

AIRPORT GUIDE



HEATHROW TERMINAL 4





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 4

AIRPORT FACTS & FIGURES

Heathrow Airport

Terminal 4

M4, Junction 4b or M25, Junction 14
South Heathrow
The Compass Centre
Nelson Road
Hounslow
Middlesex
TW6 3XA

Telephone: 0844 335 1801

heathrowairport.com

Number of airlines operating from Terminal 4:

37 airlines

Travel from Central London:

30mins – 1 hour, traffic depending

TOP 5 AIRLINES OPERATING FROM TERMINAL 4:

- Air France
- Air India
- Delta
- KLM Royal Dutch Airlines
- United Airlines

SILVER SHUTTLE MEETING POINT

Where to meet our drivers Heathrow Terminal 4

International Arrivals

Meeting Point: At the centre of the large Costa Coffee.

Directions: Follow the corridor that runs the length of the arrivals barrier, directly opposite the exit from baggage hall.



WHERE TO GO

Find where you want to be at the airport

SHOPPING

BEFORE SECURITY

Rolling Luggage

Top brands of travel luggage and luggage accessories, including Samsonite, Tumi and Travelpro.
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: 04:30 - 23:00

AFTER SECURITY

World Duty Free

Fantastic tax-free prices on duty-free alcohol and tobacco, fragrances, skincare and cosmetics, confectionery, sunglasses and watches.
Open: 05:00 - last departing flight

DESIGNER

Alexander McQueen

Beautiful and specially selected collections across women's and men's luxury ready-to-wear and accessories.
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

Dunhill

Formal and casual menswear and handcrafted leather goods as well as fine men's jewellery and accessories.
Open: 06:00 - 22:00 (in Harrods)

Ermenegildo Zegna

A world leader in elegant men's clothing.
Open: 06:00 - 22:00 (in Harrods)

Gucci

Cutting edge fashion from the eponymous Italian fashion label.
Open: 06:00 - 22:00

Hackett

Classic British clothing and accessories brand, which caters for the head-to-toe needs of men of all ages.
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

Michael Kors

American designer offering luxe tailoring, bags, accessories and fashion.

Open: 06:00 – 22:00 (in Harrods)

Salvatore Ferragamo

Fine leather shoes, handbags and accessories. Silk scarves, ties and men and women's ready-to-wear.

Open: 06:00 – 22:00 (in Harrods)

HIGH STREET

Cath Kidston

Vintage and kitsch prints for an English countryside vibe. Browse bed linen, accessories and women and kids' wear.

Open: 06:00 – 22:00

Folli Follie

Provides affordable luxury that is both fun and versatile for trend-conscious women worldwide.

Open: 06:00 – 22:00

LK Bennett

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

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

Swarovski

The world leader in crystal brings you the latest in glamour and innovation in jewellery.

Open: 06:00 – 22:00

Valentino

Timeless classics from the world famous Italian fashion house.

Open: 06:00 – 22:00 (in Harrods)





BEAUTY

Beauty Studio

The very best in beauty essentials and luxury treatments from Mac to L'Occitane.

Open: 06:00 - 22:00

Boots

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

Open: 05:30 - 22:00

Jo Malone

Offering a unique collection of colognes, bath oils, body lotions and candles.

Open: 06:00 - 22:00

Rituals

Inspiring products for the care of your body and home.

Open: 06:00 - 22:00





EAT AND DRINK

BEFORE SECURITY

Caffè Nero

Good Italian coffee and Mediterranean-style food are the focus of this crowd-pleasing chain.

Open: Open 24 hours

Café Rouge

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

Open: 05:00 - 22:00

The Windsor Castle (Wetherspoon)

Solid British classics feature at this well-known chain so sit back and enjoy a pint and a burger before you fly.

Open: 06:00 - 23:00

AFTER SECURITY

Bridge Bar and Eating House

The clean-cut bar area is a popular spot for groups to meet for a pre-flight pint, while the comfy back section will suit passengers looking for a quick bite to eat.

Open: 06:00 - last departing flight

Café Apostrophe

You can't miss the hot-pink branding of this pastry-loaded Scandi coffee shop. Offering freshly baked breads and creamy cappuccinos as well as hearty soups and stews.

Open: 05:00 - 21:00

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: 09:00 - 21:00

Costa

Officially 'the nation's favourite coffee shop', grab a hot chocolate or coffee on the go or sit down for a bite to eat.

Open: 05:30 - last departing flight

Dining Street Restaurant

British-focussed restaurant caters to all types. Solo travellers can pull up a stool at the bar while the spacious dining area appeals to family and groups alike. Halal meat also served.

Open: 05:00 - last departing flight

Pret-a-Manger

Proper sandwiches free from additives and preservatives go hand-in-hand with frothy cappuccinos and quality juices.

Open: 06:00 - 21:00





FEEL LIKE A VIP

The VIP treatment isn't just for first-class travellers. Whether you're looking for a relaxing massage treatment or some quiet time, it's all available at Heathrow.

YOTEL CABIN HOTEL

Terminal 4

Relax in one of 32 next-generation cabins with ensuite bathrooms, free internet access and "techno wall" entertainment systems. Choose from premium or standard rooms. Prices start from £25 for four hours or £56 for overnight.

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

Telephone: 020 7100 1100

Website: yotel.com

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 4. 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 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: 04:30 - 22:45

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

Costa Coffee offers particularly great views of the airport. You can also enjoy prime airport-watching at many of the gate seating areas.

Location: After security

Opening hours: 05:30 – last departing flight

Yotel cabin hotel

Terminal 4

Relax in one of 32 next-generation cabins with ensuite bathrooms, free internet access and “techno wall” entertainment systems. Choose from premium or standard rooms. Prices start from £25 for four hours or £56 for overnight.

Telephone: 020 7100 1100

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