

- Public areas
- Passenger areas
- Before/After Security
- Escalator
- Lift
- Passenger Lounge/Seating area
- Security/Passport Control
- Toilets – Female
- Toilets – Male

Eating & Drinking

- Caffè Nero 1
- Carluccio's 14
- Giraffe 12
- Gordon Ramsay Plane Food 29
- Huxleys 9
- Lovejuice 18
- Wagamama 28
- 5 Tuns Pub & Kitchen 32

Shopping

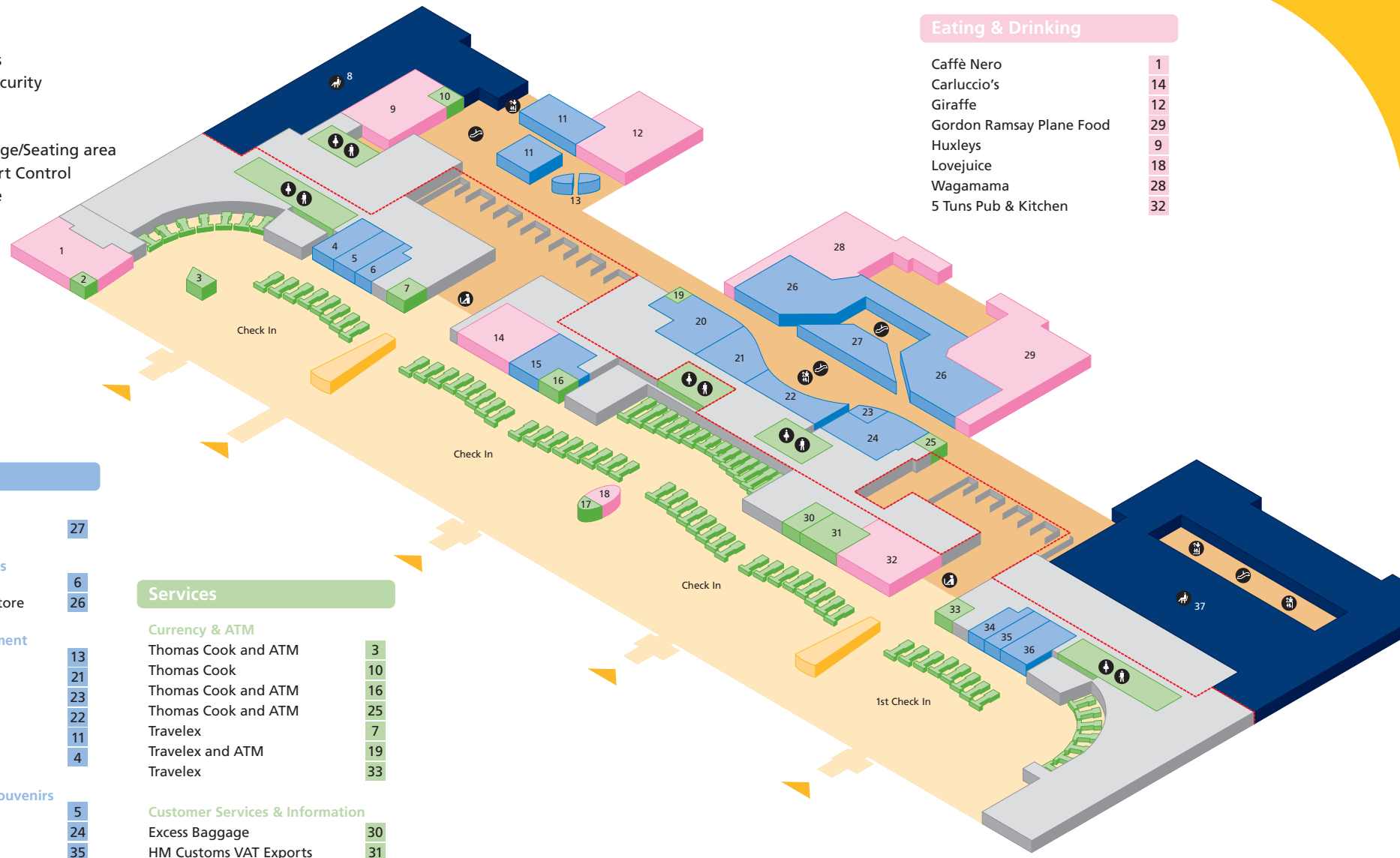
- Duty Free**
- World Duty Free 27
- Fashion and accessories**
- Accessorize 6
- Harrods Department Store 26
- Technology/Entertainment**
- Best of the Best 13
- Dixons Tax Free 21
- Dixons Tax Free "Add" 23
- HMV 22
- Sony 11
- Vodafone 4
- Travel essentials and souvenirs**
- Boots 5
- Boots 24
- Glorious Britain 35
- Rolling Luggage 34
- WHSmith 15
- WHSmith 20
- WHSmith 36

