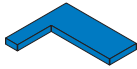


























# Terminal 3 - Check-in



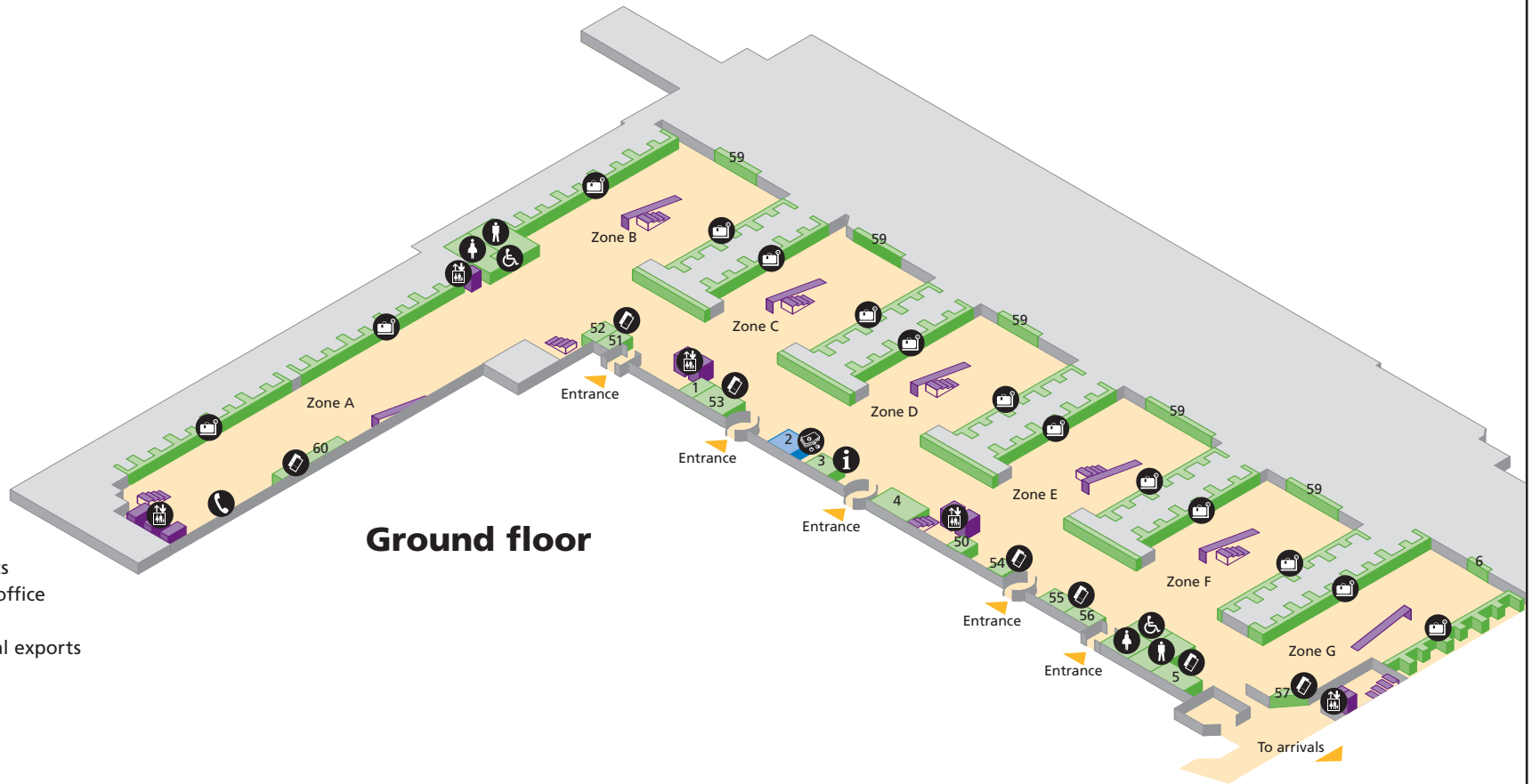
- Public areas
- Passenger areas

## Services

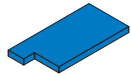
-  Accessible toilet
-  Bureau de change
-  Check-in
-  Information
-  Lift
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  1 Excess baggage
-  3 BAA Information desk
-  4 HM Customs desk - VAT exports
-  5 United Airlines & BWIA ticket office
-  6 Reserved seating
-  50 HM Customs Desk - Commercial exports
-  51 Gulf Air ticket office
-  52 Cathay Pacific ticket office
-  53 BA ticket office
-  54 Singapore Airlines ticket office
-  55 Malaysian Airlines ticket office
-  56 Qatar Airways ticket office
-  57 PIA ticket office
-  59 Airline ticket desk
-  60 Virgin ticket desk

