

# AIRPORT GUIDE



STANSTED

**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 STANSTED AIRPORT GUIDE

Stansted is London's third busiest airport serving over 17.5 million passengers a year. Navigating around the airport can feel like a maze at times, especially when you're up against a crowd of equally busy people. Use our handy guide to locate the places you want.

## STANSTED AIRPORT FACTS & FIGURES

### **Stansted Airport**

Enterprise House  
Bassingbourn Road  
Essex  
United Kingdom  
CM24 1QW  
Telephone: 0844 335 1803  
[stanstedairport.com](http://stanstedairport.com)

### **Top destinations:**

- Dublin
- Alicante (Spain)
- Malaga (Spain)
- Rome (Italy)

### **Most popular country:**

Spain.

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

55 – 80 minutes, traffic-dependent.

### TOP 5 AIRLINES OPERATING OUT OF STANSTED

- EasyJet
- Ryanair
- Pegasus Airlines
- Thomas Cook Airlines
- Thomson Airways

## SILVER SHUTTLE MEETING POINT

### **Where to meet our drivers**

Meeting Point: Costa Coffee

Directions: Turn right after exiting from arrivals. Costa Coffee is located opposite the Airport Information desk in the corner.



# WHERE TO GO

Find where you want to be at the airport

# SHOPPING

## BEFORE SECURITY

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### **Dixons Travel**

Dixons Travel claims it will beat the internet on prices for all Apple products. Select from the latest gadgets from tablets, laptops, cameras and headphones.

Open: 05:00 - 21:30 (Apr - Oct) 04:30 - 21:30 (Nov - Mar)

### **Spectrum Interactive**

Internet kiosks are available before and after security at Stansted Airport. Pay online with your credit card or by coin (sterling or euro) at the kiosk. Public printing service also available.

Open: 24 hours (Check-in Zones A, D, H)

### **Tie Rack**

Pick from a selection of fashionable and innovative silk ties, scarves and accessories.

Open: 05:00 - 21:30 (Apr - Mar) 04:30 - 21:00 (Nov - Mar)

### **Rolling Luggage**

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

Open: 04:30 - 21:30

### **WHSmith**

For convenience on the move visit WHSmith for all your journey essentials. Choose from best-selling books, news and magazines to finding something to keep the kids amused.

Open: 04:00 - 22:00

## AFTER SECURITY

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### **Accessorize**

From bags to jewellery to flip flops, whatever trinkets and accessories you're looking for, you're in the right place.

Open: 04:00 - 22:00

Telephone: 01279 680 782

### **Mulberry**

Coveting the latest designer handbag? Then British brand Mulberry is where you need to be. The label is renowned for great quality and standout design.

Open: 04:00 - 22:00

Telephone: 01279 661 942

### **Sunglass Hut**

Whether you forgot to pack your sunnies or fancy a shiny new pair for your holiday, from classic aviators to the latest designer frames, you're guaranteed to find what you're looking for.

Open: 04:30 - 22:00 (April - Oct) 04:30 - 21:30 (Nov-Mar)

Telephone: 01279 661 366

### **Swarovski**

The world leader in cut crystal brings you the latest in crystal glamour and innovation in fashion



jewellery, gifts, home accessories and collectibles.

Open: Open for all flights

Telephone: 01279 661 023

## BEAUTY

### Body Shop

Choose from luxurious body butters, soothing face creams and the latest lipsticks at The Body Shop.

All products are 100% vegetarian and cruelty-free.

Open: 04:30 - 22:00 (Apr-Oct) 04:30 - 21:30 (Nov-Mar)

Telephone: 01279 680 409

### Boots

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

Open: 04:00 - 22:00

Telephone: 01279 681 446

### Rituals

Rituals offers high quality luxury goods ranging from body and facial care, to organic cotton ware, scented candles, perfumes, gemstone make-up and tea.

Open: 04:00 - 22:00

Telephone: 01279 661 831

# EAT AND DRINK



## BEFORE SECURITY

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### Burger King

This popular fast-food restaurant dishes up flame-grilled burgers, fries, soft drinks and children's meals.

Open: 24 hours

### Crêpeaffaire

Enjoy a freshly baked savoury or sweet crepe for breakfast, lunch or dinner. All crepes are made with organic flour and natural ingredients.

Open: 04:30 - 21:30

### Gourmet Hotdog

Hotdogs go gourmet! Using natural ingredients you can choose to have your dog in a bun, a wrap or chopped over salad.

Open: 24 hours

### Joes Coffee House

Enjoy a great coffee or fruit juice and choose from a range of sandwiches, salads and soups.

Open: 04:30 - 21:30

### Pret A Manger

Creating handmade, natural food, enjoy a delicious hot wrap or tasty handmade sandwich with your coffee.

