

## Heathrow T3 Airport Guide

Heathrow Airport is the largest airport serving the London area. Times from the 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](#).



E-Passport gates

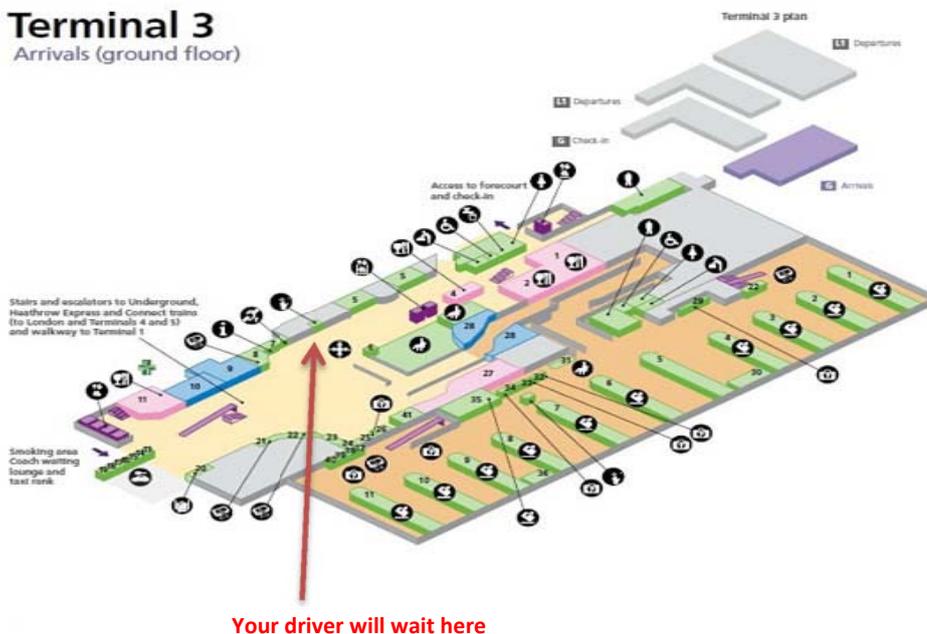
Automated e-passport gates offer an alternative to conventional passport checks. Simply scan your e-passport at the barrier. The system runs a face-recognition check against the chip in your passport, then if you're eligible to enter the UK the gate opens automatically – all in a matter of seconds. You need to be over 18 and have an e-passport (look for the 'chip' logo on the front) issued by a country in the European Economic Area\* or Switzerland.

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 be waiting in front of the W H Smiths news agents, which is located on the right hand side of the arrivals hall, in between Boots the Chemist and the Travelex bureau de change.

### Terminal 3 Arrivals (ground floor)



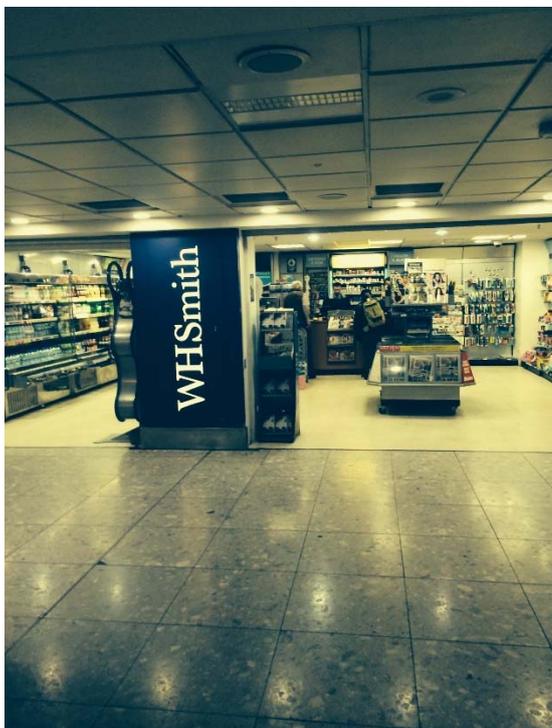
Shopping	
Boots	36
W H Smith	38
World Duty Free	28

Services	
Airline baggage desk	25
Alitalia baggage desk	33
American Airlines baggage office	30
American Express bureau de change	22
Aviance baggage desk	36
Avis car hire	35
BAA information desk	7
British Airways baggage desk	148
British Hotel Reservation Centre (BHRC) and Shop and Collect	6
Budget car hire	38
Cathay Pacific baggage desk	39
Dot2Dot	39
Emirates Premier limo service	24
Enterprise car hire	37
Europcar National car hire	33
Excess baggage/left luggage	20
Global baggage desk	38
Hertz car hire	34
JAL baggage desk	32
Licensed London taxi desk	31
Saudi Arabian baggage desk	34
Sixt car hire	36
Special assistance	31
Star Alliance baggage office	29
Travelex bureau de change	21, 37, 8
UK immigration service	26
Travelex bureau de change	35
Virgin Upper Class limo service	23
Voyager Entertainment	5

Food and drink	
AMT Coffee	31
Bite	2
Marks & Spencer Simply Food	27
Millie's Cookies	4
The Globe Freehouse	1

♿ Accessible toilet	🚰 Drinking water	☎ Telephone
✈ Airline lounge	👂 Facilities for the hard of hearing	♂ Toilet men
👶 Babycare	ℹ Information	♀ Toilet women
🧳 Baggage enquiries	🧳 Left luggage	🚶 Public areas
🧳 Baggage reclaim	⬆ Lift	👤 Passenger areas
🔄 Bureau de change	📍 Meeting point	
🚗 Car hire	🍽 Restaurant/Cafe/Bar	
🏧 Cash machines		

📶 iDingo Wi-Fi is present throughout the terminal



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 or 07725998769 if out of office hours.

This guide is constantly updating, if you feel something is missing or needs changing please let us know.