

AIRPORT GUIDE



HEATHROW TERMINAL 1

SILVER SHUTTLE



BEFORE YOU GO CHECKLIST

Airport transfer Silver Shuttle number

- PASSPORT AND VISAS
- CHECK-IN FOR YOUR FLIGHT
- PLUG ADAPTER
- MOBILE PHONE AND CHARGER
- SUN CREAM
- HOTEL INFORMATION
- SUNGLASSES
- CAMERA
- KEYS
- FOREIGN CURRENCY
- MEDICATION
- TRAVEL ITINERARY
- BAGGAGE ALLOWANCE
- HAND LUGGAGE





YOUR DEFINITIVE HEATHROW AIRPORT GUIDE

Heathrow handles more international passengers than any other airport in the world. Use our handy guide to help you navigate around the world's busiest airport.

HEATHROW AIRPORT TERMINAL 1

FACTS & FIGURES

Heathrow Airport

Terminal 1

M4, Junction 4 or M25, Junction 15
Centre of Heathrow
The Compass Centre
Nelson Road
Hounslow
Middlesex
TW6 1AP

Telephone: 0844 335 1801

heathrowairport.com

Number of airlines operating from Terminal 1:

22 airlines

Travel from Central London:

30mins – 1 hour, traffic depending

TOP 5 AIRLINES OPERATING FROM TERMINAL 1:

- British Airways
- Virgin Atlantic
- Aer Lingus
- Lufthansa
- Germanwings

SILVER SHUTTLE MEETING POINT

Where to meet our drivers Heathrow Terminal 1

International Arrivals

Meeting Point: Costa Coffee

Directions: When you exit the baggage hall, go directly left.

Domestic Arrivals

When you come out of the baggage hall, turn right and go right to the top of the escalator.



WHERE TO GO TERMINAL 1

Find where you want to be at the airport.

SHOPPING

BEFORE SECURITY

Boots

Your one-stop holiday shop for all your health and beauty essentials.

Open: 05:30 - 21:30

Excess Baggage Company

Last-minute travel accessories and bags plus a weighing and security wrapping service.

Open: 06:00 - 23:00

Rolling Luggage

Top brands of travel luggage and luggage accessories, including Samsonite, Tumi and Travelpro.

Open: 06:00 - 09:30

WHSmith

For all your journey essentials. Choose from best-selling books and magazines to finding something to keep the kids amused.

Open: 05:00 - 22:30

AFTER SECURITY

World Duty Free

Fantastic tax-free prices on duty-free alcohol and tobacco, fragrances, skincare and cosmetics, confectionery, sunglasses and watches.

Open: 05:30 - 22:00

DESIGNER

Barbour

Offering a wide selection of world-famous traditional wax jackets, knitwear, hats, boots and footwear.

Open: 06:00 - 22:00

Burberry

Timeless British label with a range of fashion pieces and accessories for men and women.

Open: 06:00 - 22:00

Harrods

London's most famous department store. Providing an exciting array of luxury products, Harrods strives to give all of its customers an exclusive experience.

Open: 06:00 - 22:00

Hugo Boss

This famous Italian label provides the latest collections for men from Hugo Boss black and green labels.

Open: 06:00 - 22:00

Thomas Pink

Britain's leading luxury shirtmaker offers a fantastic collection of shirts, ties and cufflinks, from the classic to the contemporary.

Open: 06:00 - 22:00



HIGH STREET

Fat Face

British company committed to quality accessories and apparel for those who embrace the outdoor life.

Open: 06:00 - 22:00

French Connection

Fashion-forward style at affordable prices.

Open: 06:00 - 22:00

Ted Baker

This high street fashion staple is known for its quirky British sense of humour, offering quality products with outstanding attention-to-detail.

Open: Open for all flights

Timberland

Finest waterproof leather boots, fleeces and jackets.

Open: 06:00 - 22:00

ACCESSORIES

Bally

Bally is globally recognised for its 'Swiss Made' quality and contemporary style. Pick from a wide range of shoes, bags, and accessories.

Open: 06:00 - 22:00

Collection

A wide range of designer brand fashion accessories at tax free prices. From Marc Jacobs bags to Tiffany sunglasses, Collection has it all.

Open: 06:00 - 22:00

Hamleys

The world's most famous toy store offers the latest must-have toys as well as the exclusive Hamleys Own Collection.

Open: 06:30 - 21:30

LK Bennett

British fashion house offering an elegant collection of shoes, clothes and accessories.

Open: 06:00 - 22:00

Longchamp

Luxury leather goods including fashion handbags, luggage and accessories.

Open: 06:00 - 22:00

Montblanc

Beautifully designed and crafted pens, pencils and accessories reflect the generations of expertise that have gone into their creation.

Open: 06:00 - 22:00

Tumi

Handbags, wallets, business cases and executive accessories.

Open: 06:00 - 22:00

BEAUTY

Boots

Your one-stop holiday shop for all your health and beauty essentials.

Open: 05:00 - 22:00





Cocoon

Try the latest innovative skin care products and pioneering brands from Dermalogica and Dr Sebagh to Dr Hauschka. You can also indulge yourself with a 15-minute facial in the Dermalogica treatment room.

