

How to get to work at Terminal 5

How we help colleagues' cycle to work

Cycling to work can provide some colleagues with a quick, cheap, door to door option for your journey to work. Where possible, keep a 2-metre distance from others. For example, when waiting at crossings and traffic lights. Wash your hands for at least 20 seconds or sanitise your hands before and after cycling.

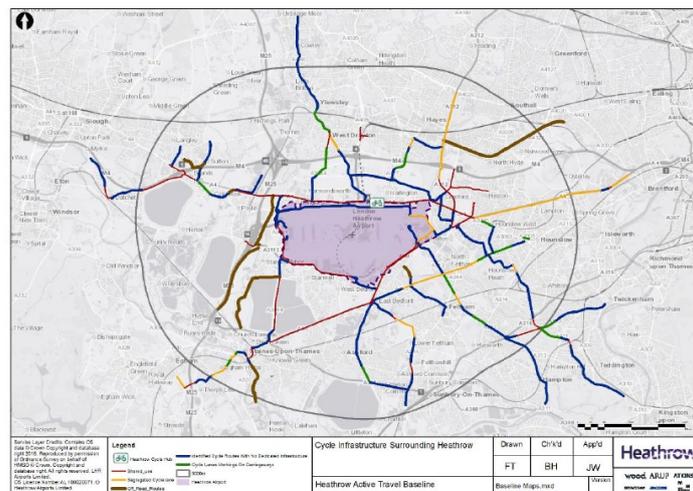
Cycle Parking

Cycle parking is free and located at various locations across the Heathrow including Terminal 5. The cycle parks are provided at either end of the terminal building. There are 112 cycle parking spaces located at Terminal Five South, 112 at Terminal Five North and 10 spaces at CP19. At all sites, bikes can be parked in bike racks.

Please note that for security reasons, bicycles will be removed if not parked in the designated areas.

Cycle Routes

At Heathrow we are striving to make our campus, and the roads surrounding it, not only safe but suited to cyclists. Staines, Colnbrook, Langley and West Drayton are all within a 25-minute cycle ride of Terminal Five – so why not give cycling to work a try? Travel times for key locations is detailed below with cycle routes to Terminal Five illustrated.



Cycle Hub Services

The Heathrow Cycle Hub is your one-stop-shop for everything you need to make cycling to work safe, easy and cost-effective. Located in the Heathrow Academy on Newall Road, the Hub is home to cycling experts who are on hand to help and support you with all cycling needs. Heathrow Cycle Hub membership is free, and grants you access to a number of benefits, including:

- 10% discount on all purchases including bikes, helmets, and other accessories available at the Hub
- Access to free bike servicing on up to three registered bikes. Carried out by in-store experts, your bike will be in safe hands and you will receive free labour up to a value of £50.
- If you purchase a bike from the Cycle Hub, a free cycle fitting will also be offered to make sure you're set up with a perfectly fitting bike.

- Free advice and guidance on all things cycling. To make sure all our current and future cyclists feel supported and knowledgeable, our cycling experts from Runway Cycling are on hand to help. Ask questions about which bike is best suited to you and your commute, or where you can store your bike on our campus. From the most basic requests, to those only true cycling gurus would know, our experts have you covered.
- The Runway Cycling team can also give you advice about buying a bike and accessories through your company's Cycle to Work Scheme

[Click here to register for free with the Heathrow Cycle Hub](#)

How we help colleagues find someone to share a car with

Finding a car share partner

Heathrow has its own dedicated Liftshare page which is tailored to you and your Heathrow colleagues. The system looks for other colleagues living close to you, as well as those you could pick up en-route to work, so you have a great chance of finding a car share that works with your shift pattern and your home location.

[Click here to view Heathrow's dedicated Liftshare page](#)

How Liftshare works:

1. Register for free at Liftshare and add a couple of personal details to your account to let others know about yourself and your journey
2. Find a car share match on the database and message them to agree to create a team!
3. Start sharing and saving!

