

Heathrow Airport

Overview

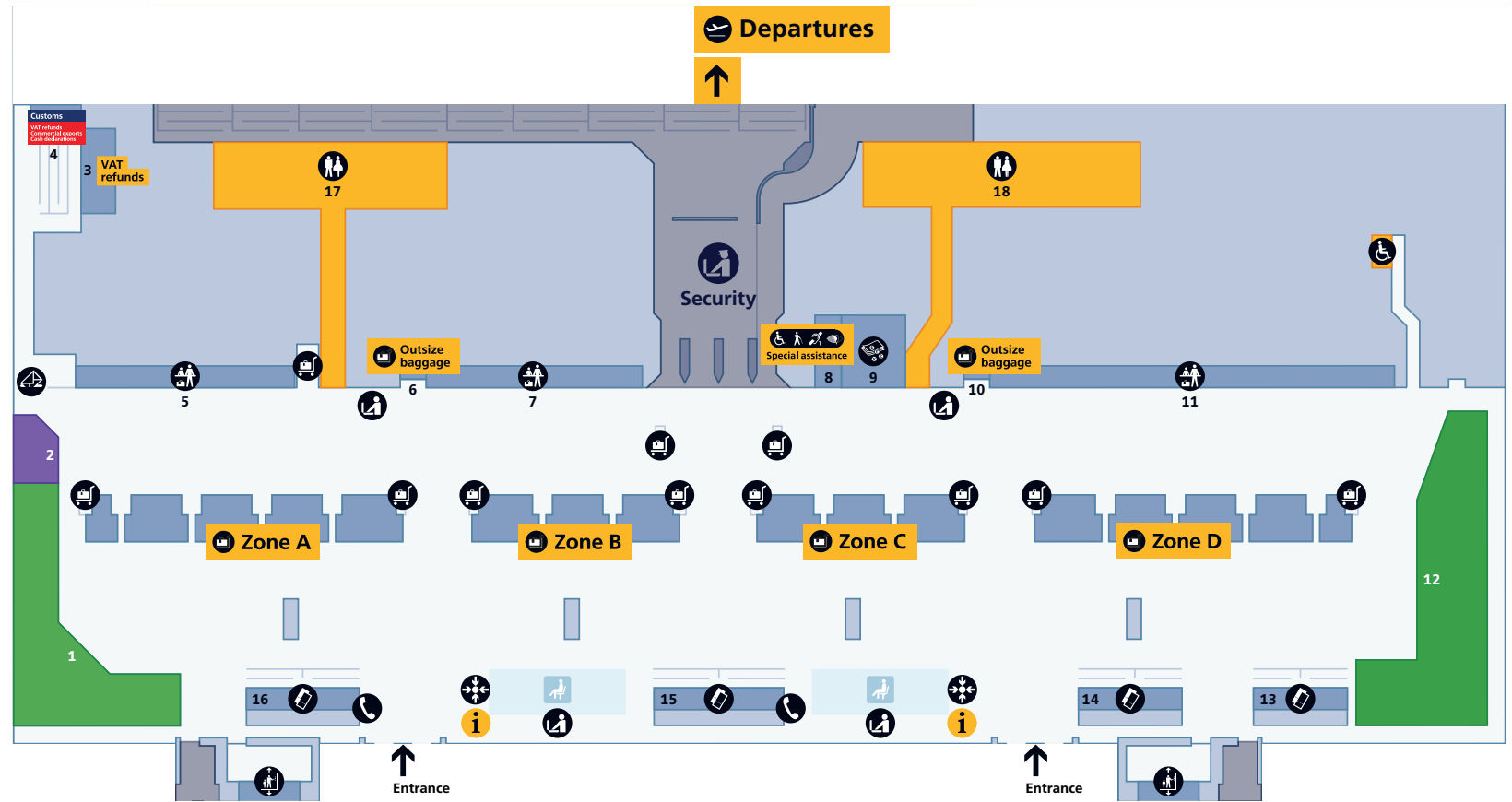


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Terminal 2

Check-in
Level 5



Shopping	
Excess Baggage Company	2

Food and drink	
Cafés	
Costa Coffee	1
Bars and restaurants	
The Flying Chariot by JD Wetherspoon	12

