

# AIRPORT GUIDE



HEATHROW TERMINAL 3





# 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 3

### FACTS & FIGURES

#### Heathrow Airport

##### Terminal 3

M4, Junction 4 or M25, Junction 15

Centre of Heathrow

The Compass Centre

Nelson Road

Hounslow

Middlesex

TW6 1QG

**Telephone:** 0844 335 1801

[heathrowairport.com](http://heathrowairport.com)

**Number of airlines operating from Terminal 3:**

26 airlines

**Travel from Central London:**

30mins - 1 hour, traffic depending

#### TOP 5 AIRLINES OPERATING FROM TERMINAL 3:

- Air Canada
- American Airlines
- British Airways
- SAS - Scandinavian Airlines
- Virgin Atlantic

## SILVER SHUTTLE MEETING POINT

#### Where to meet our drivers Heathrow Terminal 3

##### International Arrivals

Meeting Point: Marks and Spencer Simply Food shop

Directions: Immediately on the left hand side as you exit the baggage hall.



# WHERE TO GO TERMINAL 3

Find where you want to be at the airport.

## SHOPPING

### BEFORE SECURITY

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#### **Boots**

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

Open: 06:00 – 22:00

#### **Glorious Britain**

Quintessentially British gifts and souvenirs.

Open: 05:30 – last departing flight

#### **Post Office**

Get all your stamps and post sorted before you travel.

Open: Mon – Sat 09:00 – 17:30; Sunday 09:00 – 13:00

#### **Rolling Luggage**

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

Open: 06:00 – 22:00

#### **Tie Rack**

Essential and stylish accessories for business and leisure shoppers.

Open: 06:00 – 22:00

#### **WHSmith**

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

Open: 06:00 – 22:30

### AFTER SECURITY

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#### **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

#### **Burberry**

Timeless British label with a range of fashion pieces and accessories for men and women. You can also visit the Burberry Watches store, located adjacent to Harrods.

Open: 06:00 – 22:00

#### **Chanel**

Exclusive fragrances and beauty products.

Open: 07:00 – 22:00

#### **Gucci**

Cutting edge fashion from the eponymous Italian fashion label.

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

### **Hermes**

See the finest silk scarves and ties alongside a beautiful collection of leather bags and accessories.

Open: 06:00 - 22:00

### **Miu Miu**

Ready-to-wear, handbags and accessories.

Open: 06:00 - 22:00

### **Mulberry**

British design company renowned for its craftsmanship and quality.

Open: 06:00 - 22:00

### **Ralph Lauren**

Style for any occasion.

Open: 06:00 - 22:00 (in Harrods)

## **HIGH STREET**

### **Cath Kidston**

Vintage and kitsch prints for an everyday English countryside feel. Choose from travel accessories, kitchenware and clothes.

Open: 06:00 - 22:00

### **Kurt Geiger**

The UK's premier retailer of luxury shoes and accessories.

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: 06:00 - 21:30

### **Zara**

Modern fashion for women.

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

### **Bulgari**

Choose from a range of watches and fine jewellery as well as leather goods and accessories from the luxury Italian jeweller.

Open: 06:00 - 22:00

### **Cartier**

Exceptional jewellery and watch collections, as well as a complete range of exquisite leather, elegant pens and inspired clocks.

Open: 06:00 - 22:00 (in Harrods)

### **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

## BEAUTY

### Boots

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

Open: 05:00 – 22:00

### Jo Malone

A unique collection of colognes, bath products, candles and beauty products.

Open: 06:00 – 22:00

### MAC

Quality skincare and cosmetics.

Open: 06:00 – 22:00

# EAT AND DRINK



## BEFORE SECURITY

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### 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: Open 24 hours

### Caffé Italia

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

Open: 06:00 – last departing flight

### 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

### Krispy Kreme

Delicious donuts and warming coffees.

Open: 06:00 – 22:00

### Leon

Hip, health-conscious chain with comfy leather armchairs, folksy soundtrack and cheery staff.

Open: 05:00 – 22:00

### The Three Bells

You won't find many pubs with fresh flowers, vintage sofas and seasonal cocktail menus. Breakfast can be muesli or eggs benedict, while of course there is the usual selection of beer, wines and pub food. Kids are welcome and there are screens for sports events.

Open: 06:30 – last departing flight





## AFTER SECURITY

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### 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

#### **Oriel French Restaurant and Bar**

A contender for Heathrow's most stylish eatery, this grande brasserie brings art deco elegance to the departure lounge.

Open: 06:00 – last departing flight

#### **Rhubarb British Restaurant and Bar**

All-day British-style brasserie. Pick from pea & mint tortellini or a man-size bowl of British beef chilli.

Open: 06:00 – last departing flight

### FAMILY FAVOURITES

#### **Bridge Bar & Eating House**

The clean-cut bar is popular with chicken with groups looking to meet for a pre-flight pint, while the comfier back section will suit families looking for a bite to eat.

Open: 05:30 – last departing flight

#### **Strada**

Reliable Italian food chain based on good quality family-friendly favourites.

Open: 06:00 – last departing flight

#### **YO! Sushi**

Fresh Japanese food comes thick and fast at this pioneering conveyor-belt sushi chain.

Open: 06:00 – 22:00

### ON THE GO

#### **Caffè Italia Pronto**

Quick-service Italian restaurant serving paninis, salads, coffee and cake.

Open: 06:00 – 2:00

#### **EAT**

British family-owned chain has wealth of delicious hot and cold snacks, perfect for a pre-flight nibble.

Open: 05:00 – 21:00

#### **Starbucks**

Enjoy an espresso-based latte, mocha or hot chocolate with a tasty muffin from the global coffee chain.

Open: 05:30 – 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

Open: 05:45 – 22:00 everyday

Maximum stay of three hours.

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

[Book online.](#)

## **No.1 Traveller Lounge & Spa - Terminal 3**

Relax and enjoy the views across the airport or experience the lounge's range of add-ons. For £5 per person, enjoy a glass of champagne or tailor-made cocktail, a massage, facial or manicure, or add extra time to your lounge visit. Appointments should be made in advance for spa treatments.

Complimentary food and drink are available.

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

Open: 04:30 – 22:30 everyday

Telephone: 0208 283 1490

[Book online](#)

## **REST AND RELAX**

### **Bedrooms**

Bedrooms are ideal for passengers connecting through Terminal 3 with at least three hours between flights. Opposite the No.1 Traveller Lounge, choose from twin or single rooms, which feature ensuite shower rooms. Rooms also feature internet access, TV and small desk area.

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

Open: 06:00 – 22:30

Minimum stay three hours. Overnight stays not permitted.

[Book online](#)

### **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 3. 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](#)







# 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 points 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 - 22:00

## 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](mailto: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](http://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 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**

Enjoy views across the airport while enjoying the facilities of the No.1 Traveller Lounge & Spa.





# MAP



## Heathrow Airport

### Terminal 3

M4, Junction 4 or M25, Junction 15

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The Compass Centre

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