










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

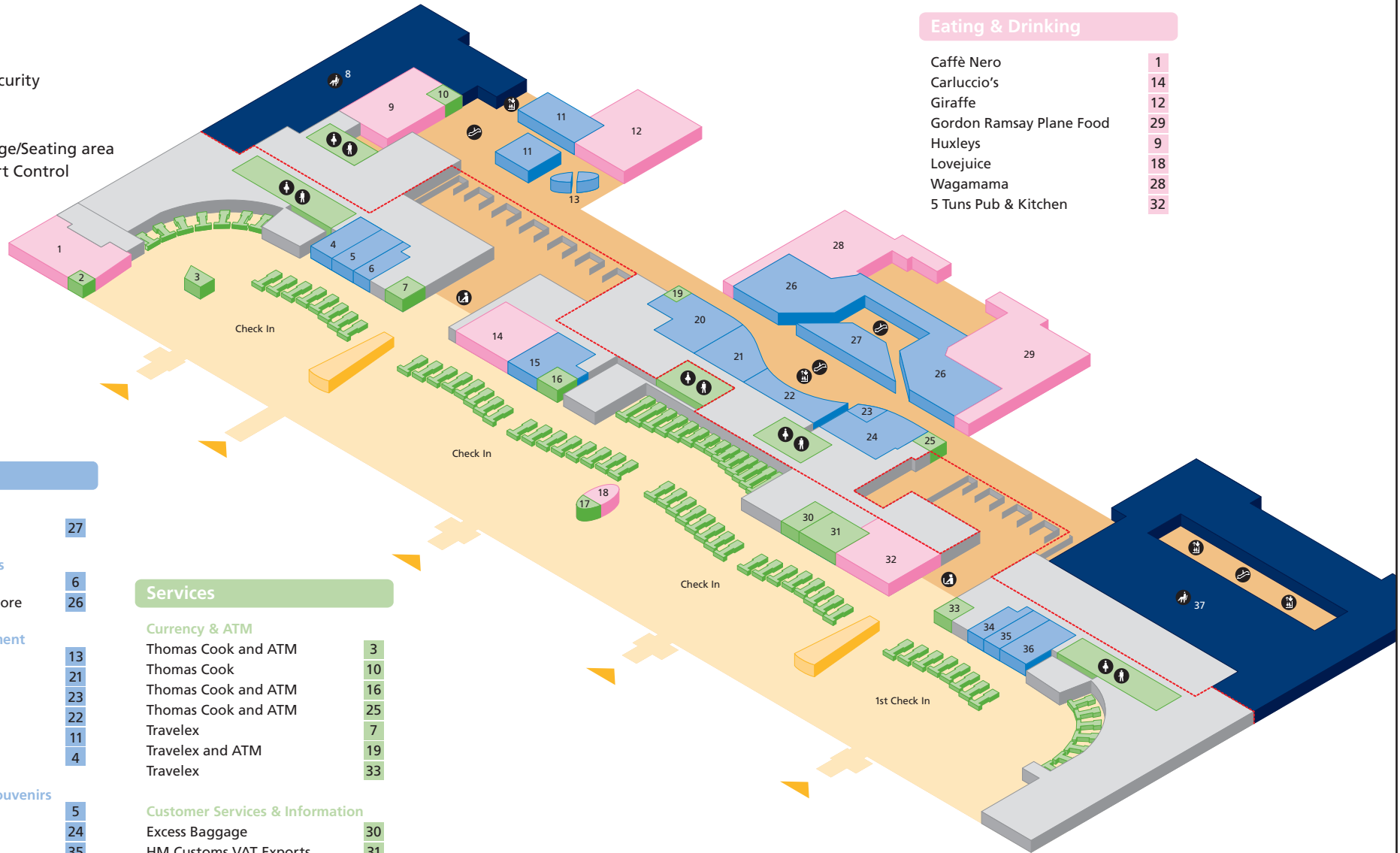
Duty Free	
World Duty Free	27
Fashion and accessories	
Accessorize	6
Harrods Department Store	26
Technology/Entertainment	
Best of the Best	13
Dixons	21
Dixons "Add"	23
HMV	22
Sony	11
Vodafone	4
Travel essentials and souvenirs	
Boots	5
Boots	24
Glorious Britain	35
Rolling Luggage	34
WHSmith	15
WHSmith	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	
Spectrum Internet	2
Spectrum 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

Eating & Drinking

Amato	49
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	24
Hughes & Hughes	48
Rolling Luggage	14
WHSmith	6

