

# Heathrow Terminal 5a – Departures

Shopping, eating & drinking and services

Please be aware that check in for all flights closes 45 minutes before departure



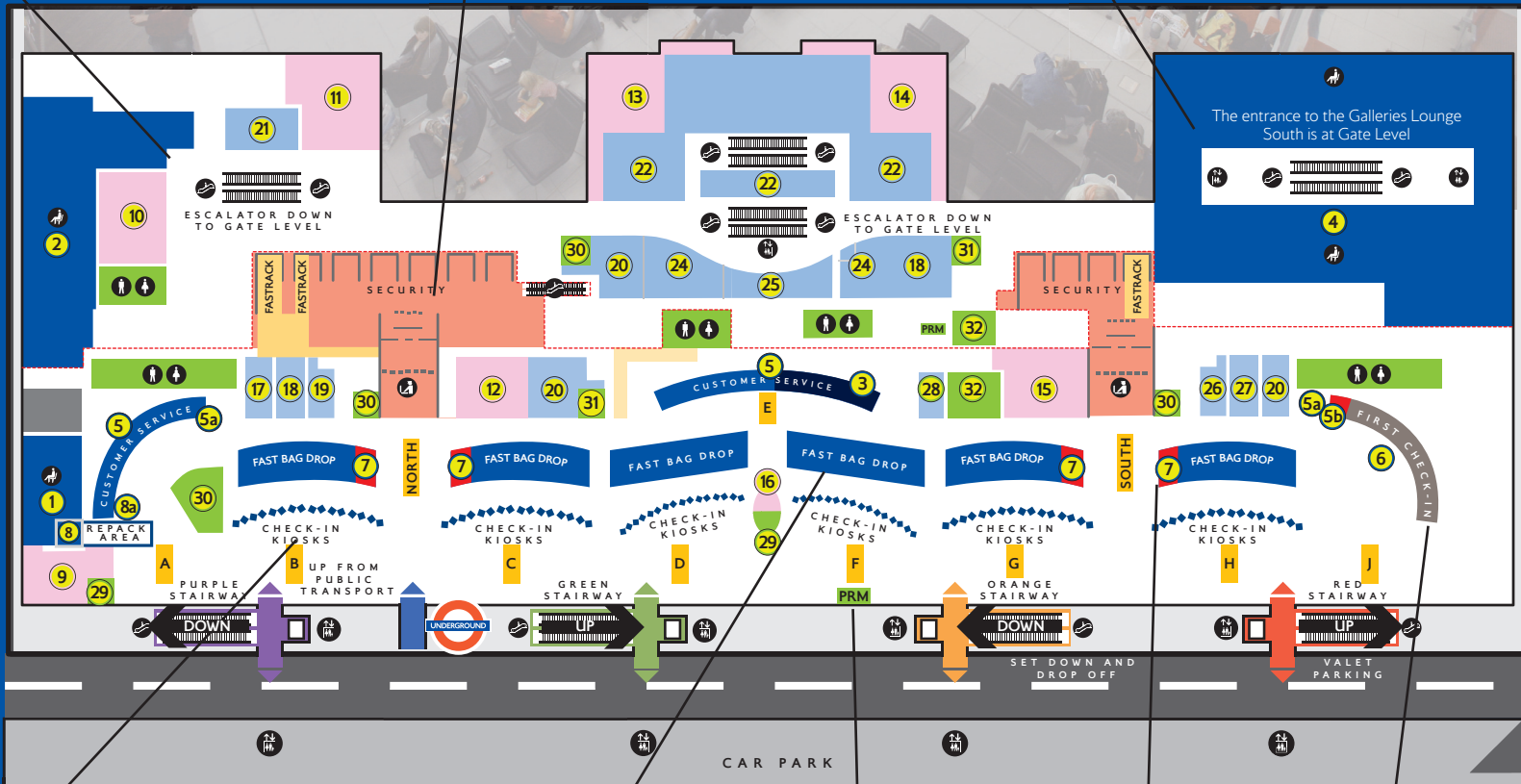
**Galleries Lounge North**  
Available to all customers travelling First, Club World or Club Europe and Gold and Silver Executive Club members.



**Security Desks**  
There are two security channels – one at the north end and one at the south end with Fast Track security channels for First, Club World and Club Europe customers and Gold and Silver Executive Club members. All customers must pass through Security no later than 35 minutes before the flight is due to depart.



**Galleries Lounge South**  
Available to all customers travelling First, Club World or Club Europe and Gold and Silver Executive Club members.



