

Heathrow T5 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](https://www.gov.uk/government/organisations/border-force).



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.

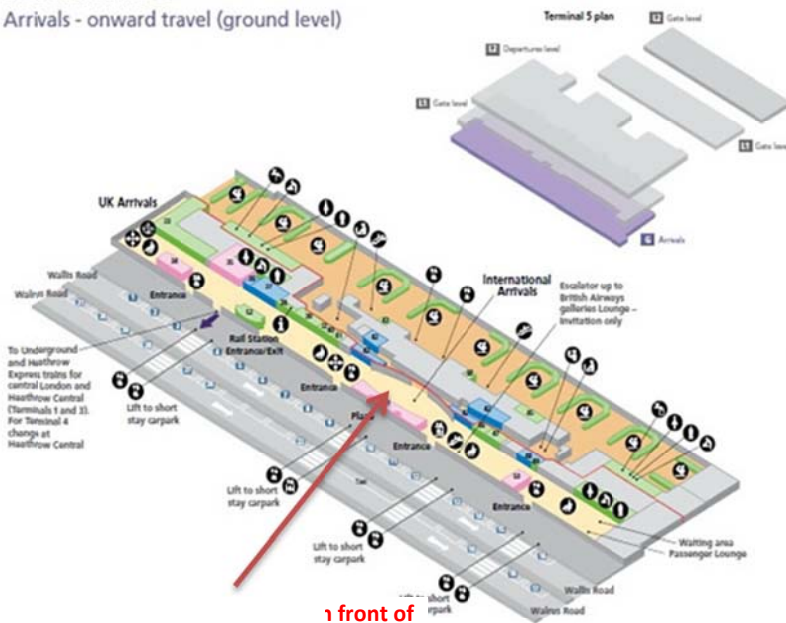
After passport control, follow the arrivals signs to the baggage reclaim area and check the information screens to find the correct carousel.

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 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.

Terminal 5

Arrivals - onward travel (ground level)



Shopping	
Leisure Link	36 46
World Duty Free	42
W.Smith	37

Services	
British Airways baggage and customer service desk	45
British Hotel Reservation Centre (BHRC) shop and Collect pick-up point	40 46
Car rental and Travel Information Centre	39
Excess Baggage	33
National Express	47
Rail ticket desk	52
Taxi desk	32
Thomas Cook	44 46
Thomas Cook and cash machines	49
Travellex	41 43
Travellex and cash machines	38

Food and drink	
Costa	31
Giraffe Juice	34
Krispy Kreme	30
Marks & Spencer Simply Food	35

Bus and coach stop allocation	
Business Parking, Long Stay T5	22
T4 Hilton Hotel	13
Express Coach - National Express	13-16
Express Coach - Reading, Railair	10
Express Coach - Woking Railair	12
Group Travel - pick up	10-11
Group Travel - drop off	10-11
T4 Hilton Hotel	13-16
Local bus 350, 421, 441, N9	17
Local bus 441, 482, 490	18
Local bus 60, 61, 71, 72, 78, 724	19
Oxford the Airline	11
Transport for London (TfL) - drop/stand	14-16
T4 Hilton Hotel	10
Car Rental (off airport):	
- Dolar, Thrifty, Sixt	10
Car Rental (on airport):	
- Avis, Budget, Europcar/National/Alamo, Enterprise, Hertz	10
Off airport Parking companies:	
- Purple Parking, Quality Airport Parking, Reeds, UBS/Happydays	17
Taxi (between stands 21 and 22)	

- Baby sign
 - Baggage reclaim
 - Drinking water
 - Escalator
 - Information
 - Lift
 - Lost property
 - Meeting point
 - Passenger lounge/seating area
 - Passport control
 - Seating area
 - Security control
 - Toilet men
 - Toilet women
 - Public areas
 - Passenger areas
 - Before/After Security
- 3G/4G 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.