boss	18		
Jo Malone	48		
Kipling	40		
L.K. Bennett	2		
Mulberry	23		
Rituals	47		
Rolling Luggage	43		
Simply Chocolate by World Duty Free	42		
Sunglass Hut	36		

Food and drink	
Cafés	
Apostrophe	54
Carluccio's	52
Costa Coffee	30
Pret A Manger	15
Bars and restaurants	
Bridge Bar and Eating House	60
Caviar House & Prunier Seafood Bar	59
Comptoir Libanais	51
Dining Street Restaurant	4

Services			
Airline lounges		Postbox	
Air India lounge	13	Seating	
Etihad Airways lounge	55	Smoking area	8
Falcon Gold	17	Special Assistance	29
Gulf Air lounge		Stairs	
Malaysia Airlines lounge	16	Telephone	
Qatar Airways Premium lounge	12	Toilets	
Skyteam lounge	56	Accessible toilet	All
Airline service desks	9	Baby care	63
Bureau de change		Drinking fountain	63, 64
Moneycorp	26, 34	Family toilets	64
Travelax	33	VAT refunds managed by Travelax	33
VAT refunds managed by Travelax	33	View Heathrow Observation Deck	53
Cash machine			
Commercial exports	62		
Escalator			
Information			
Internet facility			
Lift			
Multi-Faith prayer room next to Gate 5b			
Pharmacy	22		
Play area	7		

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

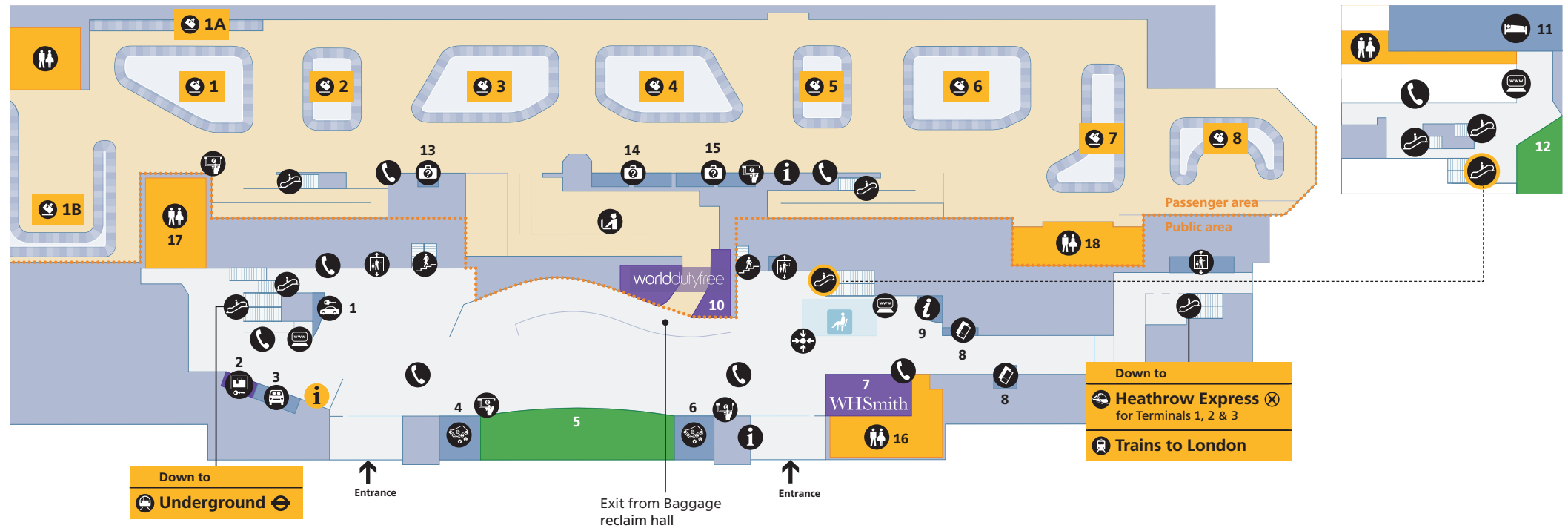
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Terminal 4

