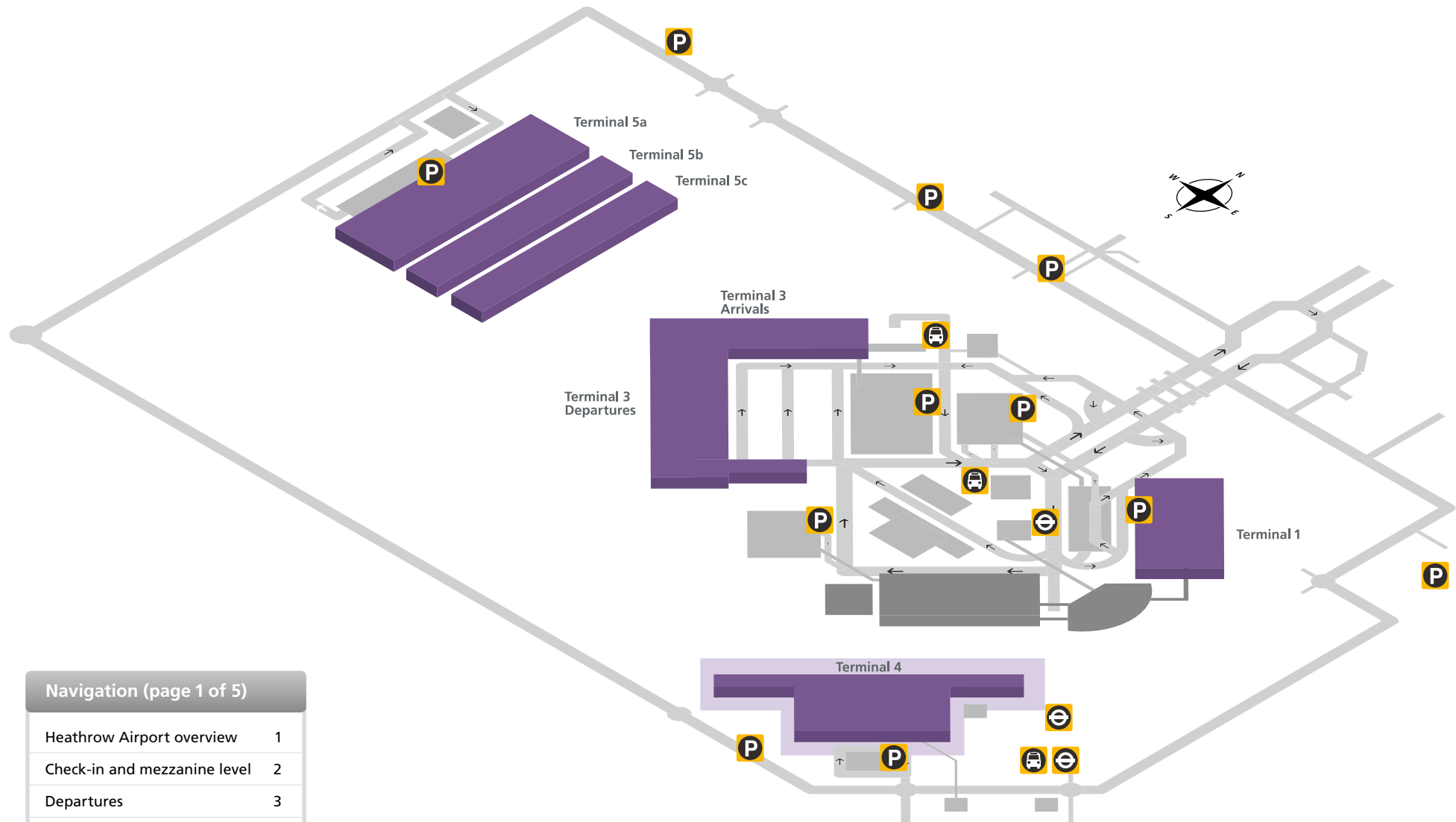


Heathrow Airport

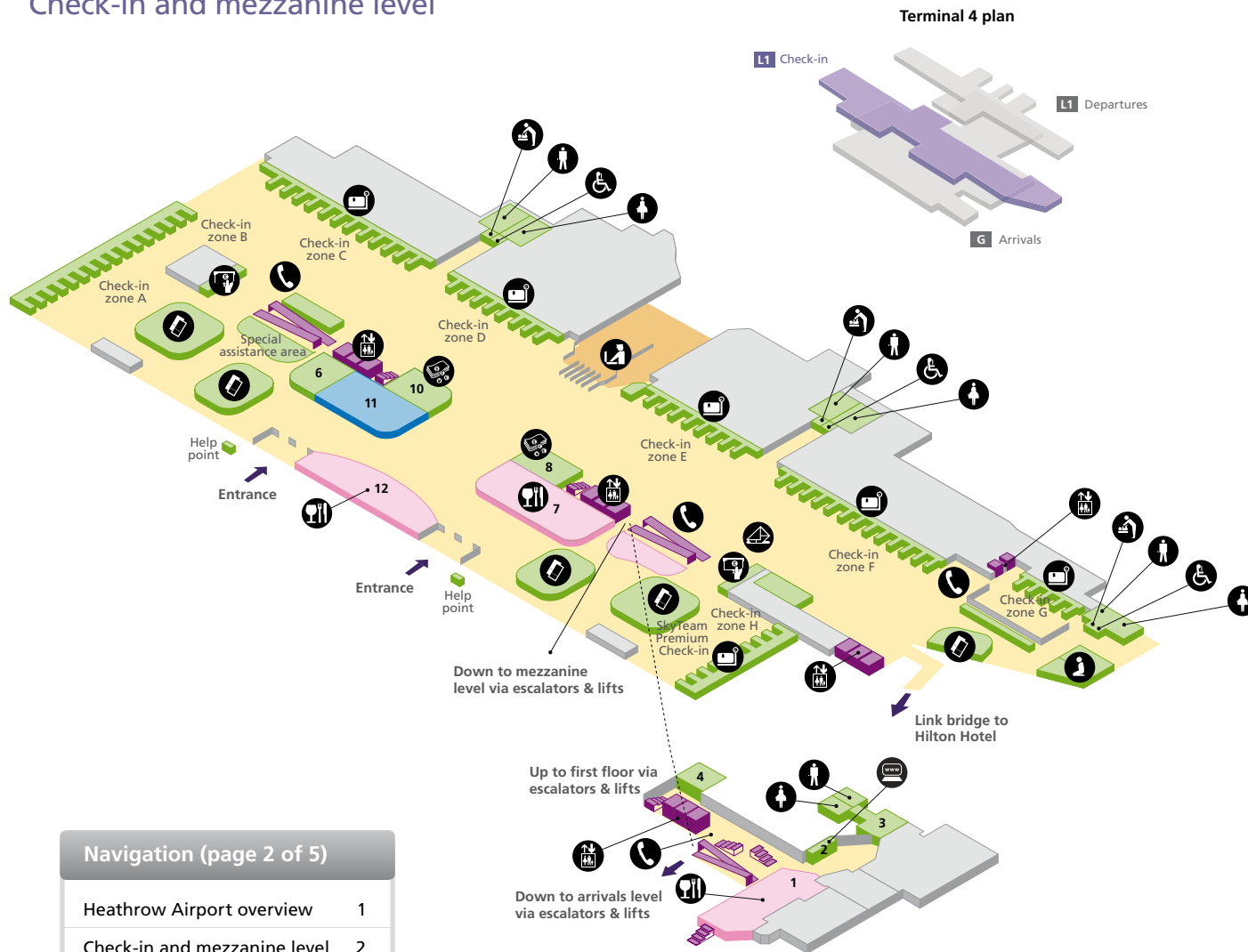
Overview



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Terminal 4

Check-in and mezzanine level



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Shopping

WHSmith	11
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Services

American Express	8	Travelex	10
Excess baggage	6	VAT refunds (Mezzanine level)	4
Internet (Mezzanine level)	2	Yotel (24 hour hotel rooms, Mezzanine level)	3

