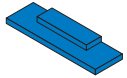





















Terminal 1 – Check-in & UK and Ireland arrivals (first floor)



Mezzanine level (before departures)

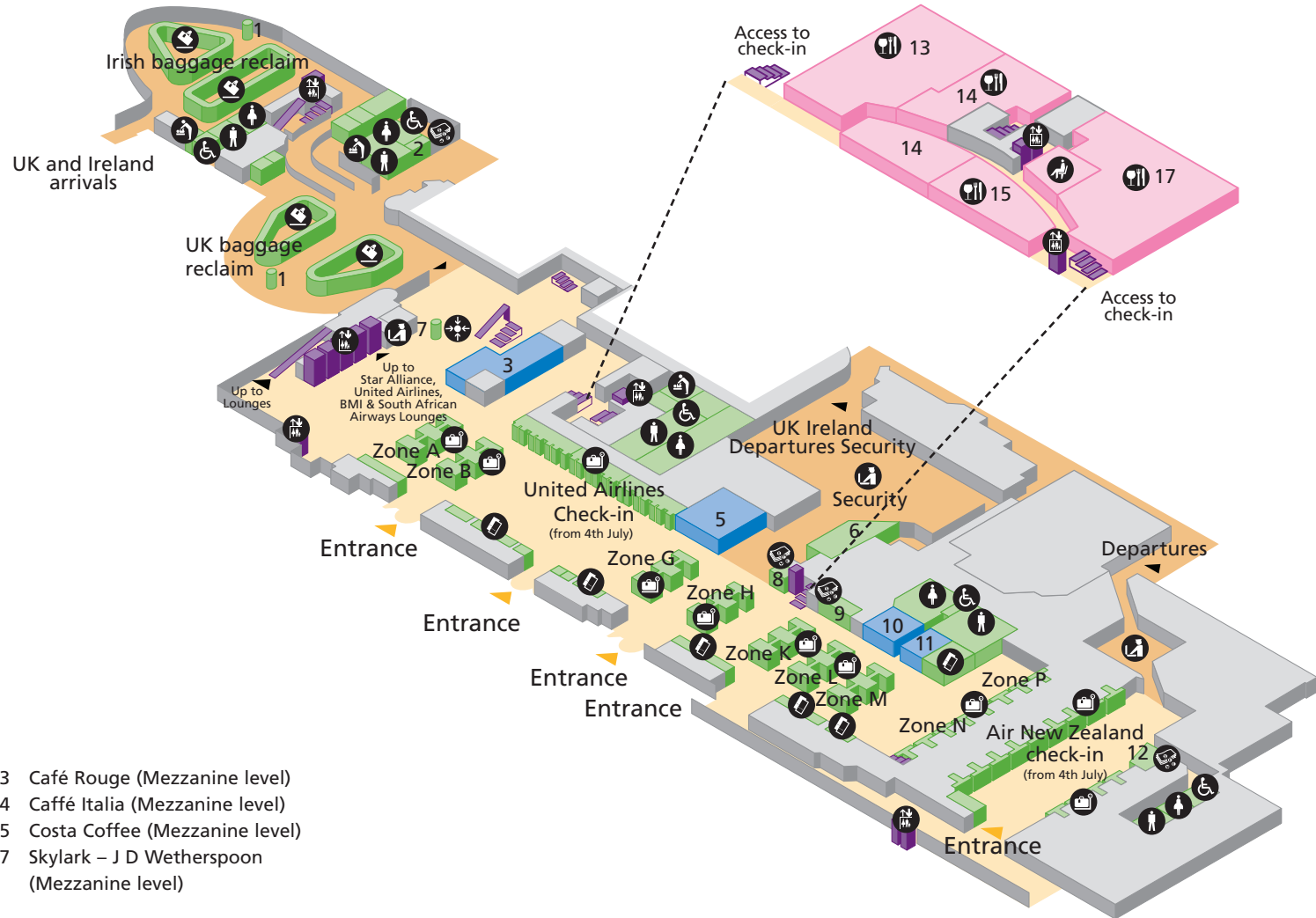
- Public areas
- Passenger areas

Services

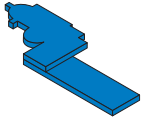
-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Check-in
-  Lift and stair access to other floors
-  Meeting point/MeetMe™ service
-  Restaurant / Café / Pub
-  Security
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Help point
-  2 American Express bureau de change
-  6 VAT returns
-  7 Meeting point/MeetMe™ service
-  8 American Express bureau de change
-  9 Travelex bureau de change
-  12 Travelex bureau de change

