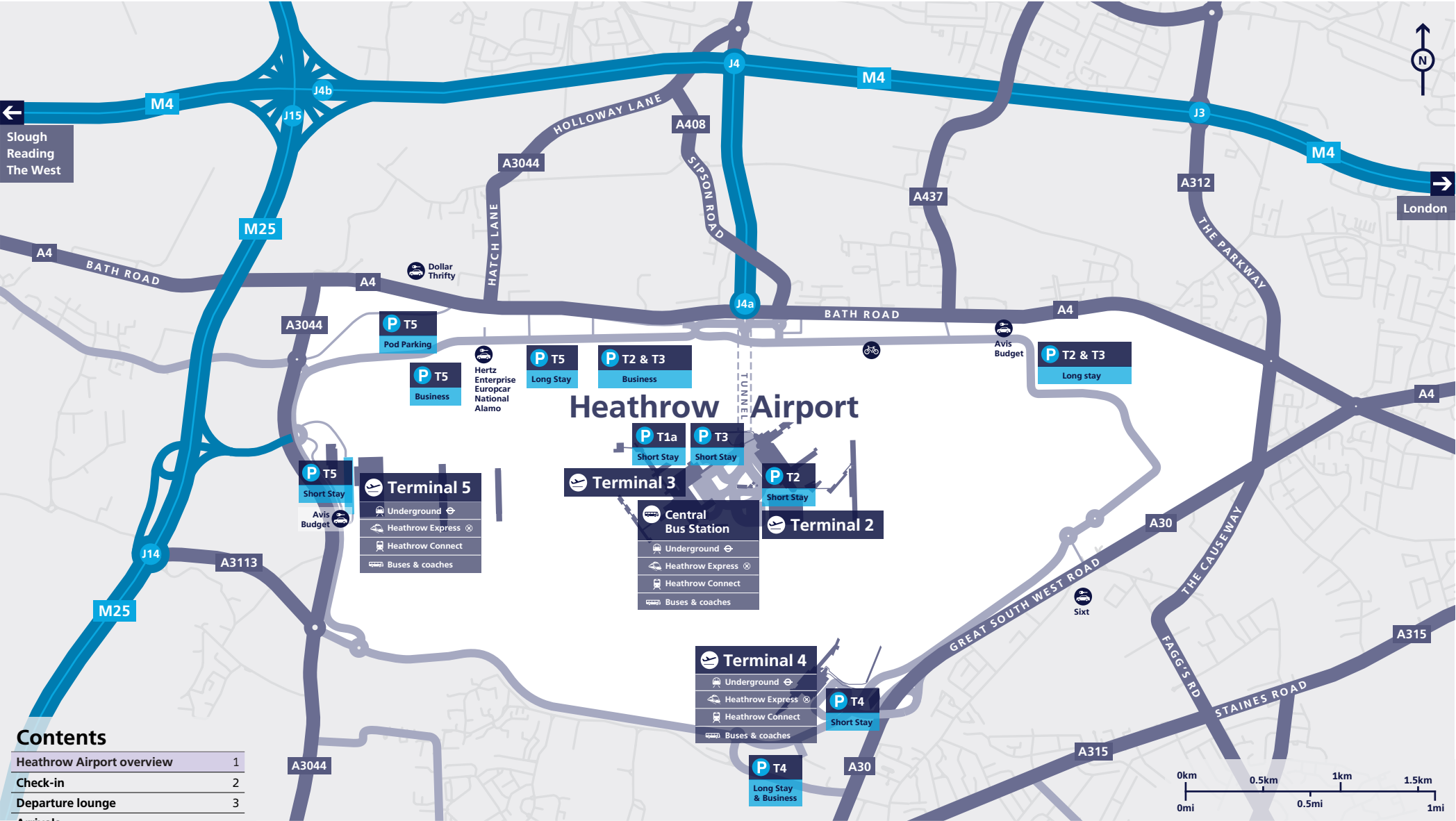


Heathrow Airport

Overview



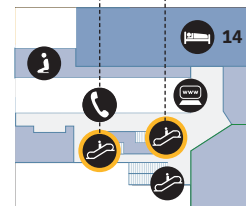
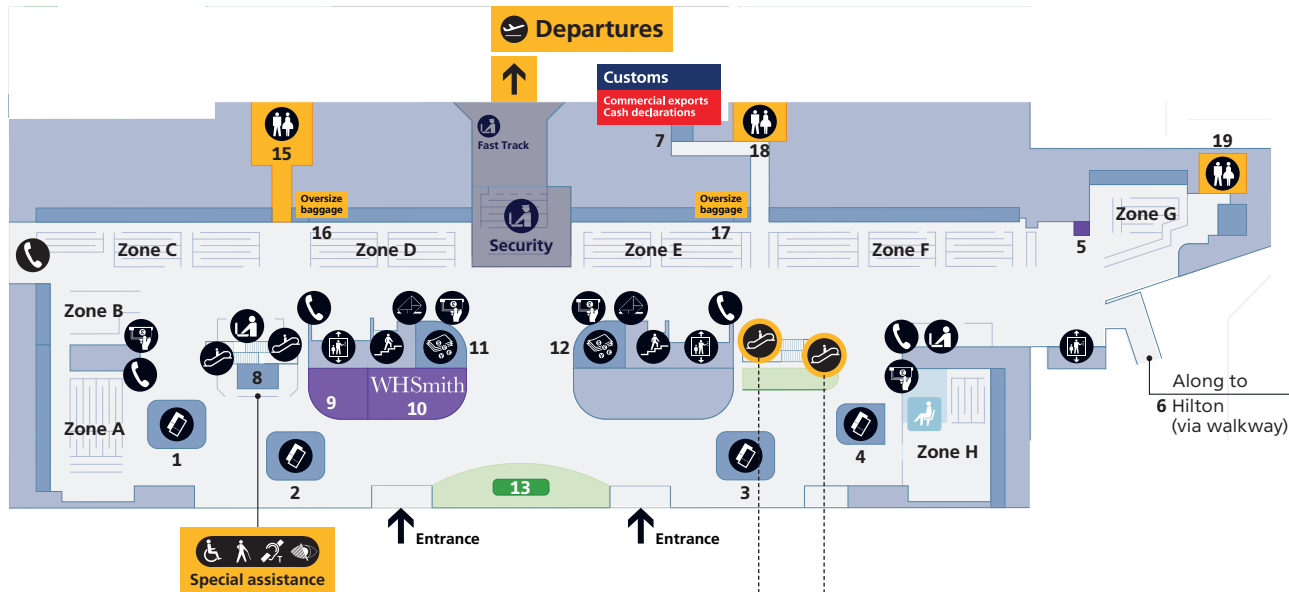
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Terminal 4

Check-in

Level 2 and mezzanine



Mezzanine

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Shopping	
Excess Baggage Company	9
TBC	5
WHSmith	10

Food and drink	
Caffè Nero	13

