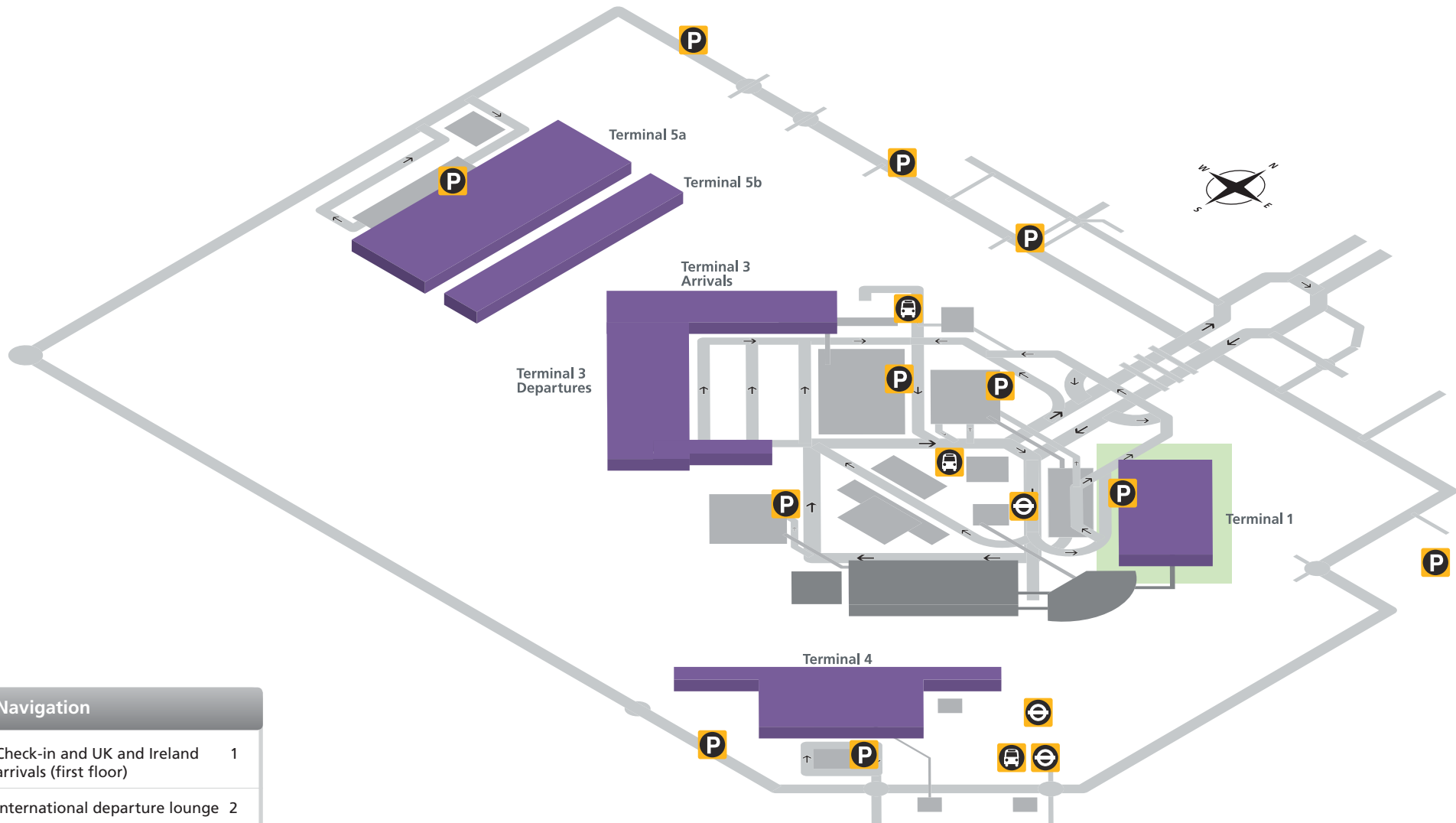


# Heathrow Airport

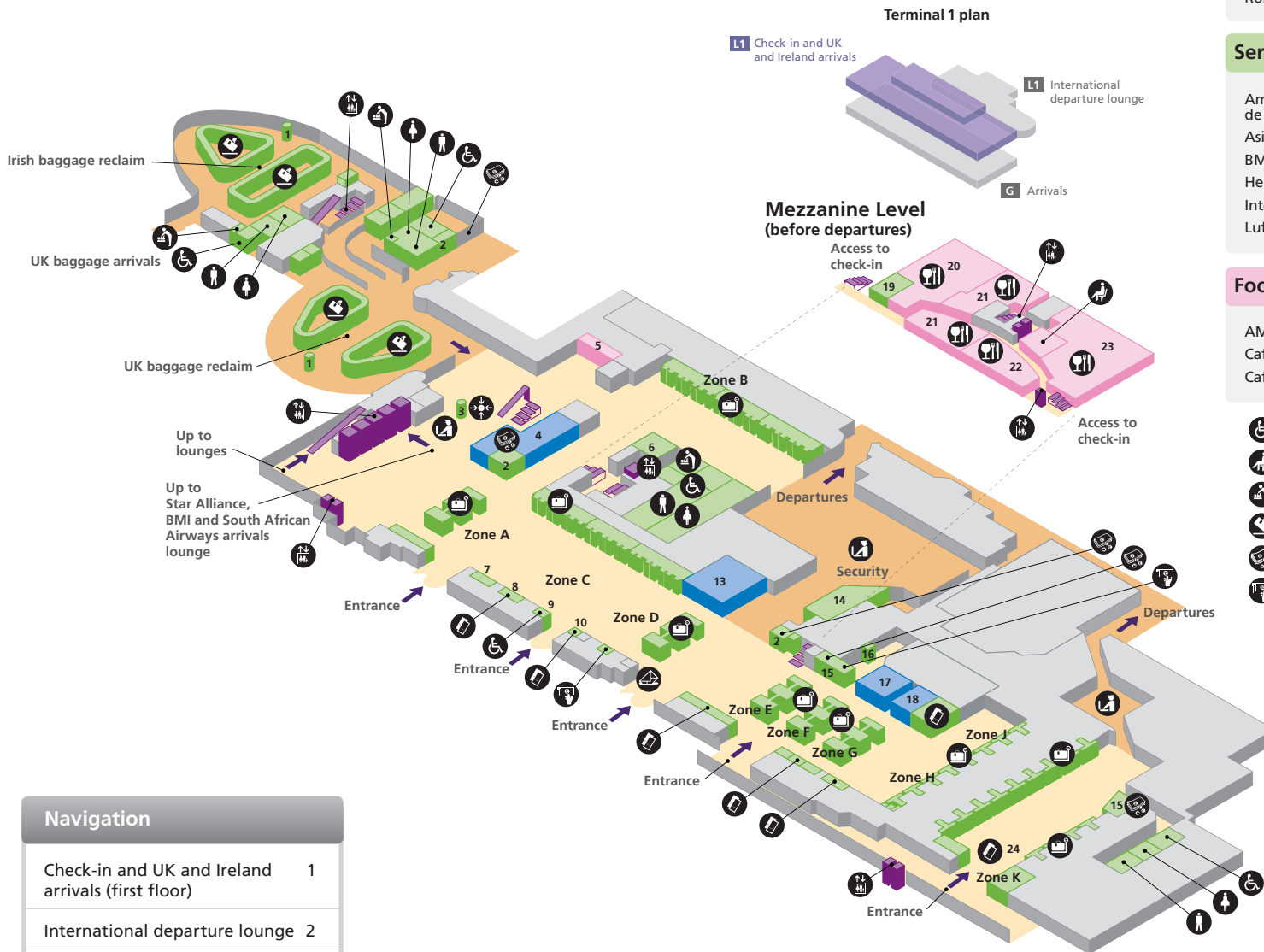
## Overview



| Navigation   |   |
|--|---|
| Check-in and UK and Ireland arrivals (first floor) | 1 |
| International departure lounge                     | 2 |
| Arrivals (ground floor)                            | 3 |
| Onward travel – Arrivals (ground floor)            | 4 |