Services

- Currency & ATM**
- Thomas Cook and ATM 3
- Thomas Cook 10
- Thomas Cook and ATM 16
- Thomas Cook and ATM 25
- Travelex 7
- Travelex and ATM 19
- Travelex 33
- Customer Services & Information**
- Excess Baggage 30
- HM Customs VAT Exports 31
- Internet**
- Spectrum Internet 2
- Spectrum Internet 17

Passenger Lounges – by invitation only

- British Airways Galleries Lounge North 8
- British Airways Galleries Lounge South 37



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Terminal 5 – Departures Level

Shopping, eating and services



- Passenger areas
- Escalator
- Lift
- Passenger Lounge/Seating area
- Toilets – Female
- Toilets – Male



Eating & Drinking

Amato	49
Bagel Street	2
Caviar House Seafood Bar	45
EAT	35
ITSU	46
J D Wetherspoon – 'The Crown Rivers'	3
Pret A Manger	8
Starbucks	18
V Bar	44

Shopping

Fashion and accessories

Accessorize	5
Bvlgari	39
Coach	38
TBC	31
TBC	32
JD Sports	19
Kurt Geiger	21
Links of London	16
Mappin & Webb	30
Montblanc	11
Mulberry	17
Paul Smith 'Globe'	43
Prada	33
Reiss	23
Sunglass Hut	22
Smythson	40
Ted Baker	20
The Pen Shop	10
Thomas Pink	15
Tie Rack	13
Tiffany & Co.	37

Duty Free

World Duty Free	28
World Duty Free (inc. World of Whiskies & Cigar House)	29
World Duty Free Express	7

Technology/Entertainment

Nokia	41
PC World	25

Travel essentials and souvenirs

Caviar House & Prunier	47
Chocolate Box	4
Glorious Britain	12
Harrods	42
Hughes & Hughes	24
Hughes & Hughes	48
Rolling Luggage	14
WHSmith	6