Arrivals

Ground floor and mezzanine

Mezzanine



Shopping	
Excess Baggage Company	2
WHSmith	7
World Duty Free	10

Food and drink	
Costa Coffee	5
The Windsor Castle by JD Wetherspoon	12

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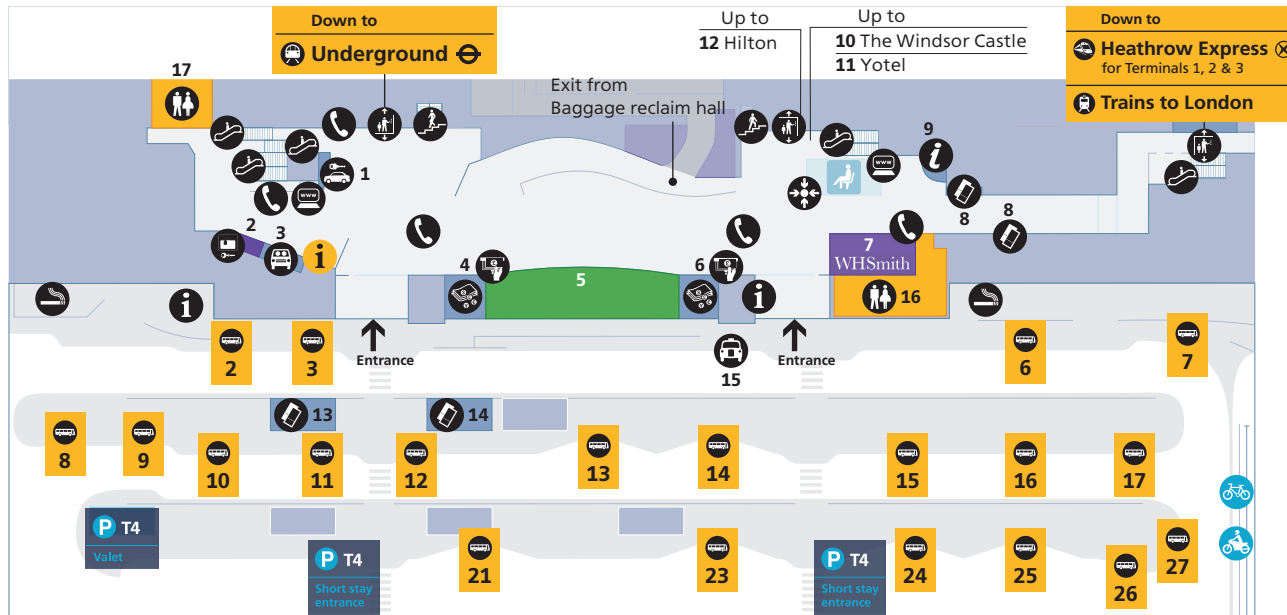
Services			
Baggage enquiries	13-15	Chauffeur services	3
Baggage reclaim		Customs	
Bureau de change		Escalator	
Moneycorp	4	Help point	
Travelex	6	Hotel	
Car rental	1	Yotel	11
Cash machine		Information	
		Left baggage	2
		Internet facility	
		Lift	
		Meeting point	
		Seating	
		Stairs	
		Telephone	
		Ticket sales	
		Heathrow Express	8
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	17, 18
		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 4

Arrivals (Onward travel)

Ground floor



Shopping	
Excess Baggage Company	2
WHSmith	7

Food and drink	
Costa Coffee	5
The Windsor Castle by JD Wetherspoon	10

Bus and coach stop allocation		
Buses – Local & TfL 482, 490, 555, 557	6-7	
Hotel by bus	10	
Hotel Hoppa	11	
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 Moneycorp 4 Travelex 6	Information Internet facility Left baggage 2 Lift Meeting point Motorcycle parking Seating Smoking area Stairs Taxi rank 15 Telephone	Ticket sales Heathrow Express 8 Hotel by Bus 13 National Express 14 Toilets Accessible toilet All Baby care All Drinking fountain 17 Tourist information 9 Tourist services by British Hotel Reservation Centre 9
Bus stop Cash machine Car rental 1 Chauffeur services 3 Cycle parking Escalator Help point Hotel Yotel 11 Hilton 12	Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi	

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