# Terminal 1

Check-in and UK and Ireland arrivals (first floor)



| Navigation   |   |
|--|---|
| Check-in and UK and Ireland arrivals (first floor) | 1 |
| International departure lounge                     | 2 |
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| Shopping        |    |         |      |
|-----------------|----|---------|------|
| Boots           | 13 | WHSmith | 4 17 |
| Rolling Luggage | 18 |         |      |

| Services                          |    |                            |    |
|-----------------------------------|----|----------------------------|----|
| American Express bureau de change | 2  | Meeting point              | 3  |
| Asiana Airlines                   | 8  | Outsize baggage            | 16 |
| BMI customer services             | 6  | Special assistance point   | 9  |
| Help point                        | 1  | Travellex bureau de change | 15 |
| Internet (Mezzanine level)        | 19 | United Airlines            | 7  |
| Lufthansa                         | 24 | US Airways                 | 10 |
|                                   |    | VAT returns                | 14 |

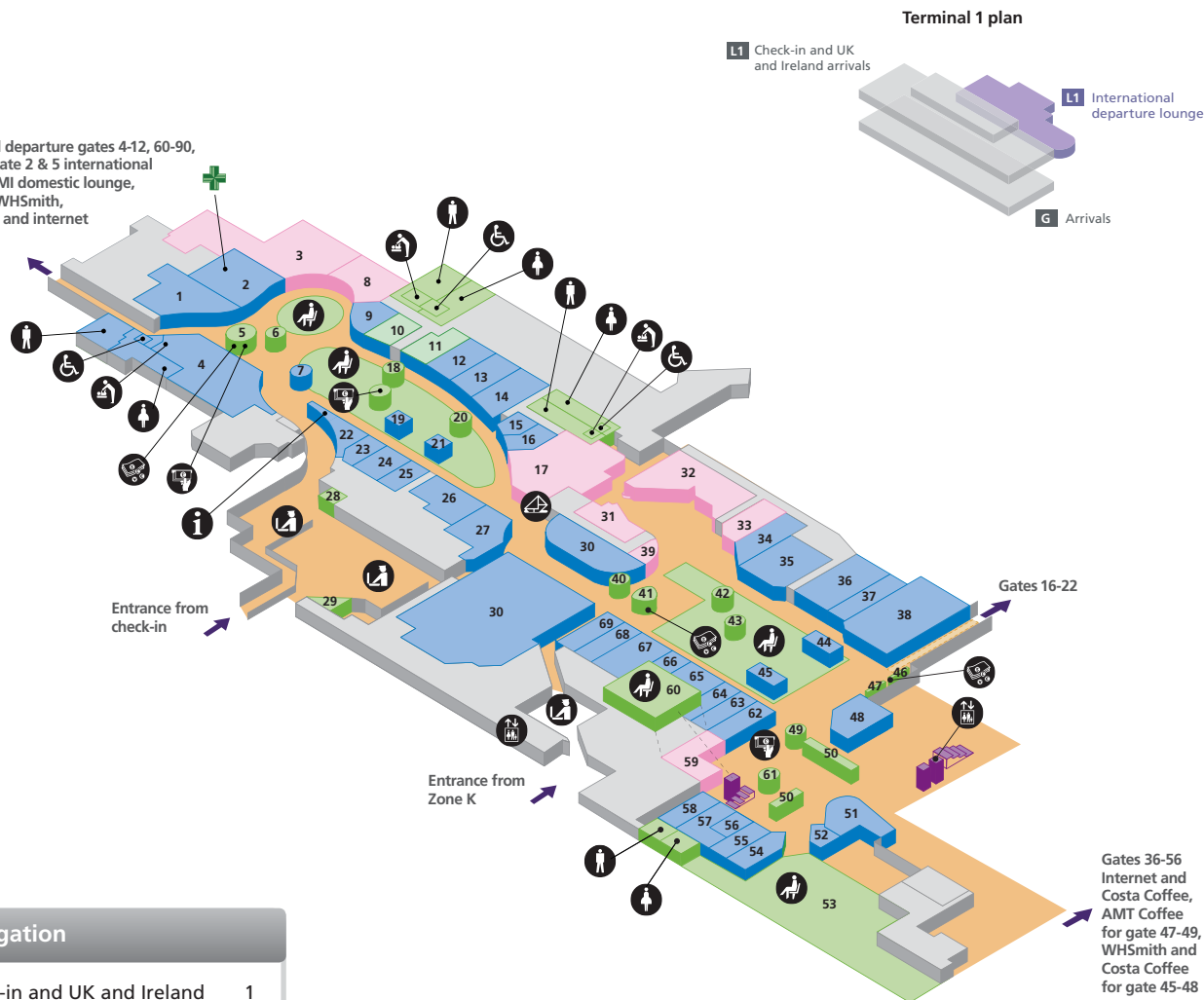
| Food and drink                 |    |   |    |
|--------------------------------|----|---|----|
| AMT Coffee                     | 5  | Costa Coffee (Mezzanine level)              | 22 |
| Café Rouge (Mezzanine level)   | 20 | Skylark – J D Wetherspoon (Mezzanine level) | 23 |
| Caffè Italia (Mezzanine level) | 21 |   |    |