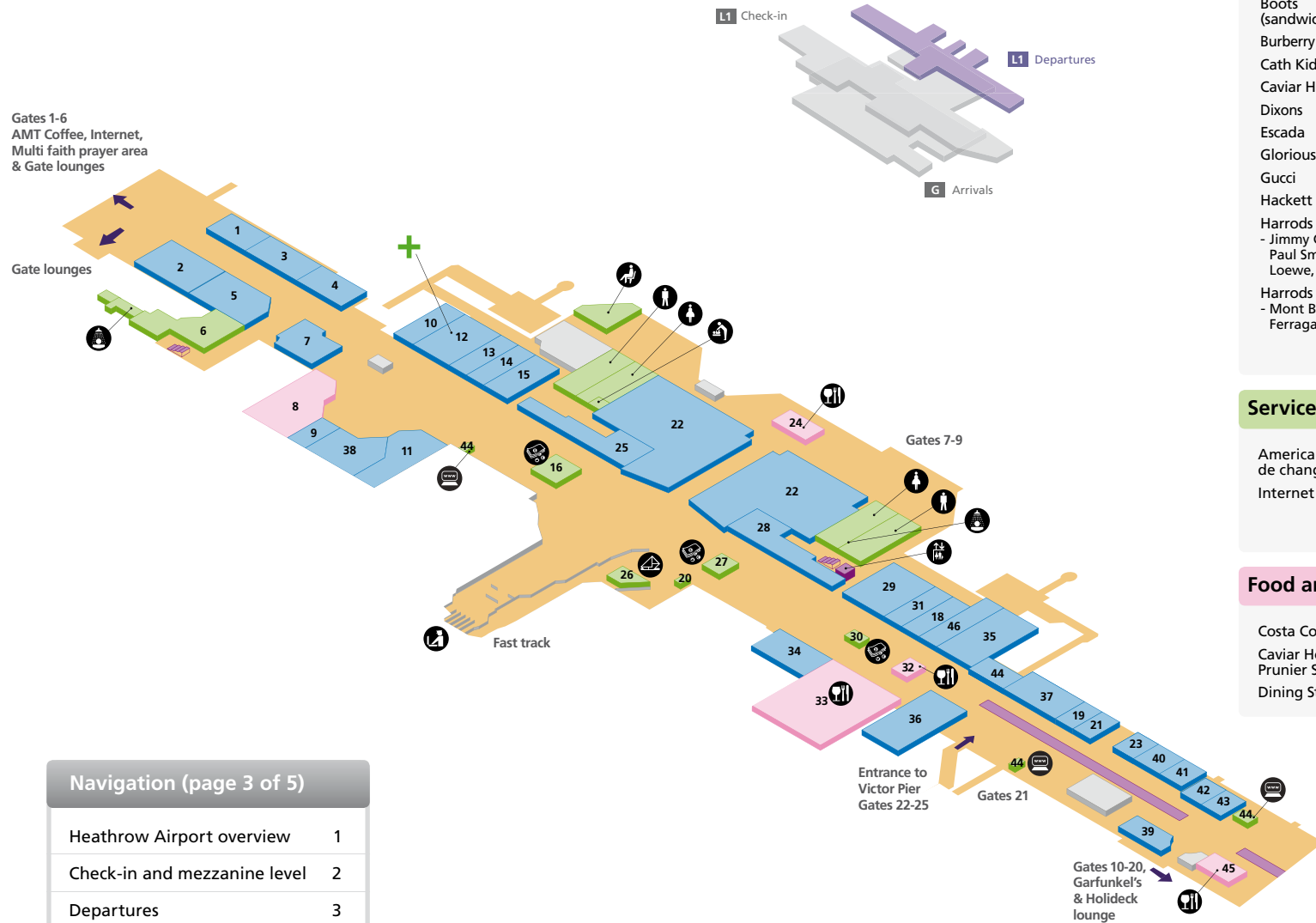
Food and drink

Caffé Nero	12	Café Rouge	7
J D Wetherspoon – Bar (Mezzanine level)	1		

- Accessible toilet
 - Postbox
 - Toilet men
 - Babycare
 - Prayer room
 - Toilet women
 - Cash machines
 - Restaurant / Café / Pub
 - Public areas
 - Check-in
 - Security
 - Passenger areas
 - Internet facility
 - Telephone
 - Lift
 - Tickets
- Boingo Wi-Fi is present throughout the terminal

