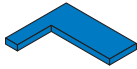


























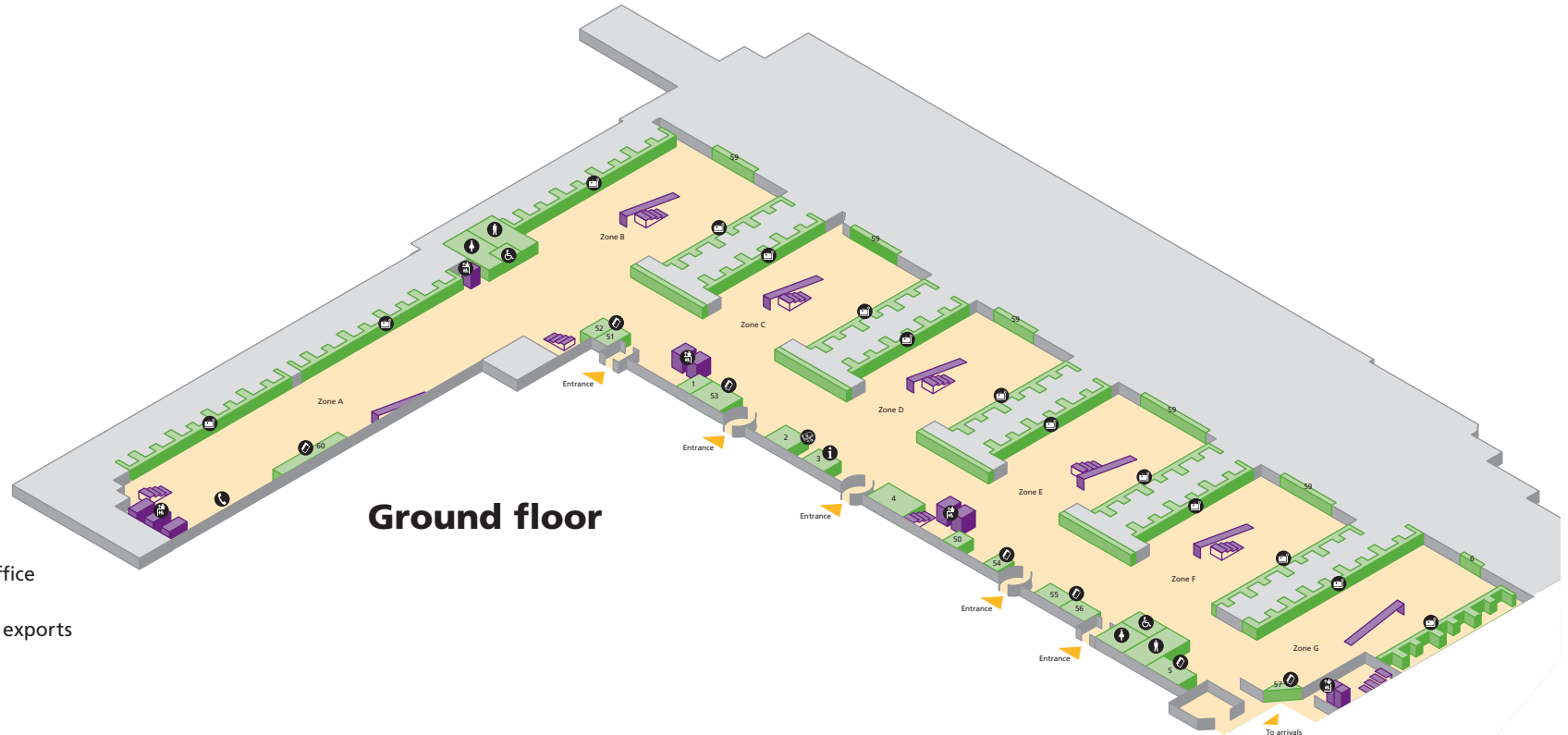
# Terminal 3 - Check-in



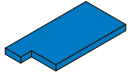
- Public areas
- Passenger areas

## Services

-  Accessible toilet
-  Bureau de change
-  Check-in
-  Information
-  Lift
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Excess baggage
-  3 BAA Information desk
-  4 HM Customs desk - VAT exports
-  5 United Airlines & BWIA ticket office
-  6 Reserved seating
-  50 HM Customs Desk - Commercial exports
-  51 Gulf Air ticket office
-  52 Cathay Pacific ticket office
-  53 BA ticket office
-  54 Singapore Airlines ticket office
-  55 Malaysian Airlines ticket office
-  56 Qatar Airways ticket office
-  57 PIA ticket office
-  59 Airline ticket desk
-  60 Virgin ticket desk