- Accessible toilet
- Airline lounge
- Baby care
- Baggage reclaim
- Bureau de change
- Cash machines
- Check-in
- Lift and stair access to other floors
- Meeting point
- Postbox
- Restaurant/Café/Pub
- Security
- Ticket sales
- Toilet men
- Toilet women
- Public areas
- Passenger areas

# Terminal 1

## International departure lounge

UK and Ireland departure gates 4-12, 60-90, (BMI lounge, gate 2 & 5 international departures), BMI domestic lounge, Costa Coffee, WHSmith, Wetherspoons and internet



L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals

Entrance from check-in

Entrance from Zone K

Gates 16-22

Gates 36-56  
Internet and Costa Coffee, AMT Coffee for gate 47-49, WHSmith and Costa Coffee for gate 45-48

| Navigation   |   |
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### Shopping

|   |       |                        |         |
|---|-------|------------------------|---------|
| Bally                                   | 65    | Longchamp              | 66      |
| Barbour                                 | 54    | Links of London        | 25      |
| Best of the Best                        | 7 45  | LK Bennett             | 14      |
| Boots                                   | 2     | Mulberry               | 23      |
| Burberry                                | 67    | Omega                  | 55      |
| Caviar House & Prunier (open July 2010) | 21    | Pen Shop               | 44      |
| Chanel (open July 2010)                 | 19    | Rolling Luggage        | 16      |
| Chocolate Box                           | 22    | Sunglass Hut           | 63      |
| Clarks                                  | 57    | Swarovski              | 56      |
| Cocoon from World Duty Free             | 36    | Ted Baker              | 68      |
| Collection                              | 26    | The Perfume Gallery    | 48      |
| Dixons Travel                           | 10 35 | Thomas Pink            | 37      |
| Fat Face                                | 12    | Tie Rack               | 15      |
| French Connection                       | 13    | Timberland             | 11      |
| Glorious Britain                        | 34    | Tumi Luggage           | 52      |
| Hamleys                                 | 58    | Watches of Switzerland | 24      |
| Harrods                                 | 38    | WHSmith                | 1 27 51 |
| HMV                                     | 9     | WHSmiths Books         | 69      |
| Hugo Boss                               | 64    | World Duty Free        | 4 30    |
|   |       | World of Whiskies      | 62      |

