










# Terminal 5 – Departures Level

Shopping, eating and services

-  Public areas
-  Passenger areas
-  Before/After Security
-  Escalator
-  Lift
-  Passenger Lounge/Seating area
-  Security/Passport Control
-  Toilets – Female
-  Toilets – Male

## Eating & Drinking

- Caffè Nero 1
- Carluccio's 14
- Giraffe 12
- Gordon Ramsay Plane Food 29
- Huxleys 9
- Lovejuice 18
- Wagamama 28
- 5 Tuns Pub & Kitchen 32

## Shopping

- Duty Free**
- World Duty Free 27
- Fashion and accessories**
- Accessorize 6
- Harrods Department Store 26
- Technology/Entertainment**
- Best of the Best 13
- Dixons 21
- Dixons "Add" 23
- HMV 22
- Sony 11
- Vodafone 4
- Travel essentials and souvenirs**
- Boots 5
- Boots 24
- Glorious Britain 35
- Rolling Luggage 34
- WHSmith 15
- WHSmith 20
- WHSmith 36

## Services

- Currency & ATM**
- Thomas Cook and ATM 3
- Thomas Cook 10
- Thomas Cook and ATM 16
- Thomas Cook and ATM 25
- Travelex 7
- Travelex and ATM 19
- Travelex 33
- Customer Services & Information**
- Excess Baggage 30
- HM Customs VAT Exports 31
- Internet**
- Internet 2
- Internet 17








## Passenger Lounges – by invitation only

- British Airways Galleries Lounge North 8
- British Airways Galleries Lounge South 37



# Terminal 5 – Gate Level

## Shopping, eating and services

-  Passenger areas
-  Escalator
-  Lift
-  Passenger Lounge/Seating area
-  Toilets – Female
-  Toilets – Male
-  Children's play area

### Eating & Drinking

Bagel Street	2
Caviar House Seafood Bar	45
EAT	35
ITSU	46
J D Wetherspoon – 'The Crown Rivers'	3
Pret A Manger	8
Starbucks	18
V Bar	44

### Shopping

#### Fashion and accessories

Accessorize	5
Bvlgari	39
Coach	38
Dior	31
Gucci	32
JD	19
Kurt Geiger	21
Links of London	16
Mappin & Webb	30
Montblanc	11
Mulberry	17
Paul Smith 'Globe'	43
Prada	33
Reiss	23
Sunglass Hut	22
Smythson	40
Ted Baker	20
The Pen Shop	10
Thomas Pink	15
Tie Rack	13
Tiffany & Co.	37

#### Duty Free

World Duty Free	28
World Duty Free (inc. World of Whiskies & Cigar House)	29
World Duty Free Express	7

#### Technology/Entertainment

Nokia	41
PC World	25

#### Travel essentials and souvenirs

Caviar House & Prunier	47
Chocolate Box	4
Glorious Britain	12
Harrods	42
Hughes & Hughes (WHSmith Books from 03/09)	24
Hughes & Hughes (WHSmith from 03/09)	48
Rolling Luggage	14
WHSmith	6