Services	
Airline ticket desk	13–16
Bureau de change	
Travelax	9
Check-in	
Customs cash declarations	4
Customs commercial exports	4
Information	
Meeting point	
Outsize Baggage	6, 10
Postbox	
Free Wi-Fi is available throughout the terminal Network name: _Heathrow Wi-Fi	
Premium check-in	5, 7, 11
Repack area	
Seating	
Special assistance	8
Telephone	
Toilets	
Accessible toilet	All
Baby care	17, 18
Trolleys	
VAT refunds managed by Travelax	3

Ticket desks			
Aegean Airlines	14	Ethiopian Airlines	13
Aer Lingus	15	EVA Air	16
Air Canada	16	LOT Polish Airlines	15
Air China	16	Lufthansa	15
Air New Zealand	14	SAS – Scandinavian Airlines	14
ANA	14	Singapore Airlines	16
Asiana Airlines	14	South African Airways	14
Austrian	15	Swiss International Air lines	15
Avianca	13	TAP Portugal	14
Brussels Airlines	15	Thai Airways	16
Croatia Airlines	15	Turkish Airlines	16
Egypt Air	13	United Airlines	13

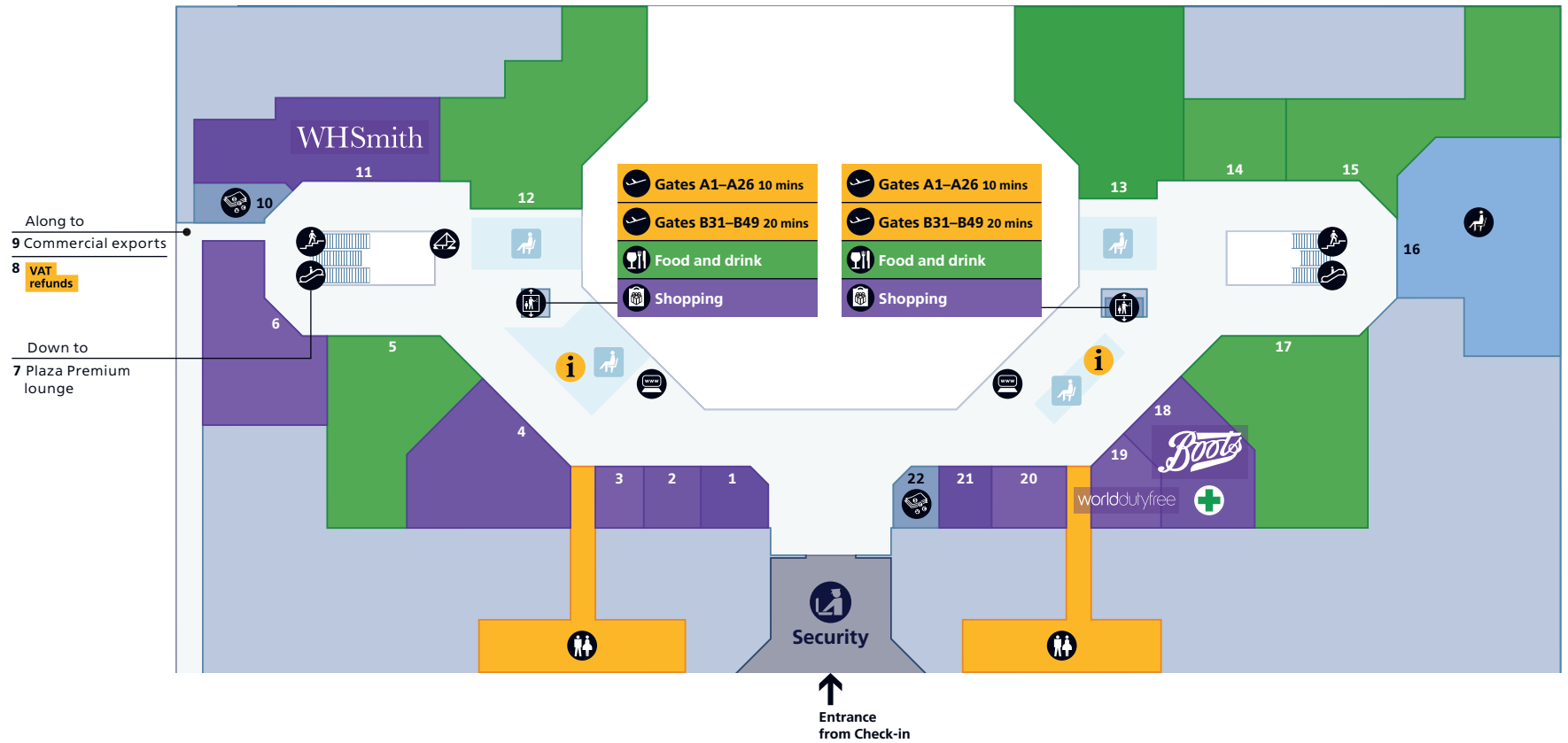
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Terminal 2