Shopping & restaurants

- 3 WHSmith
- 5 Boots
- 10 WHSmith
- 11 Rolling Luggage
- 13 Café Rouge (Mezzanine level)
- 14 Caffé Italia (Mezzanine level)
- 15 Costa Coffee (Mezzanine level)
- 17 Skylark – J D Wetherspoon (Mezzanine level)








































Terminal 1 – Arrivals (ground floor)



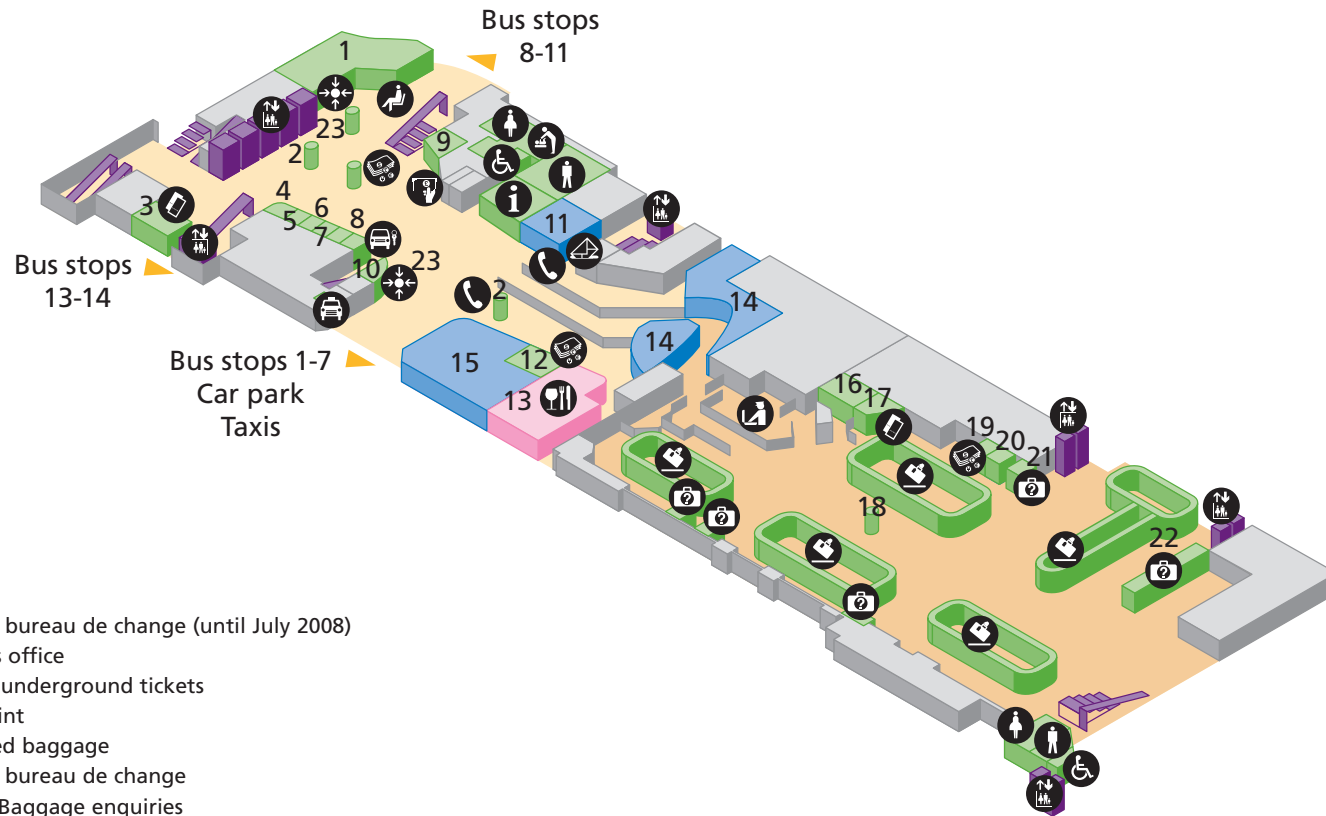
- Public areas
- Passenger areas

Services

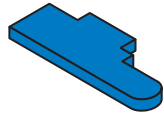
- | | | | | | | | | | | | | | | | | | | |
|---|--|--|---|---|---|--|---|---|--|--|---|---|---|--|--|---|---|--|
|  Accessible toilet |  ATM |  Baby care |  Baggage enquiries |  Baggage reclaim |  Bureau de change |  Car hire |  Information |  Lift |  Meeting point/MeetMe™ service |  Postbox |  Restaurant / Café / Pub |  Security |  Taxi |  Telephone |  Ticket sales |  Toilet men |  Toilet women | |
|  1 Excess baggage/left luggage |  2 Bus info |  3 Heathrow Express tickets |  4 Enterprise car hire |  5 National car hire |  6 Europcar car hire |  7 Hertz car hire |  8 Avis car hire |  9 Dot 2 Dot |  10 British Hotel Reservation Centre (BHRC) |  12 Travelex bureau de change (until July 2008) |  16 Customs office |  17 London underground tickets |  18 Help point |  19 Oversized baggage |  20 Travelex bureau de change |  21 BA/BMI Baggage enquiries |  22 STAR Baggage enquiries |  23 MeetMe™ kiosk (until November 2008) |

Shopping & restaurants

- | | |
|--|--|
|  11 WHSmith |  13 Costa Coffee |
|  14 World Duty Free |  15 Whistlestop (closes 31 July 2008) |



Terminal 1 - International departure lounge



- Public areas
- Passenger areas

Services

-  Accessible toilet
-  ATM
-  Airline lounge
-  Baby care
-  Bureau de change
-  Lift
-  Restaurant / Café / Pub
-  Security
-  Showers (within Urban Retreat)