Priority Parking and Guaranteed Ride Home

We support car sharers through giving them the most convenient parking in our car parks and by paying the costs of their journey home if they their car share partner needs to head home in an emergency.

- Priority parking (48 spaces) are available in N1 and N5 for those who choose to carshare.
- If you've shared your journey with your car share partner but one of you has to leave in an emergency - you can take advantage of the **Guaranteed Ride Home**. This means we will cover the costs of your journey home. Email commuter@heathrow.com for details or to request a ride.

Staying Safe

During our fight against COVID-19, it is important to take some extra safety measures protect yourself and others. Where possible:

- Try to share the transport with the same people each time
- Open windows for ventilation
- Travel side by side or behind other people, rather than facing them, where seating arrangements allow
- Face away from each other
- Consider seating arrangements to maximise distance between people in the vehicle

- Clean your car between journeys using standard cleaning products - make sure you clean door handles and other areas that people may touch
- Ask the driver and passengers to wear a face covering

How to get to Terminal 5 by bus or coach

Terminal 5 is well served by buses and coaches from many locations, both near and far. Many are part of the Heathrow Travelcard scheme, offering discounted travel on monthly and annual season tickets and unlimited travel during your free time. See more details below.

Transport for London's bus services offer great value for money and you may find that Pay As You Go is cheaper than purchasing a TfL season ticket, particularly if you only intend to use the bus to/from work.

Below is a summary of the places directly linked by regular services and are within reasonable travelling time for travelling to/from work. The Heathrow Free Travel Zone means you can connect for free with other services operating around Heathrow. See more details below.

Travelling to or from...	Services	Operators' websites
Ascot	703	www.courtneybuses.com/services
Ashford Hospital	442	www.carlonelimited.co.uk/bus-timetables
Bracknell	703	www.courtneybuses.com/services
Brands Hill	7 459, 703	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps www.courtneybuses.com/services
Britwell	7	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps
Colnbrook	10/A/S, 459	www.courtneybuses.com/services
Cranbourne	703	www.courtneybuses.com/services
Datchet	10/A/S	www.courtneybuses.com/services
Dedworth	10	www.courtneybuses.com/services
Englefield Green	8	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps
Egham	8	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps
Feltham	490	www.tfl.gov.uk/modes/buses
Fulwell	490	www.tfl.gov.uk/modes/buses
Guildford	RA2	www.railair.com
Hatton Cross	423, 482, 490	www.tfl.gov.uk/modes/buses
Hayes & Harlington	350	www.tfl.gov.uk/modes/buses
High Wycombe	The Airline	www.theairline.info
Hounslow	423, 482	www.tfl.gov.uk/modes/buses
Iver	459	www.tfl.gov.uk/modes/buses
Langley	7 459	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps www.courtneybuses.com/services
Lewknor Turn	The Airline	www.theairline.info
Old Windsor	8	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps

Oxford	The Airline	www.theairline.info
Poyle	10/10A/S, 459	www.courtneybuses.com/services
Reading	RA2	www.railair.com
Richmond	490	www.tfl.gov.uk/modes/buses
Slough	7 10A/S, 703	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps www.courtneybuses.com/services
Southall	482	www.tfl.gov.uk/modes/buses
Staines	8 442	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps www.carlonelimited.co.uk/bus-timetables
Stanwell	442	www.carlonelimited.co.uk/bus-timetables
Stanwell Moor	442	www.carlonelimited.co.uk/bus-timetables
Stockley Park	350	www.tfl.gov.uk/modes/buses
Sunnymeads	10/A/S	www.courtneybuses.com/services
Twickenham	490	www.tfl.gov.uk/modes/buses
West Drayton	350	www.tfl.gov.uk/modes/buses
Windsor	8 10/A/S, 703	www.firstgroup.com/berkshire-thames-valley/routes-and-maps/network-maps www.courtneybuses.com/services
Wisley Gardens	RA2	www.railair.com
Wraysbury	10/A/S	www.courtneybuses.com/services

How to get to Terminal 5 by Rail

Heathrow is very well connected by train. Several discounts are available for colleagues and these are described below where applicable.

