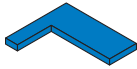


# Terminal 3 - Check-in



Public areas

## Services

-  Accessible toilet
-  Bureau de change
-  Check-in
-  Information
-  Left luggage
-  Lift
-  Restaurant/Café/Pub
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Virgin ticket desk
-  2 American Airlines ticket desk
-  3 Cathay Pacific ticket office
-  4 Gulf Air ticket office
-  5 Airline ticket desk
-  6 BA ticket office
-  7 Jet Airways & Thai Airways ticket office
-  8 Turkish Airlines ticket office
-  9 BAA information desk
-  10 Travelex bureau de change
-  11 Excess baggage/left luggage
-  12 VAT returns
-  14 HM Customs Desk - Commercial exports
-  15 Singapore Airlines ticket office
-  16 Malaysian Airlines ticket office
-  17 Qatar Airways ticket office
-  18 PIA & Caribbean ticket office
-  19 Reserved seating

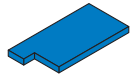
## Shopping & restaurants



-  13 Costa Coffee

















































Ground floor

# Terminal 3 - Arrivals

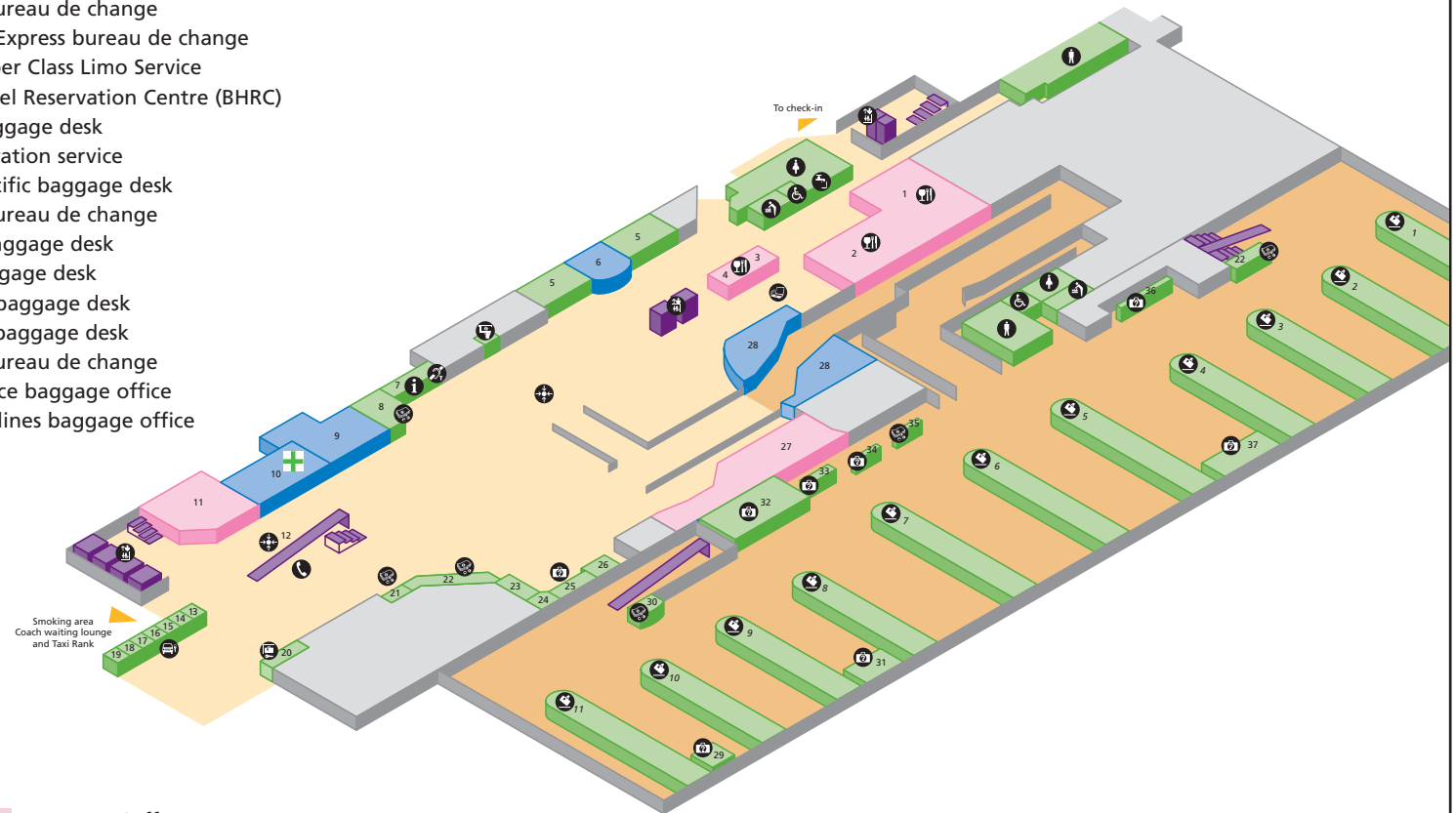


-  Public areas
-  Passenger areas

## Services

-  Accessible toilet
-  Babycare
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de change
-  Car hire
-  Cash machines
-  Drinking water
-  Facilities for the hard of hearing
