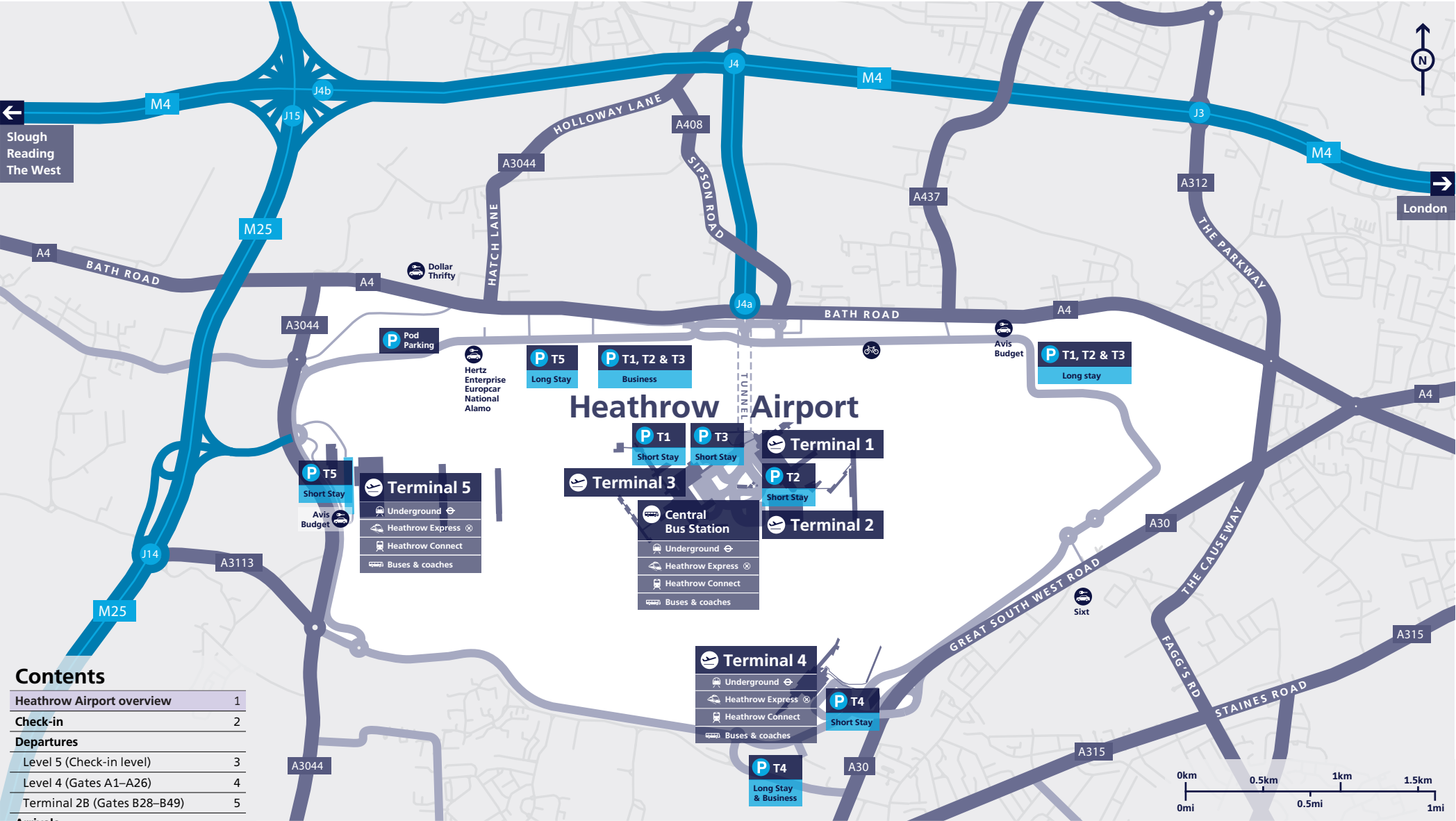


Heathrow Airport

Overview

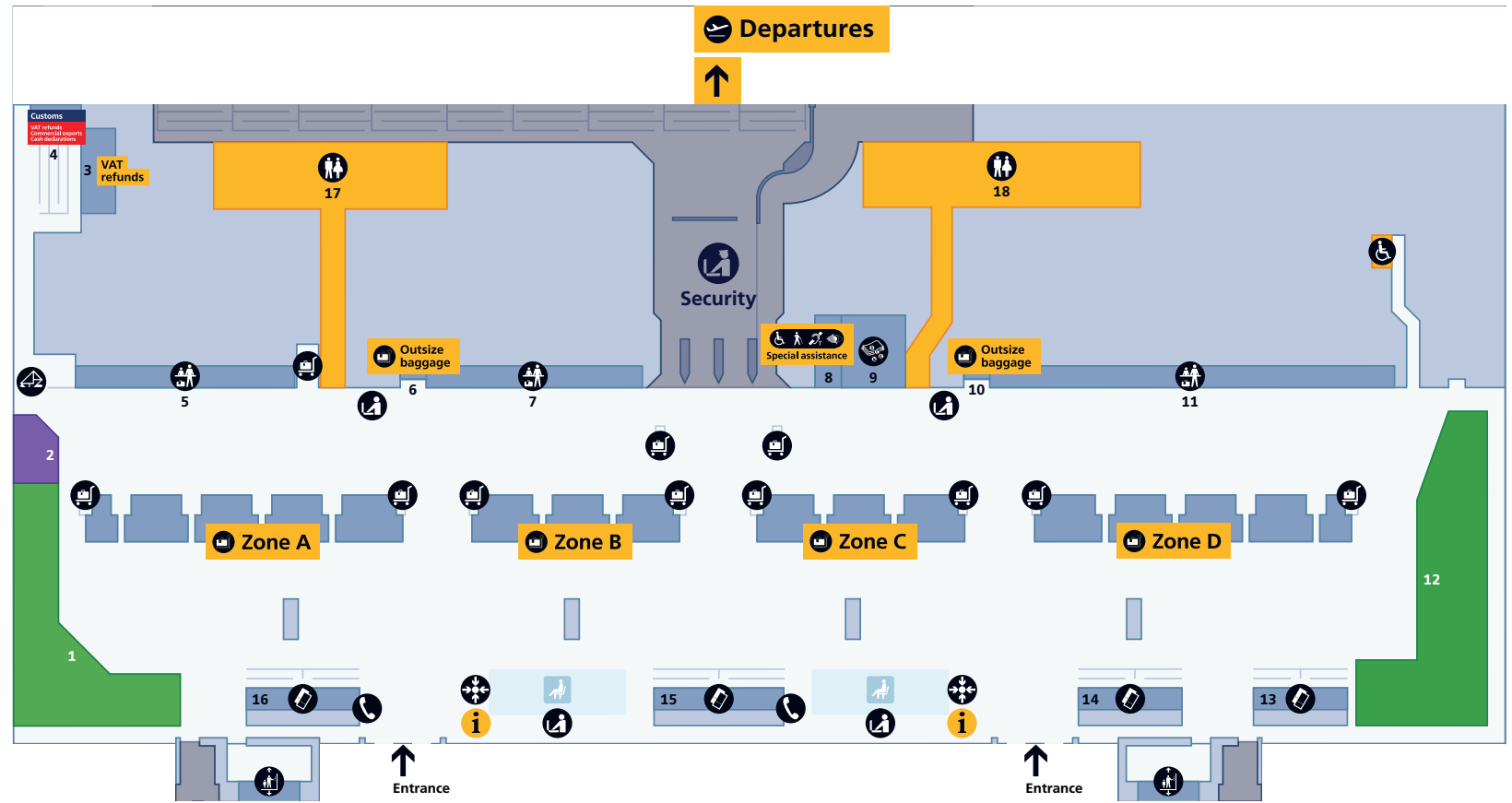


Contents

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

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

Services	
Airline ticket desk	13–16
Bureau de change	
Travelax	9
Check-in	
Customs cash declarations	4
Customs commercial exports	4
Information	
Meeting point	
Outsize Baggage	6, 10
Postbox	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi	
Premium check-in	5, 7, 11
Repack area	
Seating	
Special assistance	8
Telephone	
Toilets	
Accessible toilet	All
Baby care	17, 18
Trolleys	
VAT refunds managed by Travelax	3

