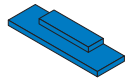





























Terminal 1 – Check-in & UK and Ireland arrivals (first floor)



- Public areas
- Passenger areas

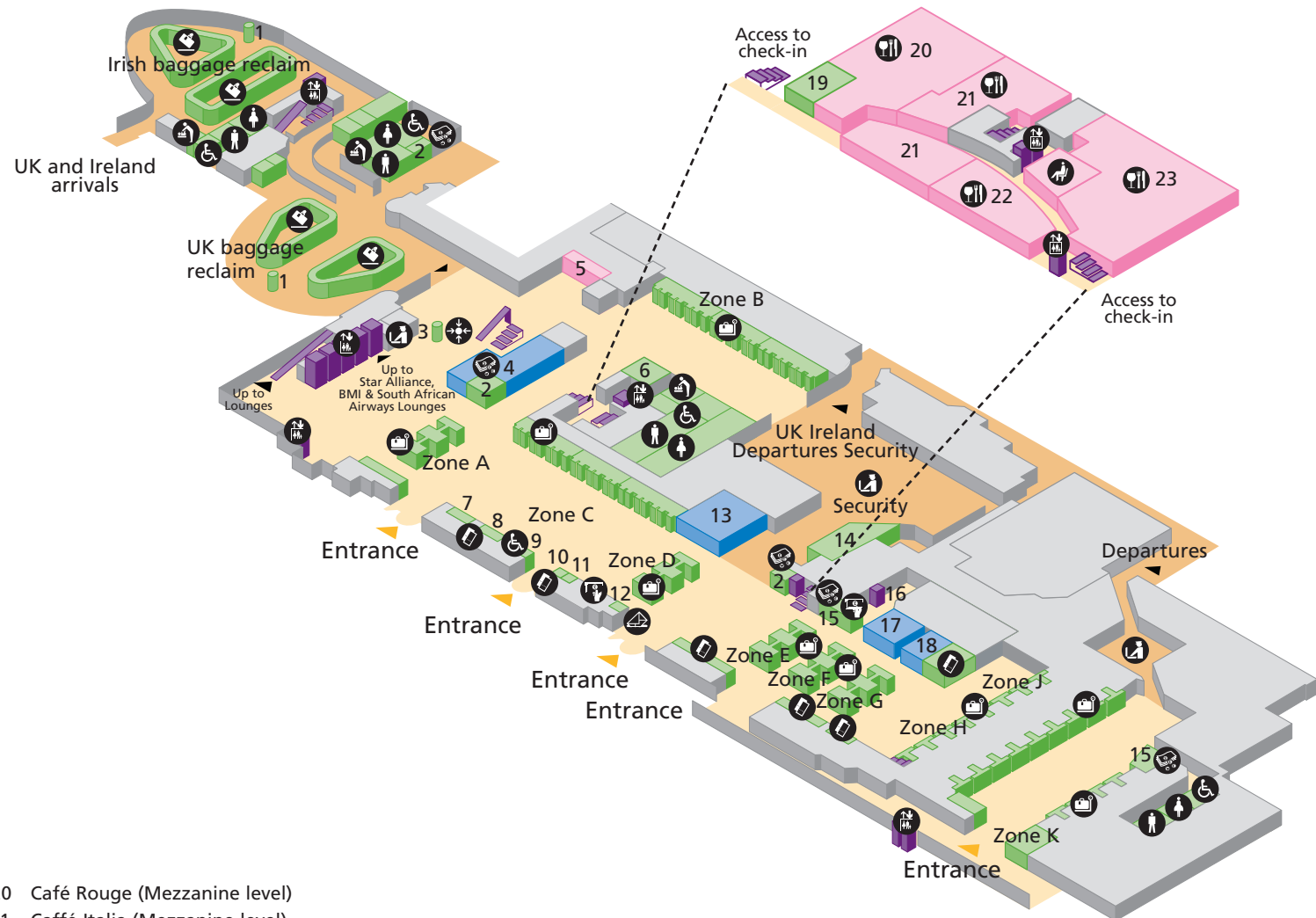
Services

-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Cash machines
-  Check-in
-  Lift and stair access to other floors
-  Meeting point
-  Restaurant / Café / Pub
-  Security
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Help point
-  2 American Express bureau de change
-  3 Meeting point
-  6 BMI customer services
-  7 United Airlines
-  8 Asiana Airlines
-  9 Special assistance point
-  10 US Airways
-  11 LOT Polish Airlines
-  12 Icelandair
-  14 VAT returns
-  15 Travelex bureau de change
-  16 Outsize baggage
-  19 Internet (Mezzanine level)