The entrance to the Galleries Lounge South is at Gate Level

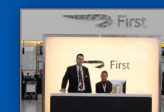


**Check in Kiosks**  
Check-in quickly and easily at one of our 96 Check-in Kiosks. Please be aware that check-in for all flights close 45 minutes before departure.



**Fast Bag Drop**  
If you have baggage, simply take it to one of the many Fast Bag Drop desks.

If you're flying long haul or taking a short haul flight to Moscow, Prague, St. Petersburg or Kiev and you've checked in online or at a Check-in kiosk at the terminal, you will need to go to one of the Passport and Visa Check desks before going to security



**First Class Check In**  
There is a dedicated check in suite if you're flying First, or you're a Gold Executive Club member.

- Lift
- Toilets – Female
- Toilets – Male
- Escalator
- SOUTH/NORTH Security Zones
- Security
- Before/After Security
- Passenger Lounge/Seating area

## British Airways Services

- Skyflyers Solo Lounge **1**
- Galleries Lounge North **2**
- Club Customer Service Desks **3**
- Galleries Lounge South **4**
- Customer Service Desks **5**
- Outsized Baggage **5a**
- Excess Baggage Desk **5b**
- First and Gold Executive Club Members Check In **6**
- Passport and Visa Check Desks **7**
- Multi-Faith Room **8**
- Skyflyers Solo Check-in **8a**

## Eating & Drinking

- Café Nero **9**
- Huxleys **10**
- Giraffe **11**
- Carluccio's **12**
- Wagamama **13**
- Gordon Ramsay Plane Food **14**
- 5 Tuns Pub & Kitchen **15**
- Lovejuice **16**

## Shopping

- Vodafone **17**
- Boots **18**
- Accessorize **19**
- WH Smith **20**
- Sony Style **21**
- Harrods **22**
- World Duty Free **23**
- Dixons **24**
- HMV **25**
- Rolling Luggage **26**
- Glorious Britain **27**
- Excess Baggage Company **28**

## Services

- Spectrum Internet **29**
- Travelax **30**
- Thomas Cook **31**
- HM Customs VAT Exports **32**

# Heathrow Terminal 5a – Arrivals

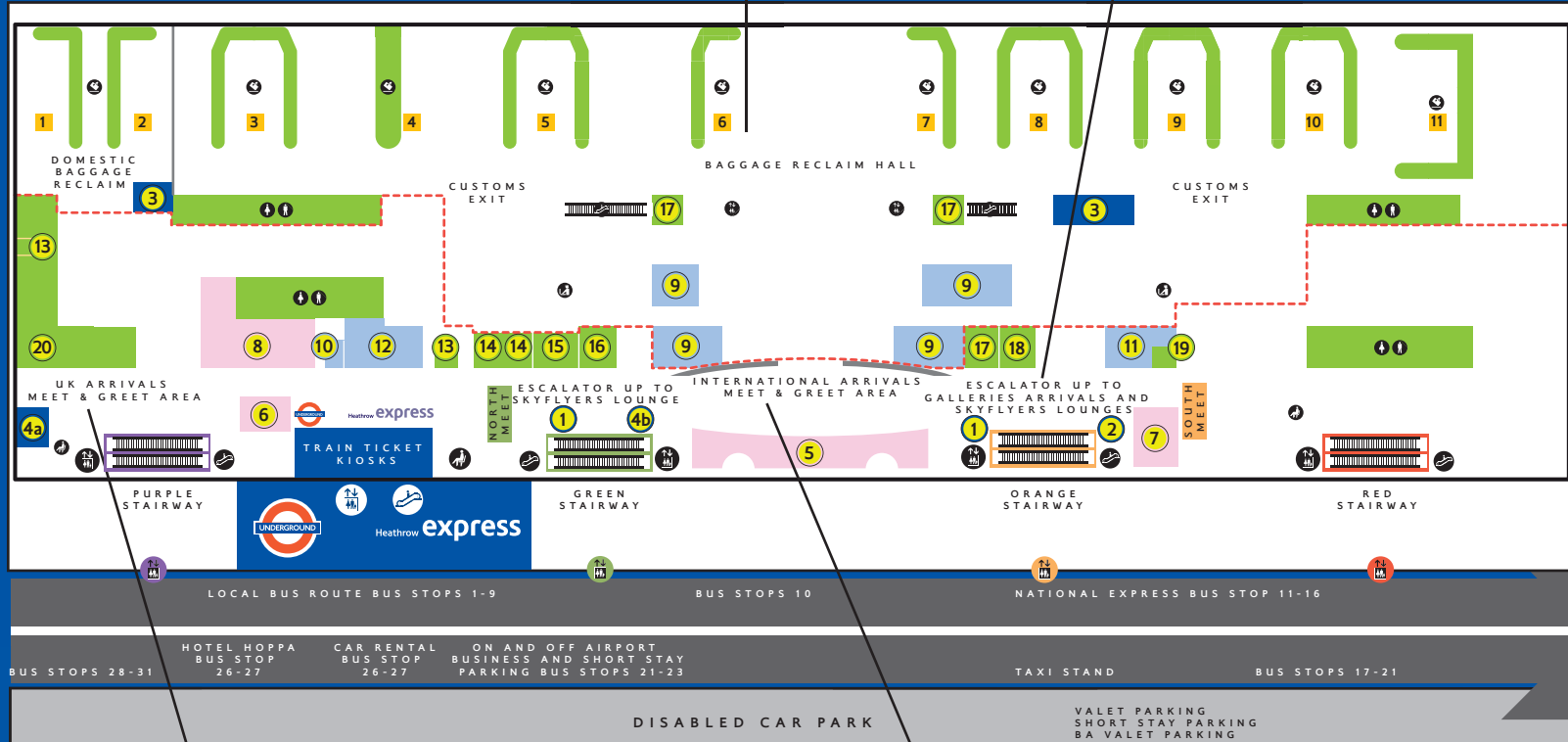
Shopping, eating & drinking and services