-  Information
-  Left luggage
-  Lift
-  Meeting point/MeetMe service
-  Restaurant/Café/Pub
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  5 Voyager Entertainment
-  6 British Hotel Reservation Centre (BHRC) and Shop & Collect
-  7 BAA information desk
-  8 Travelex bureau de change
-  12 MeetMe service
-  13 National/Alamo car hire
-  14 Hertz car hire
-  15 Avis car hire
-  16 Europcar car hire
-  17 Enterprise car hire
-  18 Budget car hire
-  19 Dot2Dot
-  20 Excess baggage/left luggage
-  21 Travelex bureau de change
-  22 American Express bureau de change
-  23 Virgin Upper Class Limo Service
-  24 British Hotel Reservation Centre (BHRC)
-  25 Airline baggage desk
-  26 UK immigration service
-  29 Cathay Pacific baggage desk
-  30 Travelex bureau de change
-  31 Aviance baggage desk
-  32 Virgin baggage desk
-  33 Swissport baggage desk
-  34 Egypt Air baggage desk
-  35 Travelex bureau de change
-  36 Star Alliance baggage office
-  37 United Airlines baggage office

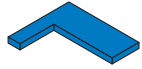
## Ground floor



## Shopping & restaurants




-  1 Garfunkels
-  2 Bite
-  3 Baskin-Robbins
-  4 Millie's Cookies
-  9 WHSmith
-  10 Boots 
-  11 AMT Coffee
-  27 Marks & Spencer Simply Food
-  28 World Duty Free

