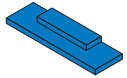


# Terminal 1 – Check-in & UK and Ireland arrivals (first floor)



- Public areas
- Passenger areas

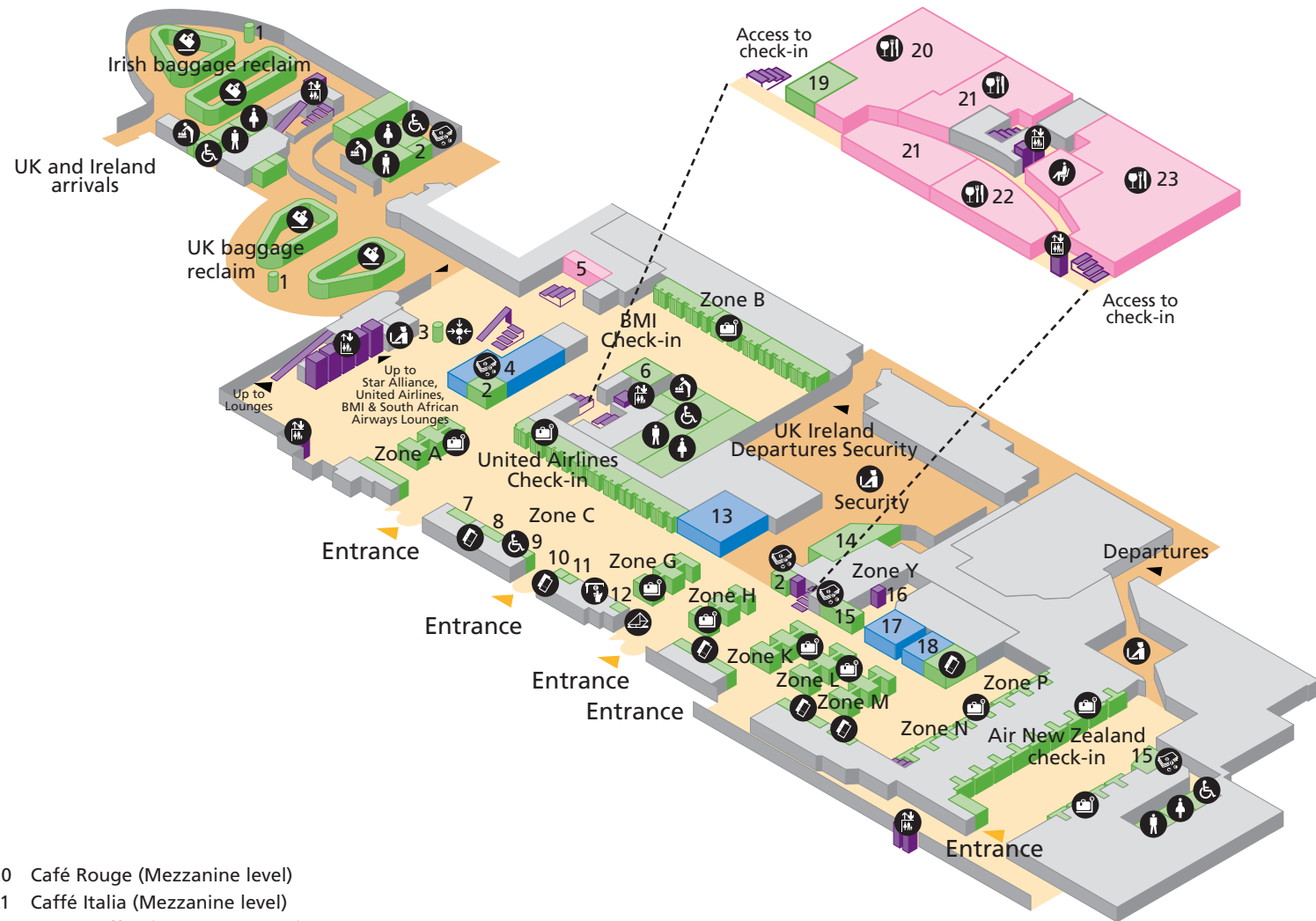
## Services

-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Check-in
-  Lift and stair access to other floors
-  Meeting point/MeetMe service
-  Restaurant / Café / Pub
-  Security
-  Ticket sales
-  Toilet men
-  Toilet women
- 1 Help point
- 2 American Express bureau de change
- 3 Meeting point/MeetMe service
- 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)

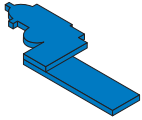
## Shopping & restaurants

- |  |  |
|--|--|
| <span style="color: blue;">■</span> 4 WHSmith          | <span style="color: pink;">■</span> 20 Café Rouge (Mezzanine level)                |
| <span style="color: pink;">■</span> 5 AMT Coffee       | <span style="color: pink;">■</span> 21 Caffè Italia (Mezzanine level)              |
| <span style="color: blue;">■</span> 13 Boots           | <span style="color: pink;">■</span> 22 Costa Coffee (Mezzanine level)              |
| <span style="color: blue;">■</span> 17 WHSmith         | <span style="color: pink;">■</span> 23 Skylark – J D Wetherspoon (Mezzanine level) |
| <span style="color: blue;">■</span> 18 Rolling Luggage |  |