**Baggage**  
With 11 reclaim carousels, 11 Customer Service desks and 2 customs exits all designed to help you get on your way quickly.



**Galleries Arrivals Lounge**  
There are 94 shower rooms and 6 private cabanas with infinity bathrooms, as well as an Elemis Travel Spa where you can revive your senses.



**UK Arrivals**  
Passengers arriving from UK destinations can be met here



**International Arrivals**  
Passengers arriving from International destinations can be met here

### British Airways Services

- Escalator up to British Airways Skyflyers lounge ①
- Escalator up to British Airways Galleries Arrivals Lounge ②
- British Airways Customer Service desk ③
- Skyflyers Lounge for UK flights ④a
- Skyflyers Lounge for International flights ④b

### Eating & Drinking

- Costa ⑤
- Giraffe Juice ⑥
- Krispy Kreme ⑦
- M+S Simply Food ⑧

### Shopping

- World Duty Free ⑨
- Voyager ⑩
- Voyager ⑪
- WH Smith ⑫

### Services

- Travelex - ATM ⑬
- Airport Information & Car Rental & Travel Centre ⑭
- British Hotel Reservation Centre inc. ⑮
- Travelex ⑯
- Thomas Cook ⑰
- National Express ⑱
- Thomas Cook - ATM ⑲
- Excess Baggage Company ⑳

----- Before/After Security    
 👤 Passenger Lounge/Seating area    
 🚶 Escalator    
 🚻 Toilets – Female    
 ⑦ Baggage Carousel numbers  
🔄 Baggage Reclaim    
 🛂 Security/Passport Control    
 🚶 Lift    
 🚻 Toilets – Male