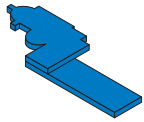
Shopping & restaurants

- 4 WHSmith
- 5 AMT Coffee
- 13 Boots
- 17 WHSmith
- 18 Rolling Luggage
- 20 Café Rouge (Mezzanine level)
- 21 Caffé Italia (Mezzanine level)
- 22 Costa Coffee (Mezzanine level)
- 23 Skylark – J D Wetherspoon (Mezzanine level)

Mezzanine level (before departures)








































Terminal 1 – Arrivals (ground floor)



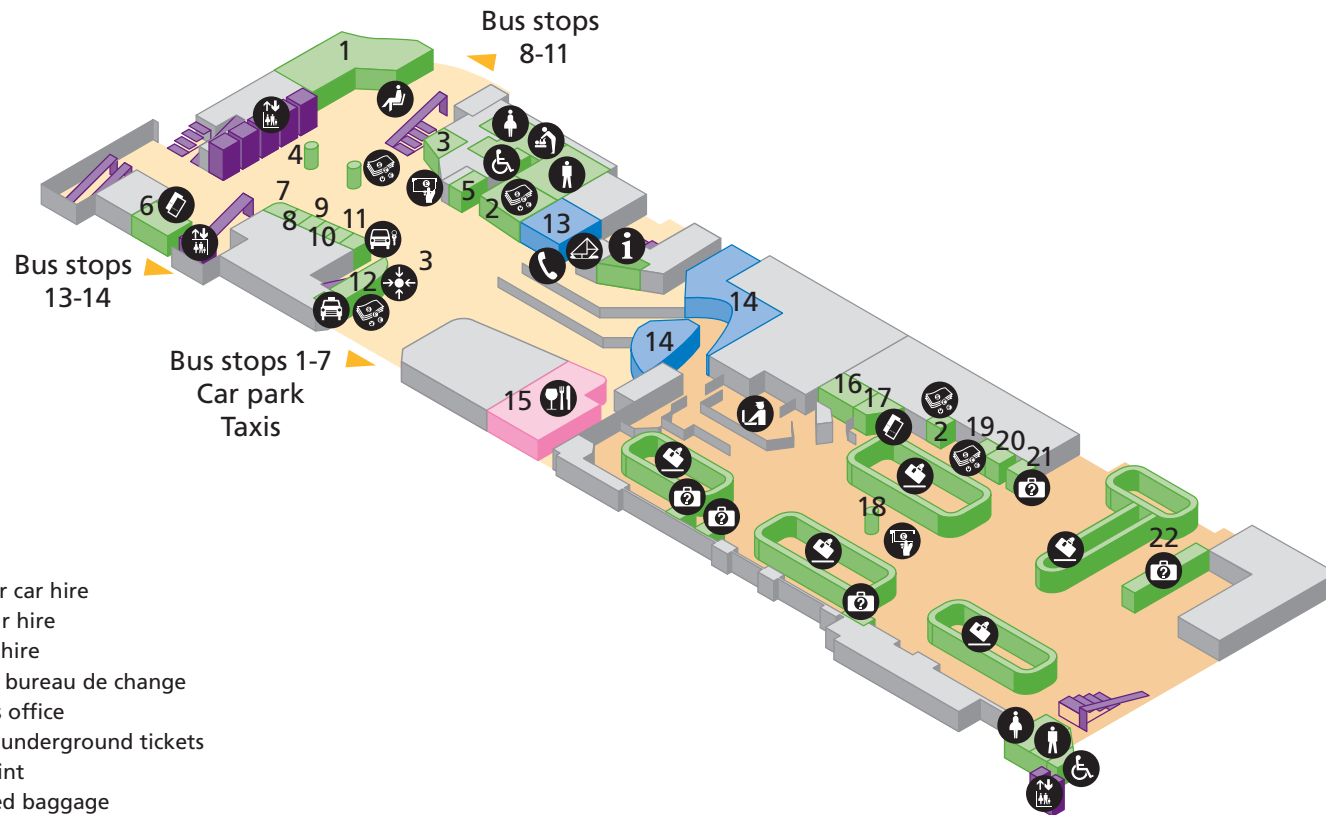
- Public areas
- Passenger areas

Services

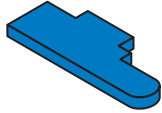
- | | |
|--|---|
|  Accessible toilet |  9 Europcar car hire |
|  Baby care |  10 Hertz car hire |
|  Baggage enquiries |  11 Avis car hire |
|  Baggage reclaim |  12 Travelex bureau de change |
|  Bureau de change |  16 Customs office |
|  Car hire |  17 London underground tickets |
|  Cash machines |  18 Help point |
|  Information |  19 Oversized baggage |
|  Lift |  20 Travelex bureau de change |
|  Meeting point |  21 BA/BMI Baggage enquiries |
|  Postbox |  22 STAR Baggage enquiries |
|  Restaurant / Café / Pub | |
|  Security | |
|  Taxi | |
|  Telephone | |
|  Ticket sales | |
|  Toilet men | |
|  Toilet women | |
|  1 Excess baggage/left luggage | |
|  2 American Express bureau de change | |
|  3 Dot 2 Dot | |
|  4 Bus info | |
|  5 British Hotel Reservation Centre (BHRC) and Shop & Collect | |
|  6 Heathrow Express tickets | |
|  7 Enterprise car hire | |
|  8 National car hire | |