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  Spectrum Internet
-  VAT returns
-  American Express bureau de change
-  Star Alliance CIP lounge
-  BMI customer service desk
-  115 Shopping collection point
-  131 Check-in ticket desks (flight transfers)
-  141 Travel bureau de change and ATM
-  142 Flight information
-  146 American Express bureau de change and ATM
-  147 Urban Retreat

Shopping & restaurants

- | | | |
|---|--|---|
| ■ 54 World Duty Free | ■ 72 Bally | ■ 120 The Tin Goose |
| ■ 58 Caviar House and Prunier Seafood Bar | ■ 73 Hugo Boss | ■ 121 Caffé Nero |
| ■ 60 EstCaffé | ■ 74 Sunglass Hut | ■ 123 HMV |
| ■ 61 Pret A Manger | ■ 75 World of Whiskies | ■ 124 Dixons (closed 6th - 30th June) |
| ■ 62 Glorious Britain | ■ 77 Pen Shop | ■ 125 Timberland |
| ■ 63 Dixons | ■ 78 Hamleys | ■ 126 Fat Face |
| ■ 64 Cocoon from World Duty Free | ■ 79 Clarks | ■ 127 French Connection |
| ■ 65 Thomas Pink | ■ 80 Swarovski | ■ 128 LK Bennett |
| ■ 66 Harrods | ■ 81 Omega | ■ 129 Tie Rack |
| ■ 68 WHSmiths Books | ■ 82 Under refurbishment | ■ 130 Rolling Luggage |
| ■ 69 Gassan Diamonds | ■ 86 Tumi Luggage | ■ 133 Caviar House and Prunier |
| ■ 70 Burberry | ■ 87 WHSmith | ■ 134 Collection |
| ■ 71 Hugo Boss Woman | ■ 91 The Perfume Gallery | ■ 135 Links of London |
| | ■ 113 Giraffe | ■ 136 Goldsmiths |
| | ■ 116 The Bridge Bar | ■ 137 Mulberry |
| | | ■ 138 Chocolate Box |
| | | ■ 140 World Duty Free |
| | | ■ 144 Boots  |
| | | ■ 145 Best of the Best |

UK & Ireland departure gates
1-12 60-90
(Gate 5 international flights only)
Costa Coffee, WHSmith, Boots, World Duty Free, J D Wetherspoon

Entrance from Check-in

Gates 16-30, Gate lounges and Costa Coffee

Gates 35-56, Travellex and Spectrum Internet

