





Terminal 4 - Check-in and mezzanine level

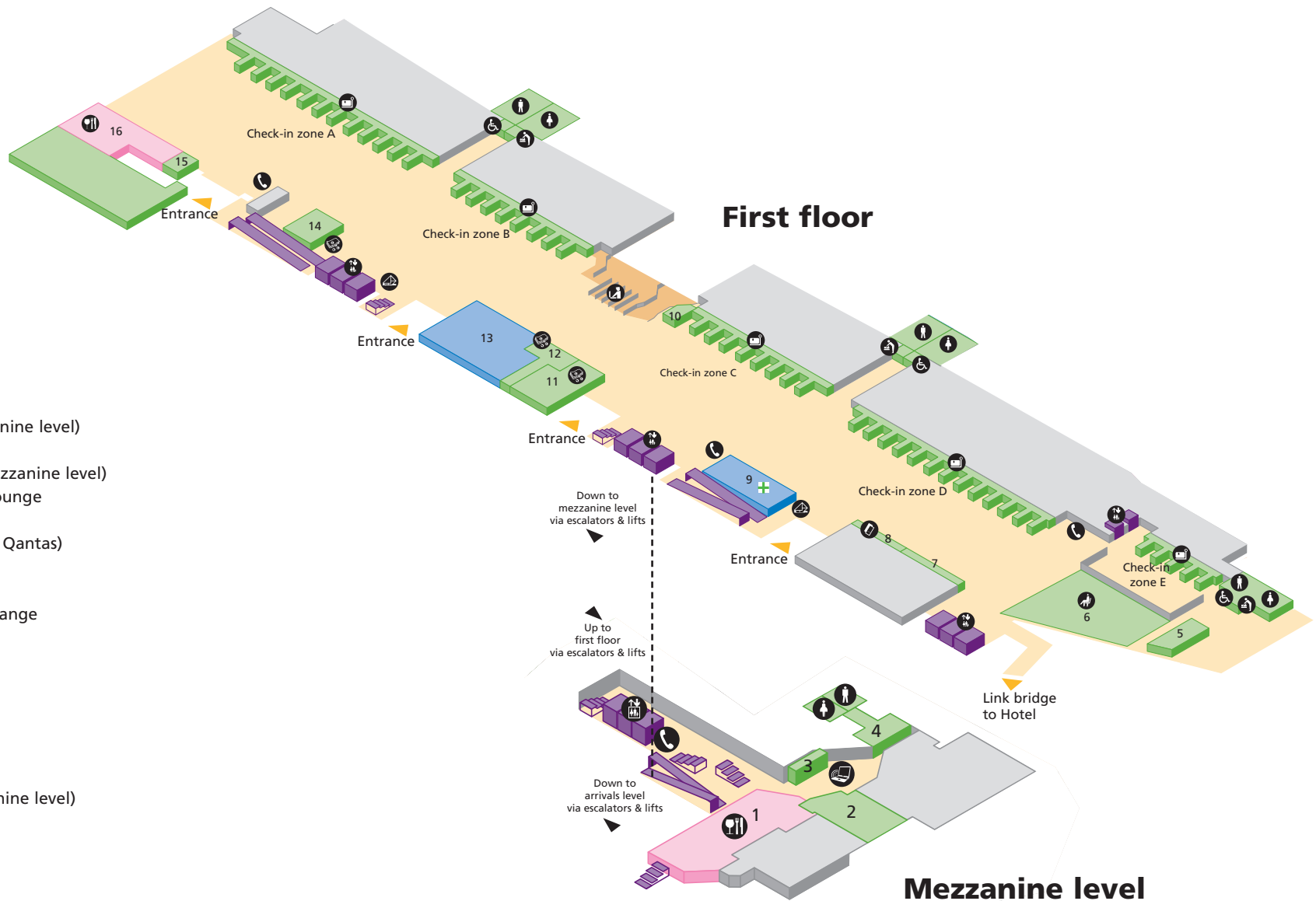
- Public areas
- Passenger areas

Services

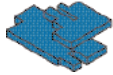
-  Accessible toilet
-  Babycare
-  Bureau de change
-  Check-in
-  Lift
-  Postbox
-  Restaurant / Café / Pub
-  Security
-  Telephone
-  Tickets
-  Toilet men
-  Toilet women
-  2 Voyager Entertainment (Mezzanine level)
-  3 Internet (Mezzanine level)
-  4 Yotel (24 hour hotel rooms, Mezzanine level)
-  5 British Airways Skyflyers Solo lounge
-  6 Reserved seating
-  7 British Airways ticket desk (inc. Qantas)
-  8 Airline ticket sales
-  10 VAT returns
-  11 American Express bureau de change
-  12 Travelex bureau de change
-  14 Excess Baggage Company
-  15 Sri Lankan Airways

Shopping & restaurants

-  1 J D Wetherspoon – Bar (Mezzanine level)
-  9 Boots +
-  13 WHSmith
-  16 Caffé Nero






























Terminal 4 - Arrivals & mezzanine level




- Public areas
- Passenger areas













Services

-  Accessible toilet
-  Babycare
-  Restaurant / Café / Pub
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de change
-  Cash machines
-  Information
-  Lift
-  Meeting point/MeetMe service
-  Shower
-  Taxi
-  Ticket sales
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  Voyager Entertainment (Mezzanine level)
-  Internet (Mezzanine level)
-  Yotel (24 hour hotel rooms, Mezzanine level)
-  British Airways baggage enquiries
-  Baggage enquiries
-  Excess baggage/left luggage
-  Taxi information
-  Sky Diamond
-  British Hotel Reservation Centre (BHRC)
-  BAA information desk
-  Meeting point/MeetMe service

Shopping & restaurants

-  1 J D Wetherspoon – Bar (Mezzanine level)
-  22 WHSmith
-  26 World Duty Free (Arrivals only)
-  27 Starbucks



-  13 American Express bureau de change
-  14 Hotelink
-  15 Enterprise car hire
-  16 National/Alamo car hire
-  17 Avis car hire
-  18 Hertz car hire
-  19 Europcar car hire
-  20 Budget car hire
-  21 Travelex bureau de change
-  23 Heathrow Express tickets
-  24 Heathrow Express ticket machine
-  25 Reserved seating