Shopping & restaurants

- | | |
|---|---|
|  13 WHSmith |  15 Costa Coffee |
|  14 World Duty Free | |



Terminal 1 - International departure lounge



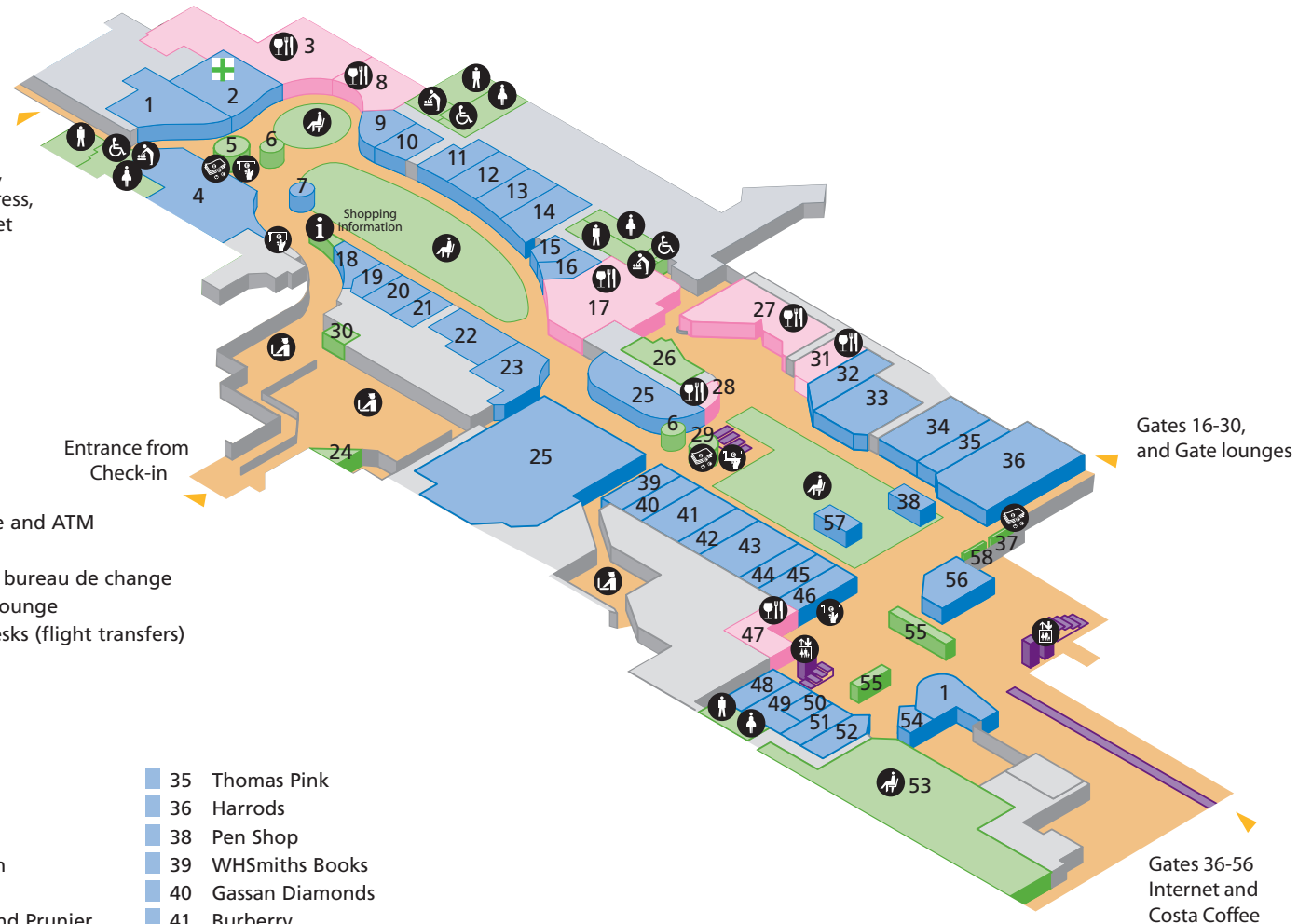
- Public areas
- Passenger areas

Services

-  Accessible toilet
-  Airline lounge
-  Baby care
-  Bureau de change
-  Cash machines
-  Information
-  Lift
-  Restaurant / Café / Pub
-  Security
-  Toilet men
-  Toilet women
-  Wireless hotspot
- 5 Travelex bureau de change and ATM
- 6 Flight information
- 24 VAT returns
- 26 Internet


UK & Ireland departure gates
1-12 60-90
(Gate 5 international flights only)

Costa Coffee, WHSmith, World Duty Free, Wetherspoons Express, Boots and Internet



- 29 American Express bureau de change and ATM
- 30 Iris enrolment
- 37 American Express bureau de change
- 53 Star Alliance CIP lounge
- 55 Check-in ticket desks (flight transfers)
- 58 Shop & Collect

Shopping & restaurants

- | | | |
|---|---|--|
| ■ 1 WHSmith | ■ 18 Chocolate Box | ■ 35 Thomas Pink |
