

# Terminal 1 ターミナル1

## Arrivals (International)

Ground floor



Contents	
Heathrow Airport overview	1
Check-in	2
Departure lounge	3
<b>Arrivals</b>	
UK and Ireland arrivals	4
<b>International arrivals</b>	<b>5</b>
Onward travel	6

Shopping	
Excess Baggage Company	20
SIM Local	5
WHSmith	4
World Duty Free	6

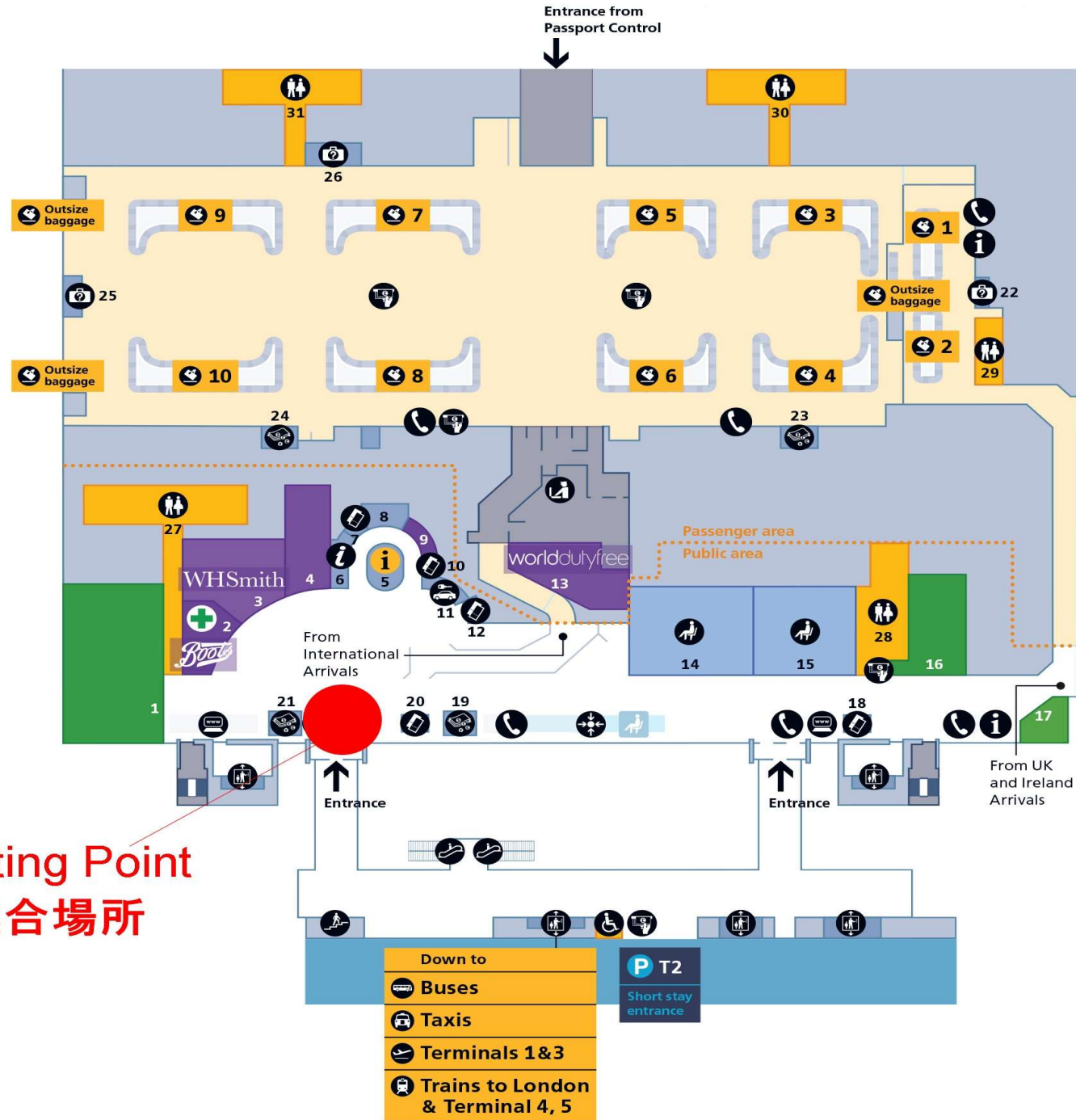
Food and drink	
Costa	15

Services			
Airline Lounge		Telephone	
Arrivals lounge	19	Ticket sales	
Baggage enquiries	9-14	Heathrow Express	18
Baggage reclaim		Hotel by Bus	1
British Hotel Reservation Centre	2	Toilets	
Shop and Collect pick up point		Accessible toilet	21, 22