# Terminal 3 - Arrivals

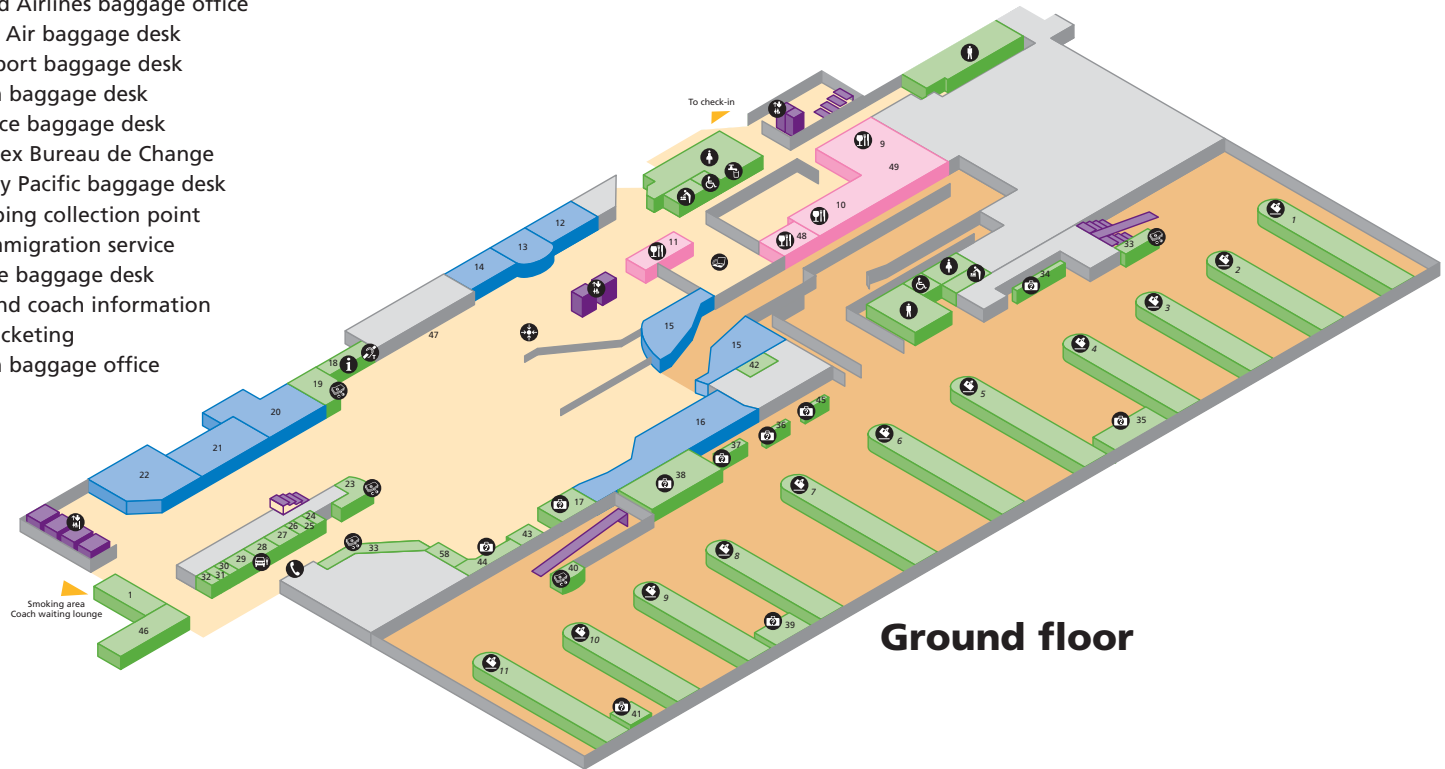


- Public areas
- Passenger areas

## Services

-  Accessible toilet
-  Babycare
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de change
-  Car hire
-  Drinking water
-  Facilities for the hard of hearing
-  Information
-  Lift
-  Meeting point
-  Restaurant / Café
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
- 1 Excess baggage
- 17 American Airlines service desk
- 18 BAA Information desk
- 19 Travelex Bureau de Change
- 23 Travelex Bureau de Change
- 24 Taxis
- 25 Hotel shuttle
- 26 Hotel link
- 27 Avis car hire
- 28 Hertz car hire
- 29 Europcar car hire
- 30 Enterprise car hire