Departures

Level 5 (Check-in level)



Shopping	
Boots +	18
Case	20
Cath Kidston	3
Dixons Travel	6
John Lewis	4
Sunglass Hut	1
Ted Baker	2
Thomas Pink	21
WHSmith	11
World Duty Free	19

Food and drink	
Cafés	
EAT.	5
Bars and restaurants	
London's Pride by Fuller's	17
The Gorgeous Kitchen	15
The Perfectionists' Café	13
Wondertree	12
YO! Sushi	14

Services		
Airline lounges	Commercial exports 9	Seating
Lounge A2 16	Escalator	Stairs
Aer Lingus	Information	Toilets
Gold Circle lounge	Internet facility	Accessible toilet All
Lounge A3 7	Lift	Baby care All
Plaza Premium lounge	Pharmacy	Drinking fountain All
Bureau de change	Postbox	VAT refunds managed by Travelax 8
Moneycorp 10		
Travelax 22		
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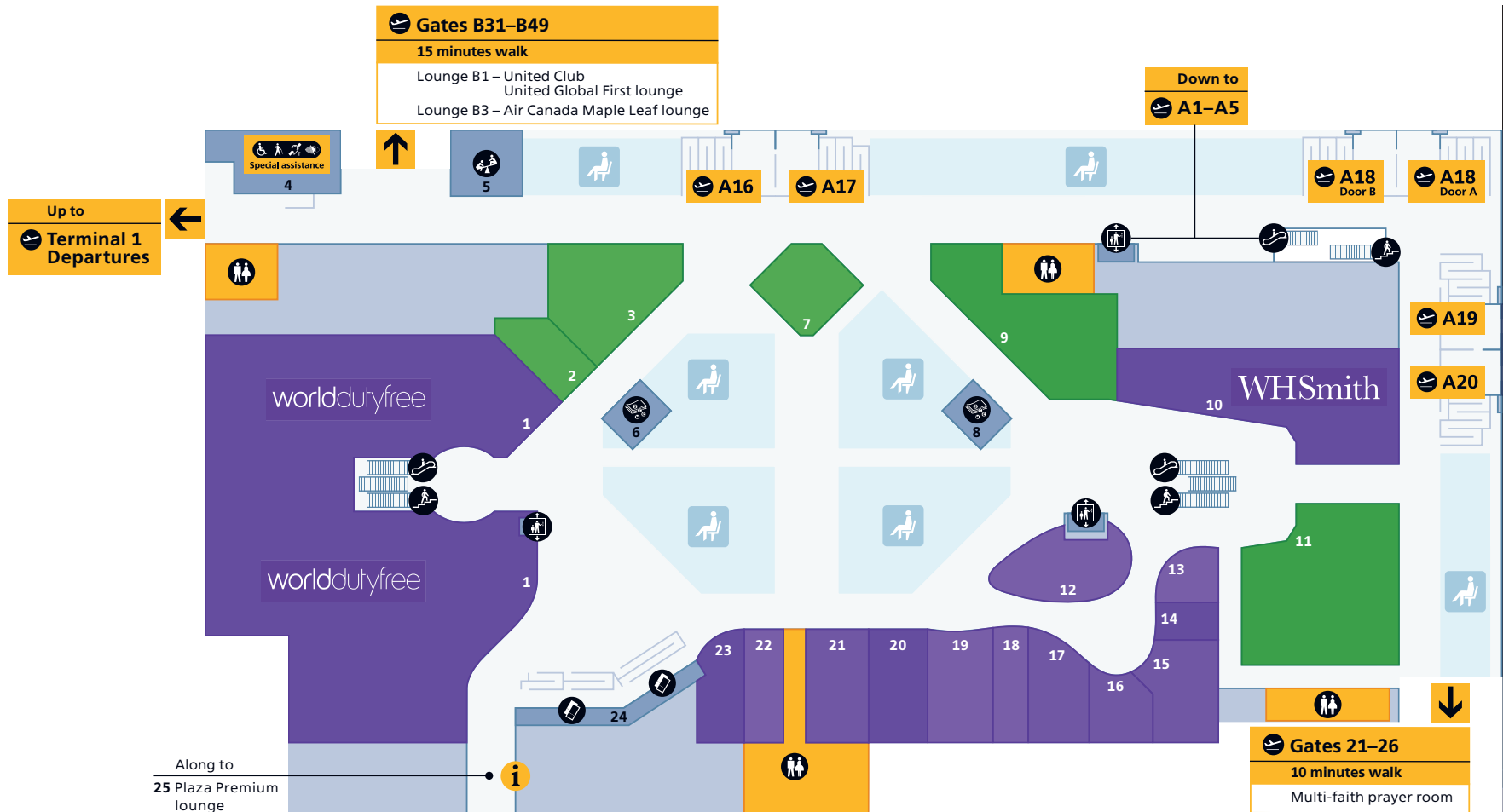
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Terminal 2