Heathrow Express trains are currently operating every 30 minutes between London Paddington and Terminal 5. Colleagues can purchase discounted travel using the Heathrow Express App (select 'Heathrow Airport Partners' in the 'Add a railcard' section when booking a ticket. If you travel to work regularly then there is a Heathrow Travelcard specifically for the Heathrow Express. Please see details below. Travel for Heathrow ID holders is free in Express class in the evenings (after 18:00 from Heathrow, 18:30 from Paddington) and any time at weekends, so you may only need to purchase a single ticket every day.

TfL Rail is currently operating every 30 minutes between London Paddington and Terminal 5, calling at Action Mainline, Ealing Broadway, West Ealing, Hanwell, Southall and Hayes & Harlington. A 75% discount is available to Heathrow ID holders when purchasing a ticket (including season tickets) from a staffed station (note, the discount cannot be obtained at Heathrow stations).

A 75% discount is also available to Heathrow ID holders on *Great Western Railway* when purchasing tickets (including season tickets) to Heathrow from Reading West, Reading, Twyford, Maidenhead, Slough and West Drayton (change trains at Hayes & Harlington to TfL Rail services).

London Underground Piccadilly Line services run very frequently from Heathrow Terminal Five to Central London, stopping at locations in Hounslow, Osterley, South Ealing and Acton Town. Trains continue to north London including Finsbury Park, Wood Green and Southgate. The Night Tube is

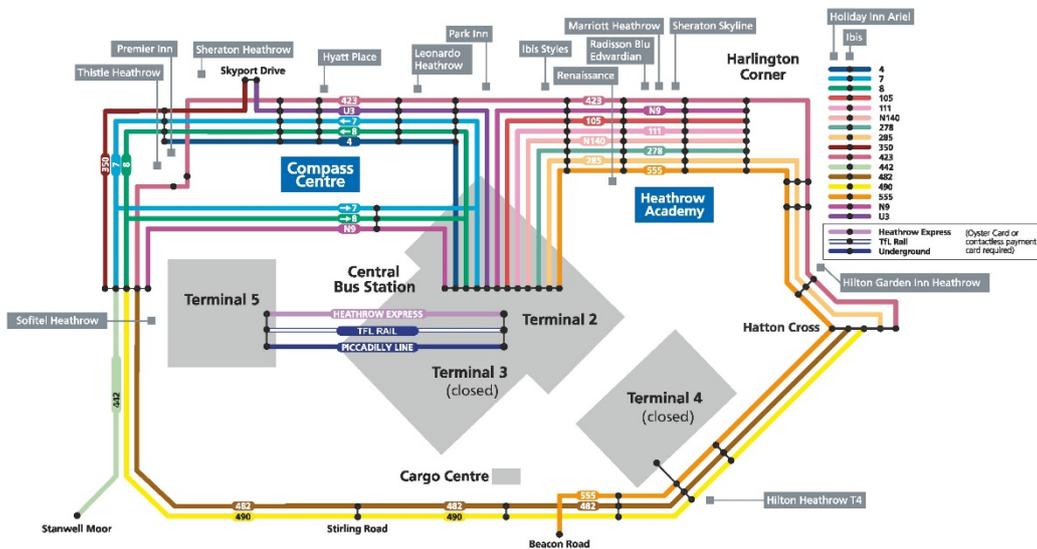
currently suspended, but the N9 night bus runs every 20 minutes between Terminal 5 and Aldwych, passing close to many Piccadilly Line stations. See www.tfl.gov.uk/modes/buses.

Frequent buses operate from Terminal 5 to Feltham and Staines (a short walk from the railway stations), **providing links to South Western Railway stations** including Wokingham, Bracknell, Ascot, Camberley, Virginia Water, Chertsey, Addlestone, Richmond, Clapham Junction and London Waterloo. See the list of bus services above for more information.

