



Guide to  
**LONDON**  
**HEATHROW**  
**AIRPORT**

Business  
Traveller

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**Business  
Traveller**

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**ITS OPERATOR,** BAA, may still style Heathrow as the “world’s busiest international airport” but the real wonder is that, given its location so close to a major capital city, it ever became not only London’s premier airport but also the transatlantic gateway to Europe.

Back in the 1930s, to when the airport’s origins can be traced, it was more by luck than judgment that several grassy fields at Harmondsworth to the west of London (which had been used during the First World War for rudimentary runways) were acquired by aircraft pioneer Richard Fairey to provide a test-site for his aeroplanes.

His Great Western Aerodrome, along with nearby land around the ancient village of Heath Row, was eventually requisitioned by the government during the Second World War as a long-haul RAF transport base, although it never became fully operational. Instead, in 1946 the Air Ministry decided the base – now officially styled as London Airport – offered better existing and potential infrastructure to become London’s main civil airport, replacing Croydon airport, which had been used by fighters rather than transport planes during the war and thus had shorter runways.

The rest, as they say, is history. Heathrow Airport (as London Airport was renamed in 1966) grew as demand for air travel in the jet (and supersonic) age boomed. From the 63,000 hardy passengers who experienced the rather basic terminals in 1946 – mainly ex-military marquees – the airport saw just over 66 million passengers passing through in 2009, with about a third travelling on business. On average, some 180,000 people use the airport every day, roughly split 50/50 between those arriving and departing.

Heathrow’s location on the edge of Europe has long made it the hub of choice for

transatlantic travellers to Europe, enabling it to claim global leadership in terms of international passenger numbers, although Atlanta’s Hartsfield-Jackson airport claims to be the world’s busiest in terms of total travellers passing through.

But whatever the competing claims, there is no doubt that Heathrow is big. Often it is compared to a small town, given the scale of its responsibilities (fire, police, planning and so on) and the fact that more than 70,000 people work there every day.

Heathrow, moreover, is popular for its closeness to London (15-20 minutes from Paddington Station on a dedicated non-stop train service), although this strength is also its greatest weakness: there is little room for expansion given its location so close to the capital. (See ‘Future developments’ page 29).

### MASSIVE RENEWAL

But the price of rapid growth in the past has been a jumble of long-established terminal buildings and, for travellers, a confusing allocation of airlines to five specific terminals. Nearly 90 airlines use Heathrow, serving over 170 destinations, with New York the most popular.

The old buildings, however, have either gone or are going in a massive renewal exercise: Terminal 2 and the old Queen’s Building have been pulled down and the new T2 is due to rise from the ashes by 2014.

At around the same time, Terminal 1 will be knocked down to pave the way for further expansion of T2, due to open in 2019.

Both Terminal 3 and Terminal 4 have already undergone substantial refurbishment – including Virgin Atlantic’s new Upper Class Drive Thru Check In facility at T3 – with a continuing programme of upgrades. T3 and T4

have also been modified to take the new giant A380 aircraft now coming into service, as has the British Airways home hub, Terminal 5.

Rather fortunately for BA, T5 is also being expanded in 2011, which should provide scope for Iberia’s services to operate from the terminal (at present it uses T3) if the agreed merger of the two airlines is completed on schedule in the next few months.

### AIRLINE ALLIANCES

Apart from the physical regeneration of Heathrow’s terminals, the airport management has also realigned the airlines, using them to reflect their membership of ever-growing airline alliances, which increasingly account for the bulk of international traffic.

Thus the Star Alliance airlines (including Lufthansa, Bmi and United Airlines) will predominantly be found in T1 at present, relocating to the new T2 when it opens and T1 is closed. T4, which until T5 opened in 2008 was BA’s home, is now occupied by members of the SkyTeam alliance (including Air France, KLM and Delta Airlines).

The Oneworld alliance airlines apart from BA (including American Airlines, Iberia, Cathay Pacific and JAL) are primarily located in T3 along with some Star Alliance carriers not using T1. Other, non-aligned airlines are spread throughout T3 and T4.

Although the realignment has helped reduce confusion, it can still cause problems for international passengers, especially those transferring to other flights (nearly 40 per cent of those using the airport are transfer passengers). Enhanced clarity of the terminal transfer system via the Heathrow Express or Underground services is, however, under review.

But the extra spending on the terminals has seen improvements in key areas, such as more check-in facilities: T4 has expanded its capacity to handle 45 airlines (from the previous dozen) under the relocation programme, with 127 check-in desks (33 new) and 40 self-service check-in machines.

Security and immigration are also being enhanced throughout the terminals to speed-up the oft-criticised process: T3, for example, now has the largest security search area at the airport.

### RETAIL MAKEOVER

The shopping experience, without which airports would just not be the same, is not forgotten amid all these changes. T3 is due to get a retail makeover by 2012, including new mid-market fashion outlets as well as luxury brands. The new T2, when it opens in 2014, will also include a dedicated collection of affordable luxury brands in one area, along with a new Champagne bar and restaurants with views of the departures area and runways.



## BY UNDERGROUND HEATHROW IS LESS THAN

20 miles from central London and the Underground is the cheapest way to get to and from Heathrow (£2.40 per single off-peak journey from zone 1 to zone 6, where the airport is situated, using an Oyster card; paper tickets cost £4.50 for the same journey). Allow at least an hour to travel between central London and Heathrow. There are around 12 trains an hour and peak commuting times can be busy, so allow extra time for this. The dark blue Piccadilly line has a single stop for Terminals 1, 2 and 3 (although T2 is currently closed), another stop for Terminal 4 and a third stop for Terminal 5. If you're travelling to T1, 2 and 3, avoid the train for T4. While it does call at T1, 2 and 3, it calls at T4 first, and waits at the T4 station for up to 20 minutes.

● **TIP:** The Underground to Heathrow surfaces at Barons Court and you will have a good 15 minutes to make any phone calls before it heads back underground after Hounslow Central.

■ For more information visit [tfl.gov.uk](http://tfl.gov.uk)



## BY TRAIN IF YOU ARE ALREADY IN

London, the Heathrow Express departs four times an hour from Paddington and takes 15 minutes to get to its first stop, Heathrow Central (T1, 2 and 3). T5 takes a further five minutes. Travellers to T4 change at Heathrow Central for the dedicated T4 shuttle. Buying tickets online is the cheapest option, with a single for £16.50; it's £18 when bought at the station and tickets bought onboard cost £23. First Class costs £26 one way and offers more spacious seating, magazines and newspapers. There is a Quiet Zone if you need to work during the journey, and free wifi is available.

A cheaper option from Paddington is the Heathrow Connect rail service, which costs £7.90 one way. The service leaves every half an hour, stopping at several places, including Ealing Broadway and Hayes & Harlington. Journey time to Heathrow Central (T1, 2 and 3) is 25 minutes. To get to T4 and 5 you can take the free Heathrow Express shuttle, departing every 15 minutes.

If you are travelling by train from outside London it is often easier and faster to avoid central London. There are several main train stations near Heathrow, which offer bus links to the airport. Reading station has a dedicated shuttle bus to Heathrow run by First. The RailAir link runs every 20 minutes, between 4am and midnight from outside Reading train station. It stops first at T5 (a 38-minute journey), then T1 and finally T3. A free connecting transfer is available to T4 on the Heathrow Express train. Tickets start at £14 one way, when bought online at least one day before travel, or on the day cost £16 from the RailAir lounge at Reading station.

Woking Station (which serves Aldershot, Winchester, Salisbury, Portsmouth, Southampton and Bournemouth) has a National Express service running approximately every half an hour to Heathrow, with a journey time of around 50 minutes and costing from £9 one way.

Watford Junction (for trains to the Midlands, Manchester, Liverpool, north-west England and Scotland) offers hourly Green Line coaches, which take 45 minutes to the airport and cost £7.50 for a single.

For travellers coming from Richmond, Camberley, Bracknell, London Waterloo or Clapham Junction, head to Feltham station. Every 10 minutes the 285 bus takes you to Heathrow in half an hour for under £5. There's also the N285 night bus on the same route.

■ For more information visit [heathrowairport.com](http://heathrowairport.com), [tfl.gov.uk](http://tfl.gov.uk), [heathrowexpress.com](http://heathrowexpress.com), [heathrowconnect.com](http://heathrowconnect.com), [railair.com](http://railair.com), [greenline.co.uk](http://greenline.co.uk), [nationalexpress.com](http://nationalexpress.com)



## BY BUS THERE ARE MANY CHOICES

when travelling to Heathrow by bus and National Express serves most major destinations in the UK (and also runs a service from London Victoria to Heathrow, which takes from 40 minutes, £5 single). Other companies concentrate on particular areas; for example, for the Midlands there is the Thandi Express, which serves Wolverhampton, Birmingham, Coventry and Heathrow Airport four times a day (journey time around three to four hours) and costs around £20 each way. Bear in mind a train from Birmingham to London Euston, followed by a journey across London on the Underground, will take up to three hours and cost considerably more. From Oxford, the Airline bus serves Heathrow every 30 minutes for a 90-minute journey. Managed by the Oxford Bus Company it also stops at T5, at bus stop 11 outside arrivals.

● **TIP:** National Express runs six services an hour from Heathrow to Gatwick airport, again a useful link to avoid central London. The journey takes around an hour, and tickets start at £19.50 one way.

■ For more information visit [nationalexpress.com](http://nationalexpress.com), [oxfordbus.co.uk](http://oxfordbus.co.uk), [thandicoaches.com](http://thandicoaches.com)



## BY CAR SATNAV POSTCODES: T1:

TW6 1AP; T3: TW6 1QG; T4: TW6 3XA; T5: TW6 2GA. For parking satnav postcodes, see page 7.



## BY TAXI TAXIS BETWEEN

Heathrow and central London take at least 45 minutes, and can take considerably longer depending on traffic. Prices vary depending on the company you use – we found prices from £40 to £75 for a single traveller to a central London address from Heathrow. Bear in mind that if you opt for a pre-booked taxi, there may be a fee for a meet-and-greet service, and you could be charged extra if there are delays at the airport. If your flight is delayed, however, many companies will keep track of your arrival time and will usually move your booking to the appropriate time.



## CHAUFFEURS SEVERAL AIRLINES

offer free chauffeur transport between Heathrow and onward destinations for premium passengers. For example, book an Upper Class ticket with Virgin Atlantic for a flight out of London Heathrow for a transfer in one of its V70 or S80 Volvos. Bmi, Etihad, Delta and Emirates also offer chauffeured links from Heathrow – check with your airline for how far they will take you (this can vary hugely – see [business traveller.com](http://business traveller.com) for more information).

Airport operator BAA has recently instituted its own Heathrow Personal Chauffeur Service, which is bookable via the official website [heathrowairport.com](http://heathrowairport.com)

● **TIP:** There are plenty of other private chauffeur services available – see [business traveller.com](http://business traveller.com) for reviews and news stories and visit the forum to discuss different services with fellow business travellers.