Bureau de change		Baby care	21, 22
Moneycorp	3, 7	Female toilet	22
Travellex	8, 16	Male toilet	23
Cash machine		Tourist information	
Free Wi-Fi is available throughout the terminal			
Car rental desk	17		
Escalator			
Help point			
Internet facility			
Lift			
Meeting point			
Postbox			
Priority seating			
Seating			
Security			
Stairs			

# Terminal 2 ターミナル2

Arrivals

Level 1

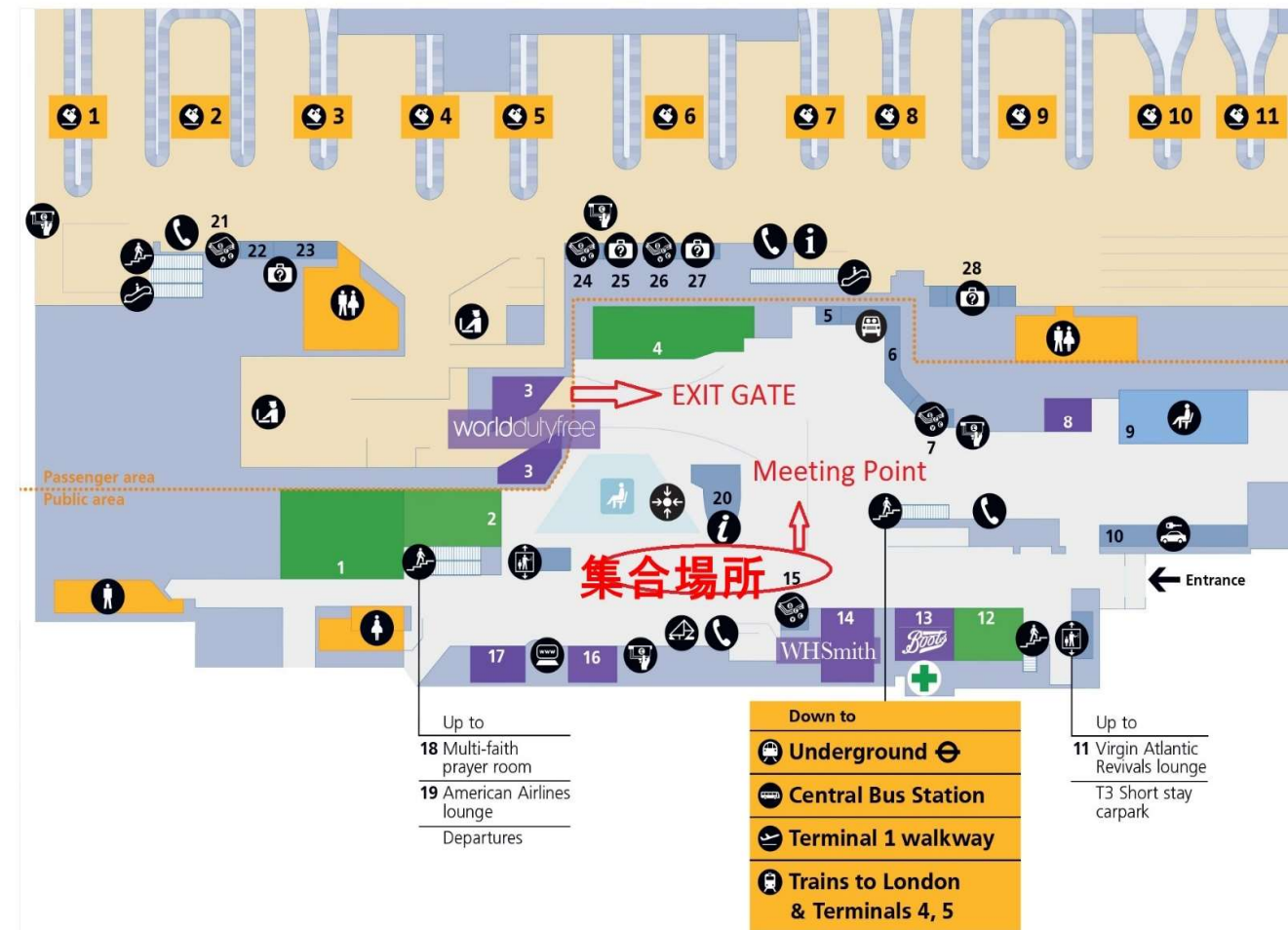


Meeting Point  
集合場所

# Terminal 3 ターミナル3

## Arrivals

### Ground floor



Shopping	
Boots +	13
Excess Baggage Company	8
Voyager Entertainment family	17
Voyager Entertainment 18+	16
WHSmith	14
World Duty Free	3

