

# AIRPORT GUIDE



HEATHROW TERMINAL 5

**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

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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 5

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### FACTS & FIGURES

#### **Heathrow Airport**

##### **Terminal 5**

M4, Junction 4b or M25, Junction 14  
Western Perimeter Road  
The Compass Centre  
Nelson Road  
Hounslow  
Middlesex  
TW6 2GA

**Telephone:** 0844 335 1801

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

#### **Number of airlines operating from Terminal 5:**

2 airlines

#### **Travel from Central London:**

30mins – 1 hour, traffic depending

#### TOP AIRLINES OPERATING FROM TERMINAL 5:

- Terminal 5 is used exclusively by British Airways and Iberia

## SILVER SHUTTLE MEETING POINT

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#### **Where to meet our drivers Heathrow Terminal 5**

##### **International Arrivals**

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

Directions: That runs the length of the arrivals barrier directly opposite the exit from baggage hall.

##### **Domestic Arrivals**

Meeting Point: At the Marks & Spencer Simply Food shop.

Directions: On left hand side as you exit baggage hall.





# WHERE TO GO TERMINAL 5

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: 05:30 – 22:00

#### **Rolling Luggage**

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

Open: 05:30 – last departing flight

#### **Vodafone**

Offering a wide range of the latest and most exclusive phones and accessories for business and leisure travellers.

Open: 07:00 – 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: 05:30 – last departing flight

### 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 – last departing flight

### DESIGNER

#### **Burberry**

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

Open: 05:30 – 22:00

#### **Gucci**

Cutting edge fashion from the eponymous Italian fashion label.

Open: 05:30 – 22:00

#### **Hackett**

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

Open: 05:30 – 22:00

#### **Harrods**

London's most famous department store provides an exciting array of luxury products.

Open: 06:00 – 22:00

#### **Paul Smith**

A unique store from the celebrated British designer. Offers unique travel-related products as well as womenswear and menswear.

Open: 05:30 – 22:00

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### **Prada**

The great Italian fashion house has its first airport store in Europe and the US at Heathrow Terminal 5.

Open: 05:30 – 22:00

## **HIGH STREET**

### **Cath Kidston**

Vintage and kitsch products, from china and bed linen to women and kid's wear.

Open: 05:30 – 22:00

### **Kurt Geiger**

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

Open: 05:30 – 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: 05:30 – 22:00

### **Thomas Pink**

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

Open: 05:30 – 21:30

## **ACCESSORIES**

### **Bulgari**

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

Open: 05:30 – 22:00

### **Cartier**

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

Open: 05:30 – 22:00 (in Harrods)

### **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: 05:30 – 22:00

### **Dior**

The Christian Dior boutique houses a complete accessories collection, ranging from handbags to shoes and fine jewellery.

Open: 05:30 – 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: 05:30 – 22:00

### **Montblanc**

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

Open: 05:30 – 22:00

### **Smythson**

The world's foremost stationer, established in Bond Street in 1887.

Open: 06:00 – 22:00





### **Tiffany & Co.**

The boutique houses fine jewellery and engagement rings as well as watches and accessories.

Open: 05:30 – 21:30

## **BEAUTY**

### **Boots**

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

Open: 05:30 – 22:00

### **Chanel**

Top quality beauty products and fragrances from the eponymous French house.

Open: 05:30 – 22:00

### **Dolce & Gabbana**

Perfume and cosmetics from the Italian fashion brand.

Open: 05:30 – 11:00

# EAT AND DRINK



## **BEFORE SECURITY**

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### **Caffè Nero**

Serving Italian coffees, pastries and Mediterranean-style sandwiches.

Open: 05:30 – last departing flight

### **Carluccio's**

Popular Italian chain, perfect for a quick snack or leisurely meal with family and friends.

Open: 05:30 – 22:30

### **The Five Tuns**

Terminal 5's only pub before security. Serving hearty food and honest ales.

Open: 05:30 – 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: 06:30 – 21:30

#### **Gordon Ramsay Plane Food**

Pitch up for a cocktail on the marble-topped bar or settle in for European dishes at this popular Heathrow eatery.

Open: 05:30 – last departing flight

#### **V Bar**

Tapas is the stand-out speciality on the Mediterranean-inspired menu. Enjoy with delicious cocktails or smoothies.

Open: 05:30 – last departing flight

### **FAMILY FAVOURITES**

#### **Giraffe**

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

Open: 05:15 – last departing flight





### **Huxleys Restaurant & Bar**

Gastropub serving hearty all-day breakfasts, British classics and delicious ales. Also a popular spot for sports events.

Open: 05:30 – last departing flight

### **Wagamama**

Quickfire bowls of Japanese food served by friendly staff.

Open: 05:30 – last departing flight

## **ON THE GO**

### **FRAE**

FRAE yoghurt is swirled lovingly with real dairy and topped with juicy seasonal fruit toppings.

Open: 06:00 – last departing flight

### **Itsu**

Popular London-based sushi bar serving up beautifully presented boxes of sushi, sashimi, wraps and salads.

Open: 05:30 – last departing flight

### **Starbucks**

Espressos, cappuccinos and mochas to pick-you-up at this global coffee giant.