# WHO FLIES FROM WHERE

## TERMINAL 1

Aegean Airlines	A3
Aer Lingus	EI
Air New Zealand	NZ
Asiana Airlines	OZ
Austrian Airlines	OS
Bmi	BD
Brussels Airlines	SN
Croatia Airlines	OU
Cyprus Airways	CY
El Al Israel Airlines	LY
Icelandair	FI
LOT Polish Airlines	LO
Lufthansa	LH
South African Airways	SA
Swiss International Airlines	LX
TAM	JJ
TAP Air Portugal	TP
United Airlines	UA
US Airways	US

## TERMINAL 3

Air Canada	AC
Air China	CA
Air India	AI
Air Mauritius	MK
All Nippon Airways	NH
American Airlines	AA
Blue1 (SAS Group)	KF
British Airways *	BA
Cathay Pacific Airways	CX
Egypt Air	MS
Emirates	EK
Ethiopian Airlines	ET
Eva Air	BR
Finnair	AY
Iberia	IB
Iran Air	IR
Japan Airlines	JL
Kibris Turkish Airlines	YK
MEA Middle East Airlines	ME
Oman Air	WY
Pakistan International Airlines	ME
Qantas	QF
Qatar Airways	QR
Royal Jordanian	RJ
SAS	SK
Saudi Arabian Airlines	SV
Singapore Airlines	SQ
Thai Airways International	TG
Turkish Airlines	TK
Turkmenistan Airlines	T5
Virgin Atlantic Airways	VS
Vueling	VY

## TERMINAL 4

Aeroflot	SU
Air Algerie	AH
Air Astana	KC
Air France	AF
Air Malta	KM
Air Seychelles	HM
Air Transat	TS
Alitalia	AZ
Arik Air	W3
Azerbaijan Airlines	J2
BBA	BG
Bulgaria Air	FB
China Airlines	CI
China Eastern	MU
Continental Airlines	CO
CSA Czech Airlines	OK
Delta Air Lines	DL
Etihad Airways	EY
Gulf Air	GF
JAT Airways	JU
Jet Airways	9W
Kenya Airways	KQ
Kingfisher Airlines	IT
KLM Royal Dutch Airlines	KL
Korean Air	KE
Kuwait Airways	KU
Libyan Arab Airlines	LN
Malaysia Airlines System	MH
Olympic Air	OA
Rossiya Airlines	FV
Royal Air Maroc	AT
Royal Brunei Airlines	BI
Sri Lankan Airlines	UL
Syrianair	RB
Tarom	RO
Tunisair	TU
Uzbekistan Airways	HY
Yemenia Yemen Airways	IY

## TERMINAL 5

British Airways *	BA
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\* Please note that while T5 is used exclusively by British Airways, some BA flights still depart from T3 – check your ticket carefully before your journey.





## BEFORE YOU REACH THE AIRPORT

### PARK AND FLY

A LARGE NUMBER OF HOTELS offer park and fly packages, where you stay for one or more nights at the hotel, leave your car at the property for the duration of your trip, and pick it up when you return. The price will vary according to the timings and length of your stay, and how long you want to leave your car – the minimum package is usually four days, and the maximum three weeks. The idea is that if you are going to stay at the airport anyway and you need to park your car, then these deals can make good financial sense. The following properties offer park and fly deals at Heathrow...

<b>SOFITEL LONDON HEATHROW</b>	<b>020 8757 7777</b>	<b>SOFITEL.COM</b>
<b>HILTON LONDON HEATHROW AIRPORT</b>	<b>020 8759 7755</b>	<b>HILTON.CO.UK</b>
<b>RAMADA LONDON HEATHROW</b>	<b>0844 815 9041</b>	<b>RAMADAJARVIS.CO.UK</b>
<b>SHERATON HEATHROW</b>	<b>020 8759 2424</b>	<b>STARWOODHOTELS.COM</b>
<b>SHERATON SKYLINE</b>	<b>020 8759 2535</b>	<b>STARWOODHOTELS.COM</b>
<b>RADISSON EDWARDIAN HEATHROW</b>	<b>020 8759 6311</b>	<b>RADISSONEDWARDIAN.COM</b>
<b>LONDON HEATHROW MARRIOTT</b>	<b>020 8990 1100</b>	<b>MARRIOTT.CO.UK</b>
<b>RENAISSANCE LONDON HEATHROW</b>	<b>020 8897 6363</b>	<b>MARRIOTT.CO.UK</b>
<b>HOLIDAY INN LONDON HEATHROW</b>	<b>020 8990 0000</b>	<b>HOLIDAYINN.COM</b>
<b>HOLIDAY INN LONDON HEATHROW ARIEL</b>	<b>0871 942 9040</b>	<b>HOLIDAYINN.COM</b>
<b>PARK INN HEATHROW</b>	<b>020 8759 6611</b>	<b>PARKINN.CO.UK</b>
<b>ARORA HEATHROW</b>	<b>020 8759 7777</b>	<b>ARORAHOTELS.COM</b>
<b>PREMIER INN HEATHROW BATH ROAD</b>	<b>0871 527 8508</b>	<b>PREMIERINN.COM</b>
<b>PREMIER INN HEATHROW M4/J4</b>	<b>0871 527 8510</b>	<b>PREMIERINN.COM</b>
<b>IBIS LONDON HEATHROW AIRPORT</b>	<b>020 8759 4888</b>	<b>IBISHOTEL.COM</b>
<b>EASYHOTEL LONDON HEATHROW</b>	<b>020 8897 9237</b>	<b>EASYHOTEL.COM</b>
<b>NOVOTEL LONDON HEATHROW</b>	<b>01895 431 431</b>	<b>NOVOTEL.COM</b>

For more detailed information on these hotels and some other accommodation options at Heathrow, see pages 21-28 of this guide.



### WHAT IS MY LUGGAGE ALLOWANCE?

**AIRLINE LUGGAGE ALLOWANCES** vary widely depending on flight path, duration, and passenger class or tier status with the airline or an airline alliance. If you are connecting to another carrier which is not part of the same alliance then you should check the baggage allowance for the second flight in case it is less than the first. See [businesstraveller.com](http://businesstraveller.com) for articles on hold- and hand-luggage allowances for major airlines out of the UK.





## AT THE AIRPORT

### WHAT CAN I TAKE THROUGH SECURITY?

**YOU CAN NOW TAKE MORE** than one item of hand luggage through Heathrow – if your airline allows it. Individual carriers will have rules about the size and weight of hand luggage so make sure you check this before you get to the airport. The 100ml rule is still in place at Heathrow. This means you can take liquids (including toothpaste, aerosols, perfume, lip balm, sunscreen, shampoo etc) as long as each bottle is no more than 100ml in size. All these items must be placed in a single sealed clear plastic bag no larger than 20cm x 20cm (8in x 8in). As usual, avoid placing any sharp items in your hand luggage – razors will be confiscated. See [heathrowairport.com](http://heathrowairport.com) for full details.

### INTERNET ACCESS

For internet access there are a few options at Heathrow. If you have use of a first or business class lounge then you will probably get free wifi. Outside the lounges there are two paid-for options...

**THERE ARE MORE THAN 180 INTERNET KIOSKS** across the airport. These can be found after security at Terminals 1, 3 and 4, and both before and after security in Terminal 5. Access is available 24 hours. The kiosks are operated by Spectrum Interactive and you will need to create an account with an email and password. You can then top it up by credit or debit card, a £1 or €1 coin, or with a prepaid voucher. Once you have paid and you are online, there is a clock on the screen that lets you know how much time you have left (£1 lasts 10 minutes). If you are paying by card, you can credit your account with £3, £5, £10 or £20. If you add £10, an additional £2 will be added for free, while if you add £20, an additional £5 will be added. If you want to print a document, then there is a fee of £3. You can use your Spectrum account at more than 1,700 internet kiosks across the UK including at hotels, cafés, restaurants, hostels, holiday parks, motorway service stations and marinas, as well as in airports. Visit [spectruminteractive.co.uk](http://spectruminteractive.co.uk)

**WIFI INTERNET** access is provided by Boingo Wireless hotspots throughout the airport. You can create an account and top it up for unlimited use from £14.95 per month or pay as you go. Visit [boingo.com](http://boingo.com) for more information.



## TRANSFER PASSENGERS CONNECTING PASSENGERS

### IF YOU ARE LANDING AT HEATHROW

and connecting to another flight, check which terminal you are departing from. You can walk between T1 and T3 – it will take around ten minutes through an underpass.

From T1 and T3 to T4 or T5, passengers can take the free Heathrow Express rail shuttle service, as you can between T4 and T5. Since many airlines moved terminals, carriers belonging to alliances are mainly grouped together, so connecting passengers don't have to change terminals.

As a rough rule, Star Alliance carriers are at T1, Oneworld carriers at T3 and T5, and Skyteam carriers at T4. However, you still need to be aware of minimum connecting times (MCTs) and you should build in enough leeway for delays, especially if you have hold luggage that needs to be transferred to the next plane and you have not through-checked your bag. As soon as you land, follow the purple flight connection signs.

If you have liquids with you (such as duty-free) and you are connecting through Heathrow, then there are strict rules. If you are arriving from a country within the European Union, you can fly with all liquids in a tamper-evident bag providing you have proof of purchase and the item was bought airside at an airport less than 24 hours before. If you are arriving from outside the EU, all liquids must be held in individual containers with a capacity of less than 100ml each.



## MEDICAL EMERGENCY

If you need urgent medical treatment you can **DIAL 222**

from any telephone in the airport and the operator will send an ambulance to you. Or dial 999. There is also a health centre in D'Albiac House on the ground floor between T1 and T2 that provides basic treatment. **OPEN 8AM-5PM**  
**CALL +44 (0)20 8745 7047**

For each terminal at Heathrow there are several options for parking, and your choice will come down to how much time you have and how much you are willing to pay for convenience and service

### Valet parking

If you're in a rush, then Heathrow has valet parking services at all terminals. Reception is open from 5am to 9.30pm or final collection. You can drive up and drop off your car on the day, or pre-book. One day costs from £42 to £49; and one week from £118 to £147. Drop-off to check-in is a two to five minute walk. Call 0844 335 1000 (+44 121 410 5228 from outside the UK).

### Short-stay parking

All short-stay car parks are within a short walk of the terminal buildings. Pre-booking is the cheapest option but costs from around £2.50 for half-an-hour up to £50 for one day, so for anything over a few hours it's worth looking further afield.

### Business parking

Closer than the long-stay car parks, business parking is a good option for anyone staying a few days and prepared to pay a little more for a shorter transfer time to check-in (around 10 to 20 minutes). For business parking at all terminals there are pre-book prices as well as drive-up prices (for T1 Business Parking Plus, with an on-demand three-minute transfer time, pre-booking is compulsory). Expect to pay around £22 to £30 per day or around £80 for a week.

Minimum stay times can vary between terminals and whether the stay is drive-up or pre-booked – visit [heathrowairport.com](http://heathrowairport.com) or call 0844 335 1000 (+44 121 410 5228 from outside the UK) for more information.

### Long-stay parking

Note that long-stay parking also offers parking for shorter periods (1 to 4 days). Because the long-stay car parks are usually further out, they are often the cheaper option – it makes more sense to park there for a day (around £16) than in short-stay parking for the same period (up to £50).

### ON-AIRPORT LONG-STAY PARKING

There are three BAA operated long-stay car parks on airport land, which serve all terminals and have transfer buses running around the clock (factor in an extra half-an-hour to check-in).

Prices can vary online but for 1 to 4 days it's around £16 per day to stay on-airport. Transfer times for T1 and T3 are every 10 minutes (the journey takes around 7 to 15 minutes, from 4.45am until 11.45pm and then on request outside these hours). Transfer times for T4 are every 12 minutes and take around 3 to 7 minutes. T5 has transfers every 10 minutes for a five-minute journey.

T5 has a Long Stay Plus service – drop your car at the entrance to the long-stay car park and staff will park your car while you jump on the transfer bus, and on your return your car will be parked in the short-stay car park at T5. The service costs £35 for one day, £84 to £98 for a week, and £119 for two weeks.

Minimum stay times can vary between terminals and whether the stay is drive-up or pre-booked – visit [heathrowairport.com](http://heathrowairport.com) or call 0844 335 1000 (+44 121 410 5228 from outside the UK) for more information.