Departures

Level 4 (Gates A1–A26)



Shopping			
Bottega Veneta	19	Kurt Geiger	15
Burberry	21	Michael Kors	14
Bvlgari	18	Mulberry	22
Gucci	20	Paul Smith	17
Harrods	23	Smythson	13
Harrods	12	WHSmith	10
The Fine Watch Room		World Duty Free	1
Hugo Boss	16		

Food and drink			
Cafés		Bars & restaurants	
Ca'puccino	9	Caviar House & Prunier Seafood Bar	7
Caviar House & Prunier	2	La Salle	11
		Leon	3

Services			
Airline lounges	Bureau de change	Seating	
Lounge B1 near gate B46	Moneycorp 8	Special assistance 4	
United Club	Travelax 6	Stairs	
United Global First lounge	Escalator	Ticket sales 24	
Lounge B3 near gate B44	Information	Toilets	
Air Canada Maple Leaf lounge	Lift	Accessible toilet All	
Plaza Premium lounge 25	Multi-faith prayer room	Baby care All	
Airline service desk 24	Play area 5	Drinking fountain All	
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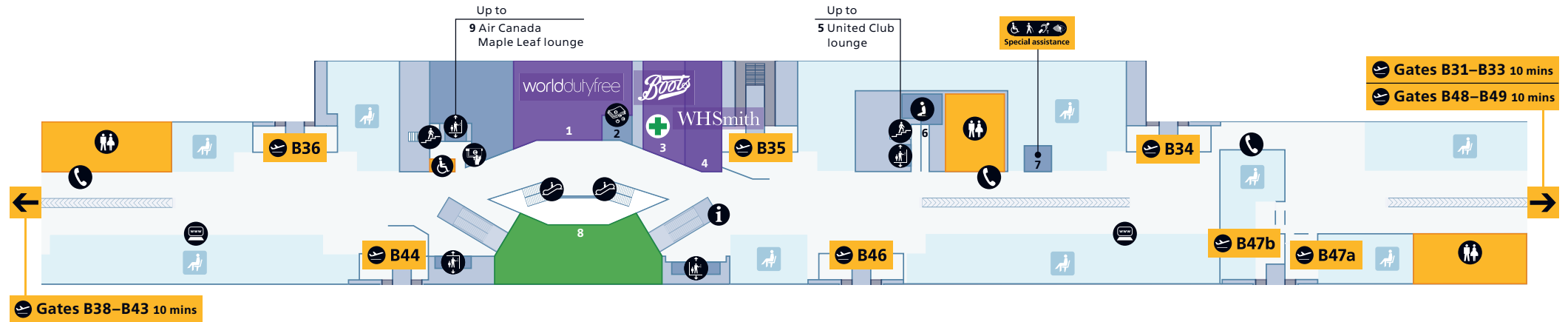
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Terminal 2

Departures

Terminal 2B (Gates B31–B49)



