

# The transition to Heathrow Terminal 5

## Understanding all our flight moves

On 27 March 2008 our brand new home, Terminal 5, will open. But not all flights will arrive at or depart from the terminal straightaway. There will be a second move taking place on 30 April 2008. In addition to this, a small number of flights will move from Terminals 1 and 4 to Terminal 3, which will become our hub for **oneworld**<sup>®</sup> Australasian flights and some European services. And some flights will move from Gatwick to Heathrow and vice versa.

This table shows you the planned schedule for the complete transition of our services. But in the meantime, before you set off for Heathrow, please do check your travel documents to be sure you know where your flight will be departing from or arriving at.

Flights	Current terminal	New terminal	When?
All UK domestic routes	1	5	27 March 2008
All European flights (apart from Barcelona, Madrid, Lisbon, Nice and Helsinki), Tripoli, Johannesburg, San Francisco, Los Angeles, Vancouver, Tokyo, Hong Kong	1 / 4	5	
Miami	3	5	
Warsaw	London Heathrow	London Gatwick	
Algiers	London Gatwick	5	30 March 2008
Houston, Dallas	London Gatwick	4	
Houston, Dallas	4	5	30 April 2008
All remaining intercontinental routes (except Singapore, Bangkok and Sydney)	4	5	
*Barcelona, Madrid, Lisbon, Nice and Helsinki	1	3	17 September 2008
*Singapore, Bangkok, Sydney	4	3	Early 2009

\*In addition codeshare flights operated by Iberia and Finnair will also be moving to Terminal 3 in September 2008 and Qantas in early 2009.

If you are flying from either Terminal 1 after 27 March or Terminal 4 after 30 April and you are travelling First, Club World or Club Europe, or you're a Gold or Silver Executive Club member, you can still enjoy all the facilities the lounges offer. At Terminal 1 the Terraces Lounge at Gate 5 will become our international departure lounge. And at Terminal 4 you can enjoy the Terraces Lounge located close to Gate 1. Both terminals offer a dedicated check-in area for First, Club World, Club Europe, Gold and Silver Executive Club customers and Check-in kiosks.

# A handy guide to travelling calmly through Heathrow Terminal 5

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These notes will help make your travelling more enjoyable and calm. Please keep them handy for when you next fly from Heathrow Terminal 5.

## Online Check-in

This is the easiest way to check in when you're flying and also ensures that you are able to get the best seat available. You can do it from the comfort of your home, office or hotel from 24 hours before your departure. It also saves you time because, when you arrive at the terminal, you can pass straight on to Security. If you have more than hand luggage, you can drop it off at any of up to 96 Fast Bag Drops. So from the moment you arrive to passing through Security, it should only take around ten minutes<sup>1</sup>.

## Ready to fly

To ensure we deliver the service you expect and avoid delays, you must pass through Check-in and Security and be ready to fly at least 35 minutes before your flight departs. If you miss this deadline, you will not be allowed onto your flight.

## Passport and Visa Check for customers with hand luggage only

If you're flying longhaul or taking a shorthaul flight to Moscow, St Petersburg, Prague 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. This helps keep the flow of people through Security running smoothly as any problems will have been dealt with beforehand. If you have luggage for the hold, your passport and visa will be checked at a Fast Bag Drop or Customer Service Desk.

## UK Domestic flight security checks

To allow both international and UK domestic customers at Terminal 5 to enjoy the wonderful array of shops and restaurants on the concourses, there is now a new biometric check for domestic customers. Quick and safe, your fingerprints will be scanned electronically at Security and then again as you board. After this, all records are deleted, so you don't need to worry about them being kept on file.

## Take a virtual tour of Terminal 5

For a preview of our exciting new home, visit [terminal5.ba.com](http://terminal5.ba.com)

With light, crowd-free concourses, elegant shops and delightful restaurants, Terminal 5 brings the joy back to travel.

Feel calm again...



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