Ticket desks			
Aegean Airlines	14	Ethiopian Airlines	13
Aer Lingus	15	EVA Air	16
Air Canada	16	LOT Polish Airlines	15
Air China	16	Lufthansa	15
Air New Zealand	14	SAS – Scandinavian Airlines	14
ANA	14	Singapore Airlines	16
Asiana Airlines	14	South African Airways	14
Austrian	15	Swiss International Air lines	15
Avianca	13	TAP Portugal	14
Brussels Airlines	15	Thai Airways	16
Croatia Airlines	15	Turkish Airlines	16
Egypt Air	13	United Airlines	13

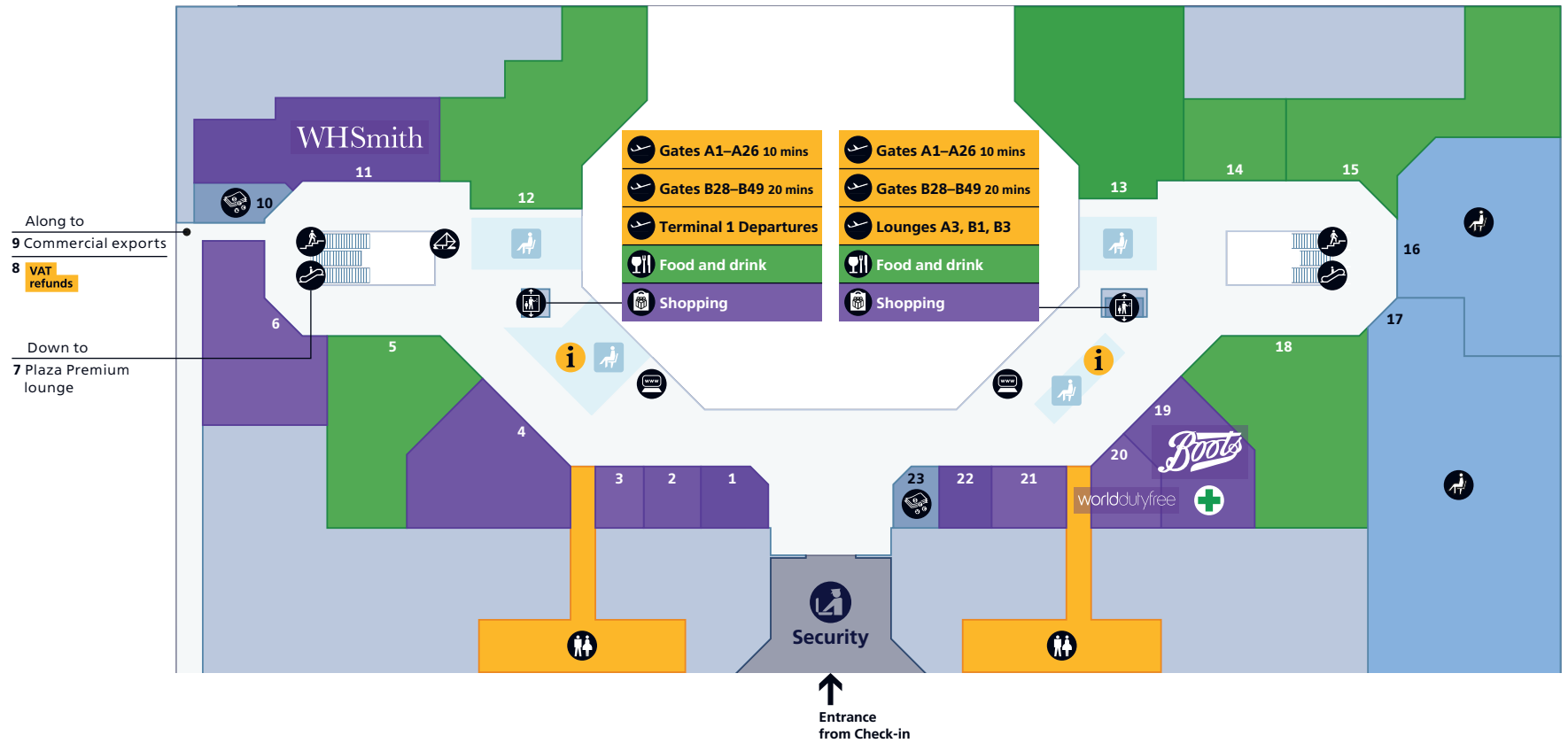
Contents

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

Departures

Level 5 (Check-in level)



Shopping	
Boots +	19
Case	21
Cath Kidston	3
Dixons Travel	6
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! Sushi	14

Services		
Airline lounges	Bureau de change	Postbox
Lounge A1 Lufthansa Senator lounge	Moneycorp 10	Seating
Lounge A2 Aer Lingus Gold Circle lounge	Travelax 23	Stairs
Lounge A3 Plaza Premium lounge paid facilities include shower, bedroom and spa	Commercial exports 9	Toilets
7	Escalator	Accessible toilet All
Information	Internet facility	Baby care All
Lift	Pharmacy 19	Drinking fountain All
VAT refunds managed by Travelax 8		

