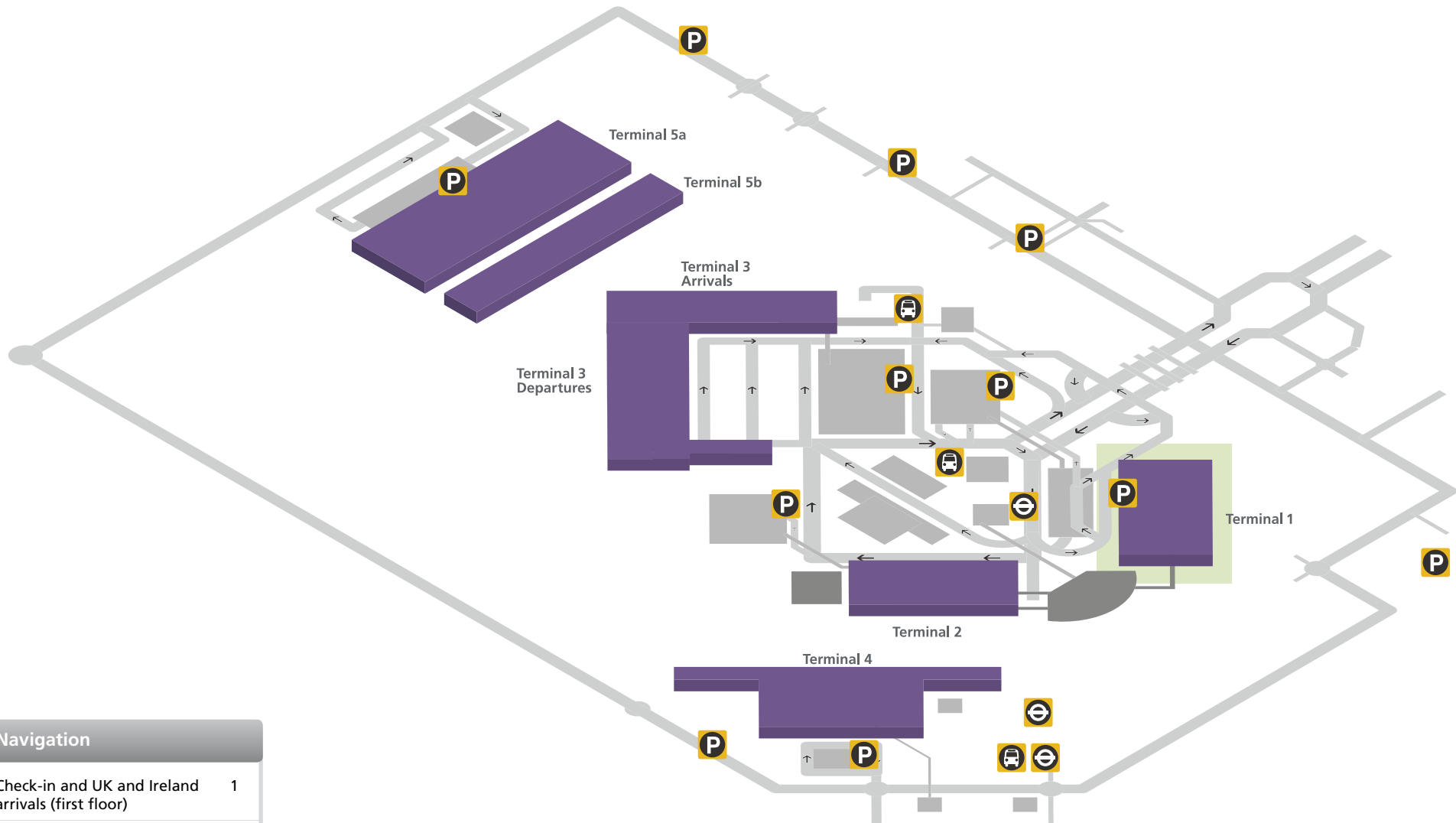


# Heathrow Airport

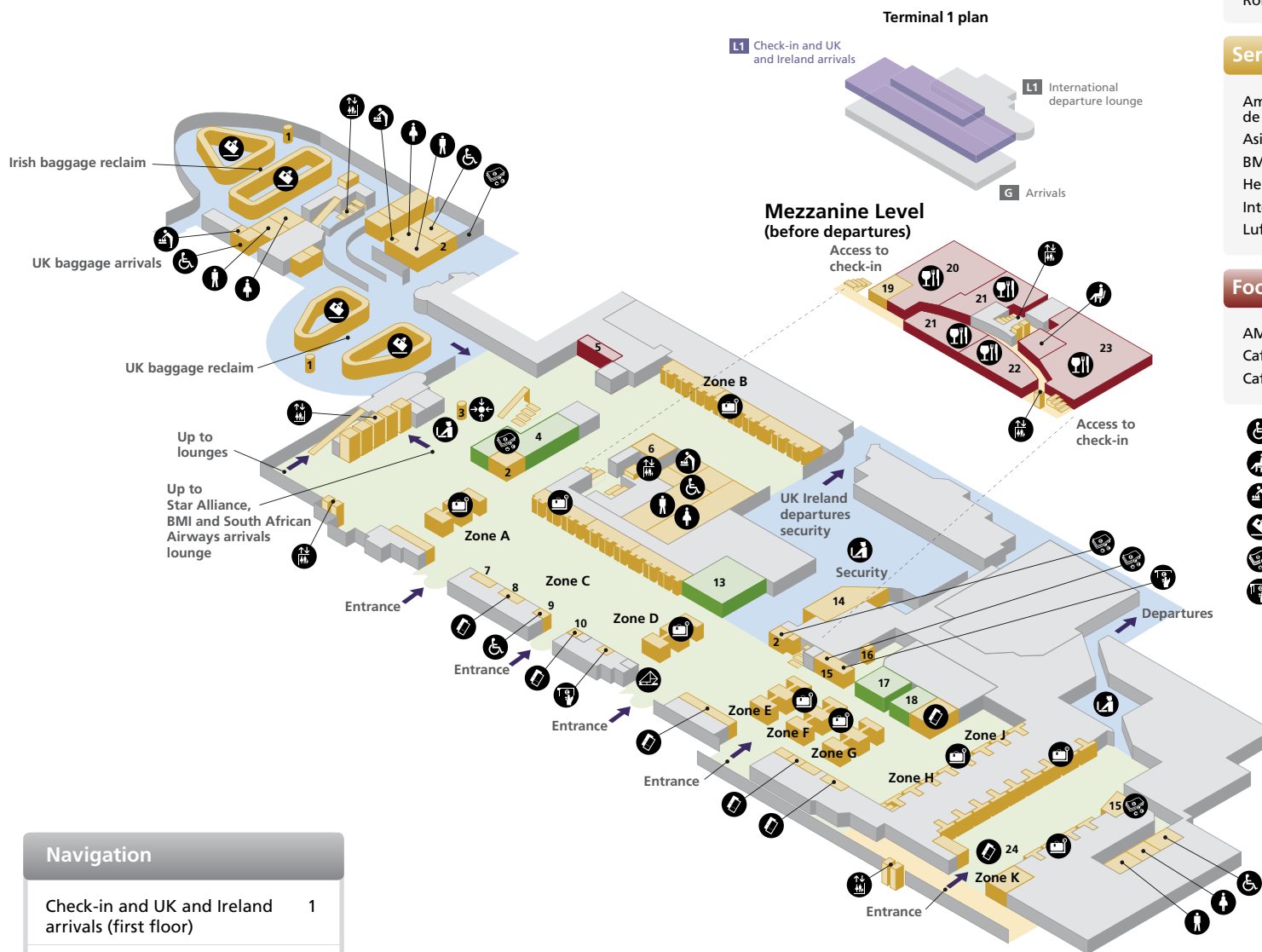
## Overview



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

# Terminal 1

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



## Navigation

Check-in and UK and Ireland arrivals (first floor)	1
Arrivals (ground floor)	2
International departure lounge	3

## 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
- Babycare
- 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