### OFF-AIRPORT LONG-STAY PARKING

Off-airport car parks are a little further away than BAA's three official long-stay car parks, but still within a few miles' radius and with similar transfer times.

### NCP FLIGHTPATH (SERVES T1 AND T3)

NCP's Flightpath is less than one mile from the airport (satnav postcode UB7 0DU) and for one day costs £14, one week £49 and two weeks £77, but offers are available online. Transfers operate every 15 minutes (from 7am until 9.45pm; outside these times buses run on request) and the transfer time is 4 to 8 minutes. Visit [ncp.co.uk/heathrowairportparking.htm](http://ncp.co.uk/heathrowairportparking.htm) or call 020 8759 9878.

### HAPPY DAYS PARKING (SERVES ALL TERMINALS)

Happy Days is three miles off-airport (satnav postcode UB8 3LN). Prices are £29 for one day, £52 for one week and £76 for two weeks. Transfers operate every 15 minutes (between 5am and 10.30pm) and take 10 minutes. There are no drive-up arrivals between 10.30pm and 5am; if you book for arrival before 5am you will be charged a £10 surcharge at the car park. There is no minimum stay. Visit [happydaysparking.co.uk/index.html](http://happydaysparking.co.uk/index.html) or call 01895 434 822.

### QUALITY AIRPORT PARKING (SERVES ALL TERMINALS)

A mile off-airport (satnav postcode TW6 2AL). Eight days cost £59.95 and two weeks are £82. Transfers operate on-demand, 24-hours a day, and take 5 to 10 minutes. There is no minimum stay, but the minimum charge is for eight days. Visit [parkbcp.co.uk/heathrow/quality-airport-parking.html](http://parkbcp.co.uk/heathrow/quality-airport-parking.html) for more information.

### PURPLE PARKING (SERVES ALL TERMINALS)

Purple Parking is 5.7 miles off-airport (satnav postcode UB2 5LE). One day's parking costs

£15.95, one week is £50 and two weeks cost £78.95. Transfers operate on-demand and transfer time is 15 to 20 minutes (3.30am to midnight). Visit [purpleparking.com/airports/heathrow.htm](http://purpleparking.com/airports/heathrow.htm) for more information.

### ECONOMY PARKING (SERVES T4 AND T5)

Four miles off-airport (satnav postcode TW19 6BW). Eight days cost from £49, with 15 days from £88. Transfer is on demand and takes around 12 minutes. Visit [parkbcp.co.uk/heathrow/economy-parking.html](http://parkbcp.co.uk/heathrow/economy-parking.html) for more information.

### REEDS SERVICE PARK (SERVES T4 AND T5)

Reeds is about 8 miles off-airport (satnav postcode TW19 5EP). One day costs £24, one week £43.95 and two weeks £71. Transfers operate on-demand, 24-hours a day, and take 10 to 15 minutes. No minimum stay but book 24 hours in advance. Visit [reedsservicepark.com](http://reedsservicepark.com)

## POSTCODES FOR CAR PARKS

Short-stay T1	TW6 1JG
Short-stay T3	TW6 1JG
Short-stay T4	TW6 3XL
Short-stay T5	UB7 0EQ
Business parking T1 & 3	TW6 2RL
Business parking T4	TW6 3XL
Business parking T5	TW6 1JH
Business Parking Plus T1	TW6 2RL
Long-stay T1 & 3	TW6 2SB
Long-stay T4	TW6 3XL
Long-stay T5	TW6 2RL
Long Stay Plus T5	TW6 2RL

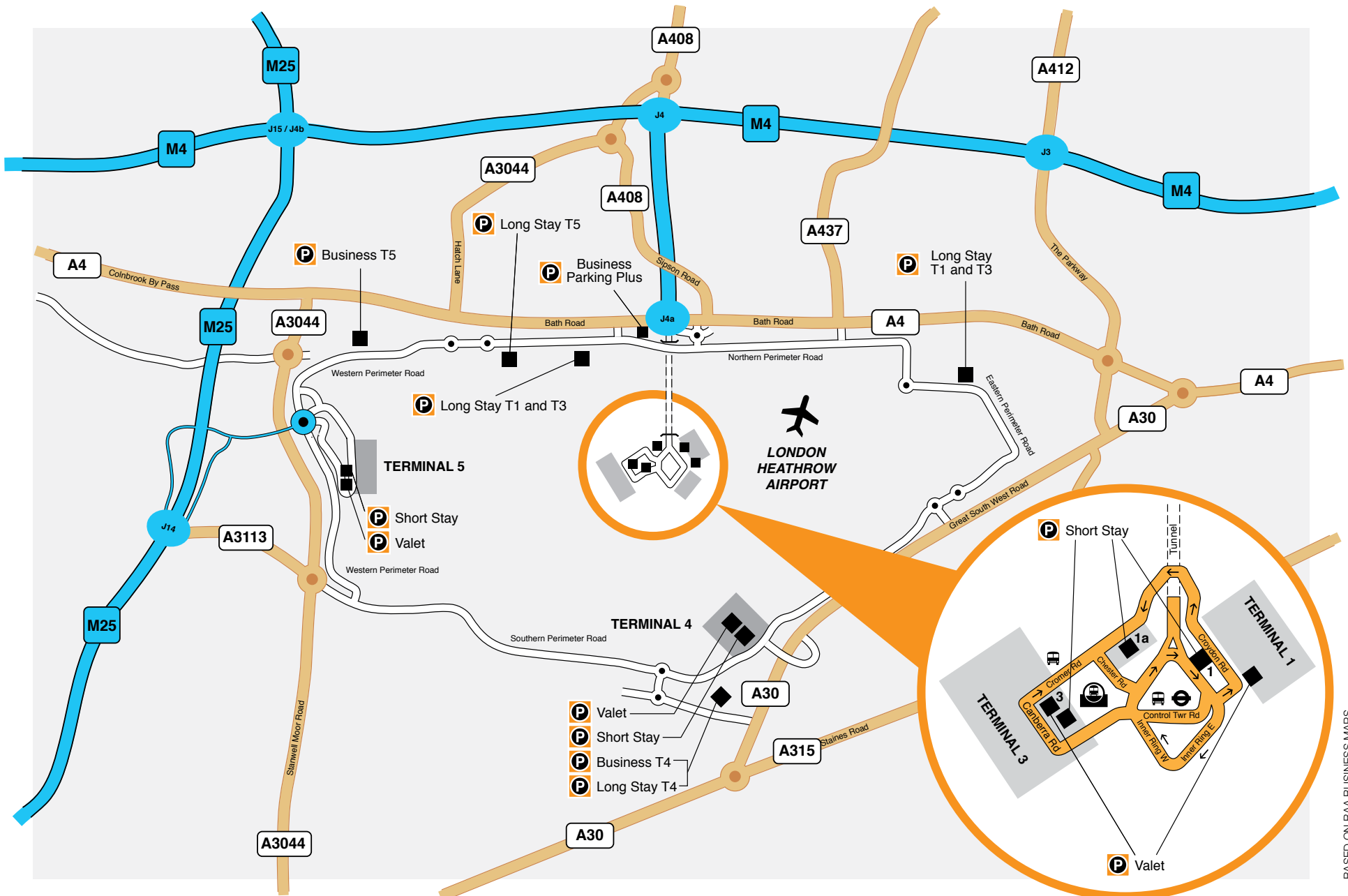
(Valet-parking postcodes are the same as short stay)







# PARKING MAP



BASED ON BAA BUSINESS MAPS



Heathrow, as a shopping centre, has developed over the years with T5 leading the way in its design and high-end offerings, but the other terminals are catching up – T4 recently had a makeover (see [businesstraveller.com](http://businesstraveller.com)) and T1 and T3 still have a lot to offer

### THIS GUIDE HIGHLIGHTS A FEW OPTIONS

for business travellers who are not heading straight to the gate or the lounge. For a comprehensive list of shops and restaurants see [heathrowairport.com](http://heathrowairport.com)

#### FOR THOSE WHO SHOP A LOT AT THE

airport it's worth signing up for the free loyalty scheme, WorldPoints, run by BAA – Heathrow airport's operator. You'll receive one point for every £1 you spend at most of the outlets in BAA airports, and one point for every £10 you exchange at airport bureaux de change, although it is advisable to get your currency before you arrive at the airport for a better rate – for a guide to foreign exchange see [businesstraveller.com/archive/2010/june-2010](http://businesstraveller.com/archive/2010/june-2010)

Other WorldPoints rewards include £5 airport shopping vouchers, car parking discounts and frequent flyer miles with Virgin Atlantic, Bmi and now Lufthansa's Miles and More.

- **TIP:** Shop and collect – if you see the ideal gift but don't want to lug it with you on your business trip, you can buy it and collect it on your return for free or have it shipped to a convenient address.
- **TIP:** To save time, you can reserve items free at [heathrowairport.com](http://heathrowairport.com) and pay when you pick them up on the day you fly. Make sure the shop you choose is in the terminal you are travelling from.

### Terminal 1

#### BEFORE SECURITY

**EAT** There are coffee shops and pubs on offer, as well as a Café Rouge and Italian restaurant Caffè Italia.

**SHOP** For travel essentials, Travelex, American Express, Boots, Rolling Luggage and WHSmith all have outlets both before and after security. The Excess Baggage Company is only found before security and offers travel accessories, as well as a luggage-weighing service and bag security wrapping.

#### AFTER SECURITY

**EAT** T1 has 40 retail outlets, including dining options, after security. There are eight restaurants/bars/café's including Caffè Nero, Costa Coffee and Pret a Manger for snacks, and pub food from the Tin Goose, and Bridge Bar and Eating House. There's an Italian option with Est, world food from Giraffe and, for something unique and more expensive, there's the Caviar House and Prunier Seafood Bar – also a good place for a chilled glass of wine. It's next to the shop selling Prunier caviar and Balik salmon. New to Terminal 1 (it opened in August), is the Harlequin – a traditional alehouse and eatery

servicing traditional British dishes, and draught beer and scrumpy cider. It's located close to Pret a Manger and Est.

**SHOP** From Hamleys to Harrods and high-street to high-end, there is something for everyone. Business travellers looking for a boost to the wardrobe will find options including Hugo Boss, LK Bennett, Ted Baker, Mulberry, Thomas Pink (you can have your shirt ironed if you want to wear it immediately), Burberry and Bally. Tumi and Rolling Luggage are also here and, for technology, there's Dixons. For luxury items and gifts there is Links of London, Watches of Switzerland, and World of Whiskies – with knowledgeable staff on hand to advise on which brand to try – as well as a large World Duty Free.

#### ARRIVALS

There's a Costa Coffee as well as numerous bureaux de change, a WHSmith and a hotel reservations desk, plus the World Duty Free arrivals store.

### Terminal 3

#### BEFORE SECURITY

**EAT** For quick snacks there's Pret a Manger, Krispy Kreme doughnuts, Bagel Street and Costa Coffee, or you can get a "meal deal" from Boots (sandwich, drink and snack for £3.50). For more substantial fare there is Ponti's, a casual Italian restaurant, or pub grub from the Three Bells.

**SHOP** American Express, Travelex, Rolling Luggage, Boots and WHSmith all have outlets here, as well as after security. There's also a Post Office, an Excess Baggage Company shop and a video/games arcade to while away your time and get rid of your loose change.





## AFTER SECURITY

**EAT** For snacks there's Eat, Starbucks, AMT Coffee, Bagel Street and Yo! Sushi. For more substantial meals there's Rhubarb, Bridge Bar and Eating House, and Caffè Italia. Closer to the gates you'll find the Caviar House and Prunier Seafood Bar, TGI Fridays and Chez Gérard.