### Services

|  |             |                                  |    |
|--|-------------|----------------------------------|----|
| American Express bureau de change          | 41 46       | Shop and Collect                 | 47 |
| Check-in ticket desks (flight connections) | 50          | Spit 'n' Polish                  | 49 |
| Flight information                         | 6 40        | Shoeshine Company                | 53 |
| Internet                                   | 18 20 42 61 | Star Alliance CIP lounge         | 5  |
| Iris sign up office                        | 28          | Travelx bureau de change and ATM | 29 |
| Servisair CIP lounge                       | 60          | VAT returns                      | 43 |
|  |             | Zurich HelpPoint                 |    |

### Food and drink

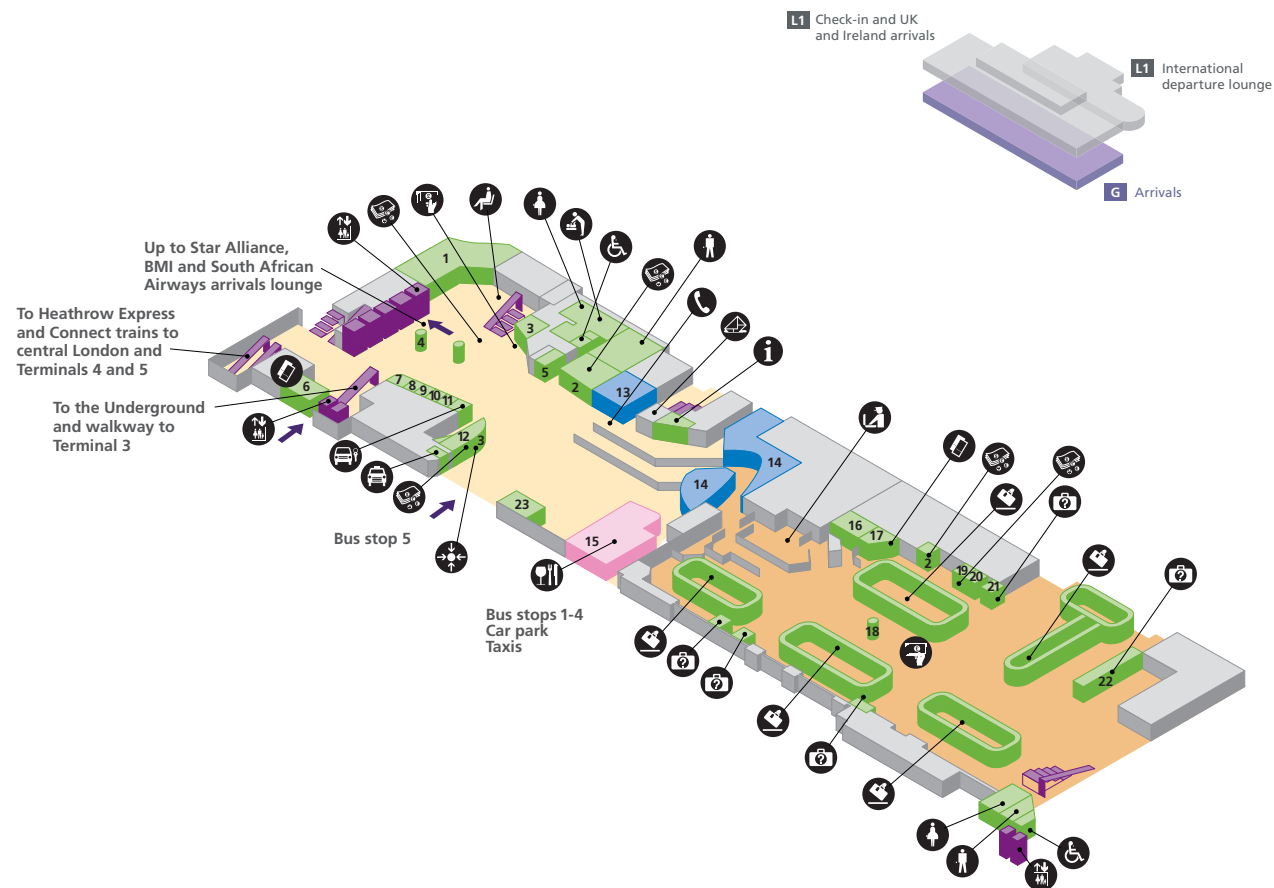
|                                      |    |                                      |    |
|--------------------------------------|----|--------------------------------------|----|
| Bridge Bar and Eating House          | 59 | Giraffe                              | 17 |
| Caffé Nero                           | 8  | Harlequin Ale House (open July 2010) | 31 |
| Caviar House and Prunier Seafood Bar | 39 | Pret A Manger                        | 33 |
| Est                                  | 32 | The Tin Goose Pub and Eating House   | 3  |

