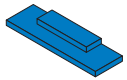




Terminal 1 – Check-in & UK and Ireland arrivals (first floor)



Mezzanine level (before departures)

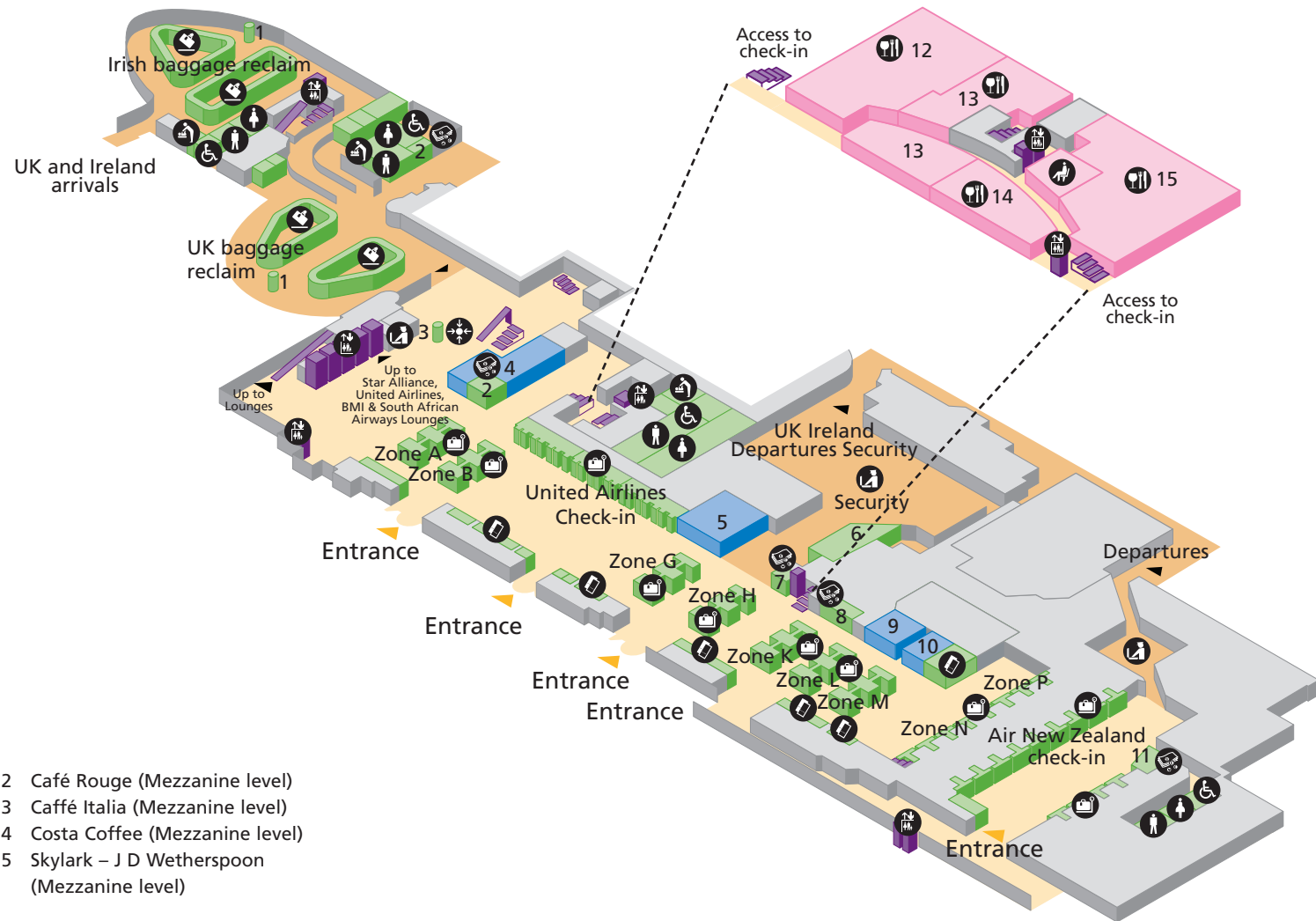
- Public areas
- Passenger areas

Services

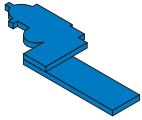
-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Check-in
-  Lift and stair access to other floors
-  Meeting point/MeetMe service
-  Restaurant / Café / Pub
-  Security
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Help point
-  2 American Express bureau de change
-  3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

Shopping & restaurants

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








































Terminal 1 – Arrivals (ground floor)




