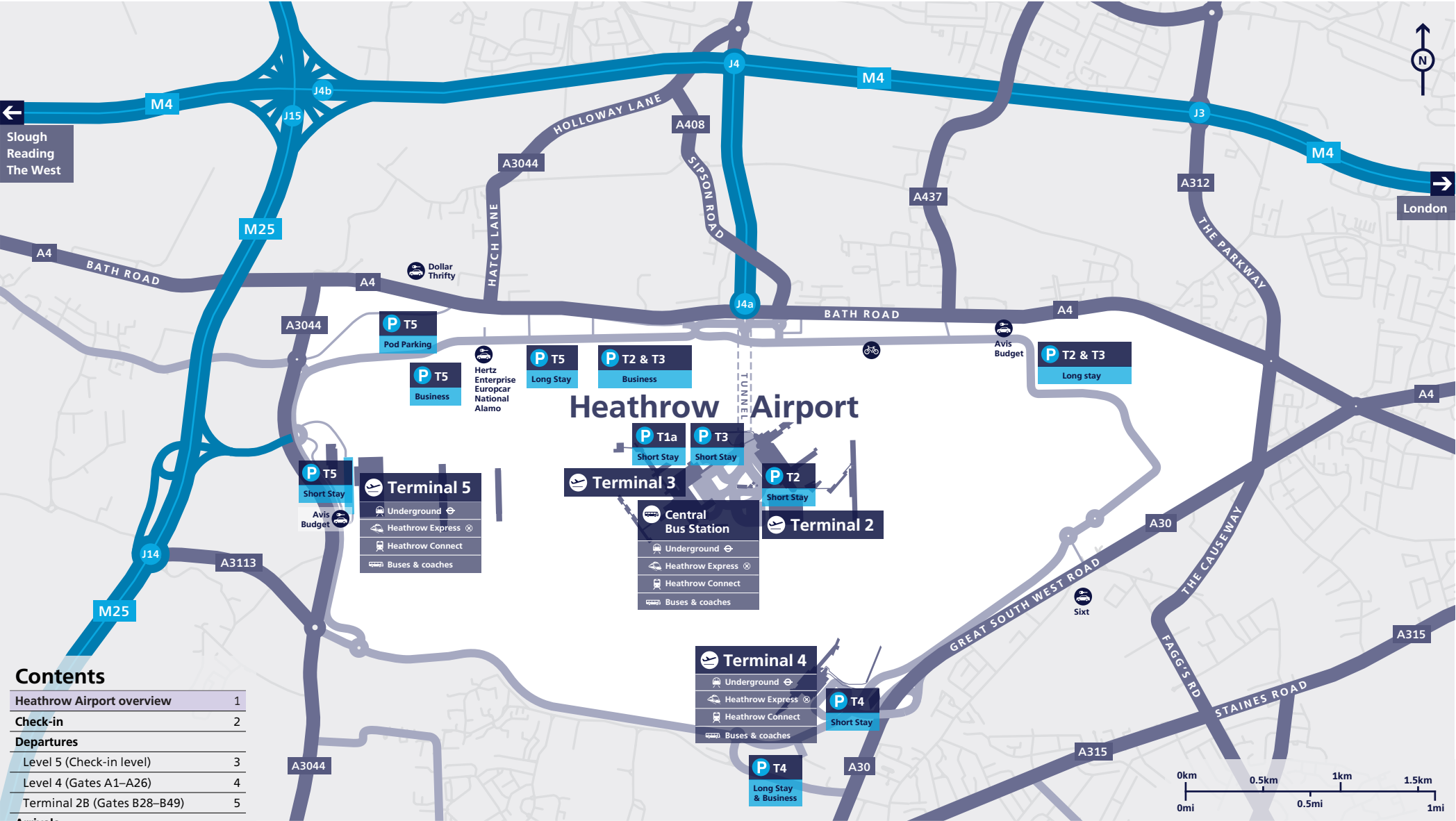


Heathrow Airport

Overview

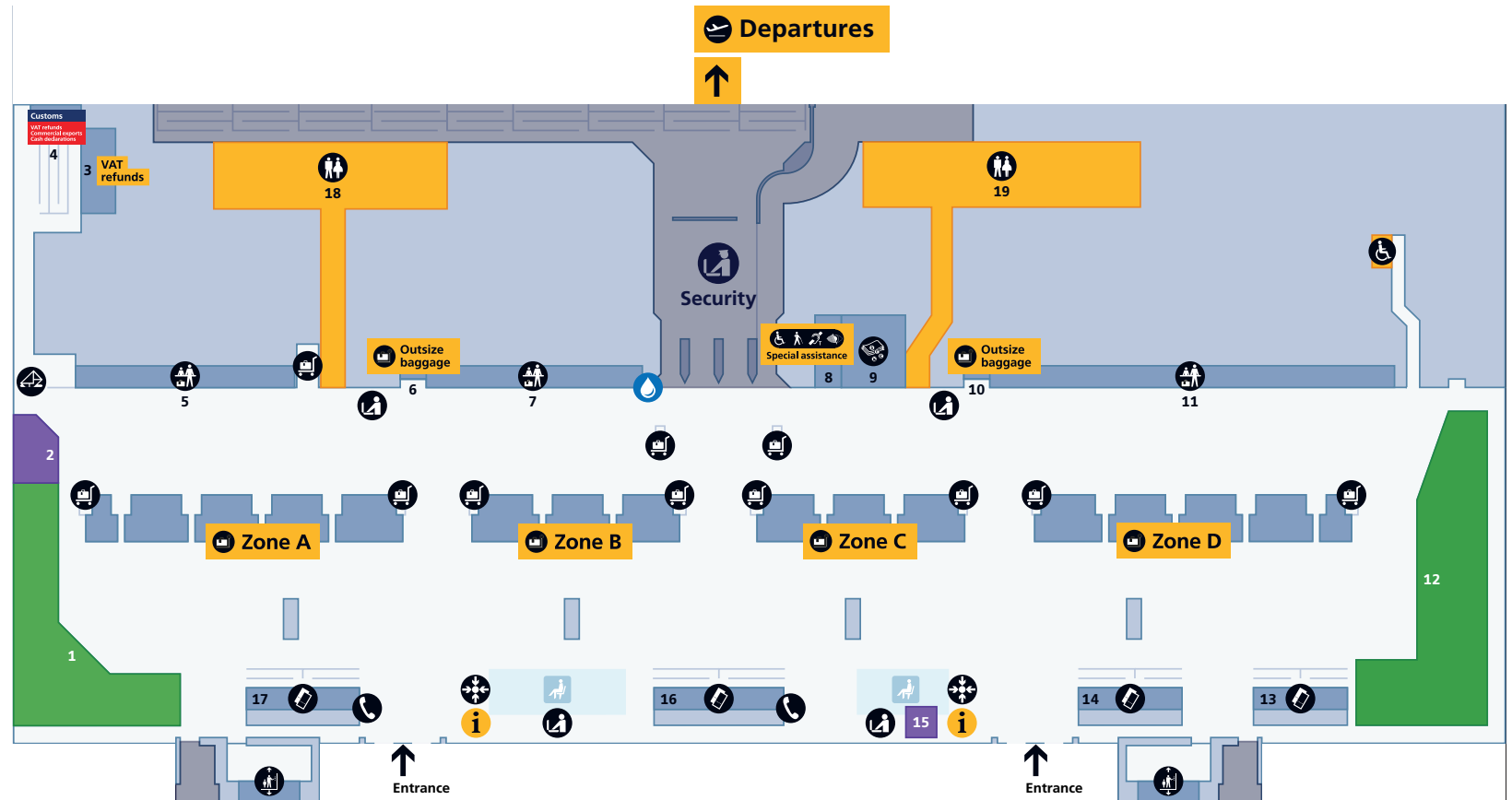


Contents

| | |
|-----------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1–A26) | 4 |
| Terminal 2B (Gates B28–B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |