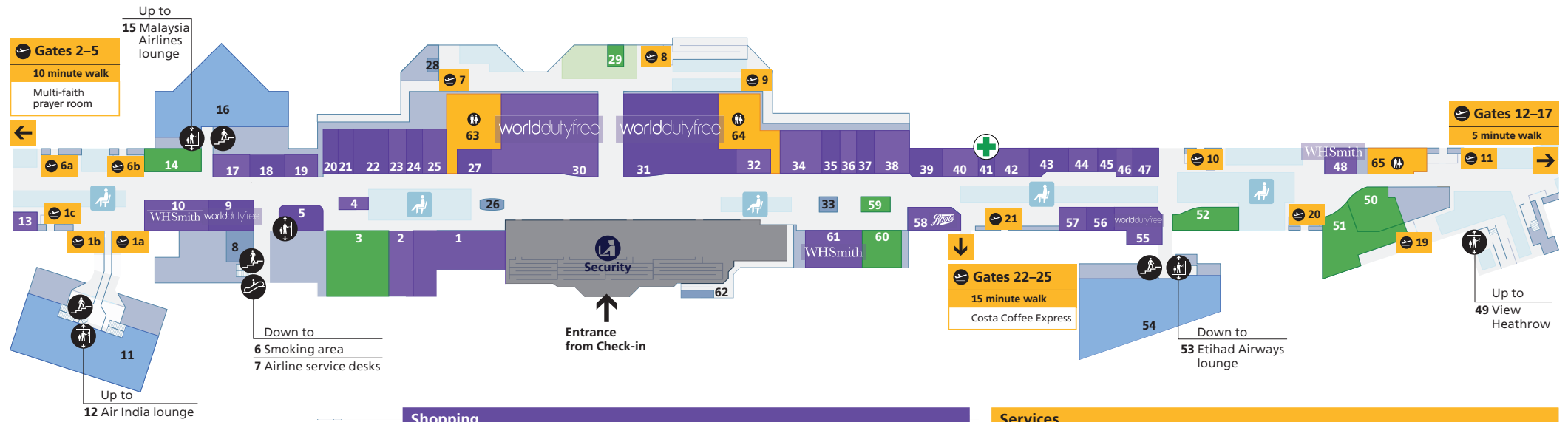
Ticket desks			
Aeroflot	4	Jat Airways	2
Air France	4	Kenya Airways	4
Air Malta	3	KLM Royal Dutch Airlines	4
Alitalia	4	Korean Air	4
Arik Air	3	Kuwait Airways	2
Azerbaijan Airlines	3	Malaysia Airlines	1
Bulgaria Air	1	Qatar Airways	1
China Eastern Airlines	4	Saudi Arabian Airlines	3
Delta Air Lines	4	Sri Lankan Airways	1
Etihad Airways	1	Tunisair	3
Gulf Air	3	United Airlines	3
Jet Airways	2		