Terminal 4 - Departures



- Public areas
- Passenger areas

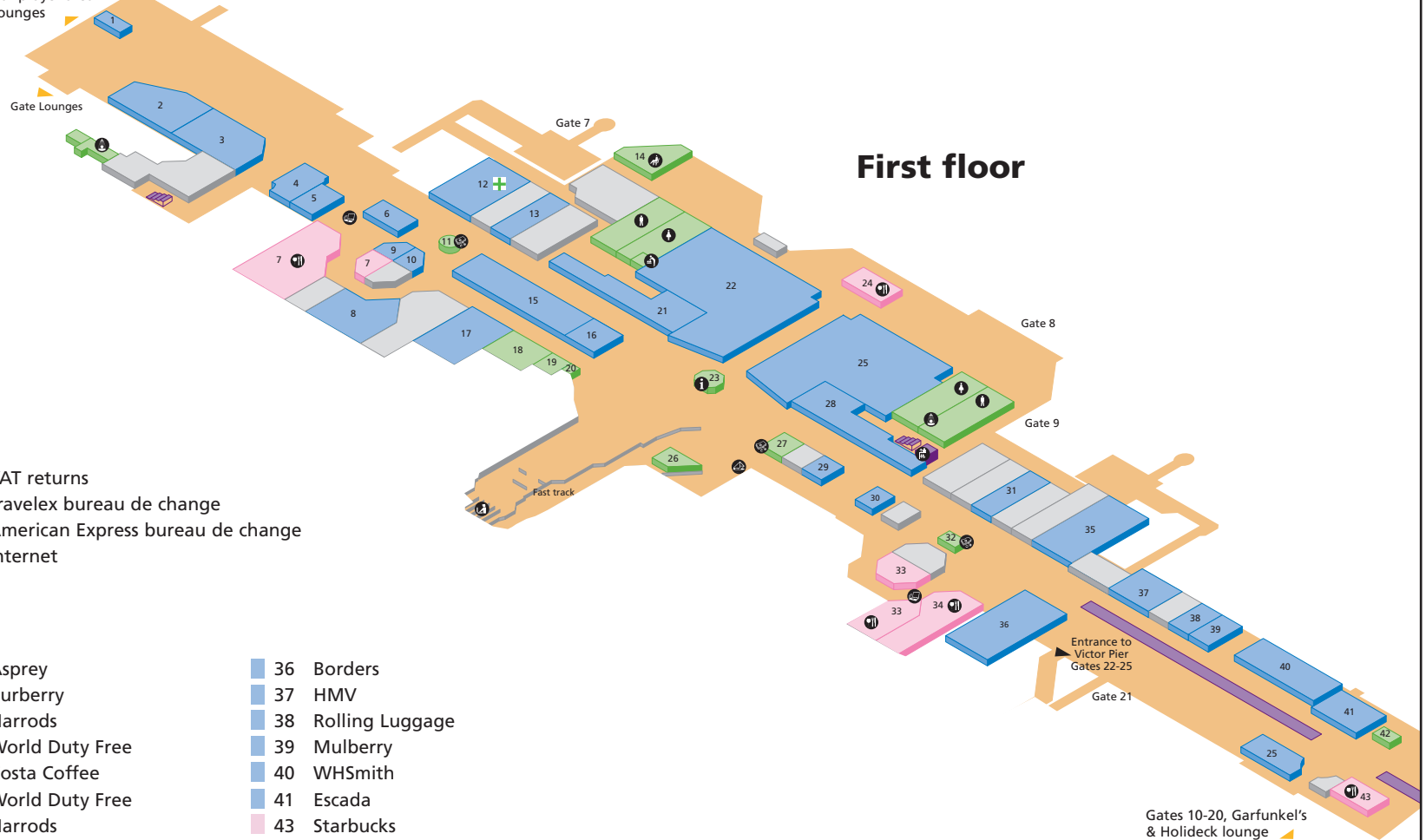
Services

- Accessible toilet
- Airline lounge
- Babycare
- Bureau de change
- Information
- Lift
- Postbox
- Restaurant / Café / Pub
- Shower
- Toilet men
- Toilet women
- Wireless hotspot
- 11 Travelex bureau de change
- 14 British Airways - Serenity Lounge
- 18 Shopping information area
- 19 American Express bureau de change
- 20 Security desk
- 23 BA information desk
- 26 VAT returns
- 27 Travelex bureau de change
- 32 American Express bureau de change
- 42 Internet

Shopping & restaurants

- | | | |
|---|---|--|
| ■ 1 Best of the Best | ■ 16 Asprey | ■ 36 Borders |
| ■ 2 WHSmith | ■ 17 Burberry | ■ 37 HMV |
| ■ 3 World Duty Free | ■ 21 Harrods | ■ 38 Rolling Luggage |
| ■ 4 Dixons Tax Free Satellite | ■ 22 World Duty Free | ■ 39 Mulberry |
| ■ 5 Chocolate Box | ■ 25 World Duty Free | ■ 40 WHSmith |
| ■ 6 Sunglass Hut | ■ 28 Harrods | ■ 41 Escada |
| ■ 7 J D Wetherspoon – Bar | ■ 29 Tie Rack | ■ 43 Starbucks |
| ■ 8 JD Sports | ■ 30 Best of the Best | |
| ■ 9 Tumi | ■ 31 Sunglass Hut | |
| ■ 10 Tie Rack | ■ 33 Pret A Manger | |
| ■ 12 Boots + | ■ 34 Est Bar Deli | |
| ■ 13 Thomas Pink | ■ 35 Dixons Tax Free | |
| ■ 15 Harrods | | |

Gate 1-6
AMT Coffee, Spectrum Internet,
Multi faith prayer area
& Gate lounges



First floor