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

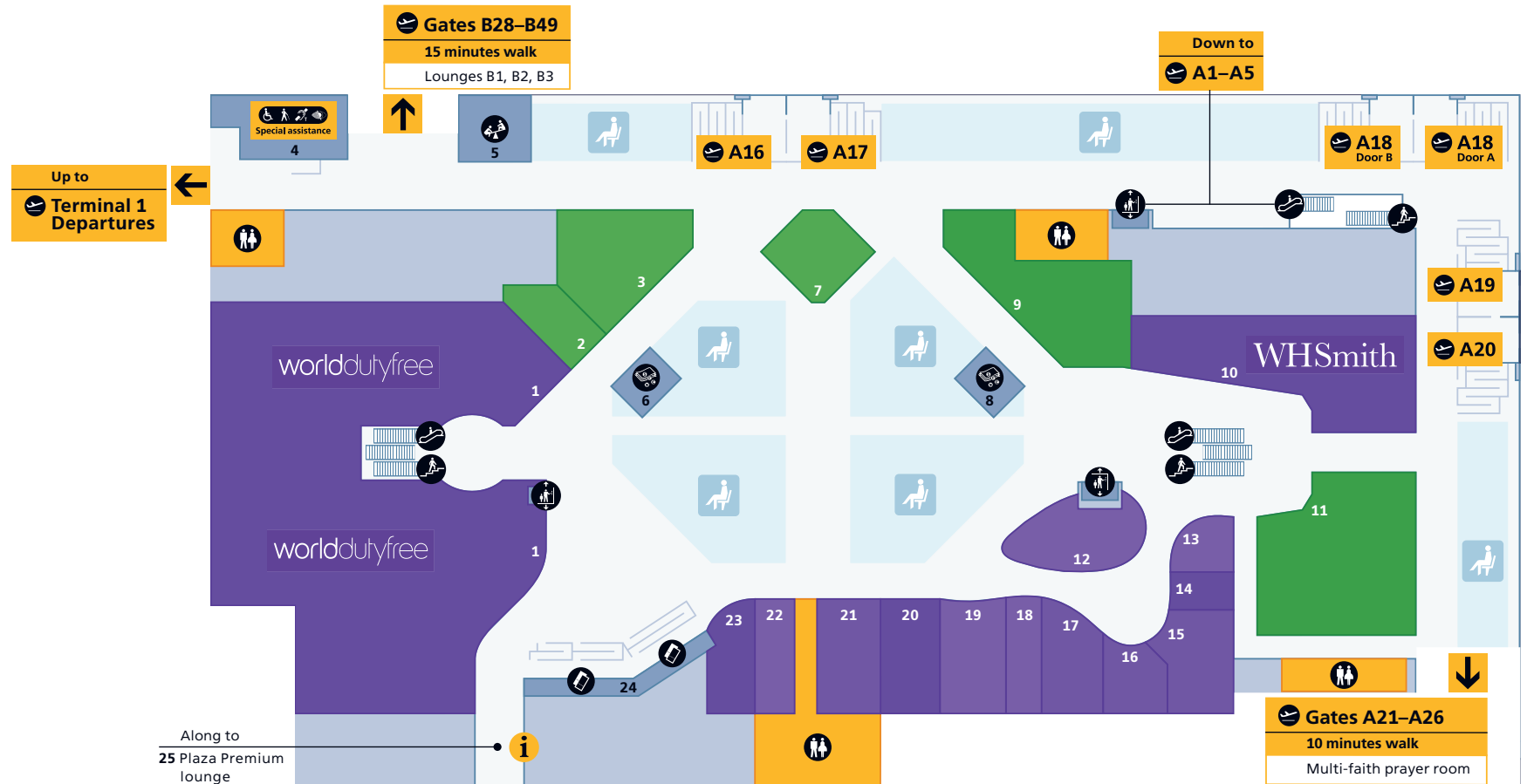
Contents

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

Terminal 2

Departures

Level 4 (Gates A1–A26)



Shopping			
Bottega Veneta	19	Kurt Geiger	15
Burberry	21	Michael Kors	14
Bvlgari	18	Mulberry	22
Gucci	20	Paul Smith	17
Harrods	23	Smythson	13
Harrods	12	WHSmith	10
The Fine Watch Room		World Duty Free	1
Hugo Boss	16		

Food and drink			
Cafés		Bars & restaurants	
Ca'puccino	9	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		Moneycorp	8
paid facilities include		Travellex	6
shower, bedroom and spa			
Lounge B1 near Gate		Escalator	
Arrivals lounge	B46	Information	
United Global		Lift	
First lounge		Multi-faith prayer room	
Lounge B2 near Gate		Play area	5
Singapore Airlines	B44		
SilverKris lounge			
Lounge B3 near Gate			
Air Canada	B44		
Maple Leaf lounge			
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		Seating	
		Special assistance	4
		Stairs	
		Ticket sales	24
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	All

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

Departures

Terminal 2B (Gates B31–B49)



