London Heathrow Terminal 5
Airport Guide

Opened in 2008 by Queen Elizabeth II, Terminal 5 is British Airways' exclusive terminal. Costing a total of £4.3 billion in its construction, Terminal 5 was voted the Skytrax "World's best Airport Terminal 2014". Times from departing your airplane to your Airport Lynx transfer can range from 15 – 60 minutes.
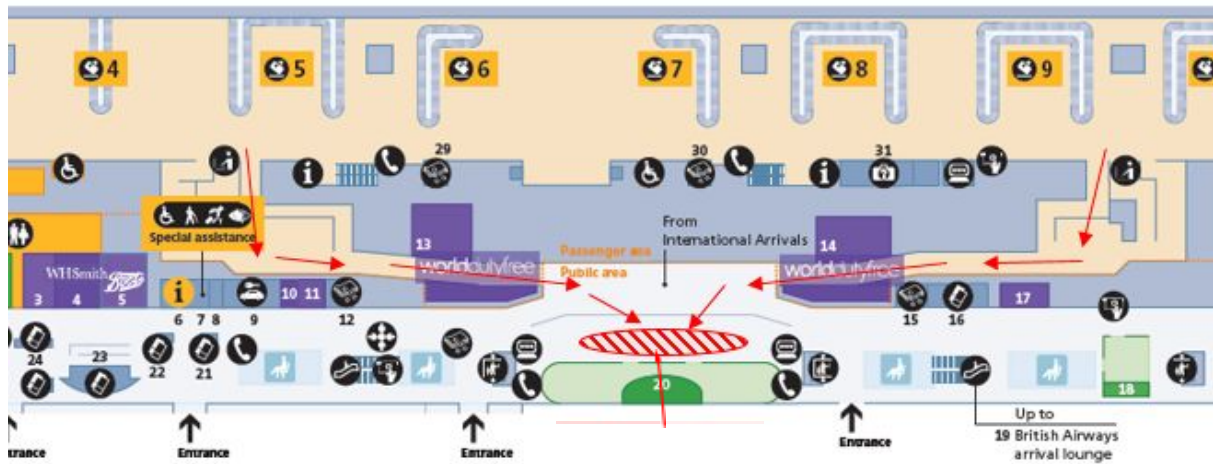
Once you leave the plane head towards passport control, which will be clearly signposted on your arrival.

There are two queues at passport control – one for European Union (EU)*, European Economic Area (EEA), British and Swiss nationals, and a second for all other nationalities. At the passport desk a Border Force officer will ask to see your passport or travel document and any supporting documentation necessary for your visit. Please remember that your passport must not expire during your visit to the United Kingdom. For full details on entry requirements into the United Kingdom, please visit the [Border Force website](#).

After passport control, follow the arrivals signs to the baggage reclaim area and check the information screens to find the correct carousel.

Free Baggage trolleys are available in the reclaim hall – please help yourself if you require one.

Once you leave the baggage collection area after a short walk you will enter the arrivals hall, once there your Airport Lynx chauffeur will meet you directly in front of the Costa Coffee shop. This is located on the back wall of the arrivals hall and your driver will be waiting in front of the main kiosks.

Your driver will be holding a board similar to the one below with your name on it (some account customers will have their own corporate logo instead).

Once you have met we will assist you with your baggage on the walk to the short term car park, if you need anything from the shops or restaurants before you depart please tell your driver we will be very happy to wait or get them for you.

If you cannot see your chauffeur please call us straight away on 01223 440040 we will be happy to help.