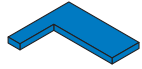
- 31 Alamo car hire
- 32 National car hire
- 33 American Express Bureau de Change
- 34 Star Alliance baggage office
- 35 United Airlines baggage office
- 36 Egypt Air baggage desk
- 37 Swissport baggage desk
- 38 Virgin baggage desk
- 39 Aviance baggage desk
- 40 Travelex Bureau de Change
- 41 Cathay Pacific baggage desk
- 42 Shopping collection point
- 43 UK immigration service
- 44 Airline baggage desk
- 46 Bus and coach information and ticketing
- 58 Virgin baggage office



## Shopping & restaurants

- |   |   |  |
|---|---|--|
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 9 Wendy's Hamburgers  | <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 13 Hotel & Traveller Centre | <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 21 Boots       |
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 10 Garfunkels Express | <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 14 Serendipity Games        | <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 22 Whistlestop |
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 11 Millies Cookies    | <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 15 World Duty Free          | <span style="display: inline-block; width: 15px; height: 15px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 48 Metro café  |
| <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 12 Serendipity Games  | <span style="display: inline-block; width: 15px; height: 15px; background-color: #92d050; border: 1px solid #ccc; margin-right: 5px;"></span> 20 World News               | <span style="display: inline-block; width: 15px; height: 15px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 49 Food World  |