Shopping	
Boots +	3
WHSmith	4
World Duty Free	1

Food and drink	
Caffè Nero	8

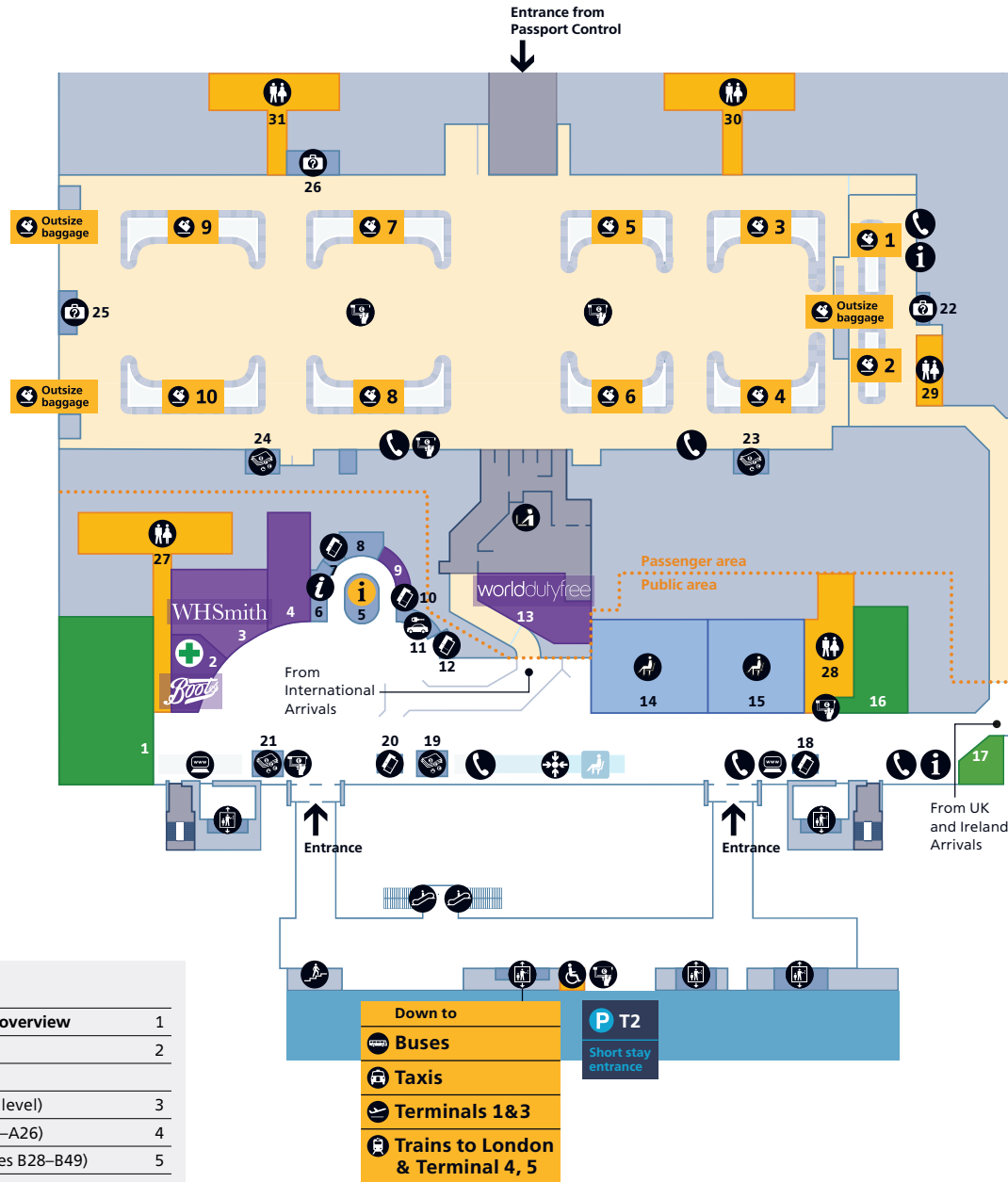
Services		
Airline lounge	Cash Machine	Seating
Lounge B1 Arrivals lounge 5	Escalator	Special assistance 7
Lounge B3 Air Canada Maple Leaf lounge 9	Help point	Stairs
Bureau de change Moneycorp 2	Internet facility	Telephone
	Lift	Toilets
	Multi-faith prayer room 6	Accessible toilet All
	Pharmacy 3	Baby care All
		Drinking fountain All
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 B28–B49)	5
Arrivals	
Arrivals	6
Onward travel	7