Terminal 2

Check-in Level 5



| Shopping | |
|---------------------------------|----|
| Excess Baggage Company | 2 |
| Excess Baggage Company Bag Wrap | 15 |

| Food and drink | |
|--------------------------------------|----|
| Cafés | |
| Costa Coffee | 1 |
| Bars and restaurants | |
| The Flying Chariot by JD Wetherspoon | 12 |

| Services | |
|---------------------------------|--------------|
| Airline ticket desk | 13–14, 16–17 |
| Bag wrap | 15 |
| Bureau de change | |
| Travelex | 9 |
| Check-in | |
| Customs cash declarations | 4 |
| Customs commercial exports | 4 |
| Information | |
| Meeting point | |
| Outsize Baggage | 6, 10 |
| Postbox | |
| Premium check-in | 5, 7, 11 |
| Repack area | |
| Seating | |
| Special assistance | 8 |
| Telephone | |
| Toilets | |
| Accessible toilet | All |
| Baby care | 18, 19 |
| Trolleys | |
| VAT refunds managed by Travelex | 3 |
| Water refill stations | |

| Ticket desks | | | |
|-------------------|----|-------------------------------|----|
| Aegean Airlines | 14 | Ethiopian Airlines | 13 |
| Aer Lingus | 16 | EVA Air | 17 |
| Air Canada | 17 | LOT Polish Airlines | 16 |
| Air China | 17 | Lufthansa | 16 |
| Air New Zealand | 14 | SAS – Scandinavian Airlines | 14 |
| ANA | 14 | Singapore Airlines | 17 |
| Asiana Airlines | 14 | South African Airways | 14 |
| Austrian | 16 | Swiss International Air lines | 16 |
| Avianca | 13 | TAP Portugal | 14 |
| Brussels Airlines | 16 | Thai Airways | 17 |
| Croatia Airlines | 16 | Turkish Airlines | 17 |
| Egypt Air | 13 | United Airlines | 13 |