Services					
Airline service desk	1-4	Hotel		Special assistance	8
Bureau de change		Hilton	6	Stairs	
Travellex	11, 12	Yotel	14	Telephone	
VAT refunds managed by Travelex	11	Lift		Toilets	
Cash machine		Postbox		Accessible toilet	All
Commercial exports	7	Multi-Faith prayer room		Baby care	15, 18
Escalator		Repack area		Drinking fountain	15, 19
		Seating		VAT refunds managed by Travelex	11
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Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi					

Terminal 4

Departure Lounge

Level 2



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Apostrophe	52
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Costa Coffee	29
Pret A Manger	14
Bars and restaurants	
Caviar House & Prunier Seafood Bar	59
Comptoir Libanais	50
Prince of Wales	60
The Commission	3

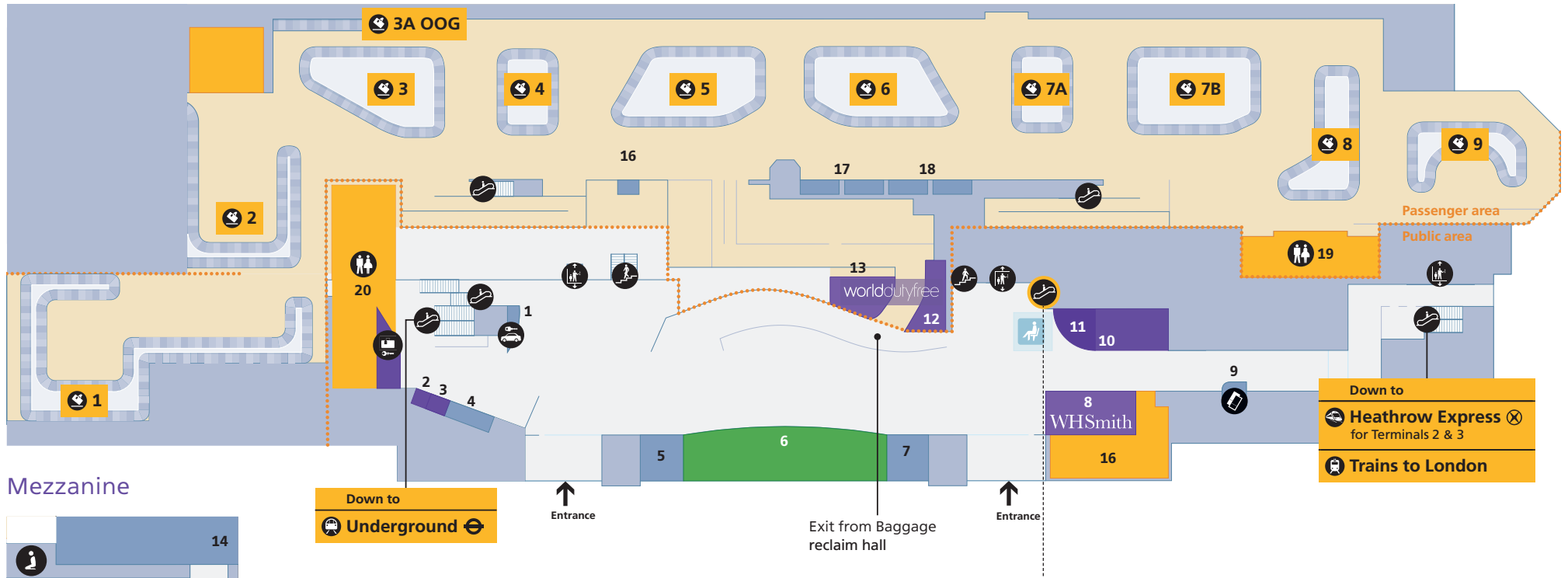
Services	
Airline lounges	
Air India lounge	12
Etihad Airways lounge	53
Falcon Gold Gulf Air lounge	16
Malaysia Airlines lounge	15
Qatar Airways Premium lounge	11
Skyteam lounge	54
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Bureau de change	
Travellex	26, 33
VAT refunds managed by Travellex	33
Cash machine	
Commercial exports	62
Escalator	
Information	
Internet facility	
Lift	
Multi-Faith prayer room next to Gate 5b	
Pharmacy	41
Play area	8
Postbox	
Seating	
Smoking area	6
Special Assistance	28
Stairs	
Telephone	
Toilets	
Accessible toilet	All
Baby care	63
Drinking fountain	63
Family toilets	63
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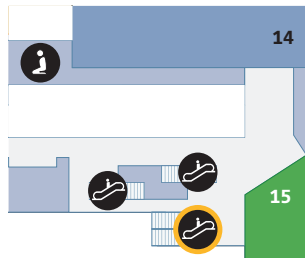
Terminal 4