**SHOP** For technology there is a Dixons Travel, Boots and WHSmith for essentials, plus a World Duty Free. Luxury options include Dior, Chanel, Hermès, Bulgari, Burberry, Cartier, Kurt Geiger, Mont Blanc, Mappin and Webb, Paul Smith, Versace, Tiffany and Co, and Harrods. High-street options include Reiss, Thomas Pink, Tie Rack and Sunglass Hut. For pampering there's a Jo Malone and Mac.

## ARRIVALS

There's a Marks and Spencer Simply Food, several bureau de change outlets, a Boots store, a hotel reservations centre and World Duty Free.

### Terminal 4

## BEFORE SECURITY

**EAT** A Caffè Nero, Café Rouge, a JD Wetherspoon pub and the Hilton London Heathrow Airport attached to the terminal.

**SHOP** American Express (also after security), Travelex, WHSmith and Excess Baggage Company all have outlets here.

## AFTER SECURITY

**EAT** For quick snacks there's AMT Coffee, Starbucks and Costa Coffee. For bigger meals there is a Garfunkel's, Bridge Bar and Eating House, and Dining Street – the newest restaurant

here, with a funky London-themed interior and British dishes like roasts and afternoon tea.

**SHOP** Heathrow T4 has 34 stores after security, including dining options. T4 has recently been revamped and the departure hall is now set out in distinct areas. Starting at the top there's Bally, Burberry, Cartier, Ermenegildo Zegna, Escada, Gucci, Harrods, Jimmy Choo, LK Bennett, Links of London, Mulberry, Mont Blanc, Paul Smith, Thomas Pink and Swarovski. These shops are set out in such a way as to allow you to easily drift in and out of them – they are in a long line with wide open façades.

For travel essentials there's a WHSmith, Boots, Sunglass Hut, Tie Rack, Dixons Travel, Tumi and World Duty Free. For unique luxury items there is World of Whiskies, and the Caviar House and Prunier Seafood Bar, plus Rituals, a lovely Dutch shop that offers beauty, bath and skin products – you can try them in the store with a cup of green tea. For a full report on the changes to Heathrow Terminal 4, see [businesstraveller.com/news/heathrow-t4-revamp](https://www.businesstraveller.com/news/heathrow-t4-revamp)

## ARRIVALS

There are bureaux de change, a WHSmith, a hotel reservation services desk and a Costa Coffee, plus a World Duty Free store.

### Terminal 5

## BEFORE SECURITY

**EAT** For food and drink there's a Caffè Nero, a Carluccio's and the Five Tuns pub. You can also relax at the Sofitel London Heathrow hotel, which is attached to the terminal building.

**SHOP** For travel essentials there is a Boots, an Accessorize and a Travelex (also after security), plus baggage shops offering security wrapping.

## AFTER SECURITY

**EAT** There are 15 restaurants and bars after security at T5, from Bagel Street, Pret a Manger and Eat, to favourites such as Itsu, Wagamama, Gordon Ramsay Plane Food, Giraffe and Huxleys, serving traditional British food. V-Bar is popular with business travellers as it's quieter than some of the other options, and there's space to check your emails. There's also a cocktail bar and Caviar House and Prunier, plus at the other end of the spectrum there's two JD Wetherspoon pubs.

**SHOP** There are 44 shops in Terminal 5 after security including high-end offerings from the likes of Bulgari, Cartier, Dior, Gucci, Harrods, Kurt Geiger, Links of London, Mulberry, Paul Smith, Thomas Pink, Mappin and Webb, Mont Blanc, Prada, Ted Baker, Tiffany and Co, and World of Whiskies.

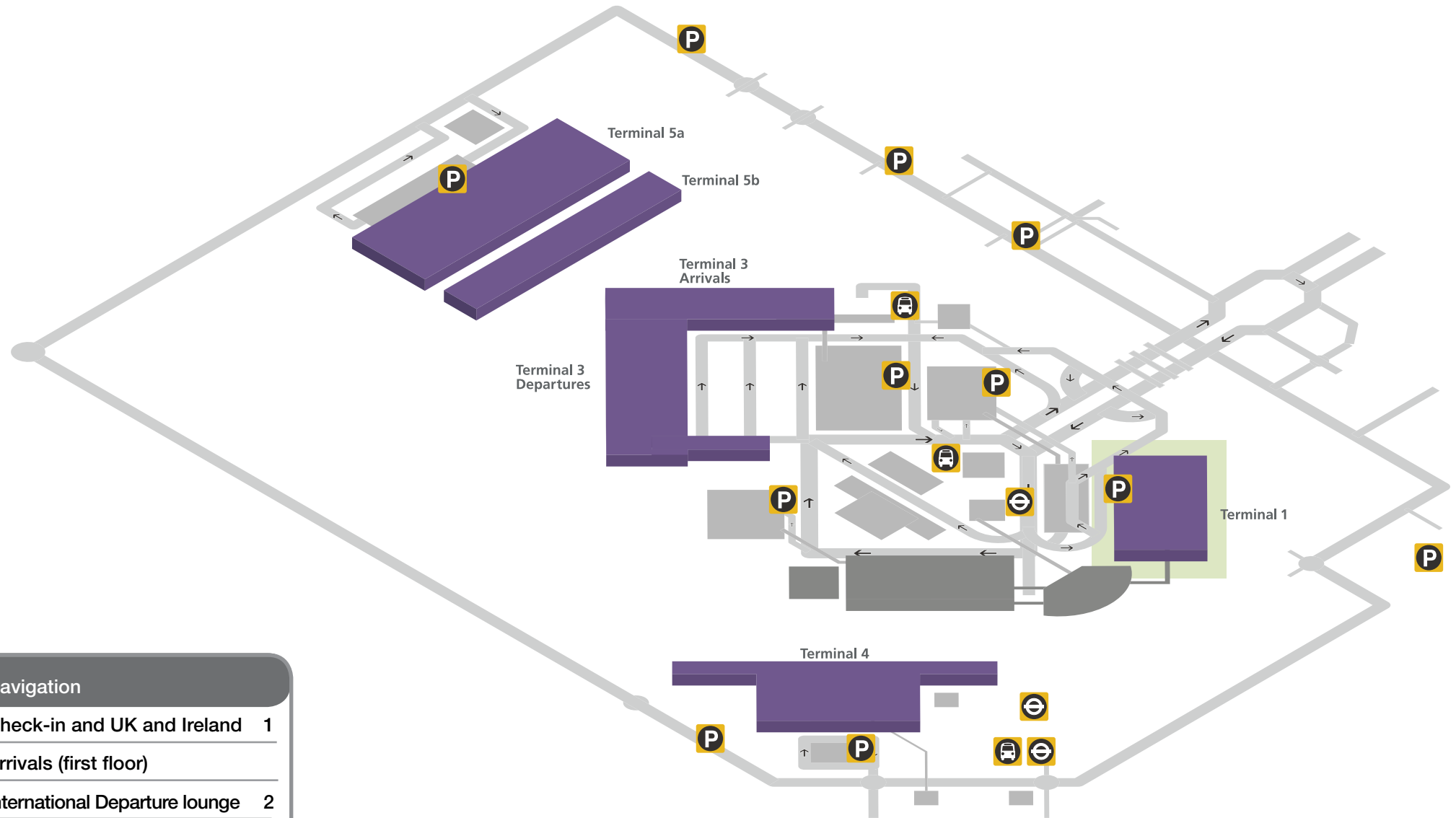
For travel essentials there's World Duty Free, Boots, WHSmith, National Shoeshine, Tumi, Rolling Luggage, Dixons Travel and Add – the latter is a mini-Dixons store for the passenger in a hurry. There is also a Sony outlet, which is worth a visit to see the latest gadgets on show – 3D TVs, for example.

T5's satellite terminal B, which is a transit ride away from the main building, has a Be Relax spa, where you can book yourself in for a 15-minute treatment or buy massage oils and other products. There are also all the usual offerings such as World Duty Free, WHSmith, Dixons and some coffee shops.

## ARRIVALS

Costa Coffee, Krispy Kreme, a Marks and Spencer food outlet, Giraffe, several bureaux de change, a hotel reservations desk, Thomas Cook and a World Duty Free are all here.

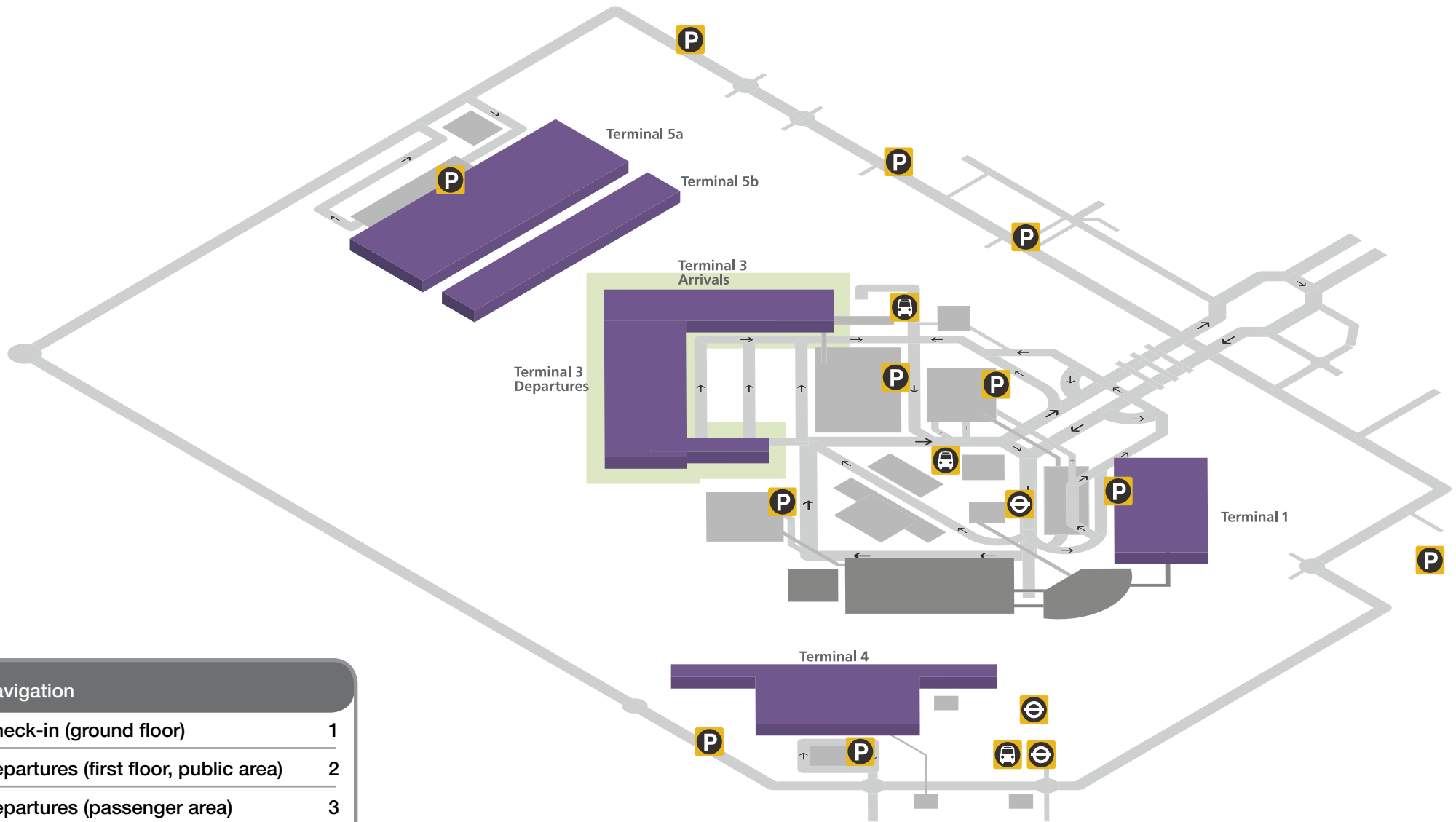




### Navigation

Check-in and UK and Ireland	1
Arrivals (first floor)	
International Departure lounge	2
Arrivals (ground floor)	3
Onward travel – Arrivals (ground floor)	4

