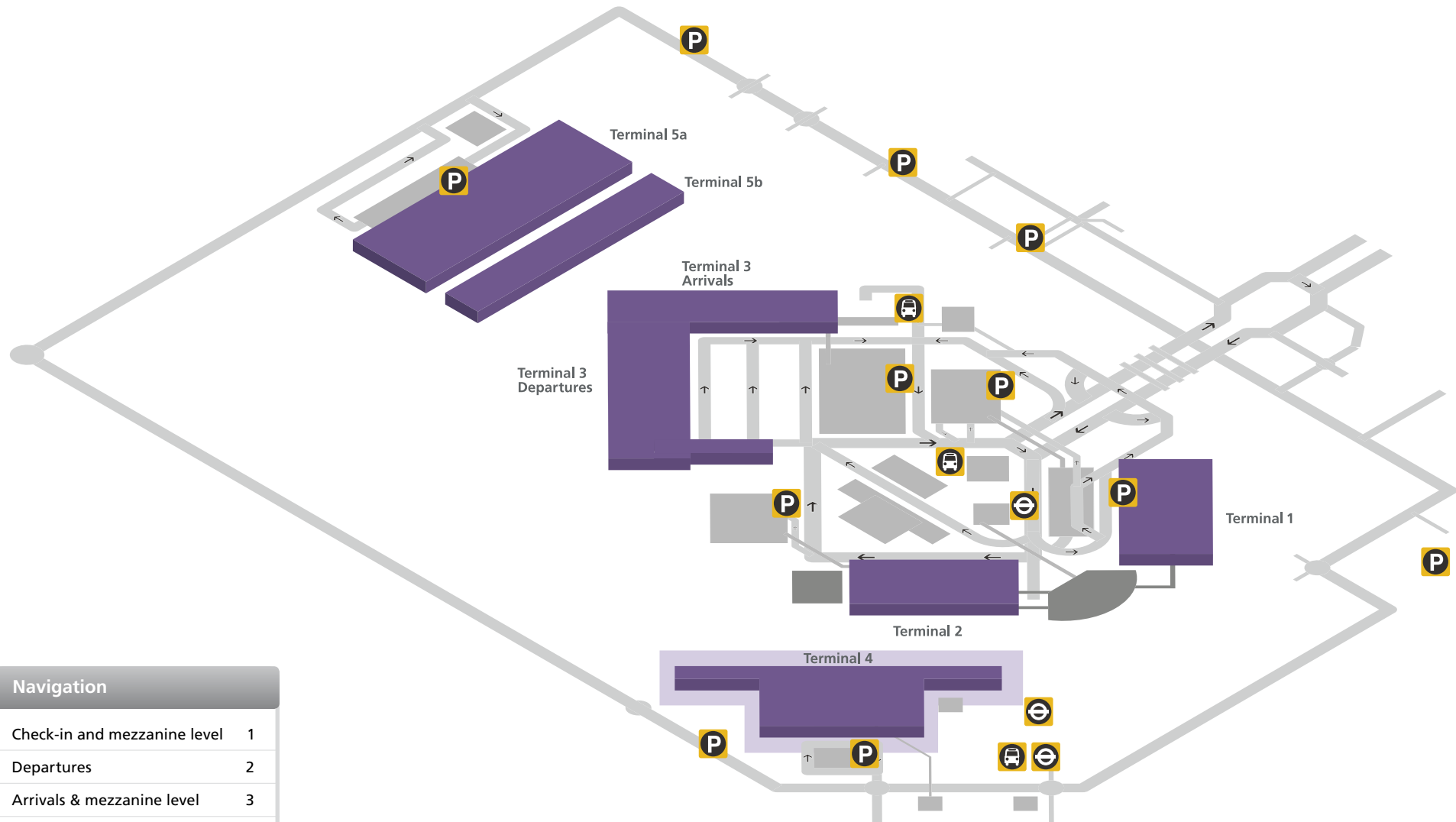


Heathrow Airport

Overview

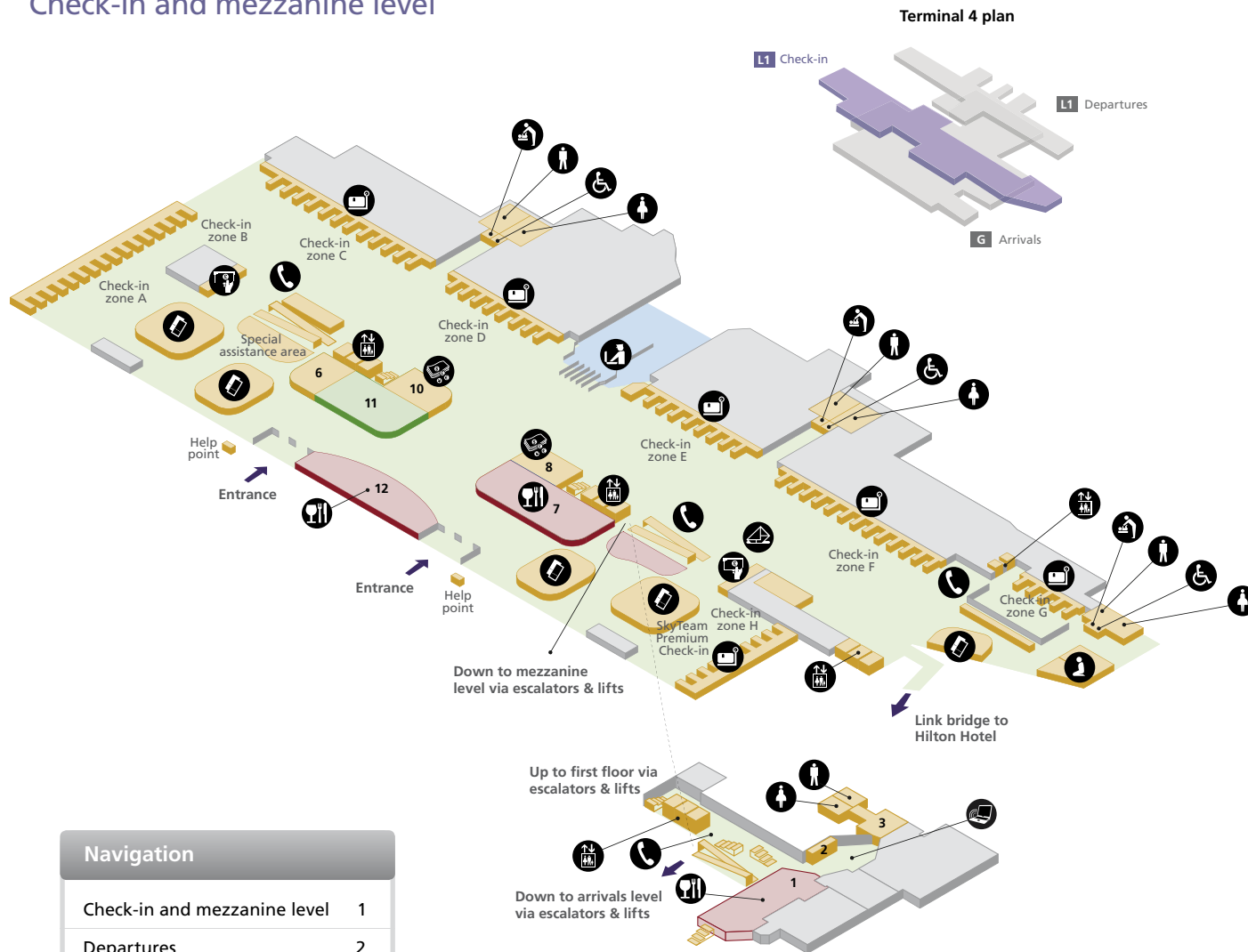


Navigation

| | |
|------------------------------|---|
| Check-in and mezzanine level | 1 |
| Departures | 2 |
| Arrivals & mezzanine level | 3 |
| Onward travel – Arrivals | 4 |

Terminal 4

Check-in and mezzanine level



Terminal 4 plan

Shopping

WHSmith 11

Services

| | | | |
|--|---|--|----|
| American Express | 8 | Internet (Mezzanine level) | 2 |
| Excess baggage (opening late November) | 6 | Travelex | 10 |
| | | Yotel (24 hour hotel rooms, Mezzanine level) | 3 |

Food and drink

| | | | |
|---|----|------------|---|
| Caffé Nero | 12 | Café Rouge | 7 |
| J D Wetherspoon – Bar (Mezzanine level) | 1 | | |