Terminal 4

Departures (first floor)



Shopping

Bally	11	Harrods	
Beauty Studio	10	- Signature Store and Food Hall	29
Boots (sandwiches and snacks)	12	HMV	37
Burberry	7	Jo Malone	42
Cath Kidston	9	Links of London	4
Caviar House and Prunier Shop	43	LK Bennett	38
Dixons	35	Mulberry	13
Escada	1	Rituals	41
Glorious Britain	23	Rolling Luggage/Tumi	21
Gucci	3	Simply Chocolates	19
Hackett	46	Sunglass Hut	31
Harrods - Jimmy Choo, Etro, Paul Smith, Roberto Cavalli, Loewe, Valentino	25	Swarovski	40
Harrods - Mont Blanc, Cartier, Zegna, Ferragamo, Dunhill	28	Thomas Pink	14
		Tie Rack	44
		Watches of Switzerland	15
		WHSmith	2 34
		WHSmith Books	36
		World Duty Free	5 22 39
		World of Whiskies	18

Services

American Express bureau de change	30	16	Security desk	20
Internet	44		Transfer area	6
			Travelex bureau de change	27
			VAT returns	26

Food and drink

Costa Coffee	24	Starbucks	45
Caviar House and Prunier Seafood Bar	32	The Bridge Bar and Eating House	33
Dining Street	8		

Navigation (page 3 of 5)

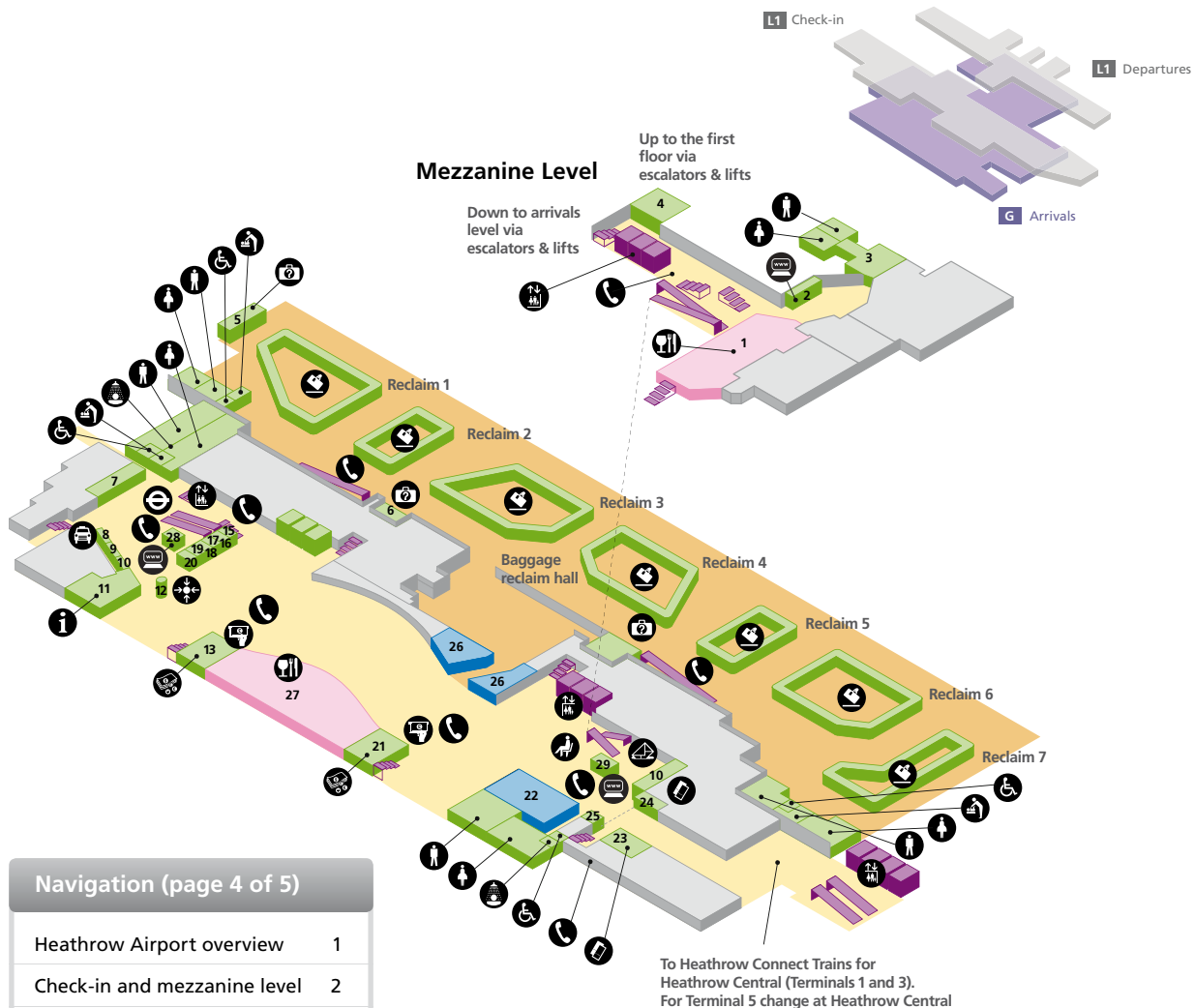
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- Accessible toilet
- Airline lounge
- Baby care
- Bureau de change
- Internet facility
- Lift
- Postbox
- Boingo Wi-Fi is present throughout the terminal
- Restaurant / Café / Pub
- Security
- Shower
- Toilet men
- Toilet women
- Public areas
- Passenger areas