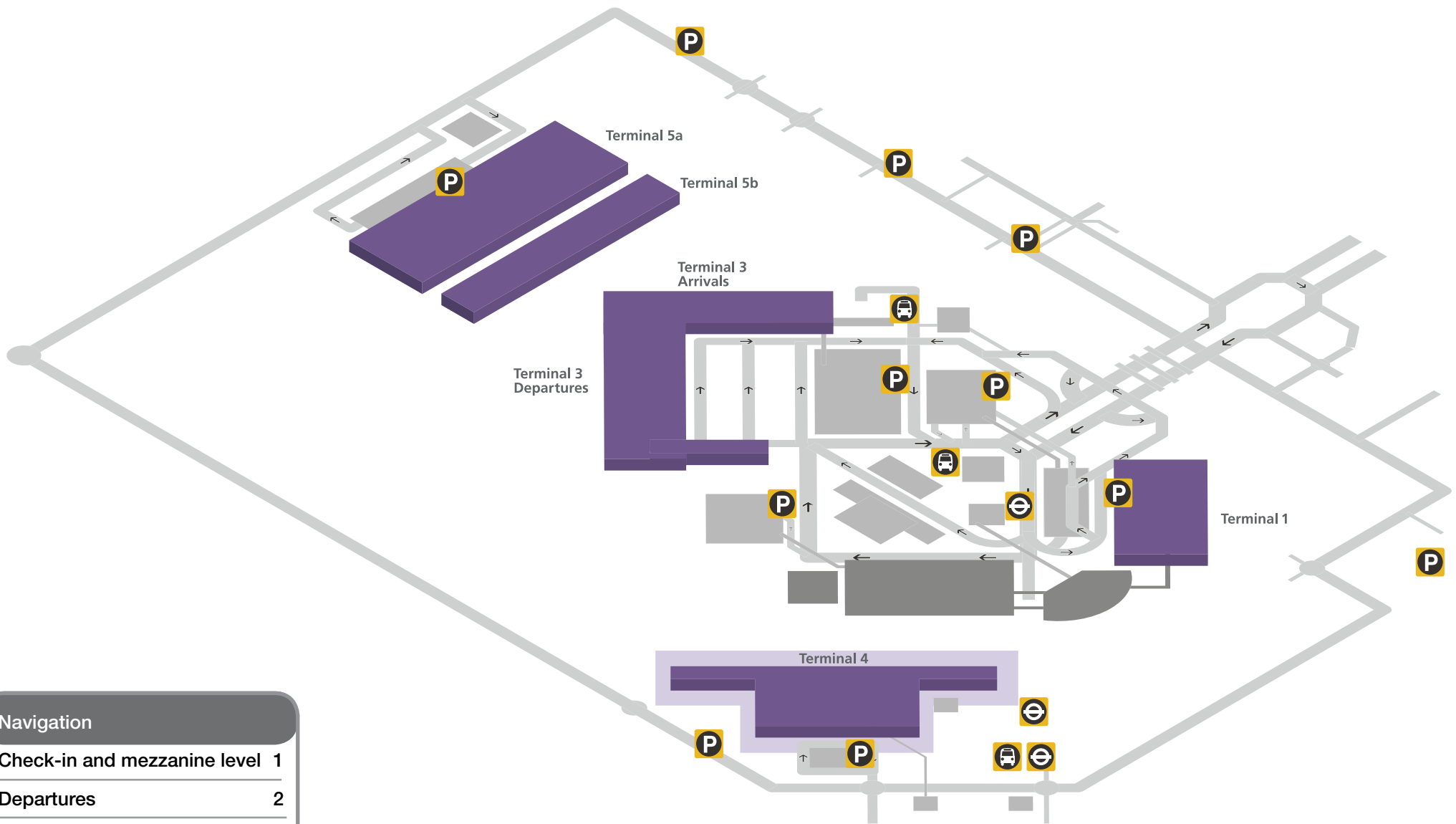
BAA AIRPORTS LIMITED



Navigation	
Check-in (ground floor)	1
Departures (first floor, public area)	2
Departures (passenger area)	3
Arrivals (ground floor)	4
Onward travel – Arrival (ground floor)	5

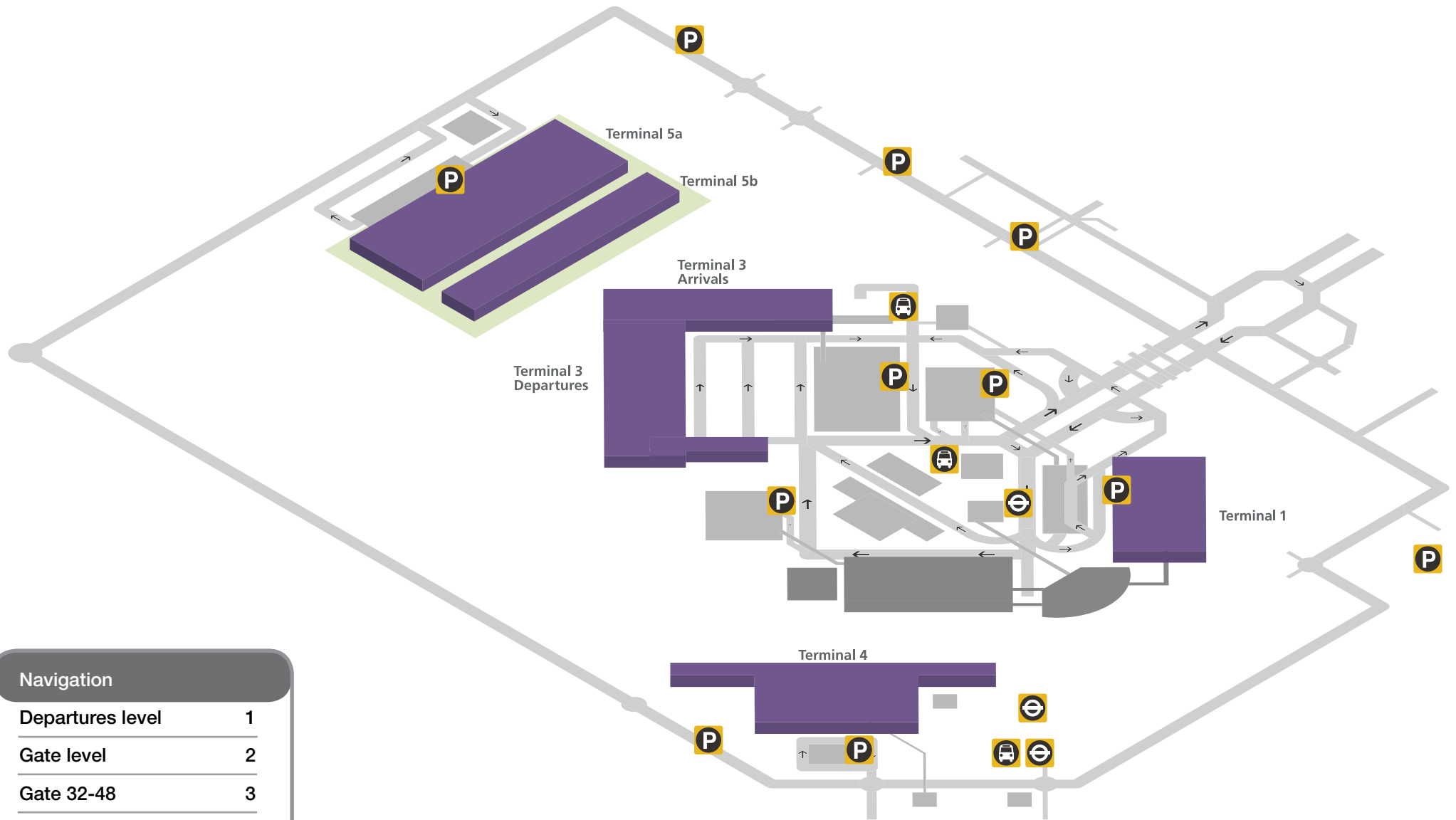
BAA AIRPORTS LIMITED





Navigation	
Check-in and mezzanine level	1
Departures	2
Arrivals and mezzanine level	3
Onward travel – Arrivals	4

BAA AIRPORTS LIMITED



Navigation	
Departures level	1
Gate level	2
Gate 32-48	3
Arrivals (ground level)	4
Onward travel – Arrivals (ground level)	5

BAA AIRPORTS LIMITED



## TERMINAL 1

### DEPARTURES

#### SERVISAIR EXECUTIVE LOUNGE

Servisair's Executive Lounge is located on the second floor of the departure lounge (right when you pass security into the departure hall). Guests pay a fee of £18 if booked online or £20 on the door. You can stay for up to three hours before your flight. There's free alcoholic and soft drinks (although you pay a supplement for Champagne), tea, coffee and snacks (limited to crisps, nuts, biscuits and cakes). Internet access is available for a charge.

■ [executivelounges.com](http://executivelounges.com)

#### BMI

The sleek Great British Lounge opened in 2009 above Gate 5 for international passengers. The Great British Lounge is for business class, Diamond Club (Gold and Silver) and Star Alliance Gold customers travelling to Bmi international destinations (excluding Dublin). It seats 280 people and is split into a number of home-from-home zones, including a welcome lounge, an English pub with draught beer, a living room with an imitation log-fire, a rest area with three beds, a study with computers, and a canteen with an Aga. Wifi is free and there are shower rooms and floor-to-ceiling windows facing the runway. The recently refurbished London Room is for domestic UK and Ireland passengers and is located on the ground floor at Gate 6. The design is similar to the international Great British Lounge, with black flock-wallpaper and images of London scenes including Borough Market and Camden Lock. The work area has been improved with six PCs and free wifi access throughout, and a new food menu

offers continental breakfast until 11am, daytime snacks, cakes served from 4pm, coffee-to-go and retro British sweets. Washrooms have also been refurbished. The London Room is available to Gold and Silver Diamond Club members, and customers travelling on Flexible Economy and Economy Extra tickets.

■ [flybmi.com](http://flybmi.com)

#### STAR ALLIANCE

Star Alliance's 300-seat lounge at T1 opened in July 2008 in the former BA lounge in international departures, near the flight connection desks in Pier 3. It covers 1,650sq m and decor is smart, with slate-coloured flooring and two-tone wood paneling. The business class section has a self-service dining area (providing sandwiches, salads and cakes), a TV zone, a business centre with wifi access, and 13 showers. The smaller first class lounge has extra food and drink options.

■ [staralliance.com](http://staralliance.com)

#### EL AL

The King David lounge is located at the Euro Pier near Gate 37. Access is for members of first and business class passengers and members of El Al's frequent flyer programme, Matmid Club. The 300sq m lounge offers free internet access, comfortable seating, newspapers and magazines, and kosher snacks and drinks.

