



BRITISH AIRWAYS
London Heathrow



As part of the continued expansion of our route network, British Airways now operates from London Heathrow Terminals 1, 3 and 5.

Whichever terminal you are flying from, the quickest way to check in is still online at ba.com, on your smartphone via our iPhone, Android, BlackBerry or Windows mobile apps, or on other mobile phones at ba2go.com.



London Heathrow Terminal 1

London Heathrow Terminal 1

Check-in

- British Airways Club World, Club Europe, Executive Club Gold, Silver and Bronze members can use the dedicated premium check-in area in Zone A
- British Airways World Traveller and Euro Traveller customers use Zone B where check-in kiosks and Bag Drops are available
- Fast Track security is available for First, Club World, Club Europe and Executive Club Gold and Silver members plus one guest

Departures area

- Choose from over 50 of the best shops and restaurants, including Harrods, Burberry, Café Rouge and Pret a Manger
- Complimentary mobile and laptop charging stations available in the departure area

Lounges

The **International Lounge**, situated at Gate 5, welcomes:

- Customers flying internationally in Club World or Club Europe
- Executive Club Gold or Silver members, or oneworld equivalent

The **UK & Ireland Lounge**, situated at Gate 8, welcomes:

- Customers flying on Domestic or Irish flights in Club Europe or Business UK
- Executive Club Gold or Silver Members, or oneworld equivalent

Both lounges offer complimentary refreshments, relaxation areas and business facilities.

Arrivals Lounge

Club World and Executive Club Gold members are invited to use the Arrivals lounge in T5

Transferring

- The Flight Connections Centre provides you with all the information you need to ensure a smooth transfer if connecting to an onward flight from any terminal at Heathrow
- Free bus transfers are available If you are connecting from Terminal 1 to Terminals 3 or 5 or vice versa
- Minimum connection time is 60 minutes for flights within Terminal 1 and 90 minutes for flights departing from other terminals

Flight Connections



To help you reach your next flight, follow the purple Flight Connections signs. Please be aware that many flights are operated as a codeshare. Check your onward boarding pass or ticket to see which airline is operating your flight today. The 'Which Terminal?' information boards at Flight Connections show which terminal the airline is departing from or ask a member of staff.

Terminal 1 to Terminal 1

Minimum Connection Time : Approximately 60 minutes



On Arrival

Follow the purple signs for Flight Connections.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Departure

Your next gate will be displayed on the screens when the flight opens. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Terminal 1 to Terminal 3

Minimum Connection Time : Approximately 90 minutes



On Arrival

Follow the purple signs for Flight Connections.

Connections Bus

Follow the signs for Flight Connections to Terminal 3, 4 and 5. There are free buses that run every 6 - 10 minutes between terminals.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Departure

Your next gate will be displayed on the screens when the flight opens. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Terminal 1 to Terminal 5

Minimum Connection Time : Approximately 90 minutes



On Arrival

Follow the purple signs for Flight Connections.

Connections Bus

Follow the signs for Flight Connections to Terminal 3, 4 and 5. There are free buses that run every 6 - 10 minutes between terminals.

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Flight Connections

Follow the purple path to UK Connections or International Connections depending on your next destination.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Departure

Your next gate will be displayed on the screens when the flight opens. Please check if your flight departs from Terminal 5 A Main Terminal, B Gates or C Gates. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Connecting between London Heathrow and London Gatwick Airports

The minimum connection time between London 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.

London Heathrow Terminal 3



London Heathrow Terminal 3

Check-in

- Zone G offers a dedicated British Airways Check-in area with Check-in kiosks and Bag Drop desks
- Dedicated Check-in facilities for First and Club World customers
- Fast Track security is available for First, Club World, Club Europe and Executive Club Gold and Silver members plus one guest
- Passport and Visa check desk for non-EU passport holders

Departures area

- Choose from an enticing range of shops and restaurants, including Burberry, Mulberry, Harrods, Caviar House, Strada and Yo! Sushi

Lounges

Galleries Club, situated in Lounges Zone F, offers a Silver Bar, wine gallery, coffee house, and news, work and entertainment zones. We welcome:

- Customers flying in Club World or Club Europe
- Executive Club Gold and Silver Members, or oneworld® equivalent

Galleries First, also situated in Zone F, offers a stunning Gold Bar, champagne bar, pre-flight dining and an all day dining menu. We welcome:

- Customers flying in First
- Executive Club Gold Members

Lounge customers can also choose from a selection of treatments in the Elemis Travel Spa and freshen up in private shower pods

The Arrivals Lounge, operated by American Airlines, is situated on the second floor of the Arrivals Building after Customs and welcomes the following customers arriving on a British Airways operated flight:

- First and Club World customers
- Executive Club Gold Members
- British Airways Premier customers plus two guests

Transferring

- The Flight Connections Centre provides you with all the information you need to ensure a smooth transfer if connecting to an onward flight from any terminal at Heathrow
- Free bus transfers are available if you are connecting from Terminal 3 to Terminals 1 or 5 or vice versa
- Clear signage in a distinctive purple colour will guide you at all times
- Minimum connection time is 60 minutes for flights within Terminal 3 and 90 minutes for flights departing from other terminals

Flight Connections



To help you reach your next flight, follow the purple Flight Connections signs. Please be aware that many flights are operated as a codeshare. Check your onward boarding pass or ticket to see which airline is operating your flight today. The 'Which Terminal?' information boards at Flight Connections show which terminal the airline is departing from or ask a member of staff.