Arrivals

Ground floor and mezzanine



Mezzanine



Shopping	
Boots	10
Excess Baggage Company	2
We Know London	3, 11
WHSmith	8
World Duty Free	12, 13

Food and drink	
Costa Coffee	6
The Windsor Castle by JD Wetherspoon	15

Services			
Baggage enquiries	16-18	Customs	Internet facility
Baggage reclaim		Escalator	Lift
Bureau de change		Help point	Meeting point
Travelex	5, 7	Hotel	Multi-faith prayer room
Car rental	1	Yotel	14
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Chauffeur services	4	Left baggage	2
		Seating	
		Stairs	
		Telephone	
		Ticket sales	
		Heathrow Express	9
		Toilets	
		Accessible toilet	All
		Baby care	All
		Drinking fountain	19, 20

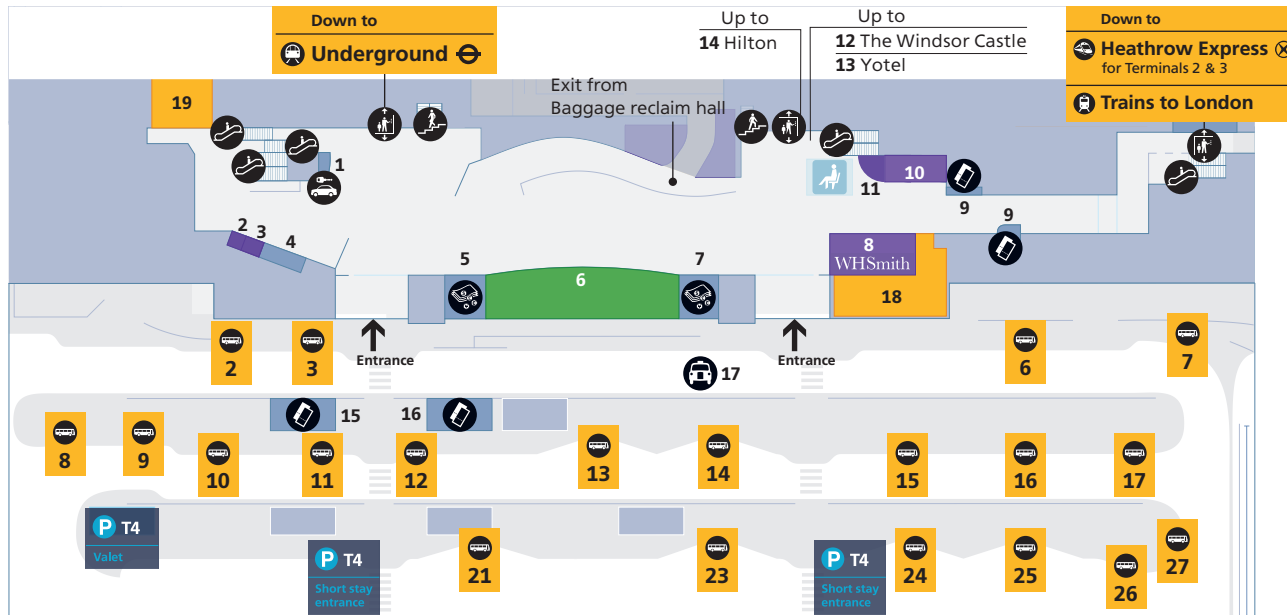
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Terminal 4

Arrivals (Onward travel)

Ground floor



Shopping

Boots	10
Excess Baggage Company	2
We Know London	3, 11
WHSmith	8

Food and drink

Costa Coffee	6
The Windsor Castle by JD Wetherspoon	12

Bus and coach stop allocation

Buses – Local & TfL 482, 490, 555, 557	6-7	Car rental (off airport) Dollar Thrifty, Sixt	23
Hotel by bus	10	Car rental (on airport) Avis, Budget, Europcar National, Alamo, Enterprise, Hertz	2
Hotel Hoppa	11	Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Reeds	21
Express coach – National Express	12-14	Car parking (on airport) Business, Long stay, Help bus	3
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Services

Bureau de change	Information	Ticket sales
Travelex 5, 7	Internet facility	Heathrow Express 9
Bus stop	Left baggage 2	Hotel by Bus 15
Cash machine	Lift	National Express 16
Car rental 1	Meeting point	Toilets
Chauffeur services 4	Motorcycle parking	Accessible toilet All
Cycle parking	Seating	Baby care All
Escalator	Smoking area	Drinking fountain 19
Help point	Stairs	
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Yotel 13	Telephone	
Hilton 14		

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