# Heathrow Terminal 5a – A Gates only

Shopping, eating & drinking and services

Please be aware that your departure gate closes 20 minutes before departure

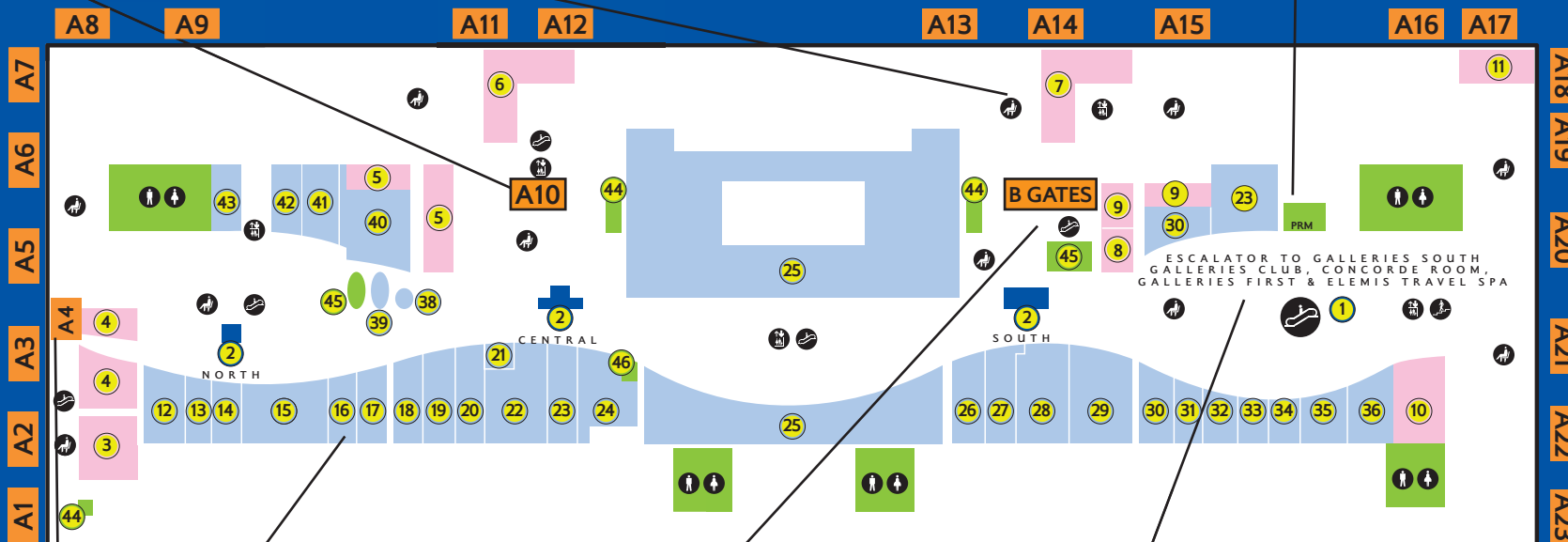


**Escalator/Lift to Gate A10a, b, c d and e**  
Please check the screens for your subgate number. Please be aware you will be taken to the aircraft by bus.



**Gate Seating**  
No matter where you are in the terminal, you'll never be more than a short walk from your gate. If your flight departs from a gate in Satellite B, there is a dedicated track transit system that leaves from the lower level of the main terminal. Departing every 90 seconds, it transports you in 45 seconds.

**Passengers with reduced mobility**  
Any passengers requiring assistance to board the plane please meet here



**Retail**  
Bringing a touch of London's West End into the Terminal, there are 112 shops ranging from Harrods to HMV, Bulgari to Boots



**Track Transit System**  
If your flight departs from B gates, there is a dedicated track transit system that leaves from the lower level of the main terminal. Departing every 90 seconds, it transports you in 45 seconds. Please check your gate before going to Terminal 5B as access back to Terminal 5A is restricted.



**Galleries Lounges South**  
Available to all customers travelling First, Club World or Club Europe and Gold and Silver Executive Club members.

**Escalator/Lift to Gate A4a and b**  
Please check the screens for your subgate number. Please be aware you will be taken to the aircraft by bus

- Passenger Lounge/Seating area
- Stairs
- Escalator
- Toilets – Female
- Toilets – Male
- A gates

## BA - SERVICES

- Access to British Airways Galleries Lounges **1**
- Customer Service Desks **2**

## Eating & Drinking

- Bagel Street **3**
- The Crown Rivers **4**
- Pret a Manger **5**
- Starbucks **6**
- EAT **7**
- Cavier House & Seafood Bar **8**
- ITSU **9**
- V Bar **10**
- Amato **11**

## Shopping

- Glorious Britain **12**
- Tie Rack **13**
- Rolling Luggage **14**
- Thomas Pink **15**
- Links of London **16**
- Mulberry **17**
- JD Sports **18**
- Ted Baker **19**
- Kurt Geiger **20**
- Sunglass Hut **21**
- Reiss **22**
- Hughes & Hughes **23**
- PC World **24**
- World Duty Free **25**
- Mappin & Webb **26**
- Dior **27**
- Gucci **28**
- Prada **29**
- Tiffany & Co **30**
- Coach **31**
- Bulgari **32**
- Smythson **33**
- Nokia **34**
- Harrods **35**
- Paul Smith "Globe" **36**
- Cavier House & Prunier **37**
- Montblanc **38**
- The Pen Shop **39**
- World Duty Free **40**
- WH Smith **41**
- Accessorize **42**
- Chocolate Box **43**