Open: 05:00 - 21:30 (Apr - Oct) 03:00 - 22:00 (Nov - Mar)





## AFTER SECURITY

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### FAMILY FAVOURITES

#### **Frankie & Benny's**

This family-friendly restaurant and bar has a charming New York Italian theme. Be transported back to 1950s America with cool booth seating and open kitchen.

Open: 04:00 - Last Departing Flight

#### **F&B's Deli**

Bright, bustling and friendly, F&B's Express offers American and Italian favourites in a grab and go setting.

Open: 04:00 - 23:00

### ON THE GO

#### **YamYamToGo**

This authentic Chinese and Thai diner mixes great taste with fast service. Each dish is served in a carton with noodles or rice.

Open: 04:30 - Last Departing Flight

#### **Yo Sushi**

A conveyor belt sushi bar, choose from over 80 Japanese inspired items before your flight.

Open: 04:00 - Last Departing Flight

### GRAB A DRINK

#### **Bridge Bar and Eating House**

Offering a full range of refreshing drinks and traditional and contemporary dishes. All served swiftly in a relaxing atmosphere.

Open: 04:00 - 23:00

#### **The Windmill**

A relaxing, children-friendly pub offering the exceptional value you expect from Wetherspoon.

Open: 04:00 - Last Departing Flight

### CAFES

#### **Pret a Manger**

Creating handmade, natural food, enjoy a delicious hot wrap or tasty handmade sandwich with your coffee.

Open: 04:00 - Last Departing Flight

#### **Starbucks**

This iconic favourite serves up a fine range of freshly roasted coffees, Italian-style espressos and ice-blended drinks as well as a range of tasty snacks.

Open: 24 hours





## FEEL LIKE A VIP

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

### **The No.1 Lounges**

The No.1 Traveller Lounges are located at Gate 16 and Gate 49. Truly a haven away from the hustle and bustle of the airport, you can enjoy:

- Complimentary alcoholic, hot and soft drinks
- A selection of freshly-prepared dishes and snacks
- Complimentary WIFI, newspapers, TV and games
- Stunning panoramic views and full table service

### **Servisair Lounge**

Get your trip off to the right start and book yourself in to Servisair Lounges at Stansted Airport. Enjoy the luxury of peaceful surroundings and complimentary amenities including:

- Alcoholic and soft drinks
- Internet access
- Air conditioning
- Newspapers and magazines
- Television and telephone

The lounge is only accessible to international flights departing from Gates 1-39.

Open: 05:15 - 21:00 everyday

### **Location: Airside**

Lounges are available for all international ticket holders. Book in advance to save money.

*For lounge bookings, call Stansted Airport on 0844 264 6440.*

## MEETING ROOMS

Meeting and conference facilities are available at Stansted Airport and nearby hotels.

### **Hilton London Stansted Airport**

Situated within the airport perimeter, the hotel provides 16 meeting and conference rooms accommodating anything from 2 to 250 people. Its business centre provides full secretarial and communications support.

To book your meeting room or event, call 01279 680 800 or visit the [Hilton London Stansted website](#)

Open: 08:00 - 19:00 Mon - Fri

### **Radisson Blu Hotel London Stansted Airport**

A two-minute walk from the terminal, the hotel offers 26 event and meeting rooms for anything up to 400 delegates. Facilities include full wireless internet access, videoconferencing and fully equipped business centre.

For details call 01279 661 012 or visit the [Radisson Blu website](#)

### **United Business Centre**

The United Business Centre at Endeavour House is a short drive from the terminal and close to Junction 8a of the M11 motorway.

It has meeting rooms for up to 30 delegates, complete with broadband internet access, telephones, fax and full secretarial support.

A courtesy car can be provided to collect delegates from the airport if requested.



For more information or to book, call 0800 169 9822 or visit the [United Business Centres website](#).

Open: 08:00 – 18:00 Mon – Fri

## MONEY

Whether you need to get out some cash or change your currency, you can do it all at Stansted 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 your money before you fly and pick it up at the airport.

Benefits include:

- 0% commission
- Competitive exchange rates
- Over 50 currencies available
- Pay by debit or credit card

Make sure you book more than 24 hours in advance. You can order your currency online at [moneycorp.com](#) or call 01279 681 833.

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

### **Location: After Security**

Open: 04:00 – last departing flight (Bureau); 04:30 – 22:00 (Bureau Tower)

### **Location: Stansted, Arrivals**

Open: All Arriving Flights

### **Location: Stansted, Baggage Reclaim hall**

Open: All Arriving Flights

## LOST PROPERTY

### **Left Baggage**

The left baggage desk is situated at the Airport services desk, International arrivals landside concourse.