Shopping	
Boots +	3
WHSmith	4
World Duty Free	1

Food and drink	
Caffè Nero	8

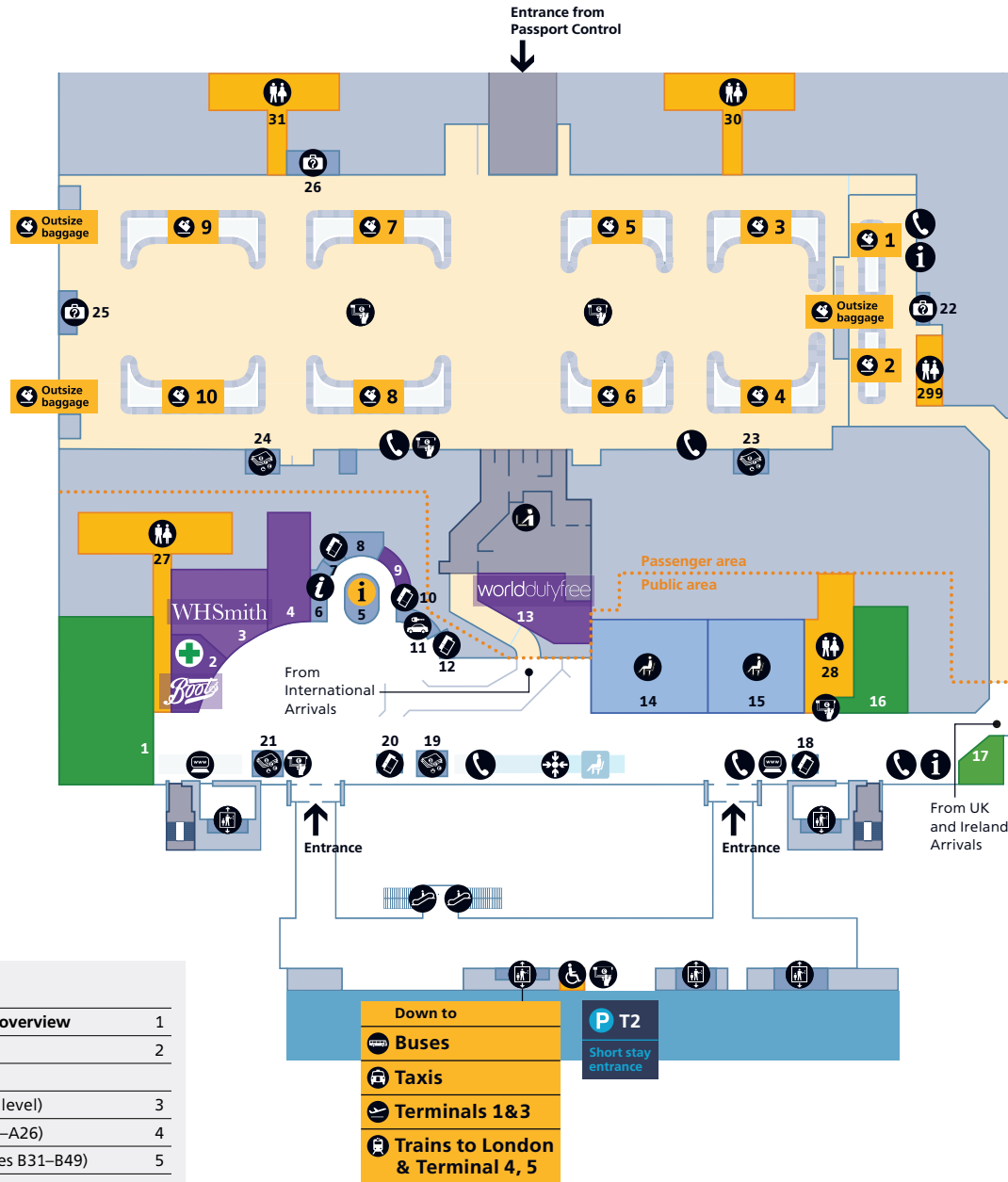
Services		
Airline lounge	Cash Machine	Seating
Lounge B1	Escalator	Special assistance 7
United Club lounge 5	Help point	Stairs
Lounge B3	Internet facility	Telephone
Air Canada Maple Leaf lounge 9	Lift	Toilets
Bureau de change	Multi-faith prayer room 6	Accessible toilet All
Moneycorp 2	Pharmacy	Baby care All
		Drinking fountain All
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Terminal 2