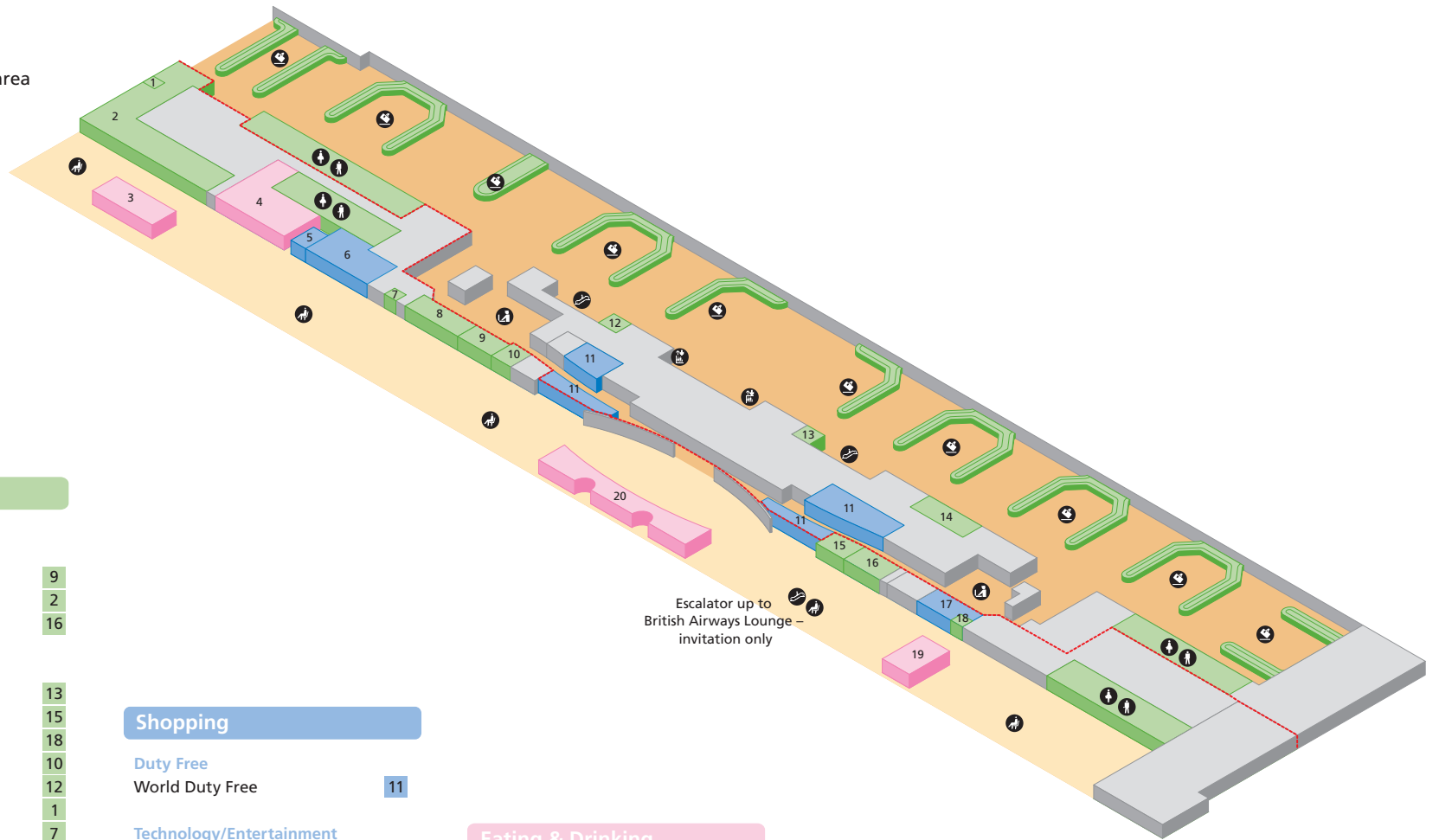
Services

Currency & ATM	
Thomas Cook	26
Travelex and ATM	9
Travelex and ATM	36
Internet	
Spectrum Internet	1
Spectrum Internet	27
Spectrum Internet	34

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- Public areas
- Passenger areas
- Before/After Security
- Baggage Reclaim
- Escalator
- Lift
- Passenger Lounge/Seating area
- Security/Passport Control
- Toilets – Female
- Toilets – Male



Services

Travel

- British Hotel Reservation Centre
inc. 'Shop & Collect' Pick-up Point 9
- Left Luggage 2
- National Express 16

Currency & ATM

- Thomas Cook 13
- Thomas Cook 15
- Thomas Cook – ATM 18
- Travelex 10
- Travelex 12
- Travelex – ATM 1
- Travelex – ATM 7

Customer Services & Information

- British Airways Baggage
& Customer Service Desk 14
- Car Rental & Travel Information Centre 8