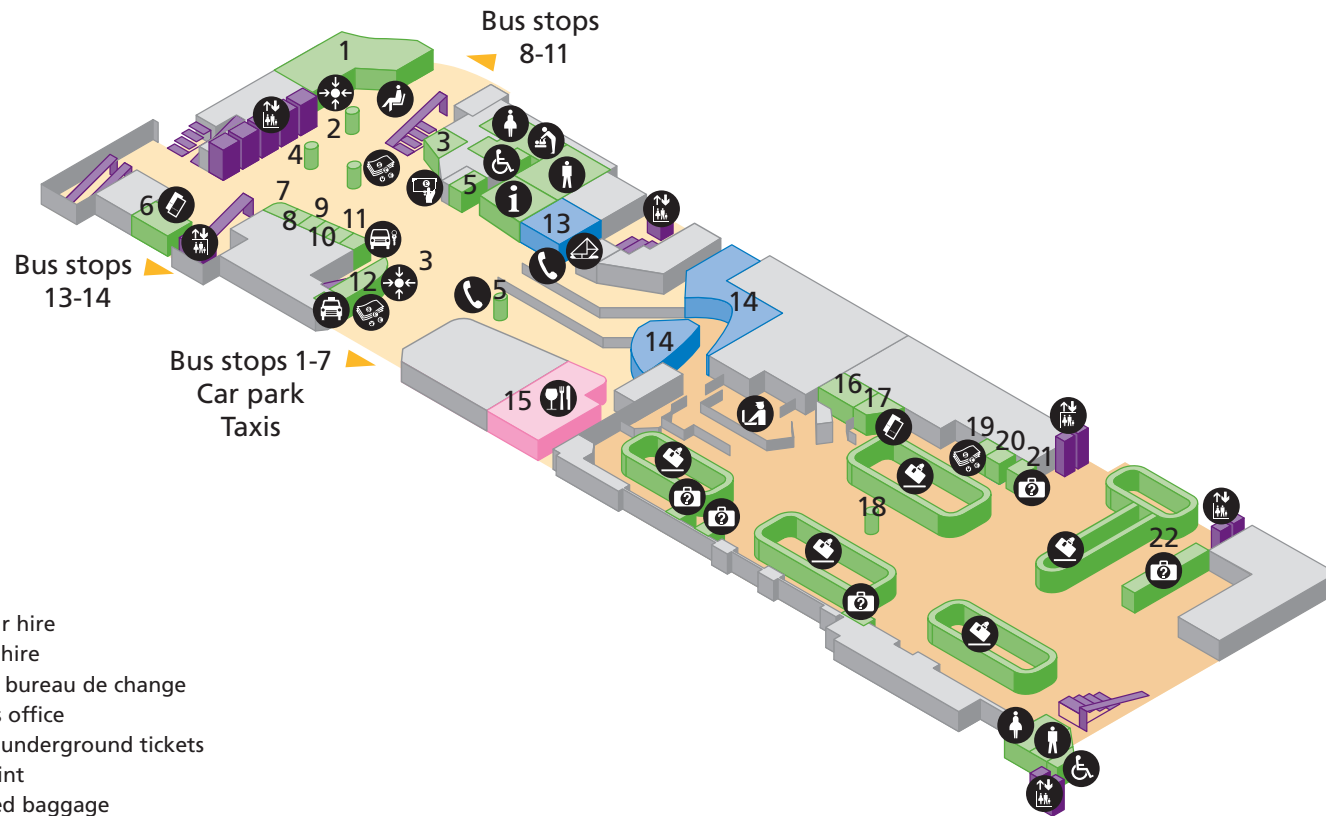
- Public areas
- Passenger areas

Services

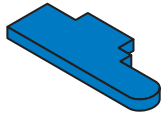
- | | | | |
|---|---|---|-------------------------------|
|  | Accessible toilet |  | 10 Hertz car hire |
|  | Baby care |  | 11 Avis car hire |
|  | Baggage enquiries |  | 12 Travelex bureau de change |
|  | Baggage reclaim |  | 16 Customs office |
|  | Bureau de change |  | 17 London underground tickets |
|  | 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
-  Showers (within Urban Retreat)
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  5 Travelex bureau de change and ATM
-  6 Flight information
-  24 VAT returns

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

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

- 26 Internet
- 29 American Express bureau de change and ATM
- 30 Urban Retreat
- 37 American Express bureau de change
- 53 Star Alliance CIP lounge
- 55 Check-in ticket desks (flight transfers)
- 57 BMI customer service desk
- 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 EstCaffé | ■ 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 |
| ■ 15 Tie Rack | ■ 34 Cocoon from World Duty Free | ■ 48 Hamleys |
| ■ 16 Rolling Luggage | | ■ 49 Clarks |
| ■ 17 Giraffe | | ■ 50 Swarovski |
| | | ■ 51 Omega |
| | | ■ 52 Barbour |
| | | ■ 54 Tumi Luggage |
| | | ■ 56 The Perfume Gallery |

