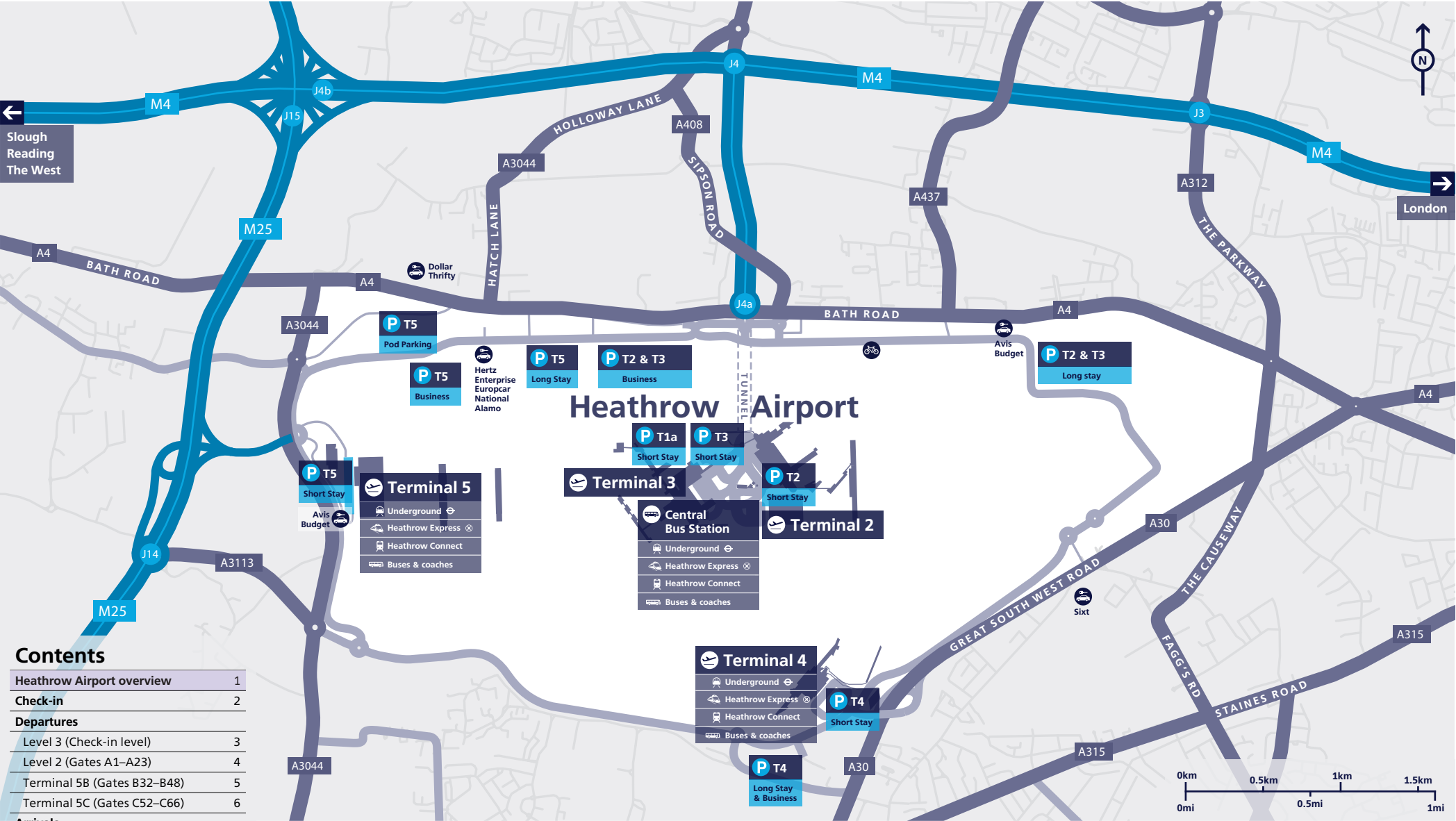


# Heathrow Airport

## Overview

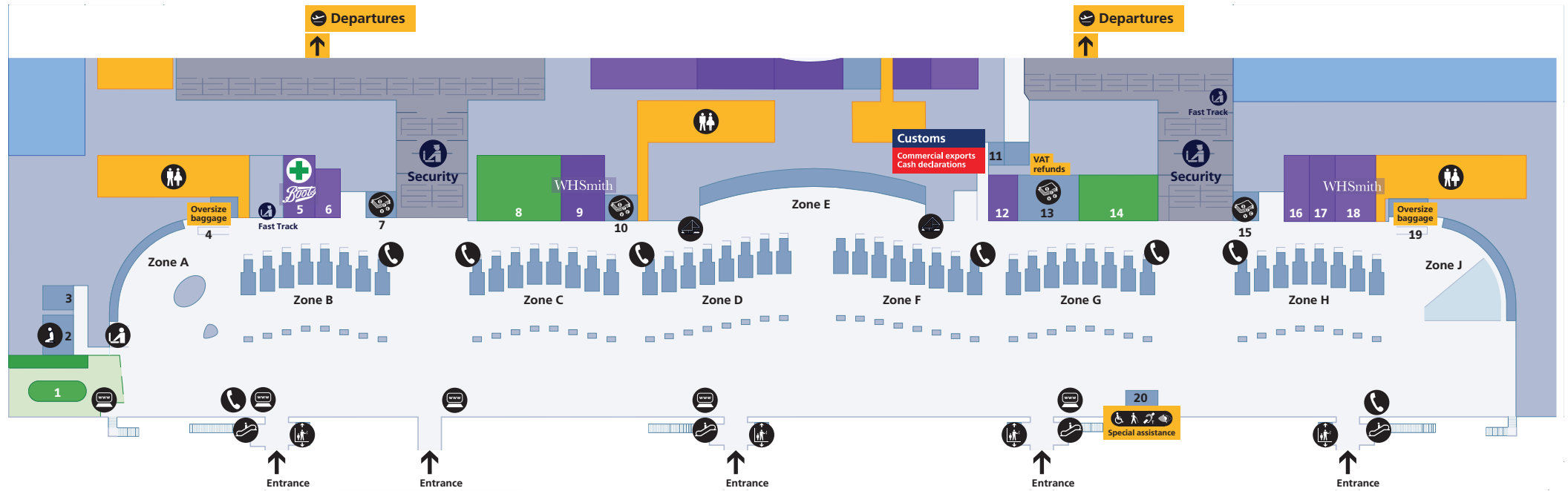


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# Terminal 5

## Check-in Level 3



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

Food and drink	
<b>Cafés</b>	
Caffè Nero	1
<b>Bars and restaurants</b>	
Carluccio's	8