Free Wi-Fi is available throughout the terminal.
Network name: _Heathrow Wi-Fi

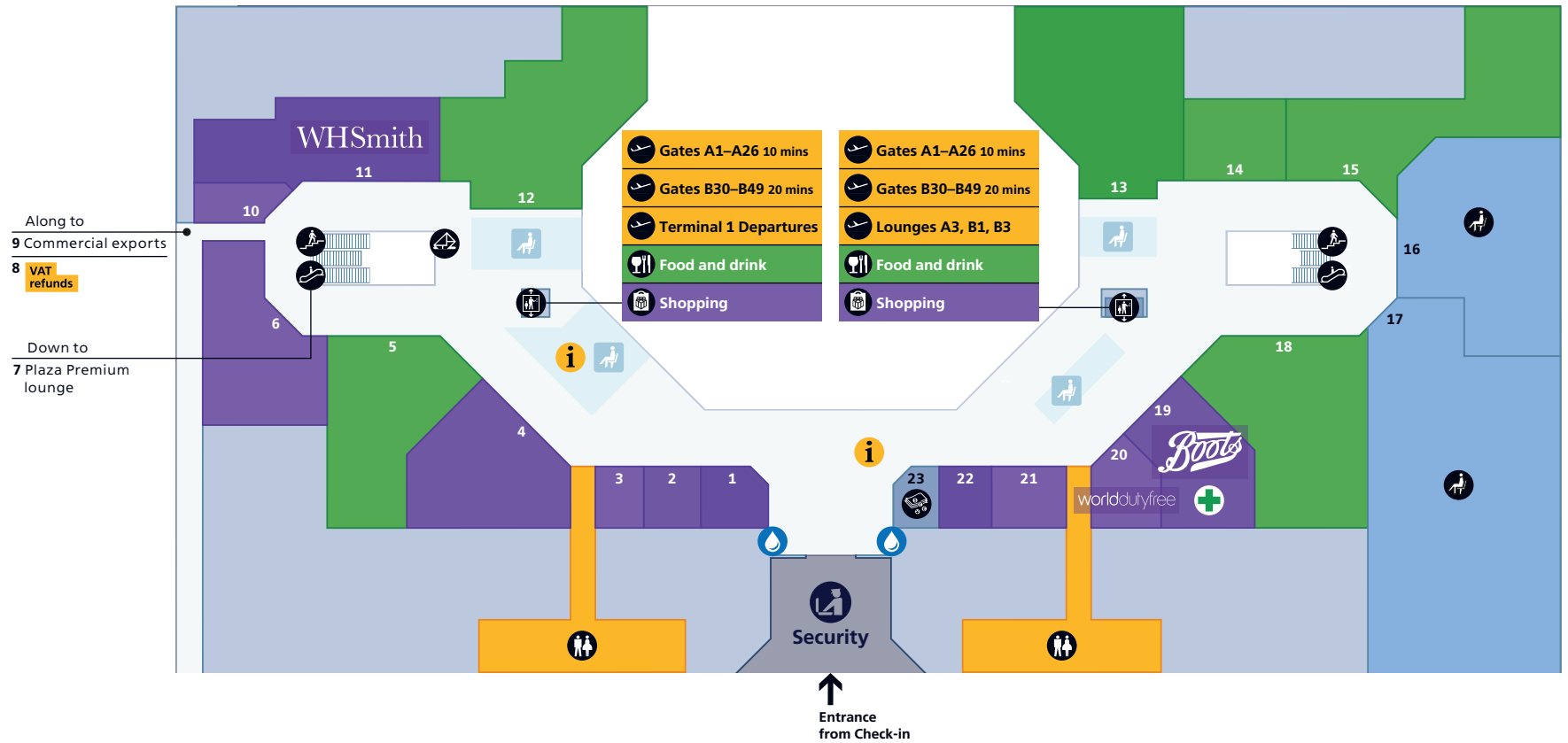
Contents

| | |
|-----------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1–A26) | 4 |
| Terminal 2B (Gates B31–B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |

Terminal 2

Departures

Level 5 (Check-in level)



Contents

| | |
|----------------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1–A26) | 4 |
| Terminal 2B (Gates B31–B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |

| Shopping | |
|-----------------|----|
| Boots + | 19 |
| Case | 21 |
| Cath Kidston | 3 |
| Dixons Travel | 6 |
| Hamleys | 10 |
| John Lewis | 4 |
| Sunglass Hut | 1 |
| Ted Baker | 2 |
| Thomas Pink | 22 |
| WHSmith | 11 |
| World Duty Free | 20 |

| Food and drink | |
|-----------------------------|----|
| Cafés | |
| EAT. | 5 |
| Bars and restaurants | |
| London's Pride by Fuller's | 18 |
| The Gorgeous Kitchen | 15 |
| The Perfectionists' Café | 13 |
| Wondertree | 12 |
| YO! | 14 |