Food and drink	
<b>Cafés</b>	
AMT Coffee	12
Bite	2
M&S Simply Food	4
<b>Bars &amp; restaurants</b>	
The Globe Freehouse	1

Services		
Airline lounges	Bureau de change	Multi-faith prayer room
American Airlines lounge	Moneycorp 21, 26	Pharmacy
Emirates Chauffeur Drive Lounge	Travelex 7, 15, 24	Postbox
Virgin Atlantic Revivals lounge	Car rental 10	Seating
Baggage enquiries 22, 23, 25, 27, 28	Cash machine	Stairs
Baggage reclaim	Chauffeur service 6	Telephone
British Hotel Reservation Centre Shop and Collect pick up point	Customs	Toilets
	Escalator	Accessible toilet All
	Help point	Baby care All
	Internet facility	Drinking fountain All
	Lift	Tourist information
	Meeting point	UK Border Agency 5
Free Wi-Fi is available throughout the terminal		

Contents	
Heathrow Airport overview	1
<b>Check-in</b>	
Ground floor	2
Level 1 (Departures level)	3
Departure lounge	4
<b>Arrivals</b>	
Arrivals	5
Onward travel	6

# Terminal 4 ターミナル4

## Arrivals

Ground floor and mezzanine

Mezzanine



Shopping	
Excess Baggage Company	2
WHSmith	7
World Duty Free	11

Food and drink	
Costa	5
The Windsor Castle (Wetherspoon)	13

Services			
Baggage enquiries	14-16	Car rental	1
Baggage reclaim		Cash machine	
British Hotel Reservation Centre Shop and Collect pick up point	10	Chauffeur services	3
Bureau de change		Customs	
Moneycorp	4	Escalator	
Travelex	6	Help point	
		Hotel	
		Yotel	12
Information		Ticket sales	
Left baggage	2	Heathrow Express	9
Internet facility		Toilets	
Lift		Accessible toilet	All
Meeting point		Baby care	All
Seating		Drinking fountain	All
Stairs		Shower	8
Telephone		Tourist information	10

Free Wi-Fi is available throughout the terminal

Contents	
Heathrow Airport overview	1
Check-in	2
Departure lounge	3
Arrivals	
Arrivals	4
Onward travel	5

# Terminal 5 ターミナル5

## Arrivals

Ground floor



UK & Ireland Domestic  
MEETING POINT  
集合場所: 英国国内線  
アイルランドよりご到着のお客様

### Contents

<b>Heathrow Airport overview</b>	1
<b>Check-in</b>	3
<b>Departures</b>	
Level 3 (Check-in level)	4
Level 2 (Gates A1-A23)	5
Terminal 5B (Gates B32-B47)	6
Terminal 5C (Gates C52-C66)	7
<b>Arrivals</b>	
Arrivals	8
Onward travel	9

### Shopping

Excess Baggage Company	1
Voyager Entertainment	3, 15
WHSmith	4
World Duty Free	11, 12

### Food and drink

Costa	18
Giraffe Juice	21
Krispy Kreme	16
M&S Simply Food	2

### Services

Airline lounge		Car rentals desk	8	Telephone	
British Airways arrival lounge	17	Cash machine		Ticket sales	
Airport information	5	Escalator		Hotel by Bus	7
Baggage enquiries	23, 26	Help point		Heathrow Express	20
Baggage reclaim		Internet facility		National Express	14
British Hotel Reservation Centre Shop and Collect pick up point	9	Lift		Underground	19
Bureau de change		Lost property	22	Toilets	
Moneycorp	13, 25	Meeting point		Accessible toilet	All
Travelex	10, 24	Seating		Baby care	All
		Special Assistance	6	Drinking fountain	All
		Stairs		Tourist information	9
Free Wi-Fi is available throughout the terminal					

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