

# Arriving at Terminal 5



Helping you transfer through London Heathrow

## Terminal 5 Flight Connections

Follow this route if your onward flight is departing from Terminal 5.  
Transfer time: Please allow 60 minutes.

After arriving at Terminal 5, follow the signs to Flight Connections.

Flight connections  
All terminals

Flight Connections  
All Terminals

If arriving on a flight from within the UK:  
Follow signs to Flight Connections

If your flight arrives at Terminal 5B, please see the information screens to check if your onward flight also departs from Terminal 5B. If so, follow signs for B Gates. If not, follow the signs to Flight Connections.

If arriving on any other international flight:

Once you are in Flight Connections, make your way to:

**Zone A** if you are connecting onto a UK domestic flight,

**Zone B** if you are connecting onto an international flight

You will need to pass through Flight Connections at least 35 minutes before your onward flight departs.

There are British Airways Customer Service staff available in Flight Connections, should you require further assistance.

From Flight Connections please follow the signs to Terminal 5, where you will go through a Security Check.

Fast Track is available for eligible customers.

Terminal 5

After clearing security, make your way to the departures level where you will find signs to A and B Gates.

You must arrive at your gate at least 20 minutes before the scheduled flight departure time.



## Terminal 1, 2 and 3 Flight Connections

Follow the route below if your onward flight is departing from Terminals 1, 2 or 3.  
Transfer time: Please allow 90 minutes.

After arriving at Terminal 5, follow the signs to Flight Connections.

Flight connections  
All terminals

Flight Connections  
All Terminals

Once you are in Flight Connections, follow the signs to Terminal 1, 2, 3, 4.

Go down the escalator, where you will find coaches that will take you to the terminal where your onward flight is departing from.

Flight Connections  
Terminals 1,2,3,4

When you arrive in the terminal please carry on following the signs to Flight Connections, where you will go through a Security Check.

Flight Connections  
All Terminals

After clearing security, make your way to the departures level, where your departure gate information will be displayed.

You must arrive at your gate at least 20 minutes before the scheduled flight departure time.



## Connecting between London Heathrow and London Gatwick airports

The minimum connection time between Heathrow and Gatwick is 3 hours, including a coach journey which can take up to 90 minutes. You must collect all your bags before leaving London Heathrow airport.



## Which terminal is my flight departing from?

Please refer to your Transfer Wallet or High Life Magazine. Alternatively, follow the signs for Flight Connections and check the flight information screens to see which terminal your onward flight departs from.

## What happens if my flight departs from Terminals 1, 2, 3 or 4?

If your onward flight departs from another terminal please follow the signs for Terminals 1, 2, 3 and 4. You should then take the escalator down to coaches, which depart every few minutes to the other terminals.

## Do I need to pick up my bags or check in again?

You do not have to pick up your bags if they have been labelled through to your onward flight destination and you have been given a boarding pass for your next flight. Simply follow the Flight Connections signs and make your way to the relevant terminal. However, if your baggage receipt shows the destination 'LHR', 'LGW' or 'LON' then you must collect your baggage at Arrivals/Baggage Reclaim before checking in for your next flight.

## What happens if I am transferring to a UK domestic flight?

If your connecting flight is within the UK, please ensure that you have completed your white landing card. You must pass through Flight Connections and Security and be ready to fly at least 35 minutes before your onward flight departs.

## When will I know which gate my flight departs from?

Your gate number will be displayed from 90 minutes before departure on the information screens once you are in the main Departure areas.

## When should I be at the gate?

You must be at your boarding gate at least 20 minutes before your onward flight's scheduled departure time. Failure to arrive at the gate in sufficient time could mean that you are not accepted for travel.

## What should I do if I do not have a boarding pass?

If you do not have a boarding pass for your connecting British Airways flight you will have to check in at London. Simply follow the Flight Connection signs and make your way to a Customer Service Desk where a member of British Airways staff will be able to assist you. If your flight is with another carrier please make your way to the correct terminal for your onward flight and see an airline representative

## Do I have to clear Security?

If you are arriving into Heathrow on an international flight, you will need to clear Flight Connections and Security and be ready to fly 35 minutes before your onward flight departure time.

## Who is eligible to use Fast Track security?

If you are travelling in First, Club World, Club Europe or are an Executive Club Gold or Silver Club member you can use the dedicated Fast Track Security channel.

## Who is eligible to use the Galleries Lounges?

There are six lounges in the Galleries complex and each has its own access requirements. The Concorde Room is available exclusively for travellers in First, the First Lounge is open to travellers in First and Gold Executive Club members, whilst the Club Lounges can be used by travellers in First, Club World and Club Europe as well as by Gold and Silver Executive Club members.

## Can I leave the airport?

We strongly recommend that passengers wishing to visit London between flights should allow a minimum of six hours connection time. It is your responsibility to ensure that you have all the appropriate documents required to land in the UK. If you decide to leave the airport, you must return to the airport and pass through Security and be ready to fly at least 35 minutes before your flight departs, to ensure that you are accepted for travel.

## Where do I go if I need assistance?

If you require further assistance, your flight arrives late or you miss your onward flight connection, please see a member of the British Airways Customer Service team.



Contact numbers for customers in the UK are:

Flight Information: 0844 493 0 777 • Customer Relations, Reservations and all other enquiries: 0844 493 0 787

For customers outside the UK, please visit [ba.com](http://ba.com) for the local British Airways contact numbers

# Important information for all connecting passengers

You must clear Flight Connections and Security and be ready to fly at least 35 minutes before your onward departure time, and then be at the gate 20 minutes before your flight departs.