# Terminal 3 - Departures (public area)




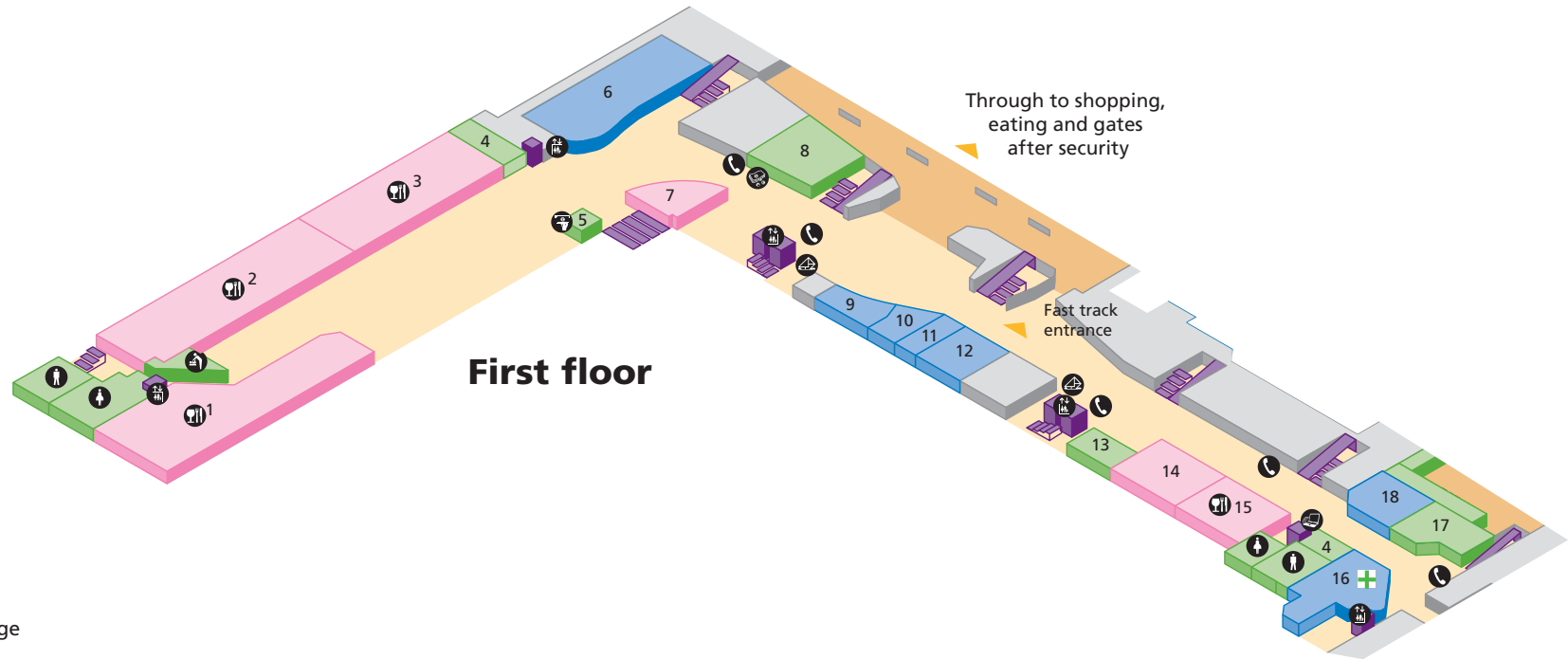
- Public areas
- Passenger areas

## Services

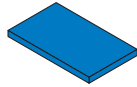
-  Babycare
-  Bureau de change
-  Cash machines
-  Lift
-  Postbox
-  Restaurant/Café/Pub
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  4 Internet
-  5 Special Assistance
-  8 Travelex bureau de change
-  13 American Express bureau de change
-  17 Voyager Entertainment


## Shopping & restaurants

- |   |   |
|---|---|
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid black; margin-right: 5px;"></span> 1 Pontis           | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 11 WHS Stationery  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid black; margin-right: 5px;"></span> 2 The Three Bells  | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 12 Glorious Britain  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid black; margin-right: 5px;"></span> 3 Pret A Manger    | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid black; margin-right: 5px;"></span> 14 Bagel Street  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 6 WHSmith          | <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid black; margin-right: 5px;"></span> 15 Costa   |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #f4a460; border: 1px solid black; margin-right: 5px;"></span> 7 Krispy Kreme     | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 16 Boots  |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 9 Le Collezioni    | <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 18 JD Sports   |
| <span style="display: inline-block; width: 10px; height: 10px; background-color: #4682b4; border: 1px solid black; margin-right: 5px;"></span> 10 Rolling Luggage |   |
