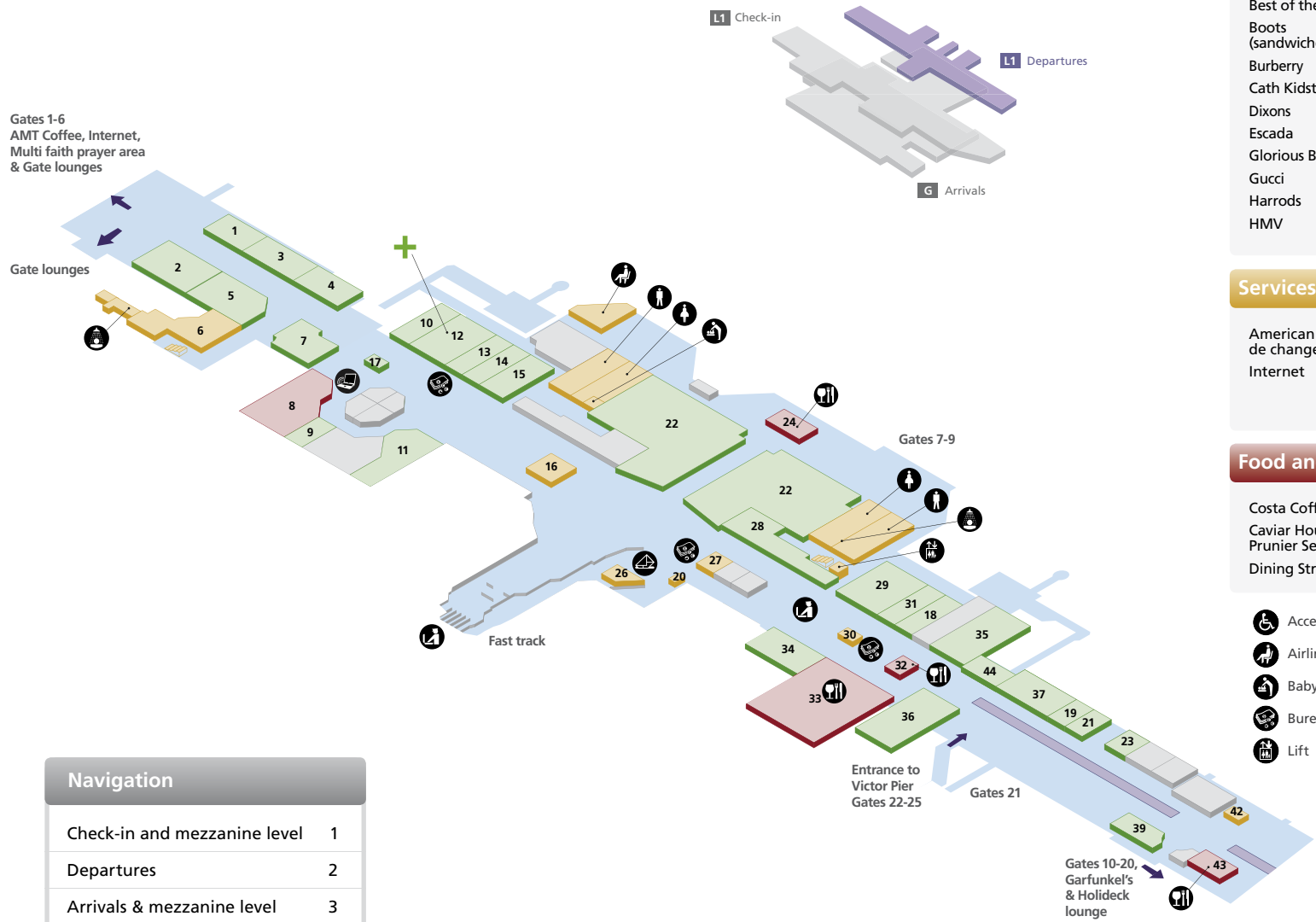
- Accessible toilet
- Prayer room
- Toilet men
- Babycare
- Restaurant / Café / Pub
- Toilet women
- Cash machines
- Security
- Wireless hotspot
- Check-in
- Telephone
- Public areas
- Lift
- Tickets
- Passenger areas
- Postbox

Navigation

| | |
|------------------------------|---|
| Check-in and mezzanine level | 1 |
| Departures | 2 |
| Arrivals & mezzanine level | 3 |
| Onward travel – Arrivals | 4 |

