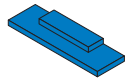





























# Terminal 1 – Check-in & UK and Ireland arrivals (first floor)



- 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)

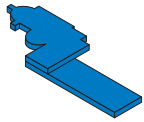
## Shopping & restaurants

- 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)



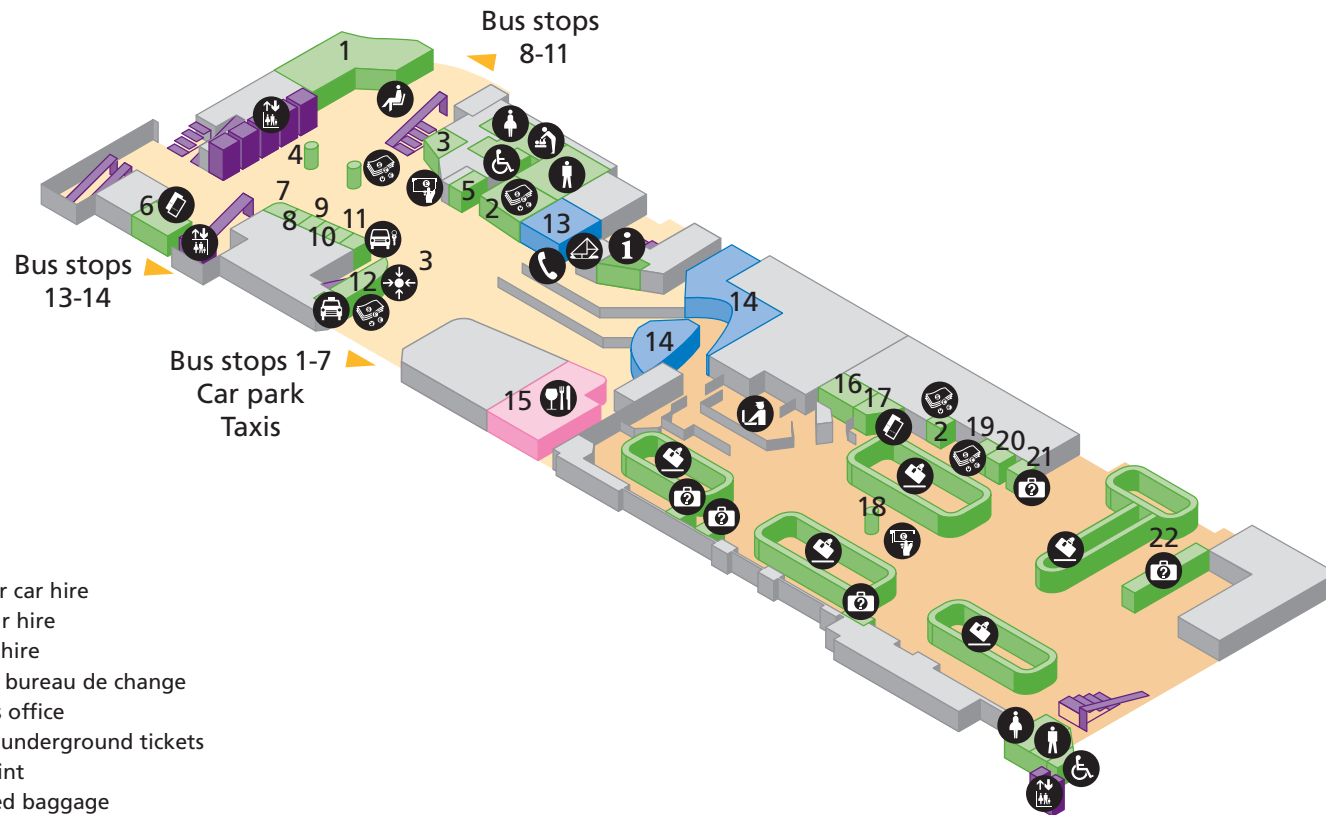
- Public areas
- Passenger areas

## Services

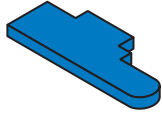
- |   |  |
|---|--|
|  Accessible toilet             |  Europcar car hire            |
|  Baby care                     |  Hertz car hire              |
|  Baggage enquiries             |  Avis car hire              |
|  Baggage reclaim               |  Travelex bureau de change  |
|  Bureau de change              |  Customs office             |
|  Car hire                      |  London underground tickets |
|  Cash machines                 |  Help point                 |
|  Information                   |  Oversized baggage          |
|  Lift                          |  Travelex bureau de change  |
|  Meeting point                 |  BA/BMI Baggage enquiries   |
|  Postbox                       |  STAR Baggage enquiries     |
|  Restaurant / Café / Pub       |  |
|  Security                      |  |
|  Taxi                          |  |
|  Telephone                     |  |
|  Ticket sales                  |  |
|  Toilet men                    |  |
|  Toilet women                  |  |
|  Excess baggage/left luggage |  |

## 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

- |  |  |   |
|--|--|---|
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 1 WHSmith   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 18 Chocolate Box                        | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 35 Thomas Pink                     |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 2 Boots  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 19 Mulberry                             | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 36 Harrods                         |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 3 The Tin Goose   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 20 Goldsmiths                           | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 38 Pen Shop                        |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 4 World Duty Free   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 21 Links of London                      | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 39 WHSmiths Books                  |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 7 Best of the Best  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 22 Collection                           | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 40 Gassan Diamonds                 |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 8 Caffé Nero  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 23 Caviar House and Prunier             | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 41 Burberry                        |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 9 HMV   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 25 World Duty Free                      | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 42 Hugo Boss Woman                 |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 10 Dixons Travel  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 27 Est                                  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 43 Bally                           |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 11 Timberland   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 28 Caviar House and Prunier Seafood Bar | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 44 Hugo Boss                       |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 12 Fat Face   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 31 Pret A Manger                        | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 45 Sunglass Hut                    |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 13 French Connection  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 32 Glorious Britain                     | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 46 World of Whiskies               |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 14 LK Bennett   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 33 Dixons Travel                        | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 47 The Bridge Bar and Eating House |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 15 Tie Rack   | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 34 Cocoon from World Duty Free          | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 48 Hamleys                         |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 16 Rolling Luggage  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 49 Clarks                          |
| <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 17 Giraffe  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 50 Swarovski                       |
|  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 51 Omega                           |
|  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 52 Barbour                         |
|  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 54 Tumi Luggage                    |
|  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 56 The Perfume Gallery             |
|  |  | <span style="background-color: #4682b4; border: 1px solid black; display: inline-block; width: 15px; height: 10px; margin-right: 5px;"></span> 57 Best of the Best                |