Arrivals Level 1



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Shopping

Boots +	2
Excess Baggage Company	4
SIM Local	9
WHSmith	3
World Duty Free	13

Food and drink

Caffè Nero	1, 17
M&S Simply Food	16

Services

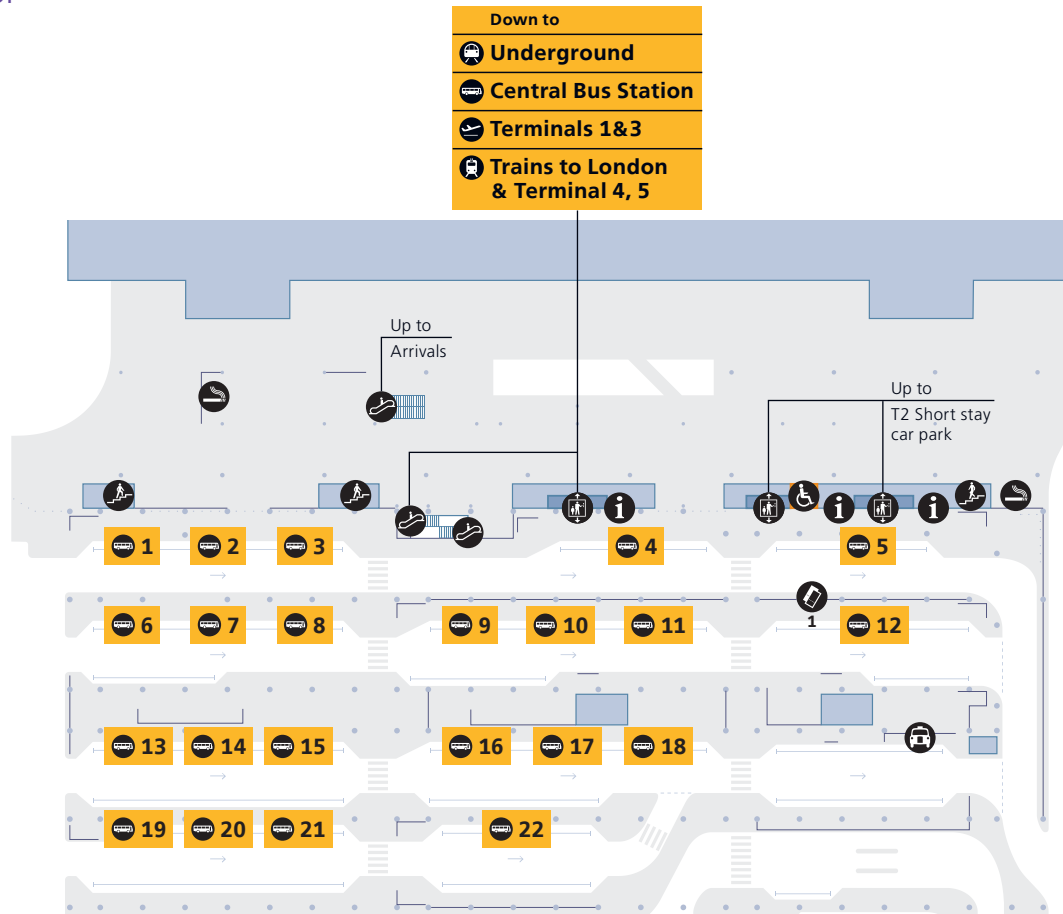
Airline lounge		Car rental desk	11	Ticket sales	
United Club lounge	14	Cash machine		Heathrow Express	12, 20
Plaza Premium lounge	15	Escalator		Hotel by Bus	7
Airport Information	5, 8	Help point		National Express	10
Baggage enquiries	22, 25, 26	Internet facility		Toilets	
Baggage reclaim		Lift		Accessible toilet	All
Bureau de change		Meeting point		Baby care	28–31
Moneycorp	19, 23	Seating		Drinking fountain	29–31
Travellex	21, 24	Stairs		Tourist information	6
		Telephone		Tourist services by British Hotel Reservation Centre	6

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Terminal 2

Arrivals (onward travel)

Ground floor



Services

Accessible toilet	Help point	Taxi rank
Bus stop	Lift	Ticket sales
Escalator	Smoking area	Hotel Hoppa 1
	Stairs	

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Bus and coach stop allocation

Hotel by bus	12	Car rental (off airport)	22
Hotel Hoppa	9-11	Dollar, Thrifty, Sixt	
Staff buses	13-15	Car rental (on airport)	6-8
Airline crew	16-18	Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Group travel	1-3	Car parking (off airport)	19-21
Taxi (by bus stand 18)		NCP Flight Path, Purple Parking, Purple Parking Business, Reeds	
		Car parking (on airport)	4-5
		Business, Business plus, Long stay, Help bus	

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