Open: 06:00 - 22:00

EAT AND DRINK

BEFORE SECURITY

AMT Coffee

The first UK coffee company to commit to 100% fair-trade coffee and organic milk. As well as delicious hot drinks, the menu also features soups, paninis and smoothies.

Open: 05:45 - 21:30

Caffé Italia

This family-run chain features a delicious array of Italian treats, from stone-oven pizzas to pastas, paninis and wraps. It's also a popular stop for morning pastry and a cup of Italian coffee.

Open: 06:00 - 22:00

Café Rouge

Vintage Parisian style café offering an all-day brasserie menu from moules marinières to a quick croque monsieur.

Open: 06:00 - 22:00

Costa

Officially 'the nation's favourite coffee shop', enjoy a morning mocha latte with your pastry or sample from a wide selection of tasty food and beverages.

Open: 24 hours

The Skylark (Wetherspoon)

You can expect double-quick service and solid British pub food at this popular chain.

Open: 05:30 - 23:00

AFTER SECURITY

DINE IN STYLE

Caviar House & Prunier Seafood Bar

A familiar sight in airports worldwide, this seafood counter is a regular haunt for frequent fliers. Linger over a glass of champagne or if you're in a rush, pick up one of the takeout boxes.

Open: 07:00 - 21:00

FAMILY FAVOURITES

Est Caffe

The Italian kitchen turns out excellent pizzas as well as delicious pasta dishes. You can also grab a takeaway if you don't have time to stop.

Open: 04:30 - last departing flight

Giraffe

Family-friendly chain offering a catch-all global menu. You can also enjoy some great plane-spotting opportunities.

Open: 05:30 - last departing flight





ON THE GO

Caffè Nero

Good Italian coffee and tasty pastries and sandwiches.

Open: 05:30 – last departing flight

Costa

Officially 'the nation's favourite coffee shop', enjoy a morning granola with your mocha latte or grab a hot wrap and juice for lunch.

Open: 05:30 – last departing flight

Pret-a-Manger

Proper sandwiches free from additives and preservatives go alongside warming coffees and delicious smoothies.

Open: 04:00 – last departing flight

PUBS

Bridge Bar and Eating House

No-nonsense departure-lounge pub serves up your favourites like Stella Artois and Guinness as well as popular British dishes.

Open: 06:00 – last departing flight

Harlequin Alehouse & Eatery

Traditional English ale is high up the agenda in Terminal 1. Enjoy Old World wines and good honest English classics in comfy leather chairs.

Open: 06:00 – last departing flight

The Tin Goose

This slick pub with an unwavering commitment to good food and drinks is great for family and friends alike.

Open: 06:00 – last departing flight





FEEL LIKE A VIP

VIP lounges aren't just for first-class travellers. Book into one of Heathrow's airport lounges and enjoy some quiet time while you sink into a comfortable seat and relax before your flight.

Servisair Executive Lounge

Get your trip off to a flying start whether you're flying for business or pleasure. In our Executive Lounge, you'll enjoy service and hospitality before your flight including:

- Complimentary alcoholic and soft drinks, tea, coffee and snacks
- Internet and phone access
- Television, newspapers and magazines

Maximum stay of three hours.

Available for all ticket holders. Book ahead to save money.

[Book online](#)

Open: 05:15 – 22:15 everyday

Enjoy a Free Makeover

Try out one of the many beauty services available in World Duty Free. Whether it's a five-minute makeover at Bobbi Brown or a hand and arm massage at Jo Malone, Heathrow's award-winning specialists will make you feel like a star before you fly.

BUSINESS SERVICES

Internet access

Just because you're on the move doesn't mean you're out of touch. Use Heathrow's internet terminals or wireless broadband access to catch up on emails, do some research or just surf the web. Wi-Fi is available throughout Terminal 1. Choose Heathrow Wi-Fi and register to enjoy 45 free minutes.

Meetings

For groups of all sizes, meeting and conference facilities are available at [hotels near Heathrow Airport](#).

Order and Collect

Order that essential item online and collect it when you arrive at the airport. Visit [Heathrow Boutique](#) or call 0800 678 5324 for more information.





MONEY

Whether you need to get out some cash or change your currency, you can do it all at Heathrow Airport.

Cash machines

Cash machines are freely available both before and after security and accept most UK bank and building society cards. Some cards may incur a charge.

Currency

You'll get a better rate if you exchange your currency before you get to the airport. Pre-order with [Travelex](#) before you fly and pick it up at the airport.

Benefits include:

- 0% commission
- Competitive exchange rates
- Four hour pick-up on Euros, Dollars and Travelex prepaid currency cards
- Earn one Heathrow Reward point with every £10 you exchange

Make sure you book more than 24 hours in advance. Call 0845 872 7627 for more information.

Alternatively, you can exchange all your cash in one go when you are at the airport.