## Shopping & restaurants

- 5 United Airlines & BWIA ticket office



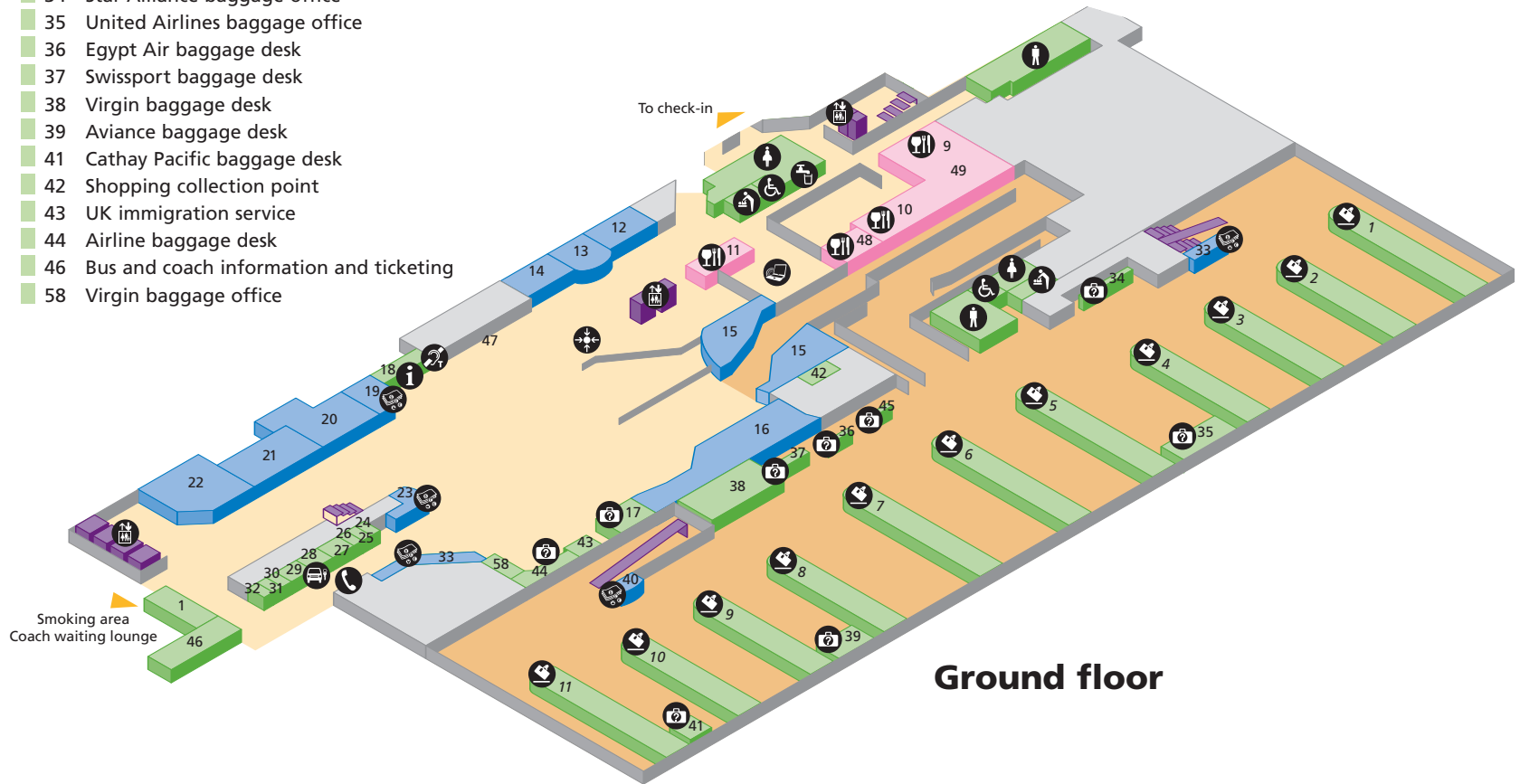
# Terminal 3 - Arrivals



- Public areas
- Passenger areas

## Services

-  Accessible toilet
-  Babycare
-  Baggage enquiries
-  Baggage reclaim
-  Bureau de change
-  Car hire
-  Drinking water
-  Facilities for the hard of hearing
-  Information
-  Lift
-  Meeting point
-  Restaurant / Café
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot
- 1 Excess baggage
- 17 American Airlines service desk
- 18 BAA Information desk
- 24 Taxis
- 25 Hotel shuttle
- 26 Hotel link
- 27 Avis car hire
- 28 Hertz car hire
- 29 Europcar car hire
- 30 Enterprise car hire
- 31 Alamo car hire
- 32 National car hire
- 34 Star Alliance baggage office
- 35 United Airlines baggage office
- 36 Egypt Air baggage desk
- 37 Swissport baggage desk
- 38 Virgin baggage desk
- 39 Aviance baggage desk
- 41 Cathay Pacific baggage desk
- 42 Shopping collection point
- 43 UK immigration service
- 44 Airline baggage desk
- 46 Bus and coach information and ticketing
- 58 Virgin baggage office