# Terminal 3 - Departures (public area)



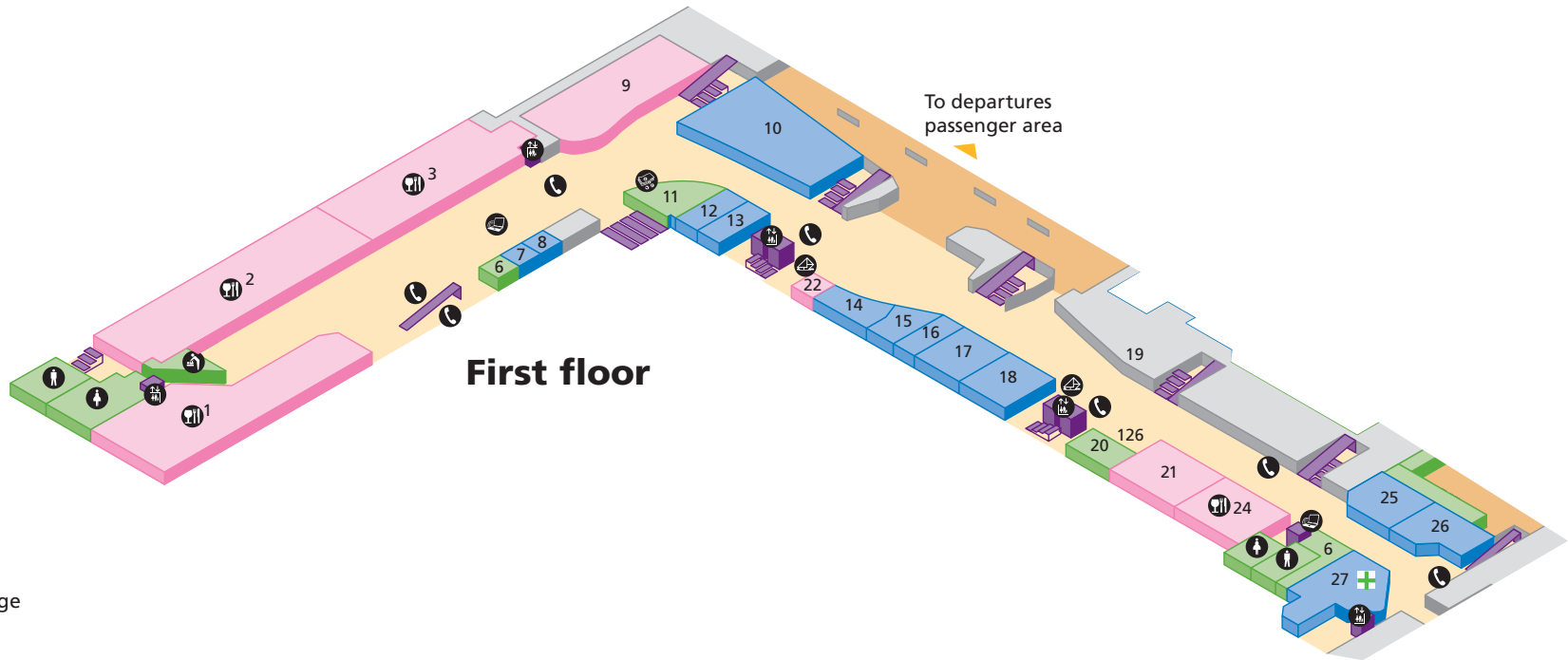
- Public areas
- Passenger areas

## Services

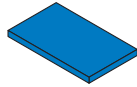
-  Babycare
-  Bar / Pub
-  Bureau de change
-  Lift
-  Mailbox
-  Restaurant / Café
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  6 Spectrum Internet
-  11 Travelex Bureau de Change
-  20 American Express Bureau de Change
-  26 Voyager Entertainment

## Shopping & restaurants

- |  |  |
|--|--|
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 1 Pontis                                   | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 14 Le Collezioni       |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 2 The Three Bells<br>(opening Winter 2006) | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 15 Rolling Luggage     |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 3 Pret a Manger<br>(opening Winter 2006)   | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 16 Clinton Cards       |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 7 Body Shop                                | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 17 Glorious Britain    |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 8 Whittard of Chelsea                      | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 18 Impulse             |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 9 Parallel 54                              | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 19 Under refurbishment |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 10 World News                              | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 21 Bagel Street        |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 12 Sunglass Hut                            | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 22 Krispy Kremes       |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 13 Accessorize                             | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid #ccc; margin-right: 5px;"></span> 24 Starbucks           |
|  | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 25 Hargreave's Sport   |
|  | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 27 Boots               |