Coming Soon	14

Services		
British Airways	3	
Sky Flyers Solo		
Bureau de change		
Travelex	7, 10, 15	
VAT refunds managed by Travelex	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 Travelex	14	

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

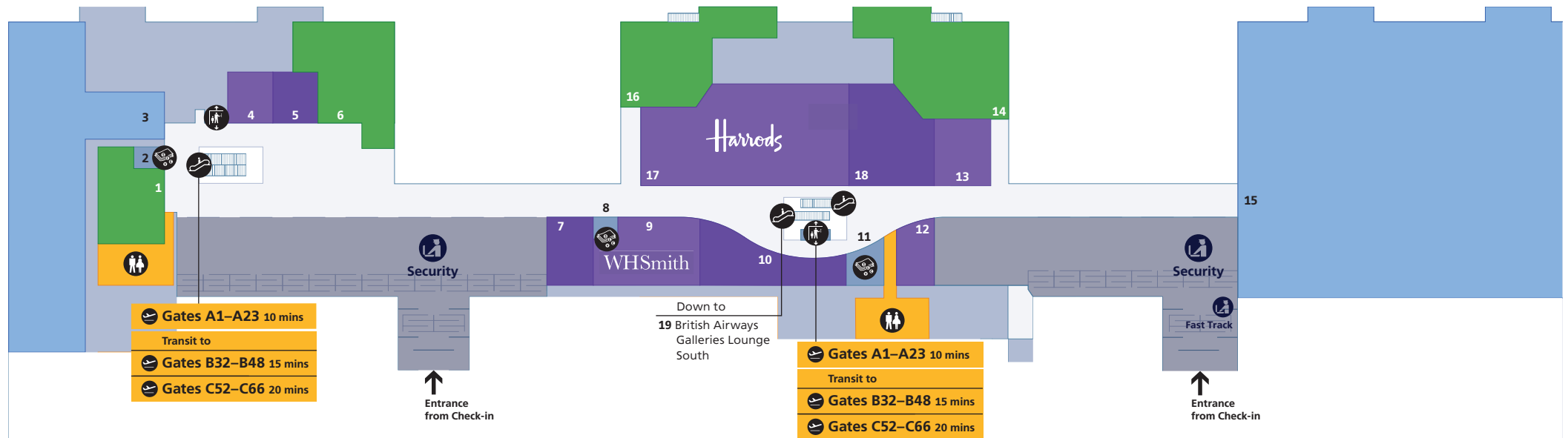
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# Terminal 5