Location: Before Security

Open: 05:00 - 20:00

Location: After Security

Open: 05:00 - 22:00

LOST PROPERTY

Left Baggage

There are left luggage storage facilities in each terminal at Heathrow Airport. Baggage and luggage items can be stored for a few hours or up to 90 days.

Left luggage services are operated by the Excess Baggage Company. For more information you can visit their [website](#).

Telephone: 020 8759 3344

Email: heathrow@excess-baggage.com

Left luggage incurs a fee. Please see Heathrow's [website](#) for more information.

Items lost at the airport

If you've lost possessions at the airport, you can use Heathrow's missing property service [missingx.com](#). Everything handed in is put onto their database, which you can search to see if your property has been found. All unclaimed property found is kept for three months.

Open: 07:00 - 19:00 every day

Telephone: 0844 824 3115 (UK) 0208 634 4130 (International)

Website: missingx.com

Items lost on the plane

If you have lost any property on board an aircraft, you should contact your airline directly. Click here for Heathrow Airport's [Airline contact details](#).

Alternatively, you can look online at [missingx.com](#).



THINGS TO DO AT THE AIRPORT

Have fun and enjoy your time while you wait.

Go people-watching

Airports are the best place to spot a celebrity or just watch the people go by. Find a café or grab a bite to eat and study the crowds while you relax.

Bag a duty-free bargain

World Duty Free is your one-stop shop for discounted fragrances, gifts, alcohol, and more. If you found something you like but don't want to take it on holiday, you can use the free Shop & Collect service. Simply buy before you fly and pick up your purchases when you return.

Get a free makeover

Before you board your flight, pamper yourself with a complimentary beauty service at World Duty Free. Enjoy a 5-minute makeover at Bobbi Brown or a hand and arm massage at Jo Malone.

Heathrow's award-winning specialists will make you feel like a star.

Find out about all the beauty services available [here](#).

Open: 06:00 – 21:30

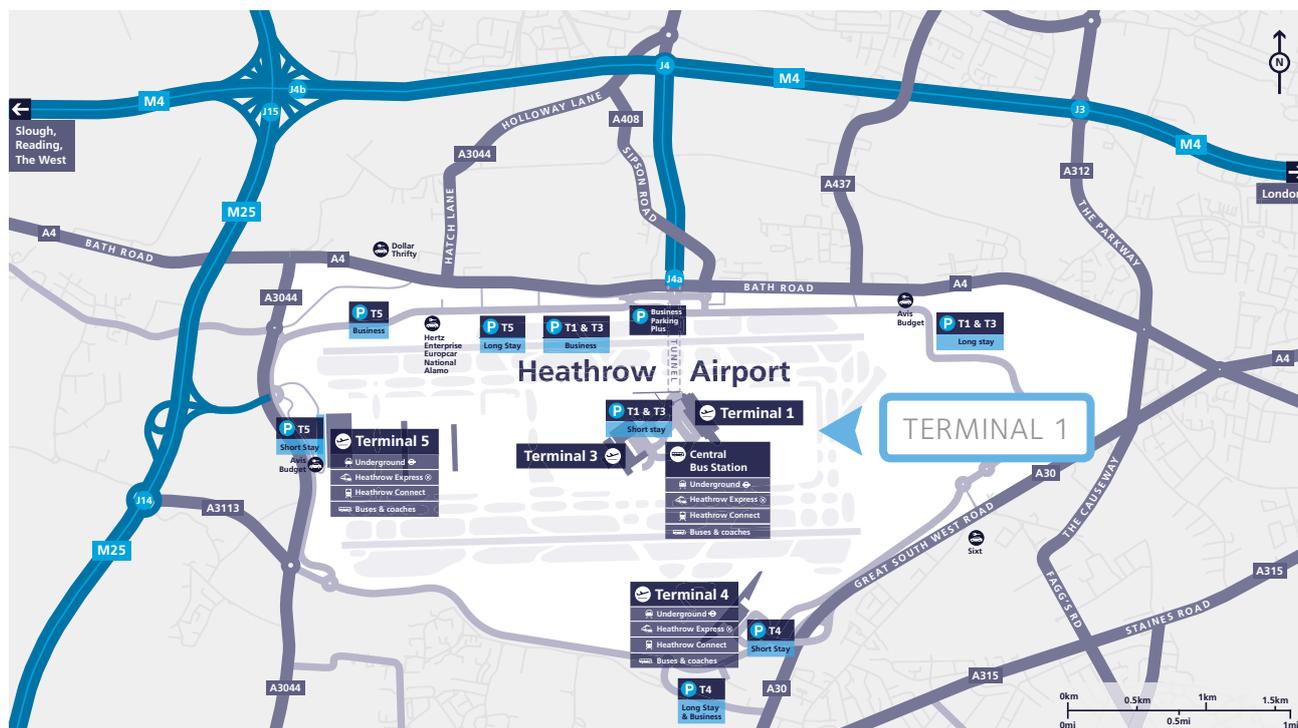
Runway views

If you enjoy watching all the action on the runways, here are some of the best places to sit back and enjoy the view. Grab a pint in The Tin Goose, or sit back with a coffee at Caffé Nero or Costa.





MAP



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