Shopping

Duty Free

- World Duty Free 11

Technology/Entertainment

- Leisure Link 5
- Leisure Link 17

Travel essentials and souvenirs

- WHSmith 6

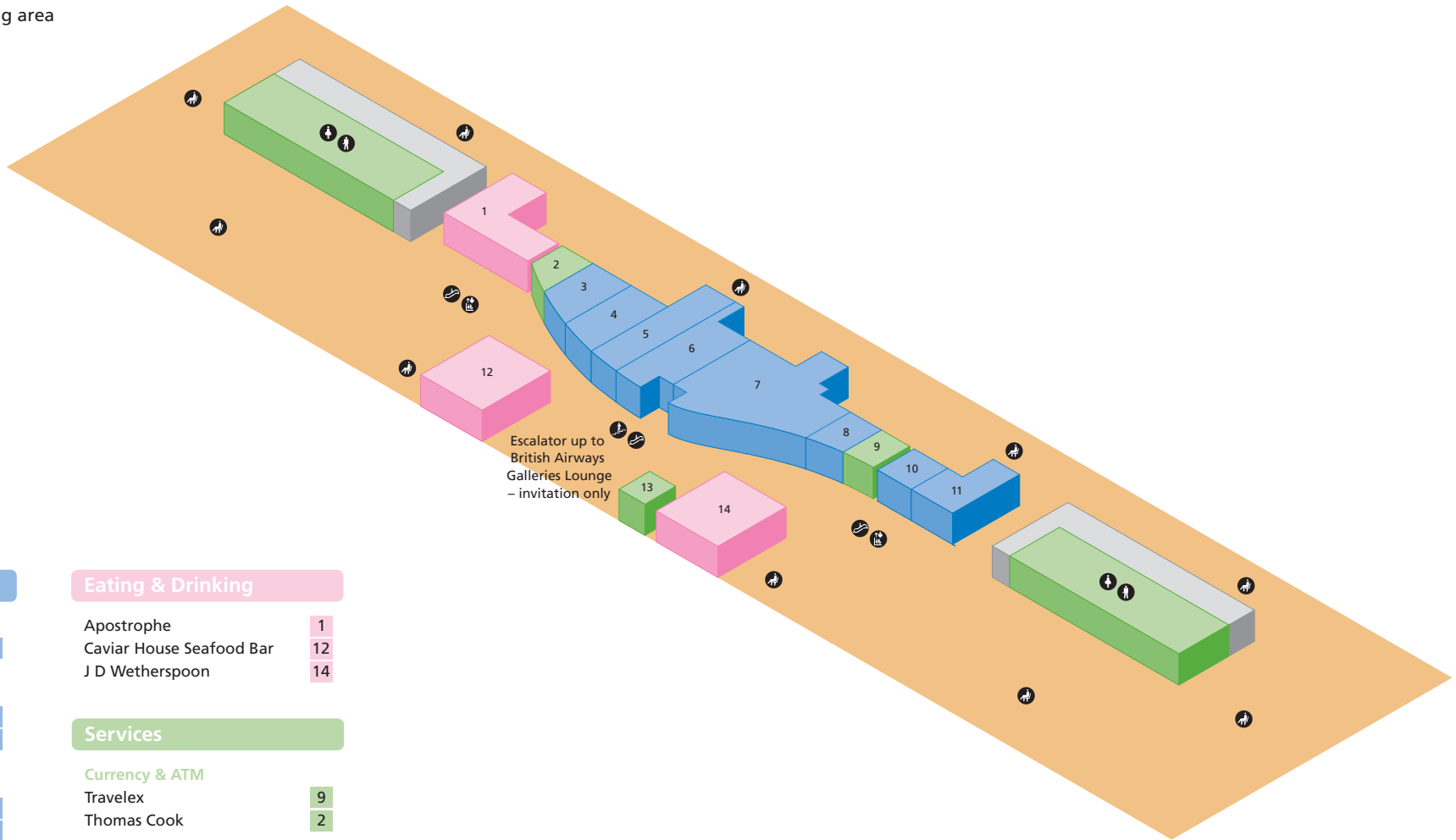
Eating & Drinking

- Costa 20
- Giraffe Juice 3
- Krispy Kreme 19
- M&S Simply Food 4

Escalator up to
British Airways Lounge –
invitation only



- Passenger areas
- Escalator
- Lift
- Passenger Lounge/Seating area
- Toilets – Female
- Toilets – Male



Shopping

- Duty Free**
- World Duty Free 7
- Fashion and accessories**
- Collection 8
- David Clulow 10
- Technology/Entertainment**
- Dixons Tax Free 6
- HMV 3
- Travel essentials and souvenirs**
- Boots 11
- Harrods 4
- WHSmith 5

Eating & Drinking

- Apostrophe 1
- Caviar House Seafood Bar 12
- J D Wetherspoon 14

Services

- Currency & ATM**
- Travelex 9
- Thomas Cook 2
- Internet**
- Spectrum Internet 13

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Terminal 5b – Departures

Shopping, eating and services