## 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
The Harry Potter Shop	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	Sunglass Hut	7
Bottega Veneta	31	Ted Baker	9
Burberry	23	The Bookshop by WHSmith	54
Cartier	21	Thomas Pink	4
Cath Kidston	6	Tiffany & Co.	20
Chanel	40	Watches of Switzerland	16
Coming Soon	22	WHSmith	26, 52
Dior	17	World Duty Free	15, 41, 46
Dixons Travel	12	World Of Whiskies	14
Duty Free Cigarettes	13		
Fortnum & Mason	29		
Hermès	19		
Kate Spade	48		
Kurt Geiger	10		
Louis Vuitton	32		
Montblanc	5		
Mulberry	8		
Paul Smith	25		
Prada	18		
Reiss	11		
Rolex	24		
Rolling Luggage	3		
Shoe Shine Company	28, 51		
Smythson	30		

### Food and drink

<b>Cafés</b>	
Pret A Manger	45
Starbucks	43
<b>Bars and restaurants</b>	
Caviar House & Prunier	38
Coming Soon	1
Fortnum & Mason Champagne Bar	33
Itsu	35
Pilots Bar & Kitchen	27

### Services

Airline lounges		Quiet zone	39
British Airways Galleries Lounge North	50	Seating	
British Airways Galleries Lounge South	34	Stairs	
Plaza Premium Lounge at Gate A7		Telephone	
British Airways customer services	37, 44	Toilets	55, 56, 57, 58
Personal Shopper Lounge	47	Accessible toilet	All
Bureau de change		Baby care	All
Travellex	35, 42, 49	Drinking fountain	55, 56, 57
VAT refunds managed by Travellex	38		
Escalator			
Information			
Internet facility			
Lift			
Multi-faith prayer room	53		
Play area next to Gate A7			
Priority seating			
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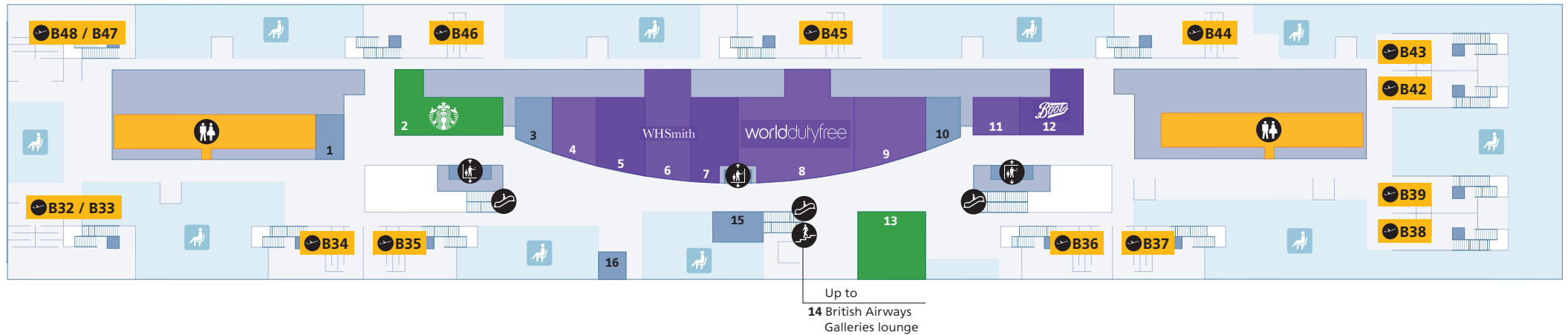
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# Terminal 5

## Departures

Terminal 5B (Gates B32–B48)



Up to  
14 British Airways  
Galleries lounge

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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 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

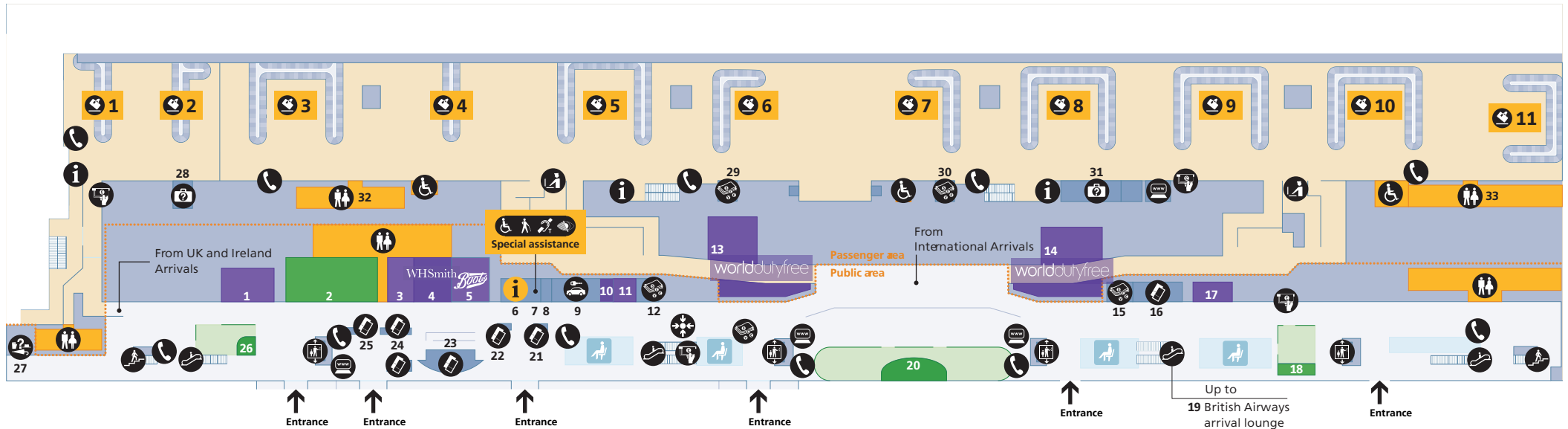
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# Terminal 5