■ [elal.co.il](http://elal.co.il)

#### AER LINGUS

The Aer Lingus Gold Circle Lounge is located on Pier 4a, near Gate 84 – convenient for Aer Lingus passengers as flights depart from Pier 4a (Gates 77-84). A refurbishment is to be completed by the end of 2010, with several changes – for example, currently wifi is paid for through T-Mobile but will be offered for free

by the end of the year. The lounge offers beer, wine, spirits, soft drinks, tea and coffee as well as a range of snacks including fresh fruit, yoghurts, crisps, biscuits, nuts, cheese and crackers. Access is free to Aer Lingus Gold Circle members, passengers connecting at Dublin airport to Aer Lingus transatlantic business class flights, Bank of Ireland Gold Visa Business Card holders, and passengers who purchase FlexiFare tickets travelling on an Aer Lingus flight. Passengers can also purchase entrance to the lounge, either through [aerlingus.com](http://aerlingus.com) or at the airport, for £17.95. Open 5.30am-10pm.

■ [aerlingus.com](http://aerlingus.com)

### ARRIVALS

#### ARRIVALS LOUNGE TERMINAL 1

On the second floor of T1 (use the right hand lift opposite as you come out of baggage reclaim), this is a private lounge used by four Star Alliance carriers: United, US Airways, Bmi and South African Airways. There are 12 showers, free wifi, hot and cold breakfast, and seating for more than 100 people. It's open from 5am to 2pm. Passengers on other Star Alliance flights cannot gain access, regardless of Star Alliance status. Call +44 (0) 208 745 1725 for more information.

## TERMINAL 3

### DEPARTURES

#### CATHAY PACIFIC

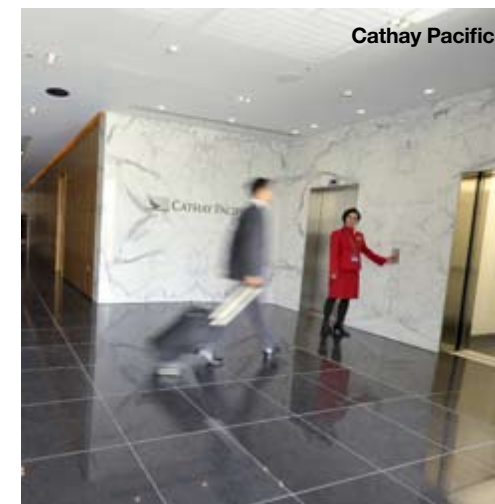
The airline's new first and business class lounges (covering 923sq m) opened in July 2009 on the central concourse of the departure lounge. The lounges include the airline's



Star Alliance



AerLingus



Cathay Pacific







## LOUNGE GUIDE

signature Noodle Bar (a popular feature at Cathay's lounges in Hong Kong), as well as a new buffet area offering Western and Asian food and drinks. Other facilities include wifi internet access, desktop computers, local and international newspapers, and five shower suites in each lounge. Access to the lounge is for first and business class passengers travelling on Cathay Pacific, Dragonair and Oneworld carriers, Silver and Marco Polo Club members travelling on Cathay Pacific and Dragonair, Cargo Clan Elite members travelling on Cathay Pacific and Dragonair, and Oneworld Emerald and Sapphire members travelling on Cathay Pacific, Dragonair and Oneworld carriers. The lounges are open daily from 5.30am to 10pm.

■ [cathaypacific.com](http://cathaypacific.com)

### SERVISAIR EXECUTIVE LOUNGE

The Servisair Executive Lounge in T3 is for passengers departing on international flights only and is open from 6.30am to 10.30pm. In the departure lounge, follow the signs for Gates 1-55, Lounges B to J, then for Lounge F (Gate 12A) and take the lift or stairs to the second floor. You don't have to be travelling any particular class and you can stay for up to three hours before your flight, £18 booked online and £20 on the day, with facilities including a selection of newspapers and magazines, free soft and alcoholic drinks (apart from Champagne), tea, coffee and snacks (which are limited to biscuits, crisps, cakes, fruit). Internet access is available for a charge and there are a couple of computers, plus phone and fax facilities. There are 150 seats and it can get quite crowded. Note that children are allowed in this lounge.

■ [executivelounges.com](http://executivelounges.com)

### ONEWORLD/BA LOUNGE

Although most of BA's flights depart from T5, a small proportion now leave from T3, and in May 2010 BA and Oneworld opened their new 300-seat lounge for premium passengers here. The stylish Galleries Club (business class) lounge in Zone F has a bar, free wifi, furnishings by Osborne & Little, a wine gallery, a deli, and a work and entertainment zone. Also in T3, 2009 saw the opening of the BA Elemis Travel Spa and a 250-seat First lounge. The spa, with its three treatment rooms, offers free 15-minute sessions for first and business class passengers (and some Qantas passengers too). The lounge is split up into different zones, for work, entertainment, relaxation and eating. There's a wine station with a circular chandelier, wooden floors, a kids' room and a full service dining-room open in the evenings.

■ [oneworld.com](http://oneworld.com), [britishairways.com](http://britishairways.com)

### EMIRATES

Emirates opened its first dedicated lounge for first and business class passengers at Heathrow in October 2006. The 190-seat facility is situated in T3 in the Pier 6 departures area, and has runway views. Passengers can take advantage of a full bar-service, hot and cold gourmet cuisine, free wifi, showers and a business centre with 10 computers.

■ [emirates.com](http://emirates.com)

### VIRGIN ATLANTIC

Virgin's 2,500sq m flagship Clubhouse lounge at T3 is designed to feel like a private members' club – guests enter via a grand staircase and are welcomed at a concierge desk. The Cowshed at the Clubhouse salon offers a range of treatments and has a hydro-spa pool, a sauna and steam rooms. The Den has a pool table and retro video

games, and there's also a screening room, an observation deck, daybeds, a brasserie, a deli, a 14m-long cocktail bar, eight workstations and free wifi internet access.

■ [virgin-atlantic.com](http://virgin-atlantic.com)

### AMERICAN AIRLINES

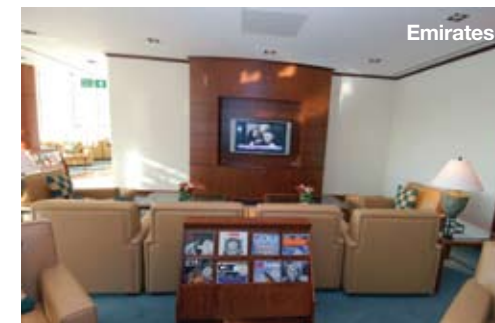
Directly below the Virgin Club house in T3 are the American Airlines first and business class lounges, which have recently been refurbished and extended. The full refurbishments finished in May 2010. The Admirals Club lounge (business class) is open 6am to 9pm and can seat 230 people. There's a central bar area where people can eat and drink, free wifi, and four PCs in a casual setting with six more in the business centre area, along with a fax and photocopier. There's a separate TV lounge curtained off, a quiet area and an area with four reclining chairs and a kids room with two computers. There is access from the lounge to seven showers (with Gilchrist & Soames toiletries). The Flagship Lounge (first class) has 134 seats, free wifi, a business centre and shared access to the showers. Flights are called in both lounges.

■ [aa.com](http://aa.com)

### SINGAPORE AIRLINES

The Silver Kris business and first class lounges are located close to the A380 gate – around a two-minute walk away. The two lounges have a reception area, and both offer computers with business facilities, alcoholic and soft drinks, and hot and cold food including snacks such as Chinese porridge and Asian dishes such as noodles. The first class lounge has a full à la carte menu and bar. Access to the lounge is for first class and business class passengers, and Solitaire PPS members. Open 7.15am to 10pm.

■ [singaporeair.com](http://singaporeair.com)



Emirates



American Airlines



Virgin Atlantic





## LOUNGE GUIDE

### AIR INDIA

The Maharajah Lounge is a 2,687sq ft area for first and business class passengers flying with Air India. It's located in Lounge A, close to the World Duty Free store. There's light snacks (including vegetarian and non-vegetarian), alcoholic and soft drinks, tea and coffee, and free wifi access. There are business facilities and guests can make free local calls if necessary.

■ [airindia.in](http://airindia.in)

### SAS

The SAS lounge is an 8,348sq ft split-level facility with light wood floors and furniture, long bars for working and eating, high stools, comfy armchairs, coffee tables and a round work zone with eight Apple Mac computers downstairs. Wireless internet access is free. There are two refreshment zones offering spirits, beer on tap, juice, salads and snacks, and tea and coffee. Downstairs hot soup, fresh cheeses and Cup Noodles are available. There's a business centre with two telephones and two Playstations, and a zone with a printer and eight work benches, each with two power sockets. Open Mon-Fri 5.30am-10pm, Sat-Sun 6am-10pm.

■ [flysas.com](http://flysas.com)

## ARRIVALS

### AIR CANADA

Air Canada's Maple Leaf Arrivals Lounge is located next to the shuttle pick-up in the arrivals hall. It's open from 6am to 1.30pm. There are showers, a business centre with free local calls and free local faxes, as well as continental breakfast on offer. You can also have your clothes pressed and shoes shined. Access to the lounge is strictly for Air Canada

premium passengers and Maple Leaf Club cardholders. Star Alliance gold card members flying with other Star Alliance airlines do not have access to the lounge.

■ [aircanada.com](http://aircanada.com)

### AMERICAN AIRLINES

Located on the second floor of T3 immediately after customs, the American Airlines lounge is open to first and business class passengers for American Airlines and British Airways passengers. Economy passengers for both airlines can pay \$90 plus VAT to enter, which works out \$106 per passenger). There are 29 showers with hair dryers, a pressing service, breakfast bar with hot and cold selections, and drinks including cappuccino, espresso and juice. There are six work stations in a business centre as well, with free wifi access. The American Airlines lounge is open 6am through to 2pm.

■ [aa.com](http://aa.com)

### VIRGIN ATLANTIC

A few minutes' walk from customs is Virgin's Revivals lounge (open from 5am to 1.30pm), where there are showers, a Cowshed Spa for a massage or wet shave, a clothes pressing service and a full breakfast cooked to order, as well as free wifi access. Upper class passengers also have a free chauffeur service home.

■ [virgin-atlantic.com](http://virgin-atlantic.com)

## TERMINAL 4

## DEPARTURES

### 4DECK LOUNGE

This used to be the Holideck lounge but was renamed and refurbished early 2010. There are

four 'decks' to the lounge, the busiest of which is the Main deck which offers free drinks and snacks, a kids' zone and multiple seating areas. The Enterprise deck (for 16+ years only) has a business area with free wifi, fax and phone connections, and a bar. The Upper deck (also for 16+ only) has a sports lounge with bar and widescreen televisions, plus an area for quiet relaxation. The Flight deck is the top level, on the roof of T4, with great views of the airport and runway. Located next to Gates 15/16, the lounge is open daily from 5.30am to 10pm, and entry is £20 for three hours or £40 for six hours.

■ [heathrowairport.com](http://heathrowairport.com)

### SKYTEAM

The first co-branded Skyteam lounge, this new facility is spread across two of the three floors that housed BA's lounges at T4 (opposite Gate 10). There's barely a straight line to be seen, with the curves reflecting the looping ribbon on Skyteam's logo. The stand-out feature is the vertical garden, on both floors, home to 60 species of plant, which adds to the relaxed and calm atmosphere. There's a Champagne bar, a hot and cold buffet station, free wifi, a business centre, a games area, and a wellness centre with an oxygen bar and treatment rooms. For all member airlines visit Skyteam's website.

■ [skyteam.com](http://skyteam.com)

### ETIHAD

Etihad's lounge at T4 opened in September 2009 and the decor and offering replicates that of the airline's dedicated T3 lounge in Abu Dhabi. At Heathrow the lounge is for both business and first class passengers. The design is simple but classy with the different areas creating a private and exclusive feel. There is a large wooden section of shelving curved around the à la carte



Etihad



Skyteam





## LOUNGE GUIDE

restaurant area, opposite a staffed bar. Chairs and furnishings are all high-quality leather and silk. There are plenty of places to relax – for example, in the restaurant, at the bar or near the window. Light snacks including pitta bread with olives, mozzarella and tomato salad, roasted artichoke and sun-blushed tomato, smoked salmon and free-range egg sandwiches on seeded rye.