# Terminal 3 - Departures (passenger area)


















































 Passenger areas

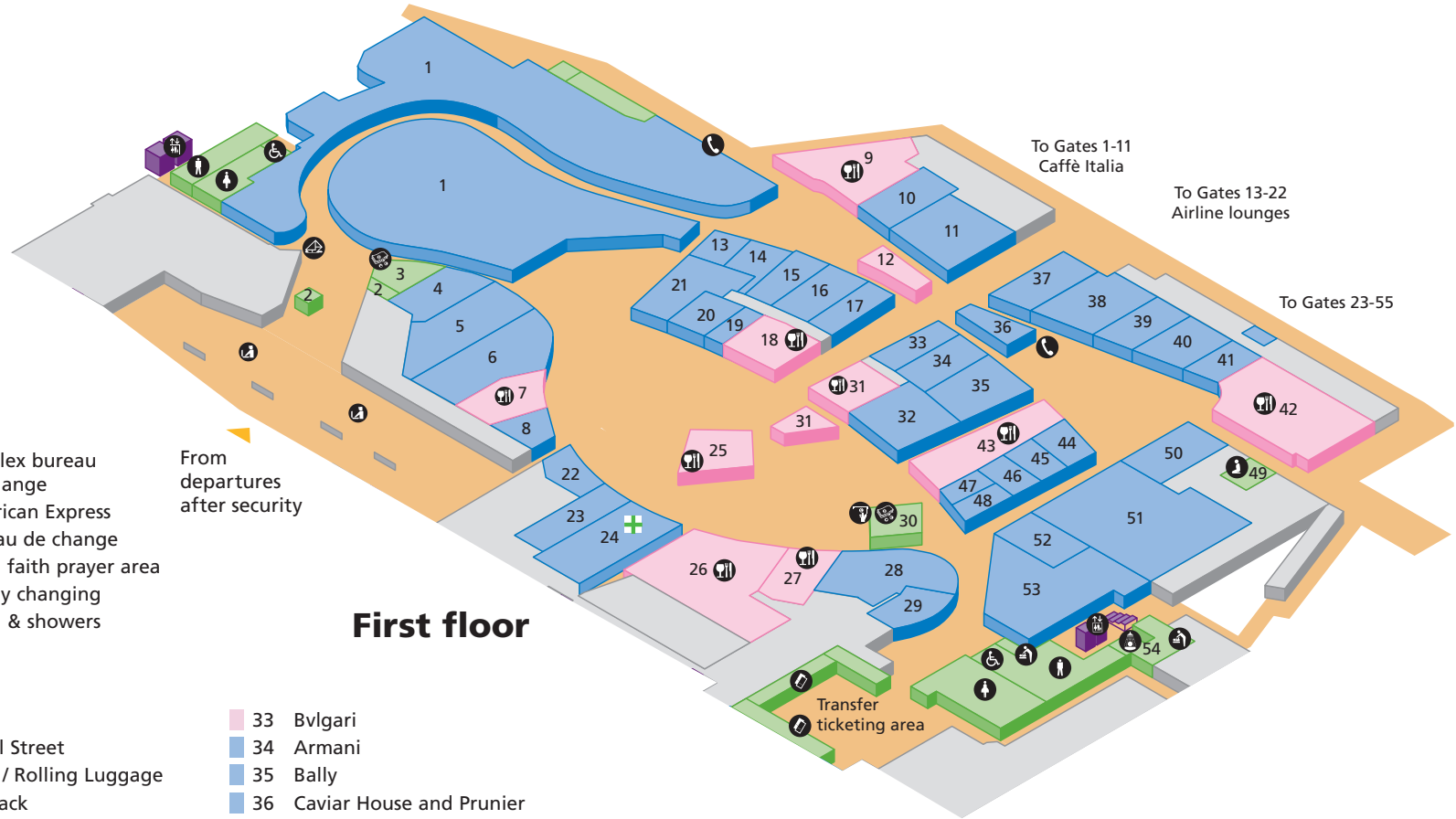
## Services

-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Cash machines
-  Lift
-  Postbox
-  Prayer room
-  Restaurant/Café/Pub
-  Security
-  Shower
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  Wireless hotspot
-  VAT returns

-  3 Travelex bureau de change
-  30 American Express bureau de change
-  49 Multi faith prayer area
-  54 Family changing room & showers

## Shopping & restaurants

- |  |  |   |
|--|--|---|
|  1 World Duty Free                       |  17 Dior  |  33 Bvlgari                  |
|  4 Glorious Britain                      |  18 Bagel Street  |  34 Armani                   |
|  5 Reiss                                 |  19 Tumi / Rolling Luggage  |  35 Bally                    |
|  6 WHSmith                               |  20 Tie Rack  |  36 Caviar House and Prunier |
|  7 EAT.                                  |  21 Kurt Geiger   |  37 Gucci                    |
|  8 Sunglass Hut                          |  22 Hamleys   |  38 Hermès                   |
|  9 TGI Friday's                          |  23 HMV   |  39 Salvatore Ferragamo      |
|  10 Thomas Pink                          |  24 Boots  |  40 Mappin & Webb            |
|  11 Chanel                               |  25 Starbucks   |  41 Smythson of Bond Street  |
|  12 Caviar House and Prunier Seafood Bar |  26 O'Neill's   |  42 Brasserie Chéz Gerard    |
|  13 MAC                                  |  27 Yo! Sushi   |  43 Rhubarb                  |
|  14 Jo Malone                            |  28 Dixons Tax Free   |  44 Dunhill                  |
|  15 Tods                                 |  29 WHSmith   |  45 Cartier                  |
|  16 Paul Smith                           |  31 Caffé Italia  |  46 Ermenegildo Zegna        |
|  |  32 Borders   |  47 Versace                  |
|  |  |  48 Mont Blanc             |
|  |  |  50 Burberry               |
|  |  |  51 Harrods                |
|  |  |  52 Mulberry               |
|  |  |  53 World Duty Free        |



## First floor