| ■ 2 Boots  | ■ 19 Mulberry | ■ 36 Harrods |
| ■ 3 The Tin Goose | ■ 20 Goldsmiths | ■ 38 Pen Shop |
| ■ 4 World Duty Free | ■ 21 Links of London | ■ 39 WHSmiths Books |
| ■ 7 Best of the Best | ■ 22 Collection | ■ 40 Gassan Diamonds |
| ■ 8 Caffé Nero | ■ 23 Caviar House and Prunier | ■ 41 Burberry |
| ■ 9 HMV | ■ 25 World Duty Free | ■ 42 Hugo Boss Woman |
| ■ 10 Dixons Travel | ■ 27 Est | ■ 43 Bally |
| ■ 11 Timberland | ■ 28 Caviar House and Prunier Seafood Bar | ■ 44 Hugo Boss |
| ■ 12 Fat Face | ■ 31 Pret A Manger | ■ 45 Sunglass Hut |
| ■ 13 French Connection | ■ 32 Glorious Britain | ■ 47 The Bridge Bar and Eating House |
| ■ 14 LK Bennett | ■ 33 Dixons Travel | ■ 48 Hamleys |
| ■ 15 Tie Rack | ■ 34 Cocoon from World Duty Free | ■ 49 Clarks |
| ■ 16 Rolling Luggage | | ■ 50 Swarovski |
| ■ 17 Giraffe | | ■ 51 Omega |
| | | ■ 52 Barbour |
| | | ■ 54 Tumi Luggage |
| | | ■ 56 The Perfume Gallery |
| | | ■ 57 Best of the Best |