Terminal 3 to Terminal 3

Minimum Connection Time : Approximately 60 minutes



On Arrival

Follow the purple signs for Flight Connections.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Departure

Your next gate will be displayed on the screens when the flight opens. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Terminal 3 to Terminal 1

Minimum Connection Time : Approximately 90 minutes



On Arrival

Follow the purple signs for Flight Connections.

Connections Bus

Follow the signs for Flight Connections to Terminal 1, 4 and 5. There are free buses that run every 6 - 10 minutes between terminals.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Departure

Your next gate will be displayed on the screens when the flight opens. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Terminal 3 to Terminal 5

Minimum Connection Time : Approximately 90 minutes



On Arrival

Follow the purple signs for Flight Connections.

Connections Bus

Follow the signs for Flight Connections to Terminal 1, 4 and 5. There are free buses that run every 6 - 10 minutes between terminals.

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Flight Connections

Follow the purple path to UK Connections or International Connections depending on your next destination.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Departure

Your next gate will be displayed on the screens when the flight opens. Please check if your flight departs from Terminal 5 A Main Terminal, B Gates or C Gates. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Connecting between London Heathrow and London Gatwick Airports

The minimum connection time between London 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.

London Heathrow Terminal 5



London Heathrow Terminal 5

Carefully designed to produce a seamless flow through the airport, Terminal 5 will change the way you travel forever.

Check-in

- There are 96 Check-in kiosks at Terminal 5
- British Airways Customer Service hosts are available if you need assistance
- Fast Track security is available for First, Club World, Club Europe and Executive Club Gold and Silver members plus one guest

Departures area

- Choose from over 100 of the best shops and restaurants, including Harrods, Reiss, Gordon Ramsay and Wagamama

Lounges

- Enjoy the comfort and practical facilities of our Galleries lounges, available to:
- Customers flying in First, Club World, Club Europe or Business UK
- Executive Club Gold and Silver Members, or oneworld equivalent

The lounges offer:

- Dine before you fly on selected flights to maximise your sleep on board
- Complimentary food and beverages including a selection of fine wines
- Wireless broadband and office facilities
- Complimentary treatments at the Elemis Travel Spa to rejuvenate and refresh your skin

The Arrivals lounge at Terminal 5 welcomes First and Club World arrivals and Gold Executive Club Members who have arrived on a British Airways longhaul flight. Facilities include:

- A selection of delicious dining options
- Personal cabanas and private Infinity bathrooms
- A hydrotherapy area with full-body jet showers
- Elemis Travel Spa treatments to help you feel rejuvenated
- A suit pressing service
- Complimentary internet access
- A News Zone to keep you up-to-date

Earning Avios

Executive Club Members can earn Avios with our partners located in Terminal 5, including:

- Travelex for foreign currency
- Avis for car rental
- Sofitel London Heathrow for when you need a place to stay

Transferring

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Flight Connections



To help you reach your next flight, follow the purple Flight Connections signs. Please be aware that many flights are operated as a codeshare. Check your onward boarding pass or ticket to see which airline is operating your flight today. The 'Which Terminal?' information boards at Flight Connections show which terminal the airline is departing from or ask a member of staff.

Terminal 5 to Terminal 5

Minimum Connection Time : Approximately 60 minutes



On Arrival

Follow the purple signs for Flight Connections.

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Flight Connections

Follow the purple path to UK Connections or International Connections depending on your next destination.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Departure

Your next gate will be displayed on the screens when the flight opens. Please check if your flight departs from Terminal 5 A Main Terminal, B Gates or C Gates. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

Terminal 5 to Terminal 1 or 3

Minimum Connection Time : Approximately 90 minutes



On Arrival

Follow the purple signs for Flight Connections.

Connections Bus

Follow the signs for Flight Connections to Terminal 1, 3 and 4. There are free buses that run every 6 - 10 minutes between terminals.

Hand Baggage

Your hand baggage will be checked to ensure it conforms to regulations. Liquids over 100ml are not allowed in hand baggage.

Security

Then pass through Security. Fast Track is available for eligible passengers.

Fast Track

Boarding Card

If you need to pick up a boarding pass please go to the airline desk to collect it.

Departure

Your next gate will be displayed on the screens when the flight opens. Lounge facilities are available for eligible customers.

All Passengers must arrive at the gate no later than 20 minutes before the scheduled time of departure.

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Frequently Asked Questions

Do I have to clear Security?

If you are arriving from an international flight, you will need to clear Flight Connections and Security.

Can I use Fast Track security?

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

Can I use the lounges?

If you are travelling in First, Club World, Club Europe, Business UK, or are an Executive Club Gold or Silver member or **oneworld** equivalent you are welcome to use the British Airways lounges.

What other facilities are available in the airport?

You'll find everything you need from cafes and restaurants to internet access points and a wide range of shops.

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 for your next flight. If you need to collect a boarding pass, please follow the purple signs for Flight Connections and visit the Airline Desks to pick up your boarding pass. However if your baggage receipt shows the final destination as LHR, LGW or LON then you must collect your bags at Arrivals/Baggage Reclaim before checking in as normal for your next flight.

Can I leave the airport?

We strongly recommend that passengers who wish to visit London between flights should allow a minimum of 6 hours. It is your responsibility to ensure you have all the appropriate document required to enter the UK. If you decide to leave the airport you must return and pass through Security at least 35 minutes before the scheduled time of departure, or you may not be accepted for travel.

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 for the local British Airways contact numbers.