There's a Six Senses spa for a free 15-minute treatment, a computer room with about half a dozen Macs, and the lounge has free wifi access. There are several showers, a prayer room and a soundproof kids' room. Open 6am-10pm daily.

■ [etihadairways.com](http://etihadairways.com)

### MALAYSIA AIRLINES

The Golden Lounge is located in the departure hall by Gate 6 (where Malaysia leaves from). This is a relatively small lounge, but is new and has stylish decor. There is free wifi and Malaysian snacks.

■ [malaysiaairlines.com](http://malaysiaairlines.com)

## TERMINAL 5

### DEPARTURES

#### BRITISH AIRWAYS

BA's offering at its exclusive T5 hub comprises the Concorde Room, the Galleries First lounge, three Galleries Club lounges and the Galleries Arrivals lounge. Designed by Davies & Baron and built at a cost of £60 million, they can collectively host 2,500 people and feature free wifi and 166 PCs. Access to the BA T5 lounges is available to first, Club World (if a full paying fare), and Silver and Gold Executive Club passengers, and (with the exception of Galleries Arrivals) they are open from 5.30am until the last flight departs.

The Concorde Room is located in the southern Galleries complex on the Pavilion level and has been

designed to host up to 156 first class passengers and "specially invited guests". Along with a fully serviced bar, a gourmet restaurant, a dedicated concierge desk and a boardroom with real Concorde aircraft seats, the venue has bespoke furniture, custom-made artwork and three private cabanas with beds and en suite bathrooms.

Close to here is the 542-seat Galleries First lounge, which has a bar decorated in gold leaf, Swarovski crystal chandeliers, a wine gallery and a Champagne bar. There's also a refectory and a deli. The space-age Elemis spa (open 6.45am to 9pm) is also located in the southern Galleries and has 20 showers, massage chairs and a range of free 15-minute treatments.

The South Galleries Club lounge is T5's largest, seating 830 passengers. It is on the upper level and offers a comprehensive range of facilities, including two bars, a wine gallery, a 20-seat cinema, a deli, a chef's theatre and food court, and a work and entertainment zone.

The 440-seat North Galleries Club lounge, at the other end of the upper level, has various sections furnished with armchairs, sofas, sleek counters, dining tables and chairs, and has a good food and drink selection.

Satellite B at T4 has another Galleries Club lounge, which is on the other side of the transit system, up an escalator. It has a business centre, a kids' playroom, a left baggage area and an Elemis spa area offering 15-minute treatments. There's also a business centre with 14 PCs. The lounge serves breakfast and lunch and there's plenty of seating. There are also five showers with toiletries and hair dryers.

### ARRIVALS

First, Club World and Gold Executive Club members travelling on longhaul flights can use



British Airways

the Galleries Arrivals lounge at T5. There's an Elemis spa with free 15-minute treatments, a valet service for pressing your suit and free internet access, and it's open 5am to 2pm. BA passengers arriving in T3 can use the American Airlines lounge facilities.

■ [britishairways.com](http://britishairways.com)





Heathrow is a popular place to hold a meeting or conference. Its global transport links make it a natural choice for international travellers, and with London a 20-minute train ride away, it has options for incentive groups too

### HERE BUSINESS TRAVELLER SELECTS

some options for where to hold that all-important event. The hotels below are either on-airport or offer extensive meeting options, but note that all the hotels (pages 21-25) and country house properties (pages 26-28) we mention have meetings amenities well worth considering.

### SOFITEL LONDON HEATHROW

Accor's luxury brand Sofitel is the only hotel directly connected to T5. One of the newest hotels at Heathrow, having opened shortly after the terminal in 2008, it offers some of the airport's largest conference facilities (it claims to be the third largest meeting and event venue in the UK). The 605-room hotel has 45 meeting rooms – the largest, the Arora Suite, holds up to 1,700 delegates theatre-style and divides into seven. Many of the rooms are named after cities of the world, with the 90sqm London Suite hosting up to 45 people for a banquet. Boardrooms feature Hugo Boss leather chairs, and the hotel has outsourced its audio-visual facilities to AVC Productions, which has an on-site team. Other features include a 117-seat tiered theatre, a green room for performers and a separate entrance for large events. Designed to distance itself from the "airport hotel" feel, Sofitel has planted 32 trees in the building and has a zen garden.

■ T5, Heathrow Airport TW6 2GD; 020 8757 7777; [sofitel.com](http://sofitel.com)

### PARK INN HEATHROW

Located on Bath Road, this flagship property has two conference centres covering more than 2,000 sqm of space. Reflecting Park Inn's primary colour branding, these are called Red and Blue – the newest, Blue, opened in 2007. Park Inn has capacity for 700 delegates across its 41 meeting rooms. In Blue, where all the rooms have natural daylight, the largest space is Discovery, which covers 445 sqm and can host up to 500 theatre-style. It can also be split into four. Atlantis (179 sqm) can be divided into two spaces hosting 90 people theatre-style in each; and the 74 sqm Endeavour seats 60 theatre-style. In Red, where none of the rooms have natural daylight, Bleriot is the largest space, at 201 sqm. It can seat up to 220 theatre-style and be split into two. There are a further eight meeting rooms, all named after aviators, seating between eight and 40, as well as breakout areas and a dedicated car park for delegates. For boardroom-style meetings, there are 26 syndicate rooms seating 10 people each, all of which have natural daylight. If delegates want some late-night fun after a day of meetings, Park Inn's restaurant Bravo! Bravo! turns from eatery to disco after 11pm. The KI spa, offering various treatments, a fitness centre and pool, also offers light reprieve.

■ Bath Road UB7 0DU; 020 8759 6611; [parkinn.co.uk](http://parkinn.co.uk)

### SHERATON

Part of Starwood Hotels and Resorts, the Sheraton Skyline has recently seen a major refurbishment, adding 65 Club rooms and a Club lounge. These executive rooms are charged at a slightly higher rate but offer access to more facilities, including the 24-hour lounge, which can often be used for informal one-to-one meetings. It offers free continental breakfast, drinks and snacks throughout the day, departure and arrival screens, a 42-inch flatscreen TV, and two computers with free internet. The Sheraton Skyline is also set up for large-scale events – its 18-room conference centre covers more than 1,500 sqm, and the Sky Garden, with a swimming pool, cocktail bar and tropical plants, provides a focal point for festivities. The largest conference space is the 450 sqm International Suite, which can host up to 500 people theatre-style. The Atlantic Suite can seat 70 people for a dinner or 120 theatre-style, while the Pacific Suite holds 50 people theatre-style or can be divided into three. There are a further ten meeting rooms.

There is a second Sheraton property at Heathrow, a short distance away. The Sheraton Heathrow Hotel has 17 meeting rooms, including boardrooms for up to 10 people, and the 218 sqm Knightsbridge Suite, which can host up to 200 people theatre-style.

■ Sheraton Skyline, Bath Road, Hayes UB3 5BP; 020 8759 2535; [sheratonskyline.com](http://sheratonskyline.com)

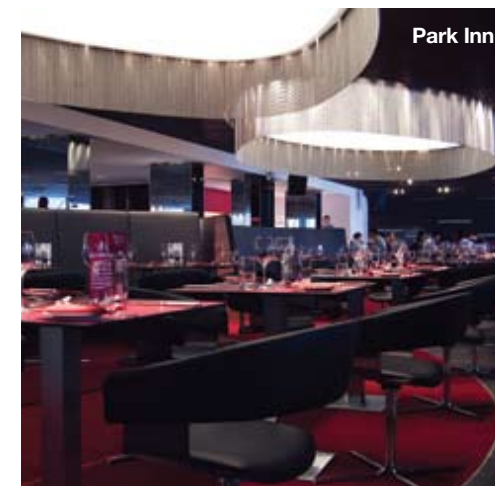
■ Sheraton Heathrow Hotel, Colnbrook Bypass, West Drayton UB7 0HJ; 020 8759 2424; [starwoodhotels.com/sheraton](http://starwoodhotels.com/sheraton)

### RADISSON EDWARDIAN HEATHROW

The Radisson also has sizable conference facilities – among the largest in Europe, it claims. Located on Bath Road, the 459-room hotel has a total of 43 meeting and event spaces, the largest



Sofitel



Park Inn



Sheraton





of which, the Commonwealth Suite, holds up to 700 people theatre-style. The glass and marble Atrium, with a high glass ceiling and a central water feature, is often used for pre-dinner drinks. An underlit glass cocktail bar running the length of the Atrium provides a stunning focal point, along with a shoal of glass fish by artist Iestyn Davis. The Newbury Suite is another popular option for receptions, hosting up to 700 people, with plenty of natural daylight and Edwardian furniture. There are two other large conference spaces: the Royal, for up to 300 people theatre-style; and the County, with a capacity of 500 theatre-style. There are a further 23 banqueting and conference suites holding between four people for a board meeting and 120 for a dinner, although not all have natural daylight. All rooms have free wifi and state-of-the-art communication and presentation technology.

■ 140 Bath Road; 020 8759 6311; [radissonedwardian.com](http://radissonedwardian.com)

## HILTON LONDON HEATHROW AIRPORT T4

Twenty years old this year, Heathrow's T4 Hilton is one of the airport's most iconic hotels. Designed by Michael Manser Associates, the glass and steel structure has an open-plan atrium that many new-build properties aspire to. The meeting space was last refurbished in 2007 and this year, making use of a patch of land at the back of the hotel with a pond and a fountain, the hotel has added some sand and created its own "beach". While no paddling is allowed, on a sunny day there are some loungers for sunbathing and, for business use, the area can be hired out for teambuilding activities – it has a seating capacity of 42. Most of the conference facilities are on the ground floor, but there also two meeting rooms and an interview room on the first floor. There are 32 meeting spaces in total – the

largest, the Heathrow Suite, holds 350 people. All boardrooms feature a fridge stocked with soft drinks, and for brainstorming sessions Rubik's Cubes are on hand. The Hilton London Heathrow is directly linked to T4 via a covered walkway, and there is a free shuttle bus to T5 every 30 minutes.

■ T4, Heathrow Airport TW6 3AF; 0208 759 7755; [hilton.co.uk](http://hilton.co.uk)

## OTHER OPTIONS

If you want to escape the airport's environs, there are also a number of meeting venues in close reach of Heathrow. Below are two very different locations, both within a radius of ten miles. Alternatively you could try out a nearby country house hotel – see page 26 for options.

### DE VERE: DENHAM GROVE

Less than 10 miles north of Heathrow is meeting specialist De Vere's closest option. Its tranquil setting, seemingly in the middle of nowhere, makes up for the 70s-built architecture. The largest conference rooms, the Princess and Durdent Suites, hold 160 people each and split into two. There are a further eight rooms for larger meetings, and 18 "syndicate" rooms for up to eight people. With De Vere's all-inclusive policy, audio-visual equipment, snacks and drinks are incorporated into the daily price. The property has 96 bedrooms and there is free wifi and wired internet access available throughout the hotel.

De Vere has been running the venue since 2007, and over the past three years it has updated the meeting rooms and bedrooms. It has also opened a new restaurant and lounge: the Steam, Bake & Grill features live theatre kitchens showing chefs as they work. Set in 42 acres of parkland, it has a spa and pool for post-meeting relaxation. There are also tennis courts, pitch and putt,

croquet and a pool table, while the grounds offer plenty of scope for teambuilding activities.