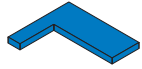


**Ground floor**

## Shopping & restaurants











- |   |   |  |   |
|---|---|--|---|
| <span style="color: pink;">■</span> 9 Wendy's Hamburgers  | <span style="color: blue;">■</span> 13 Hotel & Traveller Centre | <span style="color: blue;">■</span> 20 World News  | <span style="color: blue;">■</span> 33 American Express |
| <span style="color: pink;">■</span> 10 Garfunkels Express | <span style="color: blue;">■</span> 14 Serendipity Games        | <span style="color: blue;">■</span> 21 Boots       | <span style="color: blue;">■</span> 40 Travelex         |
| <span style="color: pink;">■</span> 11 Millies Cookies    | <span style="color: blue;">■</span> 15 World Duty Free          | <span style="color: blue;">■</span> 22 Whistlestop | <span style="color: pink;">■</span> 48 Metro café       |
| <span style="color: blue;">■</span> 12 Serendipity Games  | <span style="color: blue;">■</span> 19 Travelex                 | <span style="color: blue;">■</span> 23 Travelex    | <span style="color: pink;">■</span> 49 Food World       |

# Terminal 3 - Departures (public area)



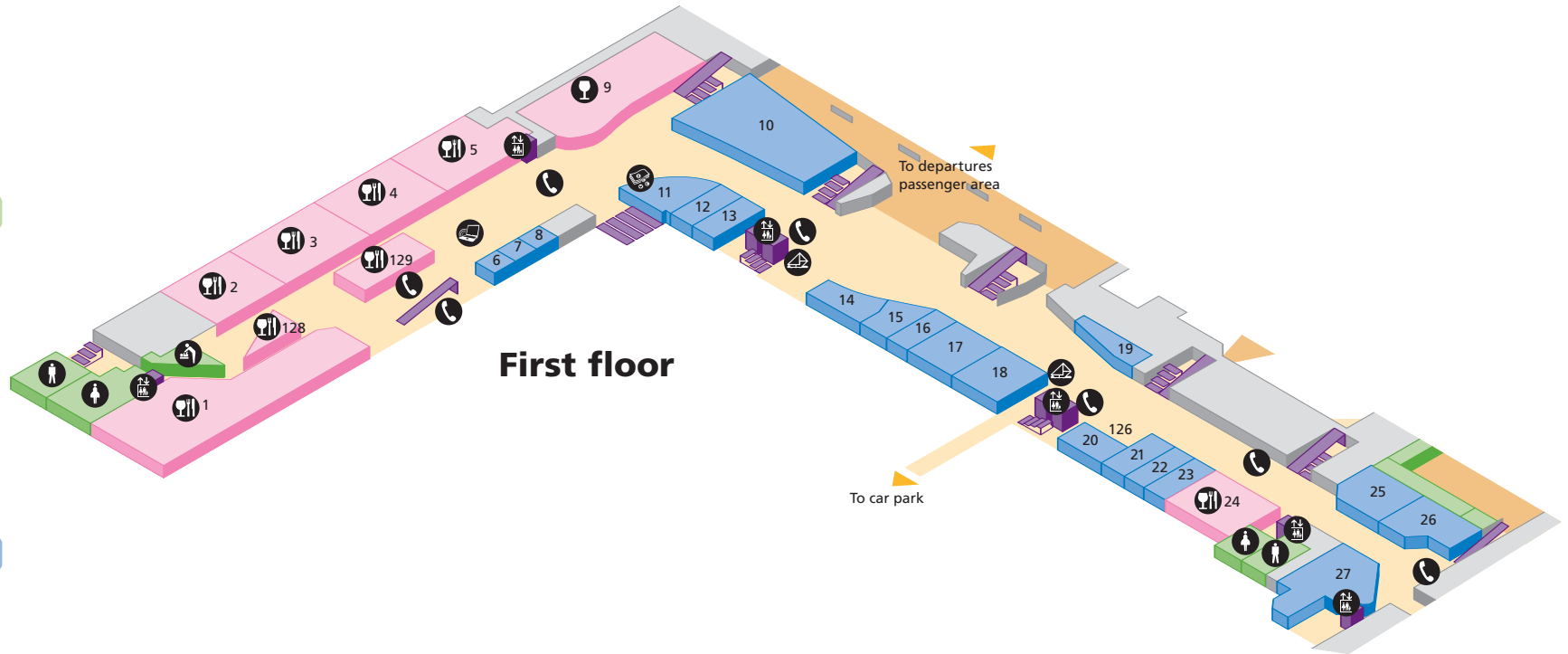
- Public areas
- Passenger areas

## Services

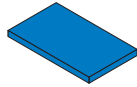
-  Babycare
-  Bar / Pub
-  Bureau de change
-  Lift
-  Mailbox
-  Restaurant / Café
-  Telephone
-  Toilet men
-  Toilet women
-  Wireless hotspot

## Shopping & restaurants

- |   |   |
|---|---|
| <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 1 Burger King</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 2 Sbarro</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 3 Taste</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 4 Harry Ramsden's</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 5 Village Grill</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 6 Sock Shop</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 7 Body Shop</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 8 Whittard</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 9 Parallel 54 bar</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 10 Alpha World News</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 11 Travelex</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 12 Sunglass Hut</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 13 Accessorize</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 14 Tie Rack</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 15 Rolling Luggage</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 16 Clinton Cards</li> </ul> | <ul style="list-style-type: none"> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 17 Glorious Britain</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 18 Past Times</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 19 The Link</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 20 American Express</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 21 Lush</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 22 La Senza</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 23 Thorntons</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 24 Starbucks</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 25 Hargreave's Sport</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 26 Serendipity</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #4f81bd; border: 1px solid #ccc; margin-right: 5px;"></span> 27 Boots</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 128 Uppercrust</li> <li><span style="display: inline-block; width: 10px; height: 10px; background-color: #f9e79f; border: 1px solid #ccc; margin-right: 5px;"></span> 129 Franklins of Boston</li> </ul> |
|---|---|

