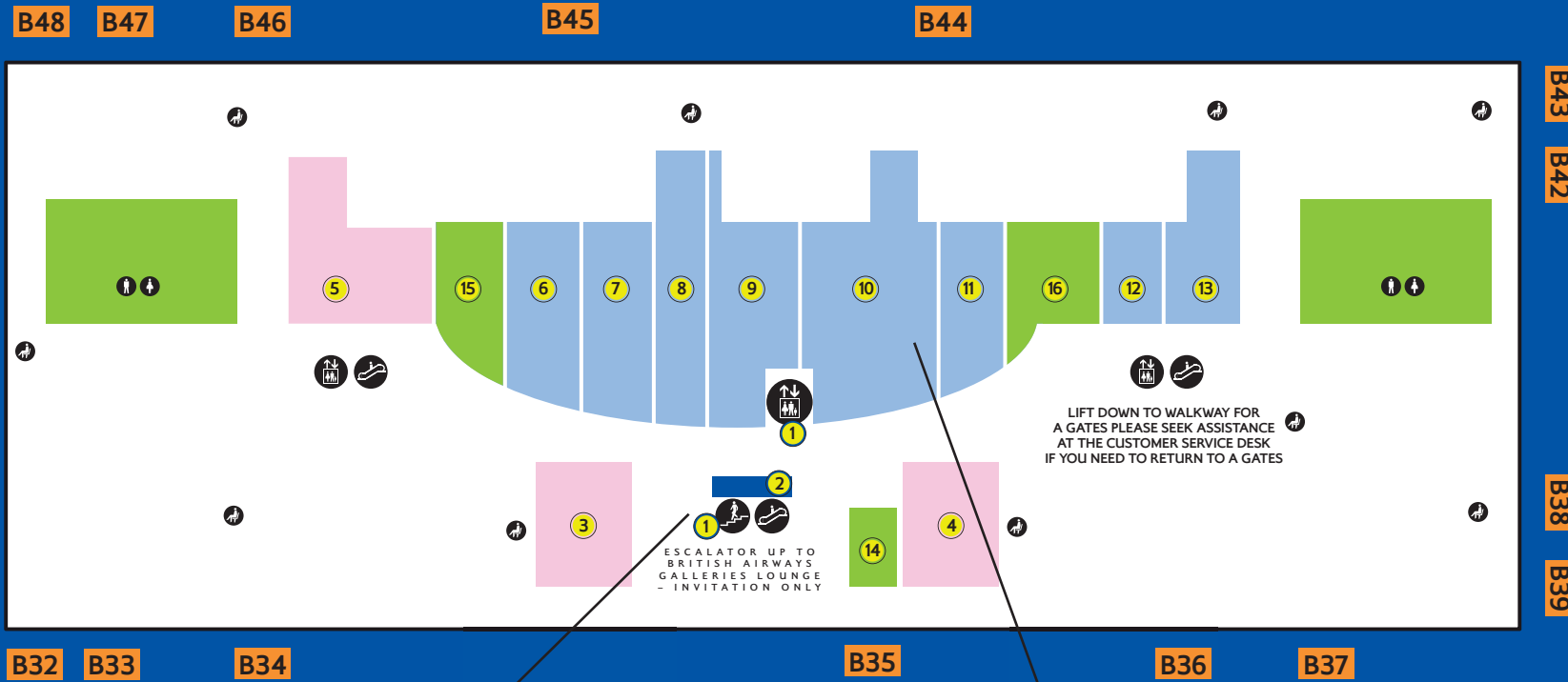
## Services

- Spectrum Internet **44**
- Travelex **45**
- Thomas Cook **46**

# Heathrow Terminal 5b – B Gates only

Shopping, eating & drinking and services

Please be aware that your gate closes 20 minutes before departure



**Galleries Club Lounges**  
Available to all customers travelling First, Club World or Club Europe and Gold and Silver Executive Club members



**Retail**  
Bringing a touch of London's West End into the Terminal, with 112 shops ranging from Harrods to HMV, Bulgari to Boots

- Escalator
- Lift
- Passenger Lounge/Seating area
- Toilets – Female
- Toilets – Male
- B35** B Gates

### British Airways Services

- Lift and Escalator up to **1**
- Galleries Club lounge **2**
- Customer Service Desk **5**

### Eating & Drinking

- Cavier House & Seafood Bar **3**
- J D Wetherspoon **4**
- Apostrophe **5**

### Shopping

- HMV **6**
- Harrods **7**
- WH Smith **8**
- Dixons Tax Free **9**
- World Duty Free **10**
- Collection **11**
- David Clulow **12**
- Boots **13**

### Services

- Spectrum Internet **14**
- Thomas Cook **15**
- Travelex **16**