Open: 24 hours

Telephone: 0844 824 3109

Email: [stn.leftluggage@bagport.co.uk](mailto:stn.leftluggage@bagport.co.uk)

### **Items lost in the airport**

The Lost Property service

Open: 13:00 – 17:00 every day

Telephone: 0844 824 3109

Email: [stn.leftluggage@bagport.co.uk](mailto:stn.leftluggage@bagport.co.uk)

### **Items lost on the plane**

If you have lost any property on board an aircraft, you should contact your airline directly.

[Airline contact details](#)





# 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.

## **Play a game**

The Voyager Entertainment centre has a range of video games ideal for all ages.  
Location: Branches before and after security.

## **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.

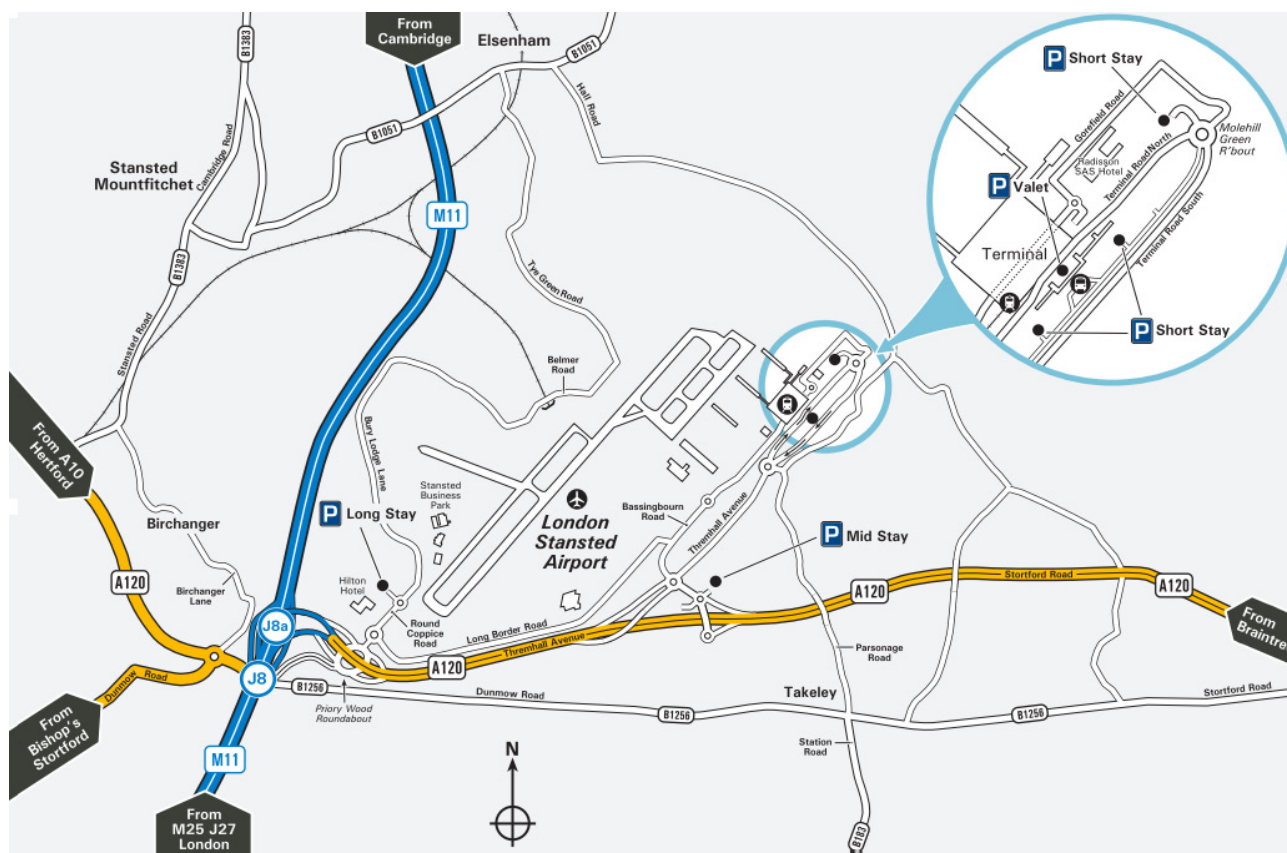
## **Watch the skies**

If you love watching the aircrafts on the runway, Pret A Manger in the departures lounge offers great airport views through the giant terminal windows. You can also enjoy your own private space with airfield views in the Servisair Executive Lounge.





# MAP



## Stansted Airport

Enterprise House  
Bassingbourn Road  
Essex

United Kingdom  
CM24 1QW

Telephone: 0844 335 1803

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