## Arrivals

### Ground floor



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### Shopping

Boots	5
Excess Baggage Company	1
Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 17
We Know London	11
WHSmith	5
World Duty Free	13, 14

### Food and drink

Caffè Nero	18
Costa Coffee	20
Giraffe	26
M&S Simply Food	2

### Services

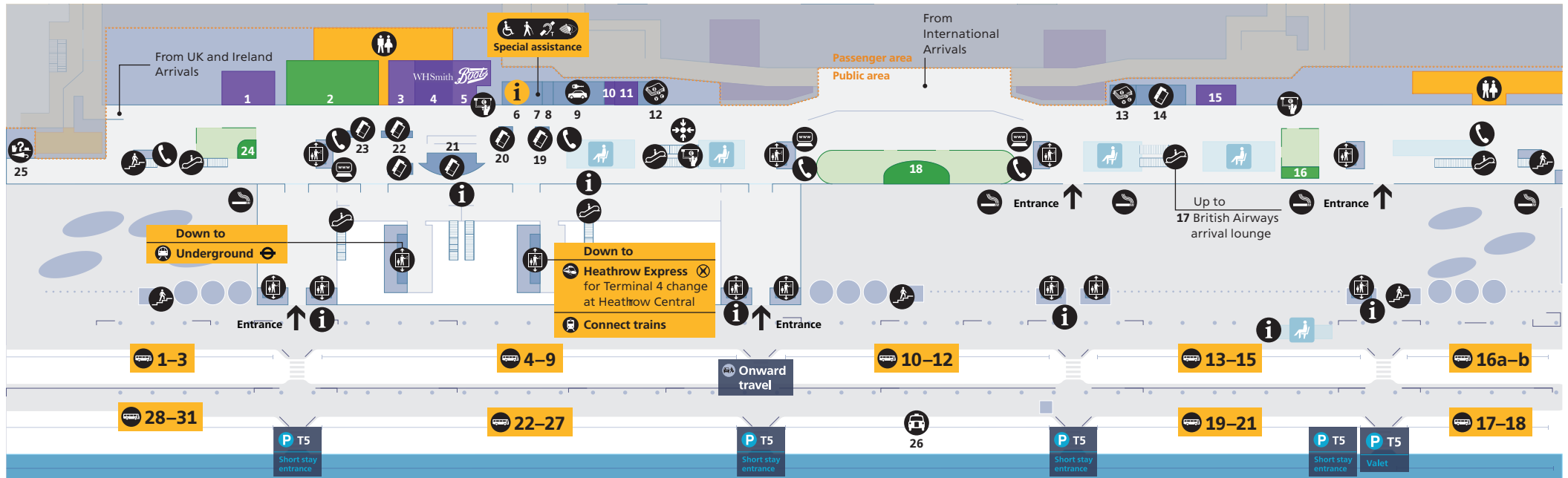
Airline lounge	Escalator	Ticket sales
British Airways arrival lounge 19	Help point	Heathrow Express 21, 25
Airport information 6	Internet facility	National Express 16
Baggage enquiries 28, 31	Lift	Underground 22–24
Baggage reclaim	Lost property 27	Toilets
Bureau de change	Meeting point	Accessible toilet All
Travelex 12, 15, 29, 30	Seating	Baby care All
Car rentals desk 9	Special assistance 7	Drinking fountain 32, 33
Cash machine	Stairs	
	Telephone	

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# Terminal 5

## Arrivals (Onward travel)

### Ground floor



Shopping	
Boots	5
Excess Baggage Company	1
Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 15
We Know London	11
WHSmith	4

Food and drink	
Caffè Nero	16
Costa Coffee	18
Giraffe	24
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 17
Airport information	5
Bureau de change	Travellex 12, 13
Bus Stop	
Car rentals desk	8
Cash machine	
Escalator	
Help point	
Internet facility	
Lift	
Lost property	25
Meeting point	
Seating	
Smoking area	
Special assistance	6
Stairs	
Taxi rank	26
Telephone	
Ticket sales	Heathrow Express 19 National Express 14 Underground 20-23
Toilets	
Accessible toilet	All
Baby care	All

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