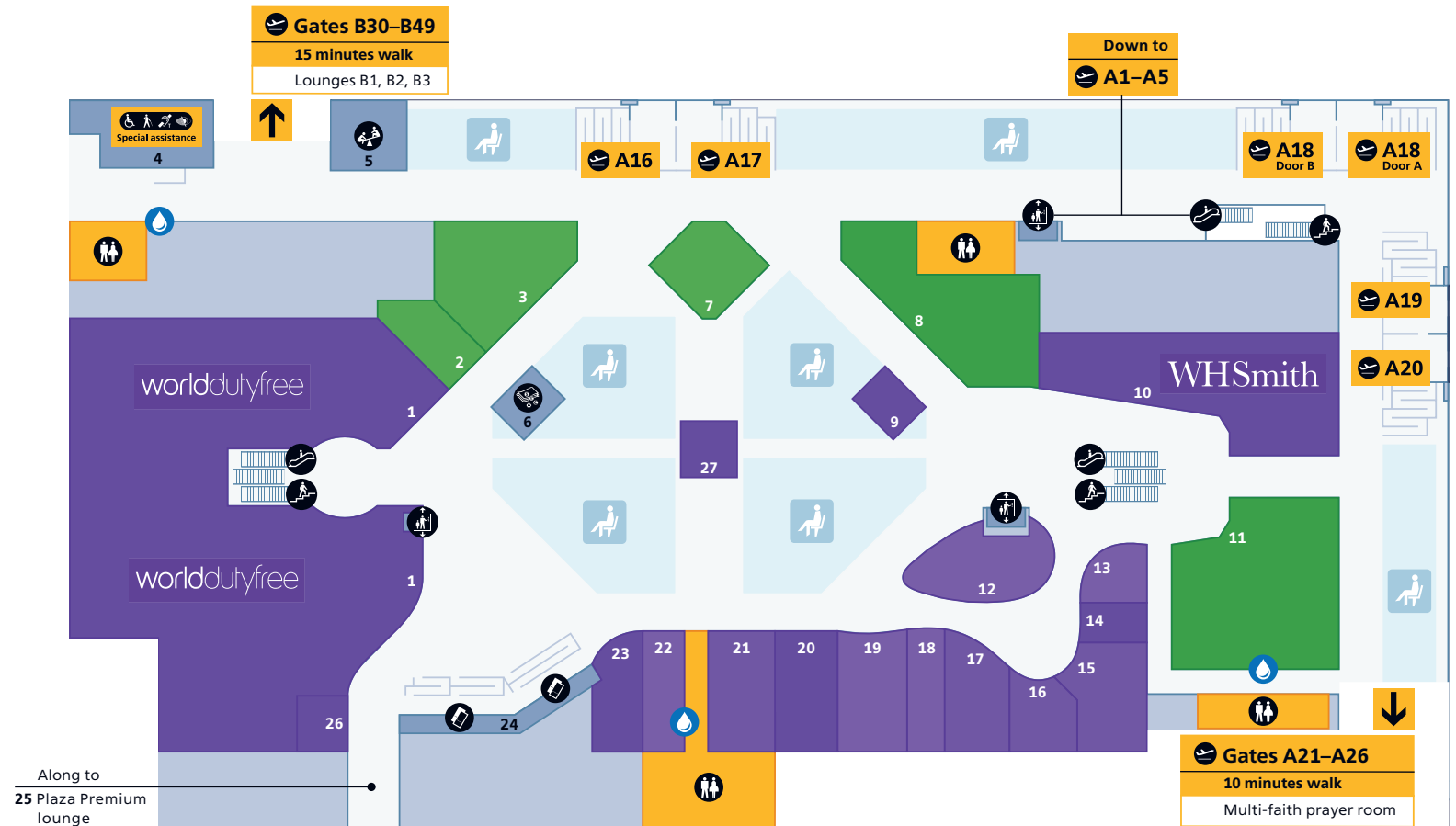
| Services | | |
|--|----|-----|
| Airline lounges | | |
| Lounge A1 Lufthansa Senator lounge | 17 | |
| Lounge A2 Aer Lingus Gold Circle lounge | 16 | |
| Lounge A3 Plaza Premium lounge paid facilities include shower, bedroom and spa | 7 | |
| Bureau de change | | |
| Travelex | 23 | |
| Commercial exports | | |
| Commercial exports | 9 | |
| Escalator | | |
| Escalator | | |
| Information | | |
| Information | | |
| Lift | | |
| Lift | | |
| Pharmacy | | |
| Pharmacy | 19 | |
| Postbox | | |
| Postbox | | |
| Seating | | |
| Seating | | |
| Stairs | | |
| Stairs | | |
| Toilets | | |
| Toilets | | |
| Accessible toilet | | All |
| Baby care | | All |
| Drinking fountain | | All |
| VAT refunds | | 8 |
| VAT refunds managed by Travelex | | |
| Water refill stations | | |
| Water refill stations | | |

Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Terminal 2

Departures

Level 4 (Gates A1–A26)



| Shopping | | | |
|-------------------------|----|-------------------|----|
| Bottega Veneta | 19 | Kate Spade | 14 |
| Burberry | 21 | Kurt Geiger | 15 |
| Bvlgari | 18 | Mulberry | 22 |
| Gucci | 20 | Paul Smith | 17 |
| Harrods | 23 | Rolex | 9 |
| Harrods Fine Watch Room | 12 | Smythson | 13 |
| Hugo Boss | 16 | WHSmith | 10 |
| Jo Malone | 27 | World Duty Free | 1 |
| | | World of Whiskies | 26 |

| Food and drink | | | |
|------------------------|---|------------------------------------|----|
| Cafés | | Bars & restaurants | |
| Ca'puccino | 8 | Caviar House & Prunier Seafood Bar | 7 |
| Caviar House & Prunier | 2 | La Salle | 11 |
| | | Leon | 3 |

| Services | | | |
|--|----|-------------------------|-----|
| Airline lounges | | Airline service desk | 24 |
| Lounge A3 | 25 | Bureau de change | |
| Plaza Premium lounge | | Travelax | 6 |
| paid facilities include shower, bedroom and spa | | Escalator | |
| Lounge B1 near Gate B46 | | Information | |
| United lounge | | Lift | |
| United Club | | Multi-faith prayer room | |
| Lounge B2 near Gate B44 | | Play area | 5 |
| Singapore Airlines SilverKris lounge | | | |
| Lounge B3 near Gate B44 | | | |
| Air Canada Maple Leaf lounge | | | |
| | | Seating | |
| | | Special assistance | 4 |
| | | Stairs | |
| | | Ticket sales | 24 |
| | | Toilets | |
| | | Accessible toilet | All |
| | | Baby care | All |
| | | Drinking fountain | All |
| | | Water refill stations | |
| Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi | | | |

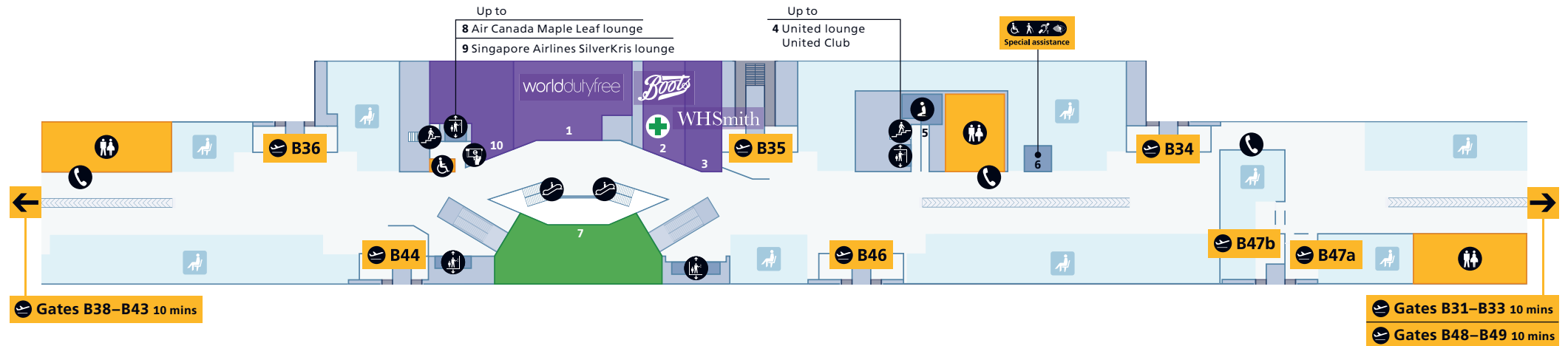
Contents

| | |
|-----------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1–A26) | 4 |
| Terminal 2B (Gates B31–B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |

Terminal 2

Departures

Terminal 2B (Gates B31–B49)



| Shopping | |
|-----------------|----|
| Boots + | 2 |
| Dixons Travel | 10 |
| WHSmith | 3 |
| World Duty Free | 1 |

| Food and drink | |
|----------------|---|
| Caffè Nero | 7 |

| Services | | |
|--|----------------------------|-----------------------|
| Airline lounge | Cash Machine | Seating |
| Lounge B1 United lounge United Club | Escalator | Special assistance 6 |
| Lounge B2 Singapore Airlines SilverKris lounge | Help point | Stairs |
| Lounge B3 Air Canada Maple Leaf lounge | Lift | Telephone |
| | Multi-faith prayer room | Toilets |
| | Pharmacy | Accessible toilet All |
| | | Baby care All |
| | | Drinking fountain All |

