

London Heathrow flight connections

Terminal 3 to Terminal 5

Minimum connection time: Approx. 90 minutes



Welcome to Heathrow

On leaving the aircraft, follow this purple sign for Flight Connections.



Connections bus

Free dedicated Flight Connections buses will transfer you between terminals.



Boarding pass

If you need to pick up a boarding pass go to the British Airways desk to collect it. Staff will check it to ensure you're in the right place, that your hand baggage meets airline regulations, and that you have enough time to catch your onward flight.



Passport control and biometric capture

(only if connecting to a UK domestic flight)

Security staff will check your passport and take your facial biometric picture.

Security screening

Normal rules for liquids in hand baggage apply. You may carry duty-free liquids provided they remain sealed with the receipt inside their Security Tamper Evident Bag.



Fast Track Security is available to:

- Customers travelling in First, Club World, Club Europe or Business UK
- Executive Club Gold and Silver Members (plus one guest)
- oneworld® Sapphire and Emerald members

If you're a non-UK resident and have goods to declare to HM Customs, please use the Customs telephone before Security control.

Lounges

The Galleries Club Lounges (Terminal 5A North/South and Terminal 5B) are available to:

- Customers travelling in First, Club World, Club Europe or Business UK
- Executive Club Gold and Silver Members (plus one guest)
- oneworld Emerald and Sapphire members (plus one guest)



The Galleries First Lounge (Terminal 5A South) is available to:

- Customers travelling in First
- Executive Club Gold Members (plus one guest)
- oneworld Emerald members (plus one guest)

The Concorde Room (Terminal 5A South) offers exclusive access to First customers and Concorde Room cardholders.

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Departure

Your next gate will be displayed on the screens when the flight opens.

Which Terminal 5 gate?

Check if your flight departs from Terminal 5 main terminal (A Gates), B Gates or C Gates. It takes approx. 20 min to get to B Gates or C Gates so please always ensure your flight is displayed on the screens before leaving the main terminal.

Then please follow the signs to the transit train or use the moving walkway that offers easy escalator/lift access.

The journey time is the same for either option.



Boarding

Priority boarding is available to families with small children and customers requiring disability assistance.

Fast Track boarding is available to:

- Customers travelling in First, Club World, Club Europe or Business UK
- Executive Club Gold, Silver and Bronze Members
- oneworld Emerald, Sapphire and Ruby members



Need help?

The British Airways Customer Service desks are located after Flight Connections Security.