### Services

#### Currency & ATM

Thomas Cook	26
Travelex and ATM	9
Travelex and ATM	36








#### Internet

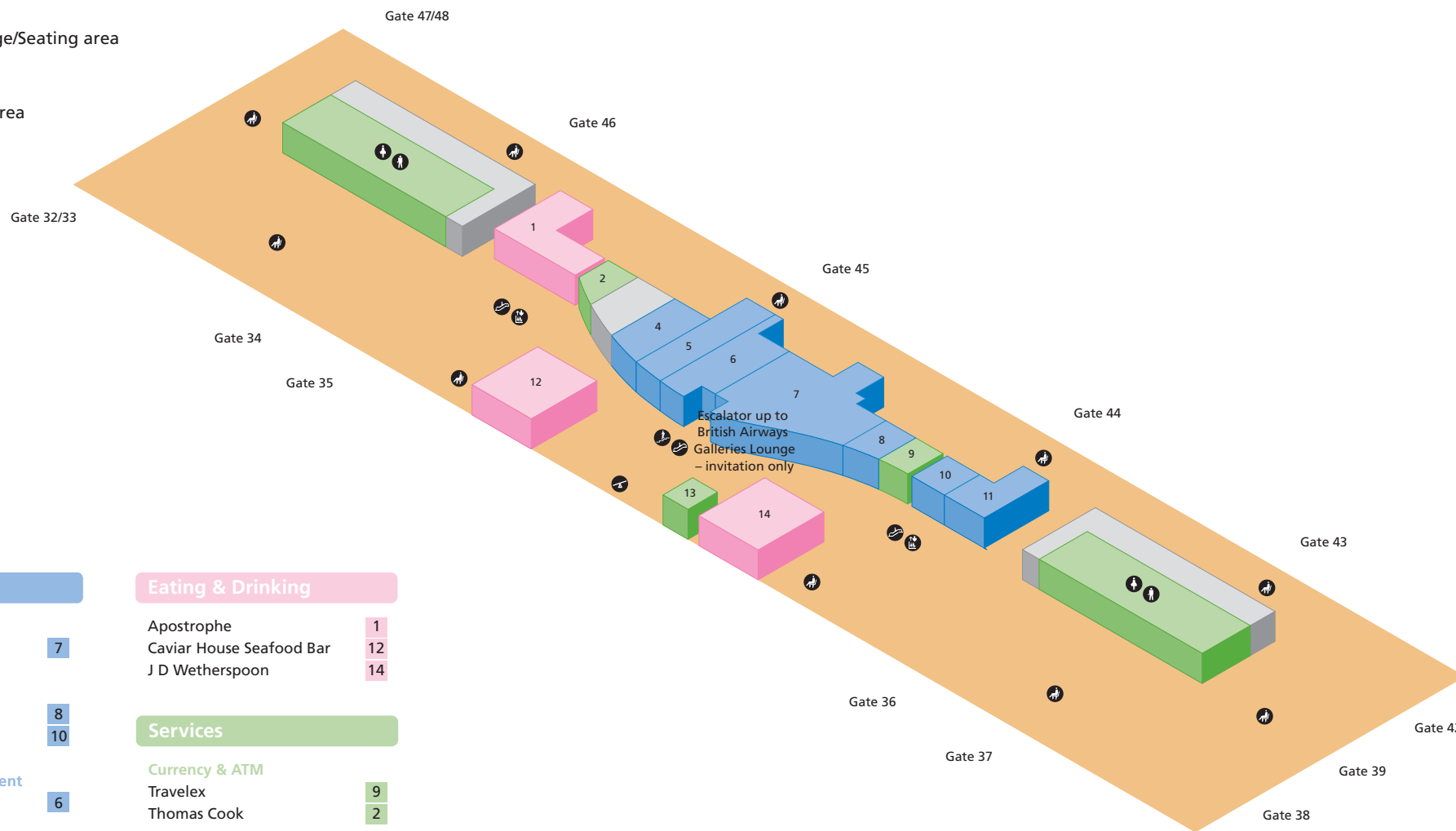
Internet	1
Internet	27
Internet	34



# Terminal 5b – Departures

Shopping, eating and services

-  Passenger areas
-  Escalator
-  Lift
-  Passenger Lounge/Seating area
-  Toilets – Female
-  Toilets – Male
-  Children's play area



## Shopping

- Duty Free**
- World Duty Free 7
- Fashion and accessories**
- Collection 8
- David Clulow 10
- Technology/Entertainment**
- Dixons 6
- Travel essentials and souvenirs**
- Boots 11
- Harrods 4
- WHSmith 5

## Eating & Drinking












- Apostrophe 1
- Caviar House Seafood Bar 12
- J D Wetherspoon 14

## Services

- Currency & ATM**
- Travelex 9
- Thomas Cook 2
- Internet**
- Internet 13

# Terminal 5 – Ground Level

Shopping, eating and services

-  Public areas
-  Passenger areas
-  Before/After Security
-  Baggage Reclaim
-  Escalator
-  Lift
-  Meeting point
-  Passenger Lounge/Seating area
-  Security/Passport Control
-  Toilets – Female
-  Toilets – Male



## Services

### Travel

- British Hotel Reservation Centre  
inc. 'Shop & Collect' Pick-up Point 9
- Left Luggage 2
- National Express 16
- Rail Ticket Desk 21

### Currency & ATM

- Thomas Cook 13
- Thomas Cook 15
- Thomas Cook – ATM 18
- Travelex 10
- Travelex 12
- Travelex – ATM 1
- Travelex – ATM 7

### Customer Services & Information

- British Airways Baggage  
& Customer Service Desk 14
- Car Rental & Travel Information Centre 8

## Shopping

### Duty Free

- World Duty Free 11

### Technology/Entertainment

- Leisure Link 5
- Leisure Link 17

### Travel essentials and souvenirs

- WHSmith 6

## Eating & Drinking

- Costa 20
- Giraffe Juice 3
- Krispy Kreme 19
- M&S Simply Food 4

Escalator up to  
British Airways Lounge –  
invitation only