# Terminal 3 - Departures (passenger area)



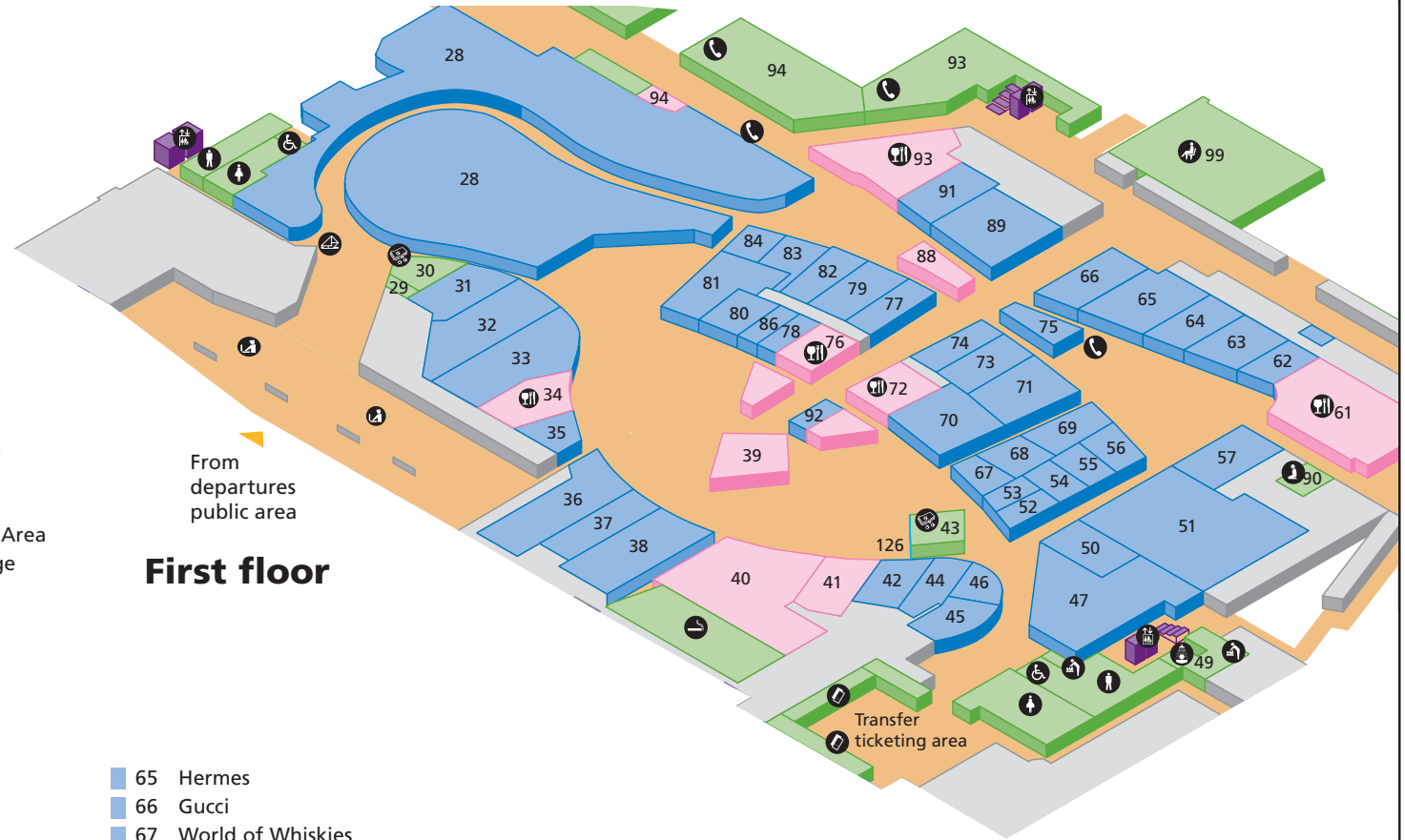
- Public areas
- Passenger areas

## Services

- Accessible toilet
- Airline lounge
- Babycare
- Bureau de change
- Lift
- Mailbox
- Prayer room
- Restaurant / Café
- Security
- Shower
- Smoking area
- Telephone
- Ticket sales
- Toilet men
- Toilet women
- VAT Returns
- Travelex Bureau de Change
- 43 American Express Bureau de Change
- 49 Family changing room & showers
- 90 Multi Faith Prayer Area
- 99 The London Lounge
- 126 Cash machine

## Shopping & restaurants

- 28 World Duty Free (inc. Swatch)
- 31 Nike
- 32 Reiss
- 33 World News
- 34 Eat
- 35 Sunglass Hut
- 36 Dixons
- 37 Virgin Megastore
- 38 Boots
- 39 Starbucks
- 40 O'Neill's
- 41 New catering facility (opens summer 2007)
- 42 Glorious Britain
- 44 Hamleys
- 45 World News
- 46 Chocolate Box
- 47 World Duty Free
- 50 Mulberry
- 51 Harrods
- 52 Mont Blanc
- 53 Versace
- 54 Zegna
- 55 Cartier
- 56 Dunhill
- 57 Burberry
- 61 Chez Gerard
- 62 Smythson of Bond Street
- 63 Mappin & Webb
- 64 Salvatore Ferragamo
- 65 Hermes
- 66 Gucci
- 67 World of Whiskies
- 68 Cigar House
- 69 David Clulow
- 70 Borders
- 71 Bally
- 72 Caffé Italia
- 73 Armani
- 74 Bvlgari
- 75 Caviar House and Prunier
- 76 Bagel Street
- 77 Dior
- 78 Harrods WAYIN
- 79 Paul Smith
- 80 Tie Rack
- 81 Kurt Geiger
- 82 Tods
- 83 Jo Malone
- 84 MAC
- 86 Tumi / Rolling Luggage
- 88 Caviar House and Prunier Seafood Bar
- 89 Chanel
- 91 Thomas Pink
- 92 Best of the Best
- 93 TGI Friday's
- 94 AMT Coffee



**First floor**