- Accessible toilet
- Lift
- Toilet men
- Baby care
- Postbox
- Toilet women
- Bureau de change
- Restaurant/Café/Pub
- Wireless hotspot
- Cash machines
- Seating
- Public areas
- Information
- Security
- Passenger areas

# Terminal 1

## Arrivals (ground floor)

Terminal 1 plan



L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals

Up to Star Alliance, BMI and South African Airways arrivals lounge

To Heathrow Express and Connect trains to central London and Terminals 4 and 5

To the Underground and walkway to Terminal 3

Bus stop 5

Bus stops 1-4  
Car park  
Taxis

### Navigation

|  |   |
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### Shopping

|         |    |                 |    |
|---------|----|-----------------|----|
| WHSmith | 13 | World Duty Free | 14 |
|---------|----|-----------------|----|

### Services

|  |    |                             |       |
|--|----|-----------------------------|-------|
| American Express bureau de change                            | 2  | Excess Baggage/left luggage | 1     |
| Avis car hire  | 11 | Heathrow Express tickets    | 6     |
| BA/BMI baggage enquiries                                     | 21 | Help point                  | 18    |
| British Hotel Reservation Centre (BHRC) and Shop and Collect | 5  | Hertz car hire              | 10    |
| Bus info   | 4  | Internet                    | 23    |
| Customs office   | 16 | London Underground tickets  | 17    |
| Dot 2 Dot  | 3  | National car hire           | 8     |
| Enterprise car hire  | 7  | Oversized baggage           | 19    |
| Europcar car hire  | 9  | STAR baggage enquiries      | 22    |
|  |    | Travellex bureau de change  | 12 20 |