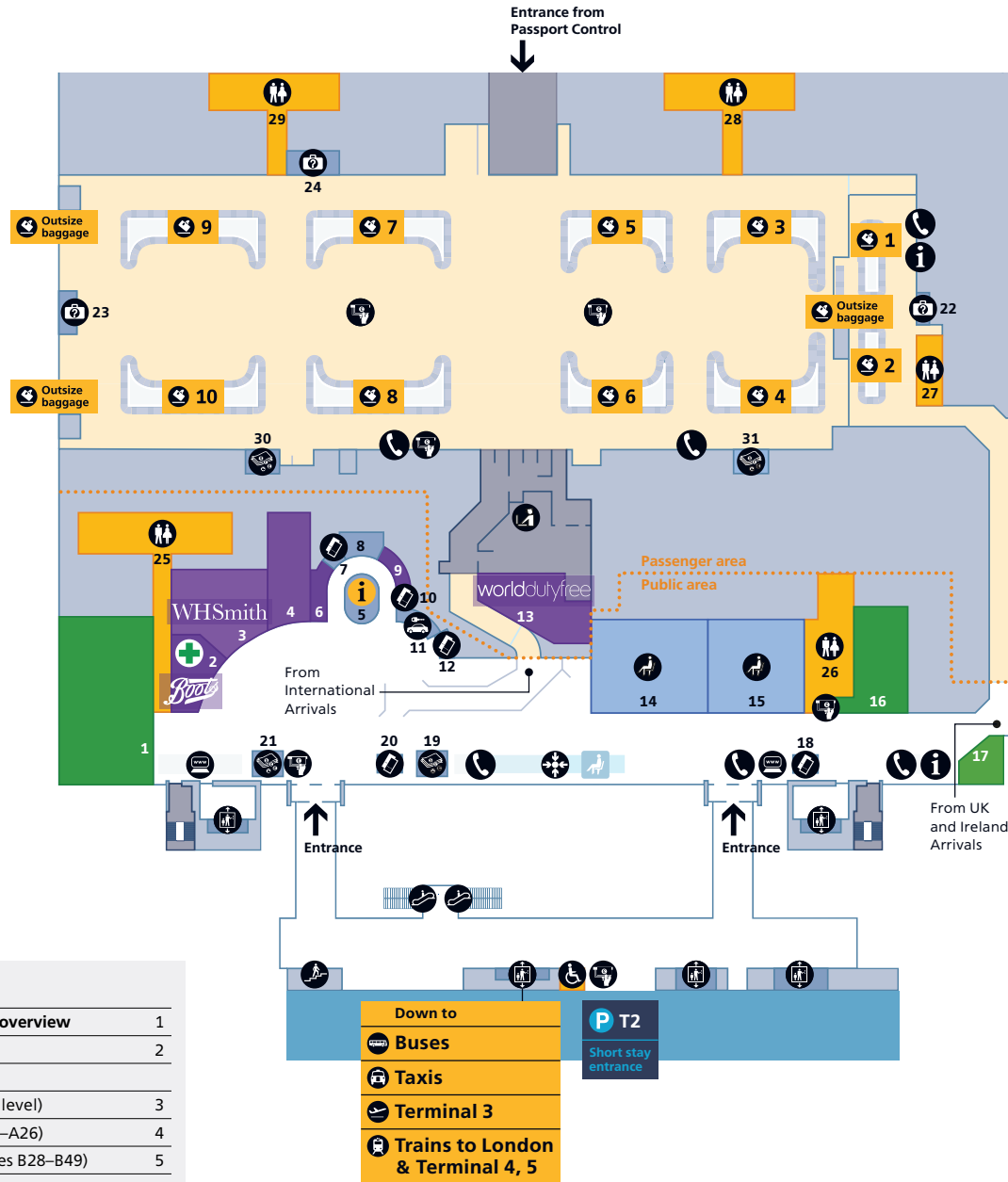
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Contents

| | |
|-----------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1–A26) | 4 |
| Terminal 2B (Gates B31–B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |

Terminal 2

Arrivals Level 1



| Shopping | |
|------------------------|----|
| Boots + | 2 |
| Excess Baggage Company | 4 |
| SIM Local | 9 |
| WHSmith | 3 |
| We Know London | 6 |
| World Duty Free | 13 |

| Food and drink | |
|-----------------|----|
| Caffè Nero | 1 |
| M&S Simply Food | 16 |
| Nero Express | 17 |

| Services | | |
|----------------------|----------------|--|
| Airline lounge | | |
| Arrivals lounge | 14 | |
| Plaza Premium lounge | 15 | |
| Airport Information | 5, 8 | |
| Baggage enquiries | 22, 23, 24 | |
| Baggage reclaim | | |
| Bureau de change | | |
| Travelex | 19, 21, 30, 31 | |
| Car rental desk | 11 | |
| Cash machine | | |
| Escalator | | |
| Help point | | |
| Internet facility | | |
| Lift | | |
| Meeting point | | |
| Pharmacy | 2 | |
| Seating | | |
| Stairs | | |
| Telephone | | |
| Ticket sales | | |
| Heathrow Express | 12, 20 | |
| Hotel by Bus | 7 | |
| National Express | 10 | |
| Toilets | | |
| Accessible toilet | All | |
| Baby care | 26-29 | |
| Drinking fountain | 27-29 | |