Terminal 4

Arrivals & mezzanine level (Ground Floor)

Terminal 4 plan



Shopping

WHSmith	22	World Duty Free (Arrivals only)	26
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Services

American Express bureau de change	13	Excess baggage/left luggage	7
Avis car hire	16	Heathrow Express ticket machine	24
BA baggage enquiries	5	Heathrow Express tickets	23
BAA information desk	11	Hertz car hire	19
Baggage enquiries	6	Hotelink	25
British Hotel Reservation Centre (BHRC)	10	Internet	28 29
Budget car hire	15	Internet (Mezzanine level)	2
Chauffeur services - Continental, Delta, Etihad, Kuwait	9	Meeting point	12
Enterprise car hire	20	Sixt	17
Europcar car hire	18	Taxi information	8
		Travellex bureau de change	21
		VAT refunds (Mezzanine level)	4
		Yotel (24 hour hotel rooms, Mezzanine level)	3

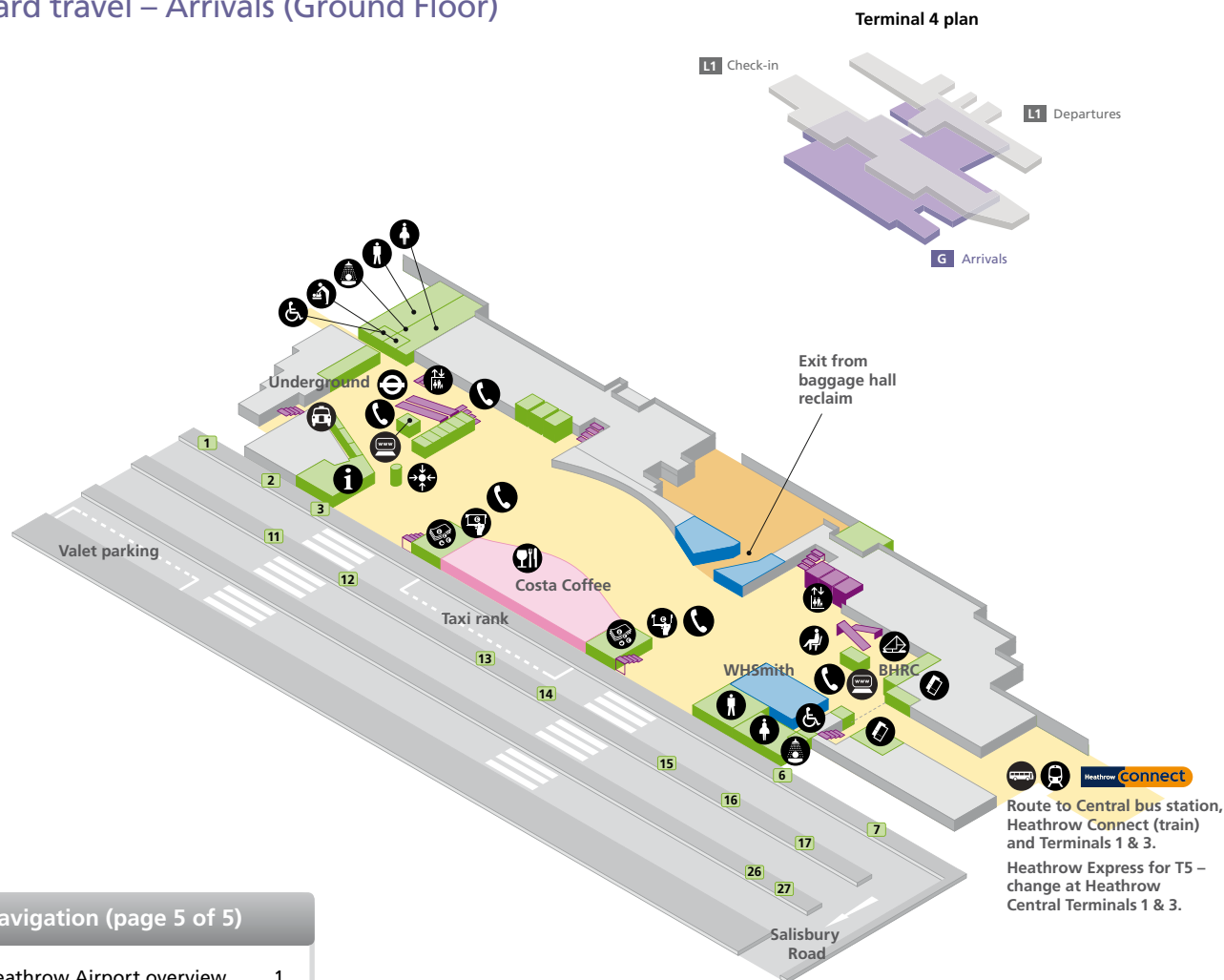
Food and drink

Costa Coffee	27	J D Wetherspoon – Bar (Mezzanine level)	1
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- Accessible toilet
- Baby care
- Baggage enquiries
- Baggage reclaim
- Bureau de change
- Cash machines
- Internet facility
- Information
- Boingo Wi-Fi is present throughout the terminal
- Lift
- Meeting point
- Postbox
- Restaurant / Café / Pub
- Seating
- Shower
- Taxi