## Mezzanine level (before departures)








































# Terminal 1 – Arrivals (ground floor)



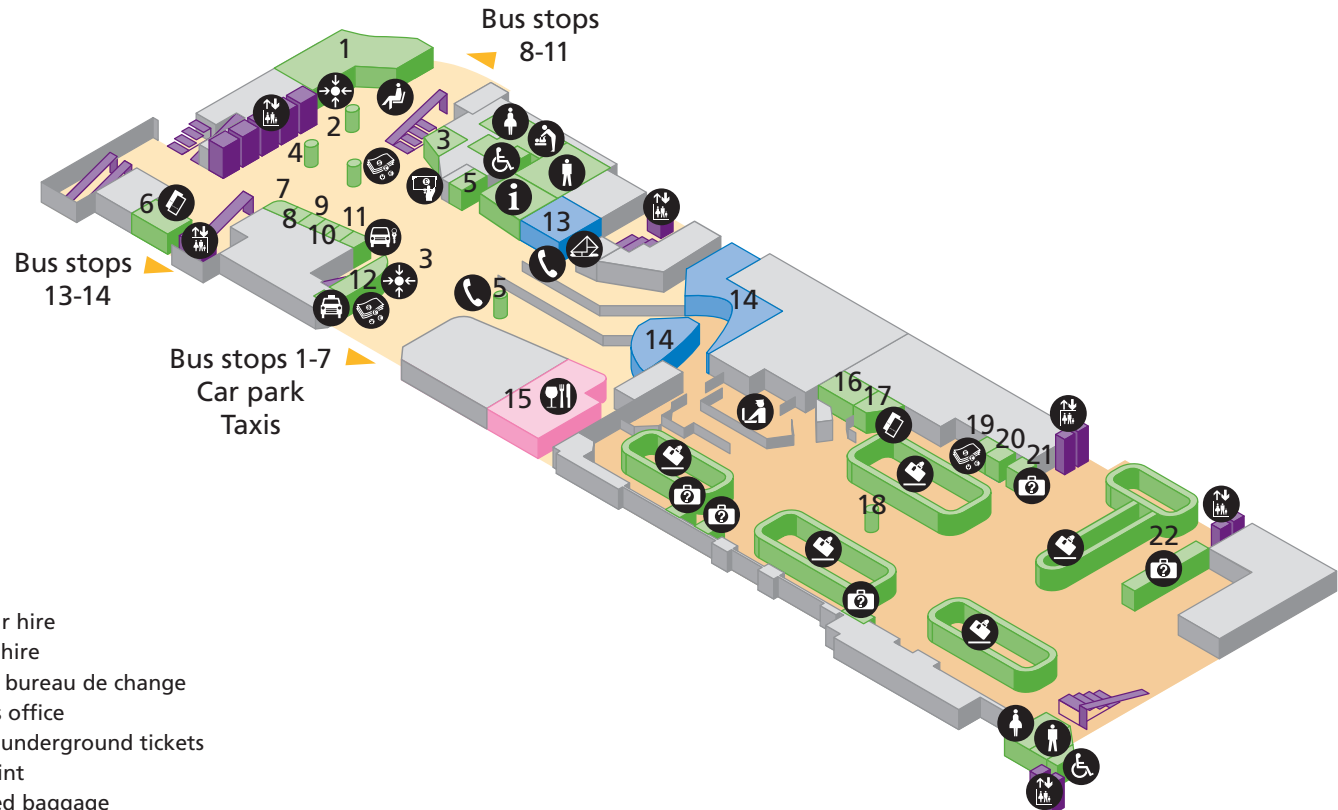
- Public areas
- Passenger areas

## Services

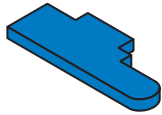
- |   |   |   |                               |
|---|---|---|-------------------------------|
|    | Accessible toilet                         |   | 10 Hertz car hire             |
|    | Baby care                                 |  | 11 Avis car hire              |
|    | Baggage enquiries                         |  | 12 Travelex bureau de change  |
|    | Baggage reclaim                           |  | 16 Customs office             |
|    | Bureau de change                          |  | 17 London underground tickets |
|    | Car hire                                  |  | 18 Help point                 |
|    | Cash machines                             |  | 19 Oversized baggage          |
|    | Information                               |  | 20 Travelex bureau de change  |
|    | Lift                                      |  | 21 BA/BMI Baggage enquiries   |
|    | Meeting point/MeetMe service              |  | 22 STAR Baggage enquiries     |
|    | Postbox                                   |   |                               |
|    | Restaurant / Café / Pub                   |   |                               |
|    | Security                                  |   |                               |
|    | Taxi                                      |   |                               |
|    | Telephone                                 |   |                               |
|    | Ticket sales                              |   |                               |
|    | Toilet men                                |   |                               |
|   | Toilet women                              |   |                               |
|  | 1 Excess baggage/left luggage             |   |                               |
|  | 2 MeetMe kiosk (until November 2008)      |   |                               |
|  | 3 Dot 2 Dot                               |   |                               |
|  | 4 Bus info                                |   |                               |
|  | 5 British Hotel Reservation Centre (BHRC) |   |                               |
|  | 6 Heathrow Express tickets                |   |                               |
|  | 7 Enterprise car hire                     |   |                               |
|  | 8 National car hire                       |   |                               |
|  | 9 Europcar 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 Tax Free  |  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                     |  46 World of Whiskies               |
|  14 LK Bennett   |  33 Dixons Tax Free                      |  47 The Bridge Bar and Eating House |
|  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           |