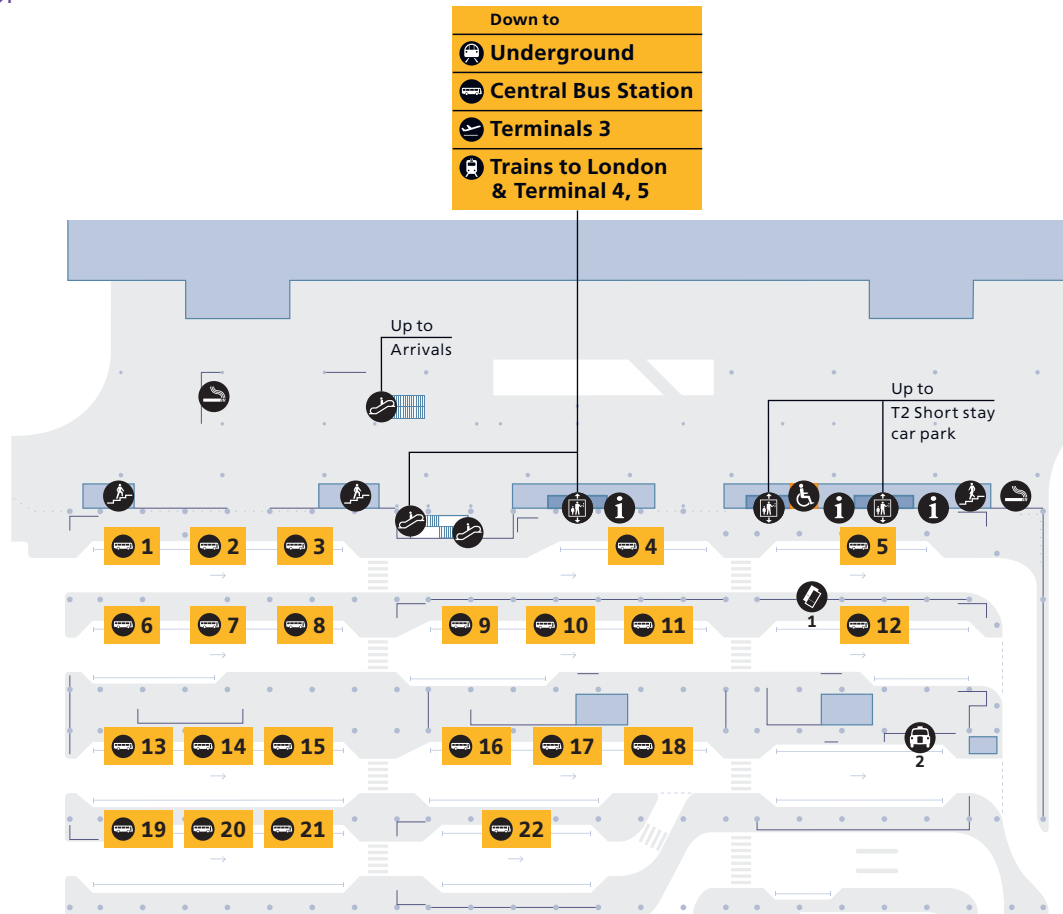
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| Contents | |
|-----------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1-A26) | 4 |
| Terminal 2B (Gates B28-B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |

Terminal 2

Arrivals (onward travel)

Ground floor



- Down to
- Underground
- Central Bus Station
- Terminals 3
- Trains to London & Terminal 4, 5

Services

| | | | |
|-------------------|--------------|--------------|-------------|
| Accessible toilet | Help point | Taxi rank | 2 |
| Bus stop | Lift | Ticket sales | Hotel Hoppa |
| Escalator | Smoking area | Hotel Hoppa | 1 |
| | Stairs | | |

Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi

Bus and coach stop allocation

| | | | |
|--------------|-------|---|-------|
| Hotel by bus | 12 | Car rental (off airport) | 22 |
| Hotel Hoppa | 9-11 | Dollar, Thrifty, Sixt | |
| Staff buses | 1-3 | Car rental (on airport) | 6-8 |
| Airline crew | 16-18 | Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz | |
| Group travel | 13-15 | Car parking (off airport) | 19-21 |
| | | NCP Flight Path, Purple Parking, Purple Parking Business, Reeds | |
| | | Car parking (on airport) | 4-5 |
| | | Business, Business plus, Long stay, Help bus | |

Contents

| | |
|-----------------------------|---|
| Heathrow Airport overview | 1 |
| Check-in | 2 |
| Departures | |
| Level 5 (Check-in level) | 3 |
| Level 4 (Gates A1-A26) | 4 |
| Terminal 2B (Gates B31-B49) | 5 |
| Arrivals | |
| Arrivals | 6 |
| Onward travel | 7 |