Terminal 2

Arrivals Level 1



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

Shopping

Boots +	2
Excess Baggage Company	4
SIM Local	9
WHSmith	3
World Duty Free	13

Food and drink

Caffè Nero	1, 17
M&S Simply Food	16

Services

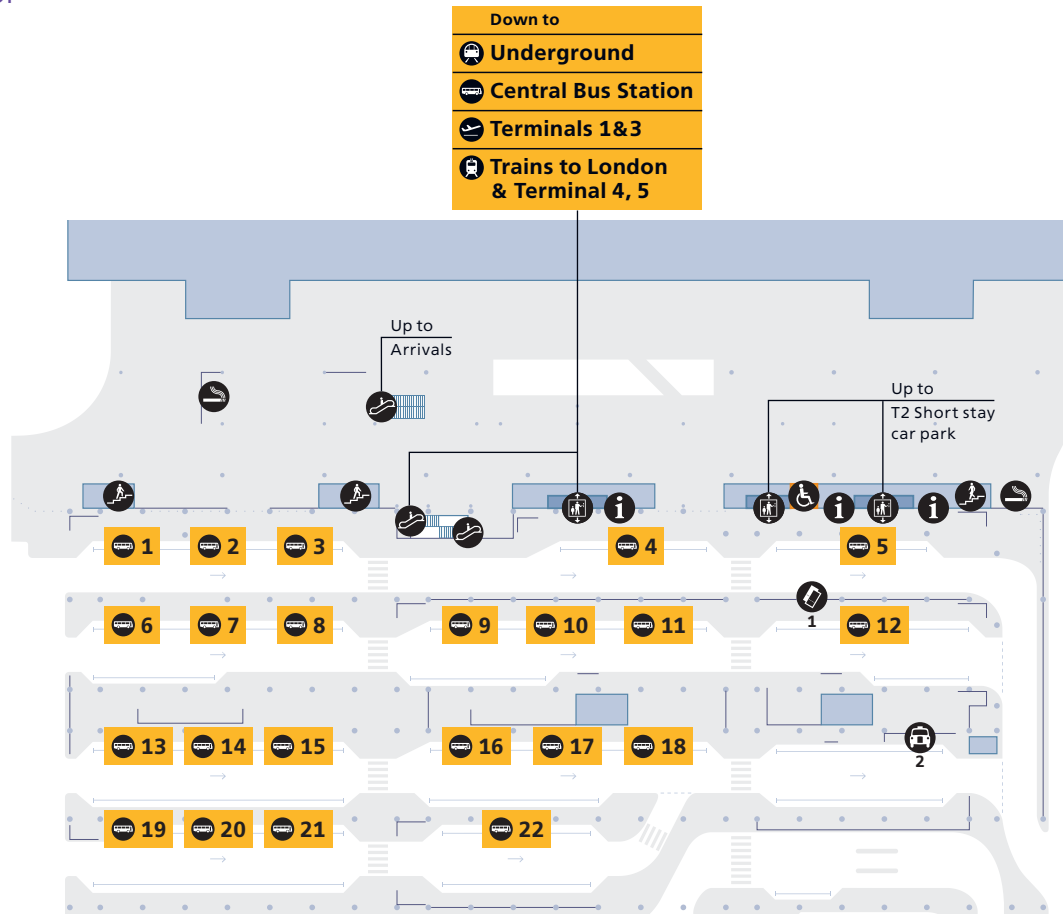
Airline lounge		Car rental desk	11	Ticket sales	
Arrivals lounge	14	Cash machine		Heathrow Express	12, 20
Plaza Premium lounge	15	Escalator		Hotel by Bus	7
Airport Information	5, 8	Help point		National Express	10
Baggage enquiries	22, 25, 26	Internet facility		Toilets	
Baggage reclaim		Lift		Accessible toilet	All
Bureau de change		Meeting point		Baby care	28–31
Moneycorp	19, 23	Pharmacy	2	Drinking fountain	29–31
Travelex	21, 24	Seating		Tourist information	6
		Stairs		Tourist services by British Hotel Reservation Centre	6
		Telephone			

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

Terminal 2

Arrivals (onward travel)

Ground floor



Services

Accessible toilet	Help point	Taxi rank	2
Bus stop	Lift	Ticket sales	Hotel Hoppa
Escalator	Smoking area	Stairs	1
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	13-15	Car rental (on airport)	6-8
Airline crew	16-18	Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Group travel	1-3	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 B28-B49)	5
Arrivals	
Arrivals	6
Onward travel	7