### Food and drink

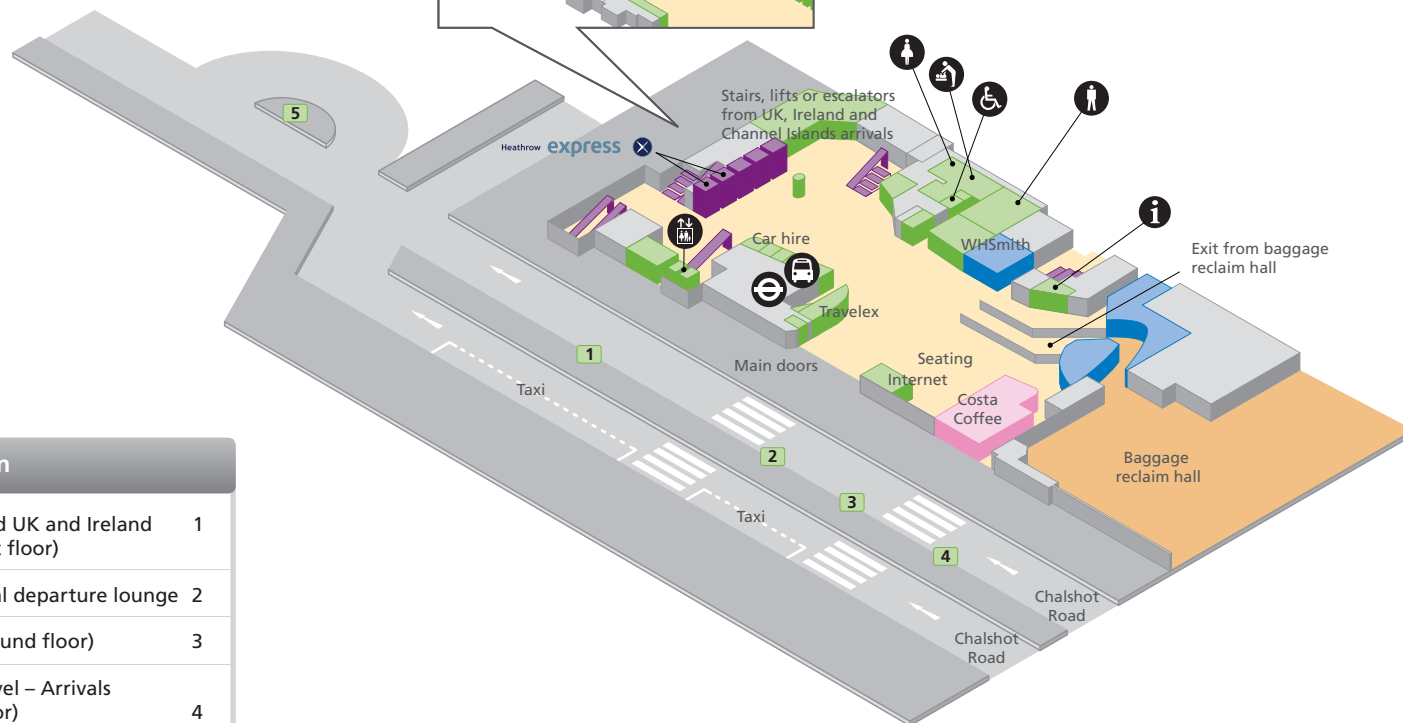
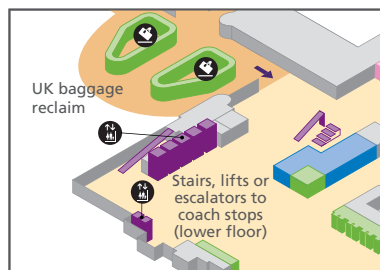
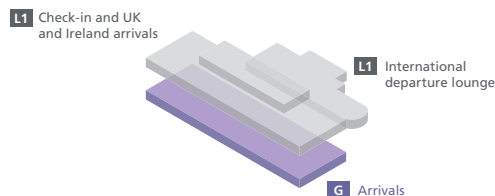
|              |    |
|--------------|----|
| Costa Coffee | 15 |
|--------------|----|

|                   |                     |                 |
|-------------------|---------------------|-----------------|
| Accessible toilet | Information         | Taxi            |
| Baby care         | Lift                | Telephone       |
| Baggage enquiries | Meeting point       | Ticket sales    |
| Baggage reclaim   | Postbox             | Toilet men      |
| Bureau de change  | Restaurant/Café/Pub | Toilet women    |
| Car hire          | Seating             | Public areas    |
| Cash machines     | Security            | Passenger areas |

# Terminal 1

## Onward travel – Arrivals (ground floor)

Terminal 1 plan



### Bus and coach stop allocation

|                                     |   |   |   |
|-------------------------------------|---|---|---|
| Business parking – Terminals 1 & 3  | 2 | Car Rental (on airport):<br>Avis Budget, Europcar/National/Alamo, Enterprise, Hertz                         | 1 |
| Park 1 – follow signs to Departures |   | Car Rental (off airport):<br>Dollar Thrifty, Sixt   | 5 |
| Long stay parking – Terminals 1 & 3 | 2 | Off airport Parking companies:<br>Courtlands, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays | 5 |
| Help Bus                            | 2 | Taxi Rank (2nd lane)  |   |
| Group Travel – pick-up              | 3 |   |   |
| Hotel Hoppa                         | 4 |   |   |

- Accessible toilet
- Information
- Toilet men
- Babycare
- Lift
- Toilet women
- Baggage reclaim
- Telephone
- Public areas
- Bus station
- Underground
- Passenger areas

### Navigation

|  |   |
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