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- Underground
- Public areas
- Passenger areas

Terminal 4

Onward travel – Arrivals (Ground Floor)



Bus and coach stop allocation

Business parking	3	Car Rental (off airport):	
dot2dot	11	Dollar Thrifty, Sixt	26
Express Coach – National Express	13 14	Car Rental (on airport):	
Group travel – pick up	16 17	Avis Budget, Enterprise, Europcar/National/Alamo, Hertz	1 2
Group travel – set down	15	Off airport Parking companies:	
Help Bus	3	Economy, Purple Parking, Quality Airport Parking, Reeds, UB8/Happydays	27
Hotel Hoppa	12	Taxi Rank (between 3 & 6)	
Local bus 482, 490, 555, 557	6 7		
Long stay parking	3		
Transport for London (TfL) – drop/stand	6 7		

- Accessible toilet
- Babycare
- Bus station
- Bureau de change
- Cash machines
- Internet facility
- Information
- Boingo Wi-Fi is present throughout the terminal
- Lift
- Meeting point
- Postbox
- Restaurant / Café / Pub
- Seating
- Shower
- Taxi
- Telephone
- Toilet men
- Toilet women
- Train station
- Underground
- Public areas
- Passenger areas

Route to Central bus station, Heathrow Connect (train) and Terminals 1 & 3.
Heathrow Express for T5 – change at Heathrow Central Terminals 1 & 3.

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