# Terminal 3 - Departures (passenger area)



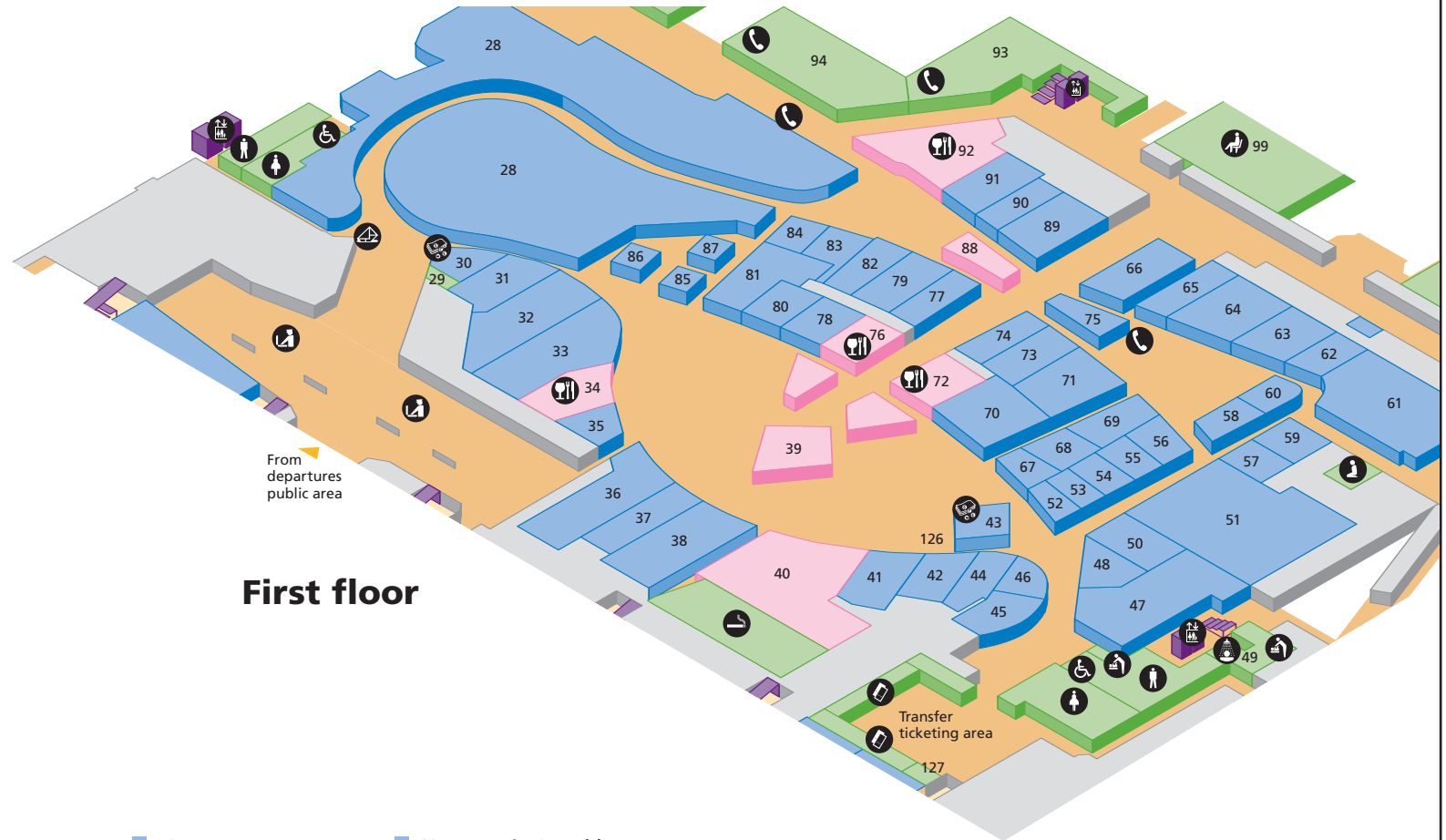
- Public areas
- Passenger areas

## Services

-  Accessible toilet
-  Airline lounge
-  Babycare
-  Bureau de change
-  Lift
-  Mailbox
-  Prayer room
-  Restaurant / Café
-  Security
-  Shower
-  Smoking area
-  Telephone
-  Ticket sales
-  Toilet men
-  Toilet women
-  29 VAT Returns
-  49 Family toilet
-  93 Gate room 2
-  94 Gate room 4
-  99 The London Lounge
-  126 Cash machine
-  127 Virgin Atlantic Airways lounge

## Shopping & restaurants

- |  |  |  |  |
|--|--|--|--|
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 28 World Duty Free  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #ffe4b5; border: 1px solid #0070c0; margin-right: 5px;"></span> 40 O'Neill's            | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 52 Versace        | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 63 Mappin & Webb          |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 30 Travelex         | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 41 Harrods              | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 53 Mont Blanc     | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 64 Salvatore Ferragamo    |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 31 Nike             | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 42 Glorious Britain     | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 54 Zegna          | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 65 Hermes                 |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 32 FCUK             | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 43 American Express     | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 55 Cartier        | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 66 Gucci                  |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 33 World News       | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 44 Taste of Britain     | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 56 Dunhill        | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 67 World of Whiskies      |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #ffe4b5; border: 1px solid #0070c0; margin-right: 5px;"></span> 34 La Brioche Doree | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 45 World News           | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 57 Dior           | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 68 Cigar House            |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 35 Sunglass Hut     | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 46 Waterford / Wedgwood | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 58 Lancôme        | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 69 Berry Bros. & Rudd     |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 36 Dixons           | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 47 World Duty Free      | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 59 Rigby & Peller | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 70 Books etc.             |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 37 Virgin Megastore | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 48 Chocolate Box        | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 60 David Culow    | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 71 Bally                  |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 38 Boots            | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 50 Liberty              | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 61 Chez Gerrard   | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 72 Café Italia            |
| <span style="display: inline-block; width: 15px; height: 10px; background-color: #ffe4b5; border: 1px solid #0070c0; margin-right: 5px;"></span> 39 Starbucks        | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 51 Harrods              | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 62 Smythsons      | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 73 Burberry               |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 74 Bulgari                |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #ffe4b5; border: 1px solid #0070c0; margin-right: 5px;"></span> 76 Bagel Street           |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 75 Caviar House           |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 77 Escada                 |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 78 Hugo Boss              |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 79 Paul Smith             |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 80 Tumi / Rolling Luggage |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 81 Kurt Geiger            |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 82 Pringle                |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 83 Folli Follie           |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 84 MAC                    |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 85 Swatch                 |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 86 Tie Rack               |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 87 World Duty Free        |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #ffe4b5; border: 1px solid #0070c0; margin-right: 5px;"></span> 88 Seafood Bar            |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 89 Chanel                 |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 90 Holland & Holland      |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #e6f2ff; border: 1px solid #0070c0; margin-right: 5px;"></span> 91 Thomas Pink            |
|  |  |  | <span style="display: inline-block; width: 15px; height: 10px; background-color: #ffe4b5; border: 1px solid #0070c0; margin-right: 5px;"></span> 92 TGI Friday's           |



First floor