Terminal 4

Departures (first floor)



| Navigation | |
|------------------------------|---|
| Check-in and mezzanine level | 1 |
| Departures | 2 |
| Arrivals & mezzanine level | 3 |
| Onward travel – Arrivals | 4 |

Shopping

| | | | |
|-------------------------------|-------|------------------------|---------|
| Bally | 11 | Links of London | 4 |
| Beauty Studio | 10 | Mulberry | 13 |
| Best of the Best | 17 | Rolling Luggage/Tumi | 21 |
| Boots (sandwiches and snacks) | 12 | Simply Chocolates | 19 |
| Burberry | 7 | Sunglass Hut | 31 |
| Cath Kidston | 9 | Thomas Pink | 14 |
| Dixons | 35 | Tie Rack | 44 |
| Escada | 1 | Watches of Switzerland | 15 |
| Glorious Britain | 23 | WHSmith | 2 34 |
| Gucci | 3 | WHSmith Books | 36 |
| Harrods | 28 29 | World Duty Free | 5 22 39 |
| HMV | 37 | World of Whiskies | 18 |

Services

| | | | |
|-----------------------------------|-------|---------------------------|----|
| American Express bureau de change | 30 16 | Security desk | 20 |
| Internet | 42 | Transfer area | 6 |
| | | Travelex bureau de change | 27 |
| | | VAT returns | 26 |

Food and drink

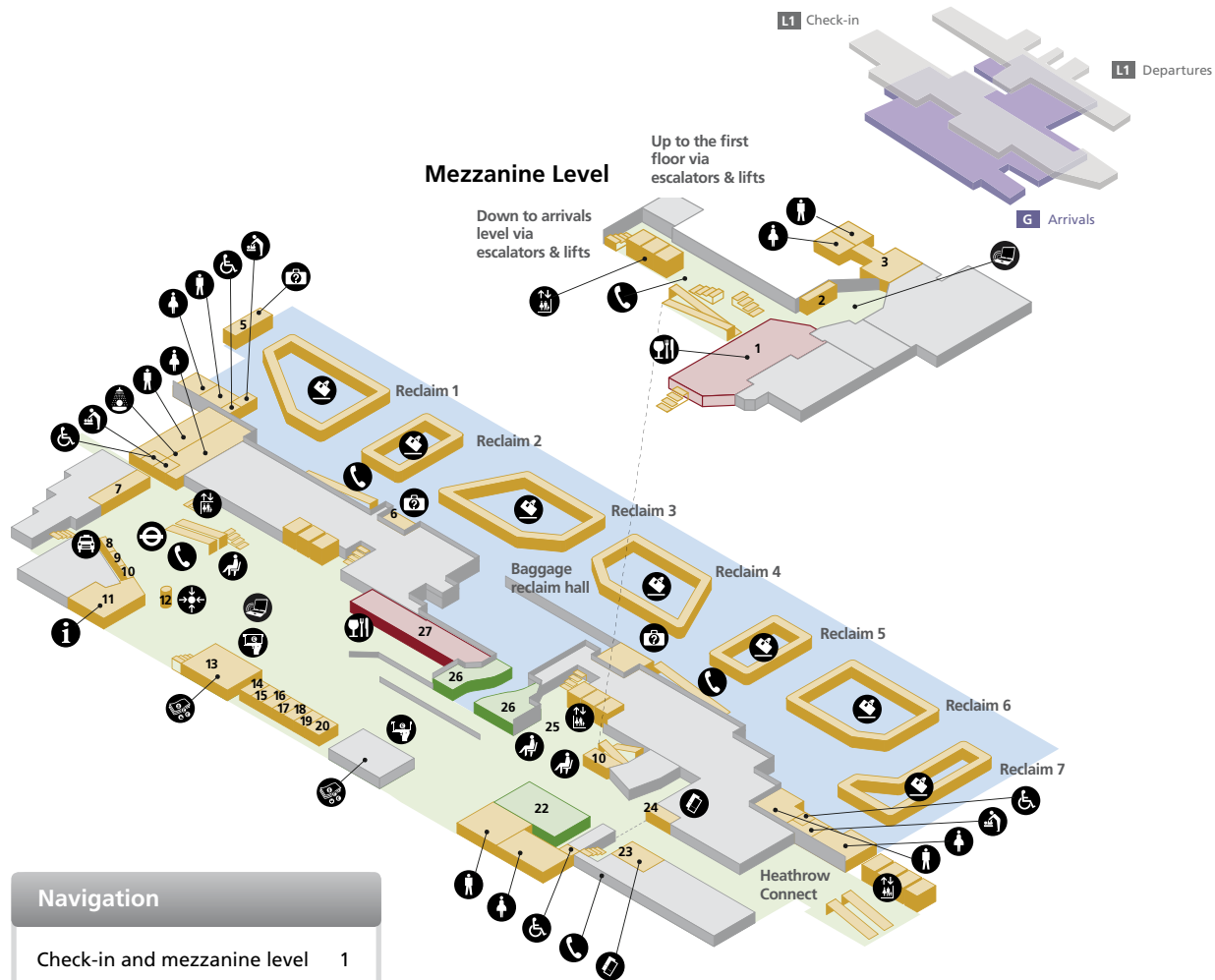
| | | | |
|--------------------------------------|----|---------------------------------|----|
| Costa Coffee | 24 | Starbucks | 43 |
| Caviar House and Prunier Seafood Bar | 32 | The Bridge Bar and Eating House | 33 |
| Dining Street | 8 | | |