Heathrow Free Travel Zone

Some bus and rail services are free to use within the Heathrow Free Travel Zone (which is designed to provide easy connections to other parts of the airport campus, for passengers and colleagues). Free travel is available as shown on the map:

Heathrow Free Travel Zone



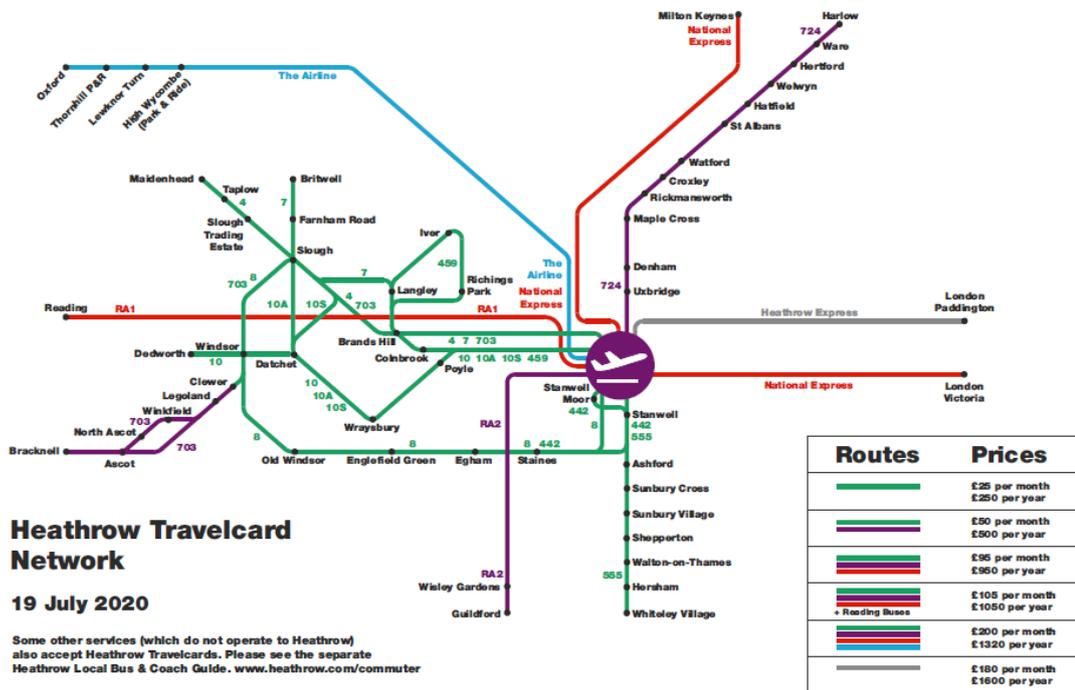
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Heathrow

Please note, an Oyster Card or contactless card is required to open the gates at railway stations. You will not be charged for your journey.

Heathrow Travelcard

The Heathrow Travelcard is available to Heathrow ID holders and provides discounts up to 75% off, compared with purchasing a normal monthly or annual season ticket, depending on the journey being made. The services currently operating to Heathrow that accept the Heathrow Travelcard are shown on the map:



To apply for a Heathrow Travelcard, please visit <https://baa.printingdivision.co.uk/>

Car Parking

Parking is available in Heathrow's colleague car parks based on a permit system and an annual charge. If you are interested in parking at Heathrow, please speak to your employer who can make a request for parking for you via ID Gateway.

Your Colleague Travel team

Heathrow's Colleague Travel team are here to support colleagues getting to work by bike, car sharing, by bus or rail and with their parking needs. If you have any questions at all related to travel please email heathrow.commuter@heathrow.com.

In addition, if you would like to discuss your own travel options in more detail, please email and ask for a call back so we can answer your questions and help you plan a new journey.

Please visit the Heathrow commuter pages on Hub plus [here](#) to find out more information about how we support your travel to work, including up to date maps and timetables.