Services

Currency & ATM

Thomas Cook	26
Travelex and ATM	9
Travelex and ATM	36







Internet

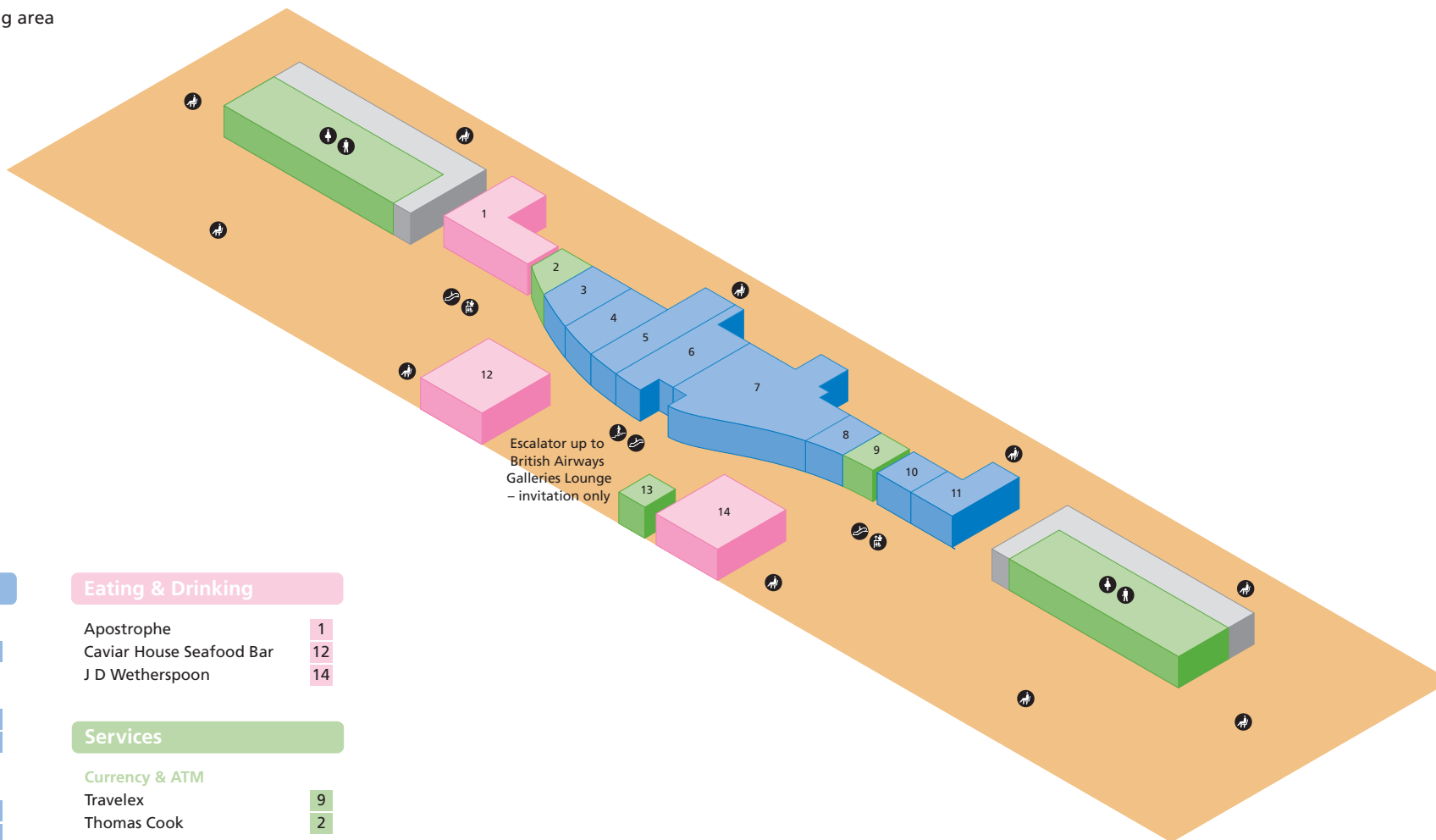
Spectrum Internet	1
Spectrum Internet	27
Spectrum Internet	34



Terminal 5b – Departures

Shopping, eating and services

-  Passenger areas
-  Escalator
-  Lift
-  Passenger Lounge/Seating area
-  Toilets – Female
-  Toilets – Male



Shopping

- Duty Free**
- World Duty Free 7
- Fashion and accessories**
- Collection 8
- David Clulow 10
- Technology/Entertainment**
- Dixons 6
- HMV 3
- 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**
- Spectrum Internet 13

Terminal 5 – Ground Level

Shopping, eating and services

- Public areas
- Passenger areas
- Before/After Security
-  Baggage Reclaim
-  Escalator
-  Lift
-  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

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