- Accessible toilet
- Postbox
- Toilet women
- Airline lounge
- Restaurant / Café / Pub
- Wireless hotspot
- Babycare
- Security
- Public areas
- Bureau de change
- Shower
- Passenger areas
- Lift
- Toilet men

Terminal 4

Arrivals & mezzanine level (Ground Floor)

Terminal 4 plan



| Navigation | |
|------------------------------|---|
| Check-in and mezzanine level | 1 |
| Departures | 2 |
| Arrivals & mezzanine level | 3 |
| Onward travel – Arrivals | 4 |

Shopping

| | | | |
|---------|----|---------------------------------|----|
| WHSmith | 22 | World Duty Free (Arrivals only) | 26 |
|---------|----|---------------------------------|----|

Services

| | | | |
|---|----|--|----|
| American Express bureau de change | 13 | Heathrow Express tickets | 23 |
| Avis car hire | 17 | Hertz car hire | 18 |
| BA baggage enquiries | 5 | Hotelink | 14 |
| BAA information desk | 11 | Internet (Mezzanine level) | 2 |
| Baggage enquiries | 6 | Meeting point | 12 |
| British Hotel Reservation Centre (BHRC) | 10 | National/Alamo car hire | 16 |
| Budget car hire | 20 | Reserved seating | 25 |
| Enterprise car hire | 15 | Sky Diamond | 9 |
| Europcar car hire | 19 | Taxi information | 8 |
| Excess baggage/left luggage | 7 | Travelx bureau de change & VAT refunds | 21 |
| Heathrow Express ticket machine | 23 | Yotel (24 hour hotel rooms, Mezzanine level) | 3 |

