


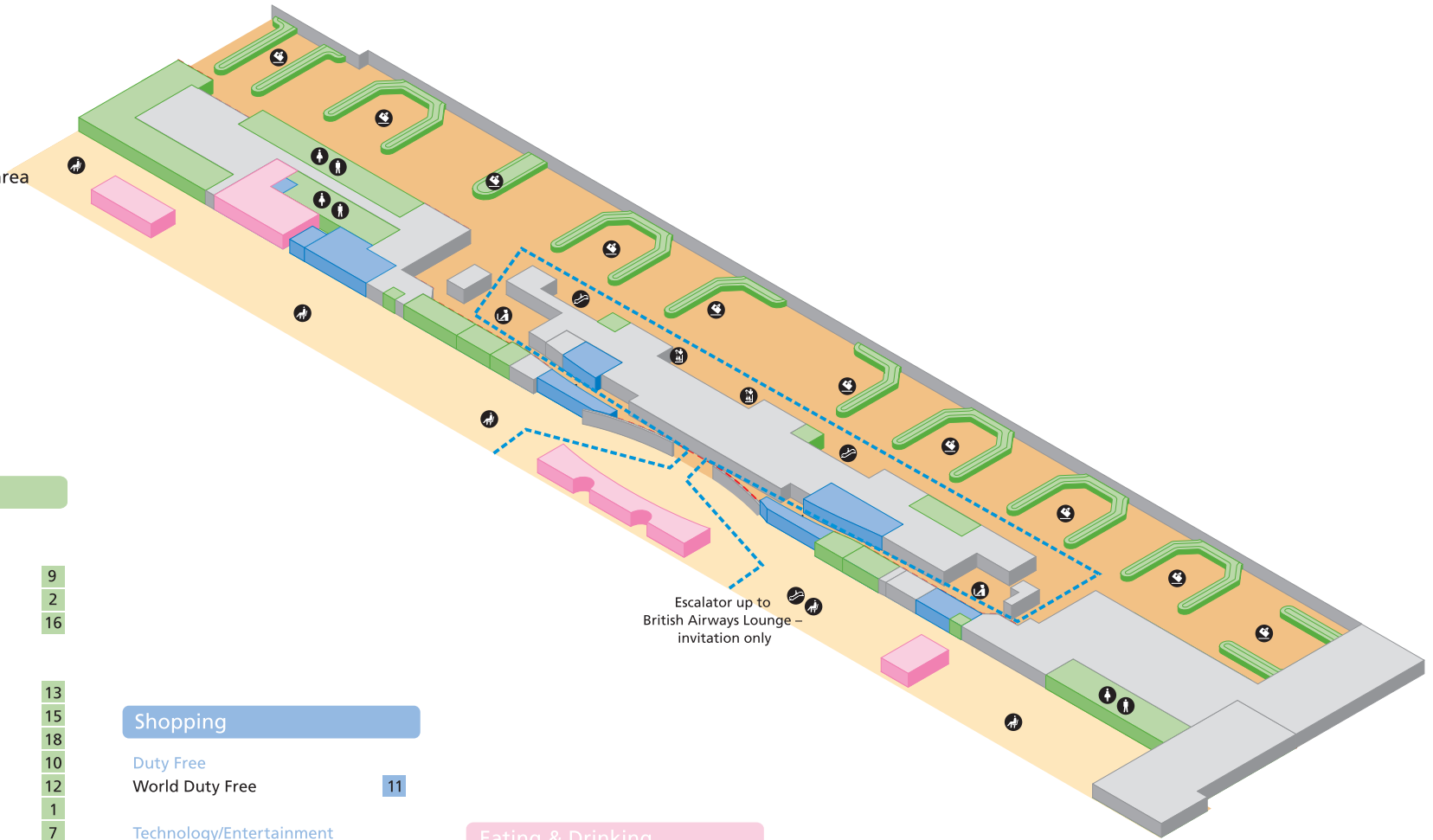


Terminal 5 – Ground Level

Shopping, eating and services

-  Public areas
-  Passenger areas
-  Before/After Security
-  Route to Charter coaches
-  Baggage Reclaim
-  Escalator
-  Lift
-  Passenger Lounge/Seating area
-  Security/Passport Control
-  Toilets – Female
-  Toilets – Male



British Hotel Reservation Centre
inc. Shop & Collect' Pick up Point

- 9
- 2
- 16

- 13
- 15
- 18
- 10
- 12
- 1
- 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 Uuice 3
- Krispy Kreme 19
- M&S Simply Food 4

Escalator up to
British Airways Lounge –
invitation only

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



Travel

Left Luggage
National Express

Currency & ATM
Thomas Cook
Thomas Cook
Thomas Cook – ATM
Travelex
Travelex
Travelex – ATM
Travelex – ATM