Open: 05:30 – last departing flight

## **ON A BUDGET**

### **EAT**

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

Open: 05:30 – last departing flight

### **Pret-A-Manger**

Proper sandwiches without the chemicals and additives. Enjoy with a delicious coffee or smoothie.

Open: 05:00 – last departing flight

### **The Crown Rivers (Wetherspoon)**

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

Open: 05:30 – last departing flight





# FEEL LIKE A VIP

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

## BE RELAX SPA

### Terminal 5B

Stop off at spa specialist Be Relax and enjoy beauty and wellbeing treatments from massage and manicures to aroma and oxygen therapy. Book in advance or pop in.

### Be Relax Classic

In the main terminal you'll find Be Relax Classic, offering seated massages, manicures, oxygen therapy and aromatherapy.

Be Relax Spa and Be Relax Class are available for all ticket holders.

Book ahead to save money.

Telephone: 020 8283 6387

### 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 5. 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.

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.

## **T5 Gallery**

One of the first art spaces in an international airport, the T5 Gallery fits in perfectly as a hub of international art and culture. Featuring artwork from international emerging artists and monumental sculpture at the core of the space, the T5 Gallery is truly inspirational. The gallery offers a commission service, accommodating to all your artistic needs.

Open: Everyday from 8am to 8pm.

## **Surf the Web**

Catch up on your emails, finish off some work or just browse the net for fun. Free Wi-Fi is available throughout the terminal for 60 minutes each day if you register your device. You can connect right from your seat in the departure lounge or use Spectrum Interactive's internet kiosks, available 24 hours a day.

## **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

## **Have your shoes shined**

Make sure your footwear is looking its best by stopping off at National Shoeshine.

Location: After Security

## **Runway views**

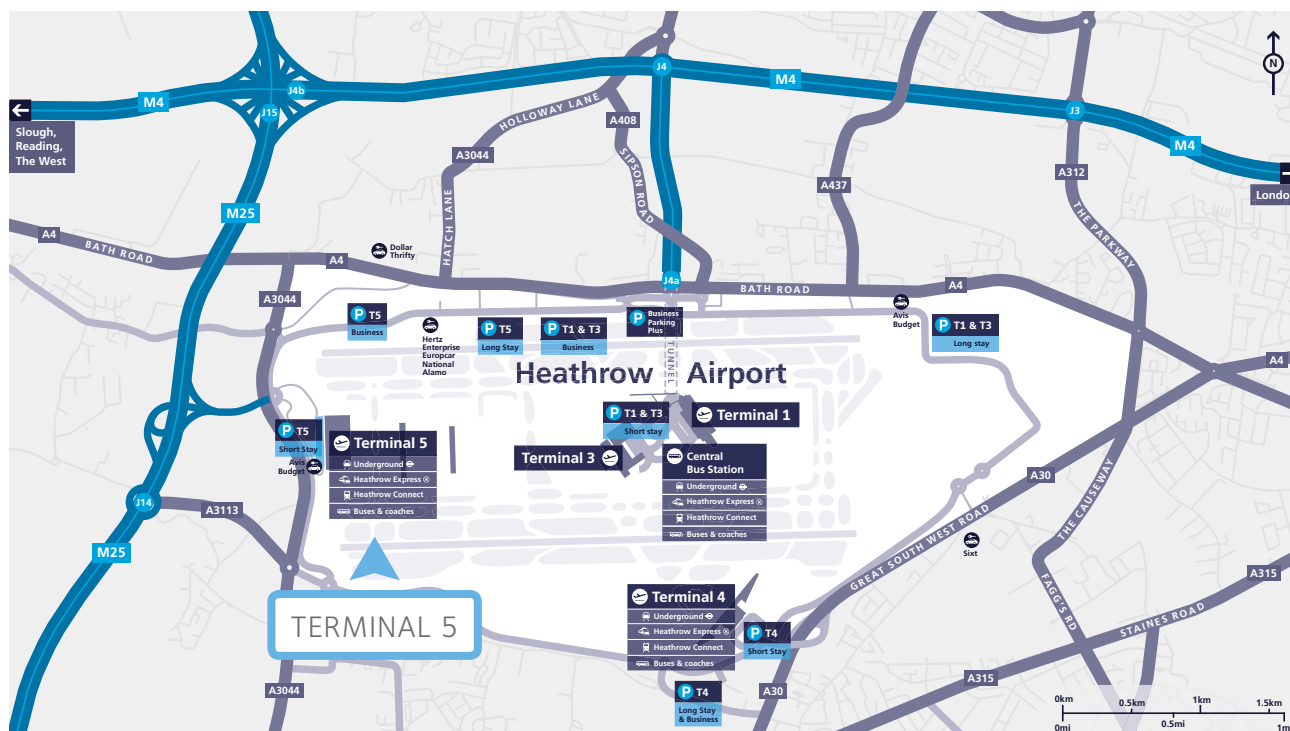
Gordon Ramsay Plane Food offers particularly great views of the airport. Indulge with a cocktail at the marble-topped bar or sample from a range of mouth-watering European dishes while taking in the best vantage points from terminal 5.

Location: After security

Open: 05:30 - last departing flight



# MAP



## Heathrow Airport

### Terminal 5

M4, Junction 4b or M25, Junction 14

Western Perimeter Road

The Compass Centre

Nelson Road

Hounslow

Middlesex

TW6 2GA

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