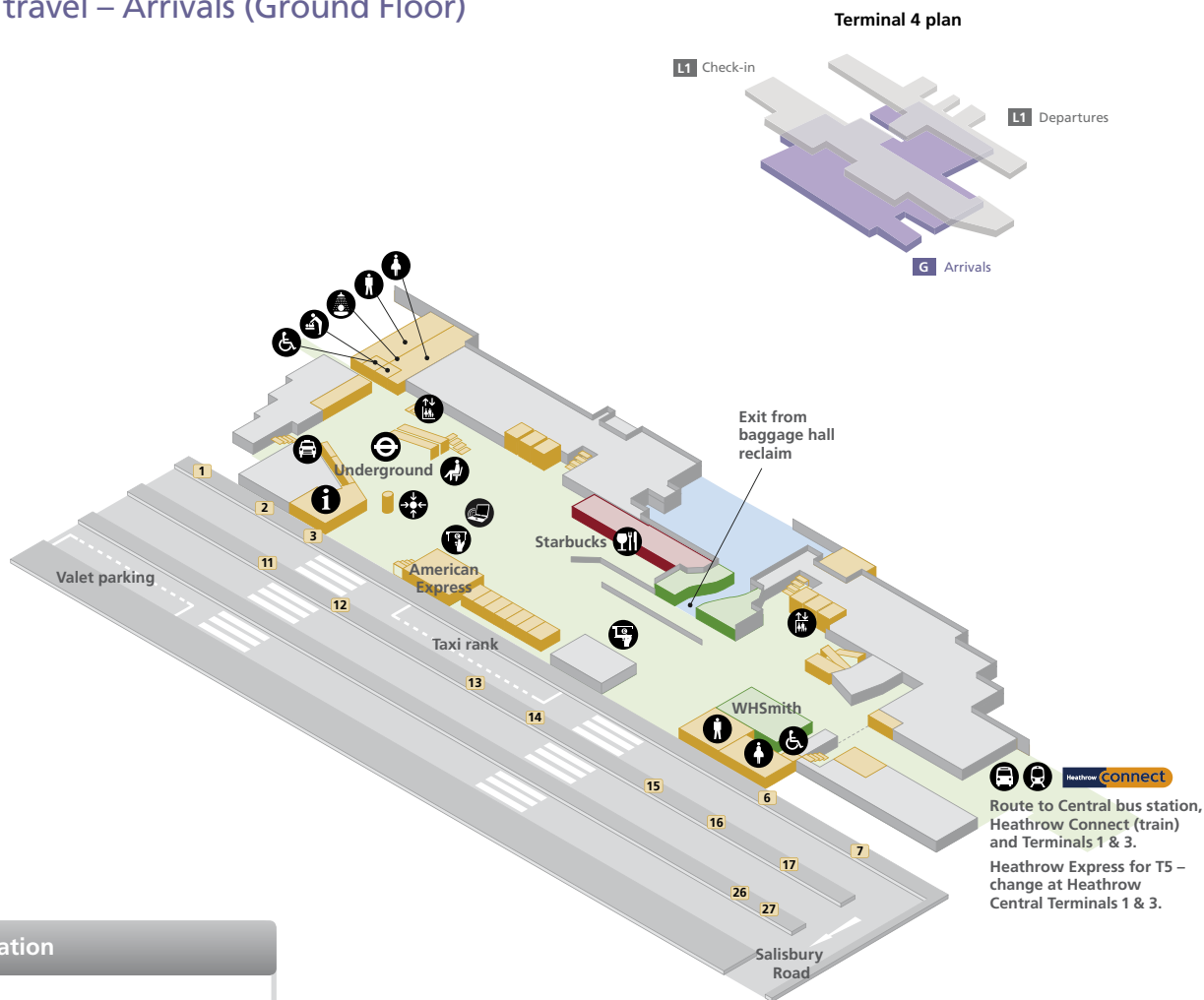
Food and drink

| | | | |
|---|---|-----------|----|
| J D Wetherspoon – Bar (Mezzanine level) | 1 | Starbucks | 27 |
|---|---|-----------|----|

- Accessible toilet
- Airline lounge
- Babycare
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Cash machines
- Information
- Lift
- Meeting point
- Restaurant / Café / Pub
- Shower
- Taxi
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Underground
- Wireless hotspot
- Public areas
- Passenger areas

Terminal 4

Onward travel – Arrivals (Ground Floor)



Navigation

| | |
|------------------------------|---|
| Check-in and mezzanine level | 1 |
| Departures | 2 |
| Arrivals & mezzanine level | 3 |
| Onward travel – Arrivals | 4 |

Bus and coach stop allocation

| | | | |
|---|-------|--|-----|
| Business parking | 3 | Car Rental (off airport): | |
| dot2dot | 11 | Dollar Thrifty, Sixt | 26 |
| Express Coach – National Express | 13 14 | Car Rental (on airport): | |
| Group travel – pick up | 16 17 | Avis Budget, Enterprise, Europcar/National/Alamo, Hertz | 1 2 |
| Group travel – set down | 15 | Off airport Parking companies: | |
| Help Bus | 3 | Economy, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays | 27 |
| Hotel Hoppa | 12 | Taxi Rank (between 3 & 6) | |
| Local bus 482, 490, 555, 557 | 6 7 | | |
| Long stay parking | 3 | | |
| Transport for London (TfL) – drop/stand | 6 7 | | |

- Accessible toilet
- Meeting point
- Toilet women
- Babycare
- Restaurant / Café / Pub
- Train station
- Bus station
- Seating
- Underground
- Bureau de change
- Shower
- Wireless hotspot
- Cash machines
- Taxi
- Public areas
- Information
- Telephone
- Passenger areas
- Lift
- Toilet men