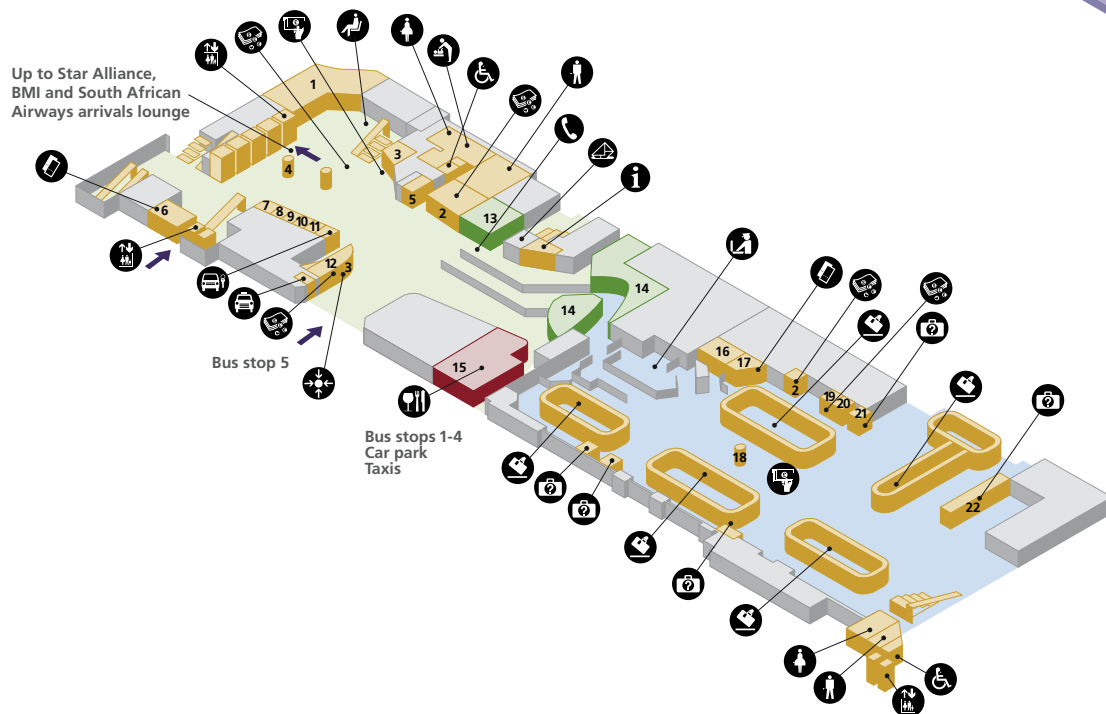
## Arrivals (ground floor)

Terminal 1 plan

L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals



### Navigation

Check-in and UK and Ireland arrivals (first floor)	1
Arrivals (ground floor)	2
International departure lounge	3

### 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	London Underground tickets	17
Customs office	16	National car hire	8
Dot 2 Dot	3	Oversized baggage	19
Enterprise car hire	7	STAR baggage enquiries	22
Europcar car hire	9	Travelex 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

## International departure lounge

UK and Ireland departure gates 1-12 60-90  
(Gate 5 BMI lounge and international flights only), 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

Gates 16-30 and gate lounges

Gates 36-56 Internet and Costa Coffee

### Navigation

Check-in and UK and Ireland arrivals (first floor)	1
Arrivals (ground floor)	2
International departure lounge	3

### Shopping

Bally	43	Hugo Boss	44
Barbour	52	Hugo Boss Woman	42
Best of the Best	7 57	Links of London	21
Boots	2	LK Bennett	14
Burberry	41	Mulberry	19
Caviar House & Prunier	23	Omega	51
Chocolate Box	18	Pen Shop	38
Clarks	49	Rolling Luggage	16
Cocoon from World Duty Free	34	Sunglass Hut	45
Collection	22	Swarovski	50
Dixons Travel	10 33	Ted Baker	40
Fat Face	12	The Perfume Gallery	56
French Connection	13	Thomas Pink	35
Glorious Britain	32	Tie Rack	15
Watches of Switzerland (opening November)	20	Timberland	11
Hamleys	48	Tumi Luggage	54
Harrods	36	WHSmith	1
HMV	9	WHSmiths Books	39
		World Duty Free	4 25
		World of Whiskies	46

### Services

American Express bureau de change	29 37	Shop and Collect	58
Check-in ticket desks (flight connections)	55	Star Alliance CIP lounge	53
Flight information	6	Travelx bureau de change and ATM	5
Internet	26	VAT returns	24
Iris sign up office	30		

### Food and drink

Bridge Bar and Eating House	47	Giraffe	17
Caffé Nero	8	Pret A Manger	31
Caviar House and Prunier Seafood Bar	28	The Tin Goose Pub and Eating House	3
Est	27		

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