Denham Grove is accessible via the M40 and M25 and also has convenient train links to Wembley Stadium, so attending a concert or football match could be an option.

■ Denham Grove, Tilehouse Lane, Denham UB9 5DU; 0844 980 2305; [deverevenues.co.uk](http://deverevenues.co.uk)

### AUDI QUATTRO ROOMS

This super-stylish glass structure is every car enthusiast's dream venue. Located in Audi's flagship London showroom, a 15-minute drive (traffic permitting) from Heathrow on the Great West Road, the Audi Quattro Rooms is a dedicated meeting venue for smaller-scale events. With floor-to-ceiling windows, furniture by Fritz Hansen and technology from Bang and Olufsen, it can't fail to impress.

Open since October 2009, the 2,000 sqm venue includes three meeting rooms, plus plenty of opportunity to admire the cars on display. For exclusive hire, the venue can host up to 340 guests. Its three boardrooms, named after international circuits, have glass walls for full natural daylight and can seat up to six people. The three meeting rooms, on the top floor with excellent views over west London, are named after Audi concept cars: the 37.5 sqm Rosemeyer and Avus rooms can host 12 people around a table; and the 46 sqm Nuvolari can seat 18. There is also the Audi Lounge screening room for up to 60 people theatre-style – it has a 103" BeoVision screen, surround sound, touchscreen technology, full blackout and excellent acoustics.

Audi Quattro Rooms is just off Junction 2 of the M4 and offers a chauffeur service to and from the airport.

■ 958 Great West Road, Brentford TW8 9BQ; 020 8326 1810; [audi.co.uk](http://audi.co.uk)



Hilton



De Vere: Denham Grove



Audi Quattro Rooms





While it's easy to access most of Heathrow's hotels from any terminal using public transport links, some are closer than others, so we've arranged the hotels below by location

### IF YOU'RE ARRIVING INTO TERMINALS

4 or 5, the on-airport hotels are unbeatable for ease and speed. For Terminals 1 and 3 Bath Road is geographically closer but, with efficient transfers between terminals, getting to the hotels nearer T4 and 5 is easy. The other options tend to be south of the airport, so again are good for T4 and 5, but also accessible from the central terminals. It's worth bearing in mind that local buses offer free transport in the Heathrow area, from Heathrow Central bus station, while the Hotel Hoppa will take you direct to your hotel for £4.

### ON-AIRPORT

#### SOFITEL LONDON HEATHROW

The Sofitel London Heathrow is the only hotel with direct access to T5. The property comprises of five atria joined by a central 'avenue', where the restaurants and bars are located. These include Brasserie Roux, a fine-dining eatery; the Tea 5 salon; and Vivre, an all-day restaurant. The rooms are arranged around the atria, with premium services such as a separate check-in desk and an executive lounge towards one end. The 605 bedrooms feature Sofitel's signature MyBed, wired and wifi internet access (£6 for one hour, £15 for 24 hours), a media hub allowing guests to feed iPod content through the flatscreen TVs, and a separate bath and shower. There are also five treatment rooms, a sauna, steam room and a hydro pool. Sofitel Heathrow also has one of the largest meeting and conference facilities in the UK, and in 2009 was voted Best

New Business Hotel in the annual *Business Traveller* Awards. For a review of Sofitel London Heathrow, click here.

■ T5, Heathrow Airport TW6 2GD; 020 8757 7777; [sofitel.com](http://sofitel.com)

#### HILTON LONDON HEATHROW AIRPORT T4

The only hotel directly connected to T4 is the Hilton London Heathrow Airport. The hotel is something of an iconic structure – when it first opened in 1990 it won numerous awards, and the open glass-walled atrium with rooms rising either side is what many properties aspire to today. Since opening, the hotel has welcomed more than 3.5 million guests. It has 395 rooms and suites, and guests have a choice of three restaurants. Facilities include a small pool and health club, with spa treatments available. The hotel also has conference facilities and wifi access for £15 for 24 hours. Most recently, it has opened an open-air space with an artificial beach, which can be used for meetings and events, and an upgraded executive lounge on the ground floor. For our review, click here.

■ T4, Heathrow Airport TW6 3AF; 0208 759 7755; [hilton.co.uk](http://hilton.co.uk)

#### YOTEL

This Japanese capsule-style hotel has rooms in T4. It is located next to Caffè Italia on the mezzanine level of the terminal. The Yotel concept, means the compact rooms only look out onto the hotel corridors. To compensate there's mood lighting, flatscreen TVs, wet-room

shower facilities, free wifi, and either a single bed for standard rooms or a double which converts into a sofa in the premium cabins. The 32-room hotel has 24 standard rooms, and eight premium cabins, which can be booked from a minimum of four hours. For our review, click here.

■ T4, Heathrow Airport TW6 3AF; 0207 100 1100; [yotel.com](http://yotel.com)

### ON BATH ROAD

#### TRAVELodge HEATHROW CENTRAL HOTEL

Travelodge opened the 307-room Heathrow Central on Bath Road in January 2009. One of the hotel chain's new-style properties, it has a bar-cafe serving breakfast, dinner and drinks, and if you book breakfast and dinner online it is cheaper. Rooms are decorated in red, white and blue, complete with mood-lighting, and come with a digital flatscreen TV with 18 free digital channels, plus tea and coffee making facilities, and wifi internet access (£5 for one hour; £10 for 24 hours). As part of a £10 million group-wide "Retailer of Sleep" programme, the hotel is also pledging to help guests get a better night's sleep: staff are trained to offer advice for a good night's repose, and the hotel has new and improved pillows and mattresses; there is also a strict "no-noise" policy.

■ Hertz House, 700 Bath Road TW5 9SW; 0871 984 6249; [travelodge.co.uk](http://travelodge.co.uk)

#### RAMADA LONDON HEATHROW

Opened in September 2008, the 200-room Ramada London Heathrow is part new-build and part conversion of the previous Ramada Heathrow property that stood on the same site. The hotel's all-day restaurant Arts Brasserie and trendy Arts Bar are on the ground floor, standard rooms on the first four floors, and the





larger executive rooms are on the fifth floor. A third of the rooms face an internal courtyard, and all come with air-conditioning, flatscreen TVs with on-demand movies, wired and wifi internet access (£4.99 for one hour, £11.99 for 24 hours), a combined trouser press and non-steam iron/ironing board, a work desk, a safe, a single or double sofa bed depending on the room, tea and coffee-making facilities, and free mineral water. The five meeting venues are on the first floor. For our review, click here.

■ 745 Bath Road, Cranford TW5 9QE; 0844 815 9041; [ramadajarvis.co.uk](http://ramadajarvis.co.uk)

## SHERATON

Sheraton's two Heathrow properties have both completed refurbishment projects. The Sheraton Heathrow Hotel has renovated its 426 rooms, bringing the number of Club rooms up to 98, while the Sheraton Skyline has added 65 Club rooms. These come with upgraded amenities and access to the Club lounge. Wifi is charged at £7.50 for one hour, £15 for 24 hours. The Skyline reopened its Sky Garden, bar and pool in April 2010, following the replacement of the atrium roof. The Skyline was also the first Sheraton hotel in the UK to add the Link@Sheraton – a lounge area, TV and free wifi. Elsewhere in the hotel wifi is charged at £5 for one hour and £15 for 24 hours.

■ Sheraton Heathrow Hotel, Colnbrook Bypass, West Drayton UB7 0HJ; 020 8759 2424;

[starwoodhotels.com/sheraton](http://starwoodhotels.com/sheraton)

■ Sheraton Skyline, Bath Road, Hayes UB3 5BP; 020 8759 2535; [sheratonskyline.com](http://sheratonskyline.com)

## RADISSON EDWARDIAN HEATHROW HOTEL

The Radisson Edwardian Heathrow Hotel underwent a £4m refurbishment in 2008. A further £5m is being spent on upgrading its standard rooms and the technology in its

conference rooms. By September 2010, the hotel will also have refurbished its Brasserie and added a Piacetto coffee kiosk to the lobby. The Radisson Edwardian has 459 bedrooms, with bathrooms clad in Sicilian carrara marble. All rooms have free wifi access and international sockets. Dining options include the aforementioned Brasserie, serving a hot and cold buffet throughout the day, and Henley's Bar & Restaurant, which has a seasonal modern British menu. The property is one of Europe's largest conference centres, offering a range of 43 conference, meeting and event spaces, which can cater for up to 700 people. It also has a business centre, spa, gym and hairdressers.

■ 140 Bath Road, Hayes UB3 5AW; 0207 596 311; [radissonedwardian.com](http://radissonedwardian.com)

## MARRIOTT

The London Heathrow Marriott was refurbished in 2008, to the tune of £4.5m. Its 393 bedrooms were updated with cherry-wood furniture, granite-finish desktops and new lighting, while its 15 meeting rooms were also upgraded. The largest conference space is the 415sq m London Suite, seating up to 480 theatre-style. The 649-room Renaissance London Heathrow Hotel, also part of Marriott International, underwent a £2m renovation which was completed in January 2009, which saw the bar, ballroom, restaurant and lobby updated. Business facilities include 28 meeting spaces, covering more than 2,000sq m. The largest meeting room is the Renaissance Suite with a maximum seating capacity of 500. There is also a 24-hour gym and a restaurant serving international cuisine.

■ London Heathrow Marriott, Bath Road UB3 5AN; 020 8990 1100

■ Renaissance London Heathrow Hotel, Bath Road TW6 2AQ; 020 8897 6363; [marriott.co.uk](http://marriott.co.uk)

## HOLIDAY INN

Intercontinental Hotels Group has spent US\$1 billion (£630m) on the relaunch of the Holiday Inn brand family. By the end of 2010 the Holiday Inn London-Heathrow Ariel and the Holiday Inn London Heathrow will have been updated, with a redesigned welcome experience, refreshed bedding and bathroom products, and a new logo. There are also plans to open a Holiday Inn Express nearby.

■ London-Heathrow Ariel, Bath Road, Hayes UB3 5AJ; 0871 942 9040; [holidayinn.com](http://holidayinn.com)

■ London Heathrow, Sipson Way, Bath Road UB7 0DP; 0208 990 0000;

[holidayinnheathrow.co.uk](http://holidayinnheathrow.co.uk)

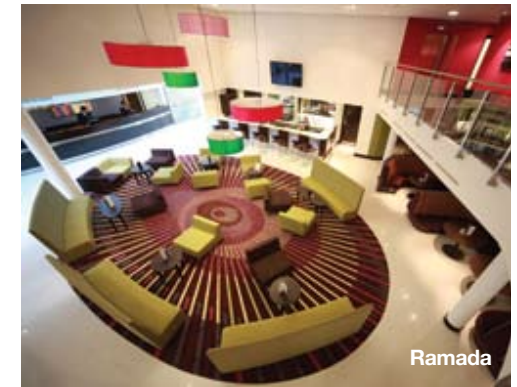
## PARK INN HEATHROW, LONDON

Park Inn's Heathrow property was the first hotel at the airport to be awarded a Gold rating in the Green Tourism Business Scheme. It has also completed a refurbishment of all its bedrooms in a new, fresh and colourful style, and opened its Blue conference centre, consisting of a 2,045sq m venue that can be subdivided into smaller rooms. This is in addition to its existing Red conference centre. Wifi access is charged at £14 per 24 hours throughout the hotel. It also has a restaurant, Bravo! Bravo!, serving à la carte and buffet-style menus, which after 10pm turns into a late-night entertainment venue, with dancing and music until 3am. The hotel's KI spa offers treatments, and there is an indoor pool and gym.

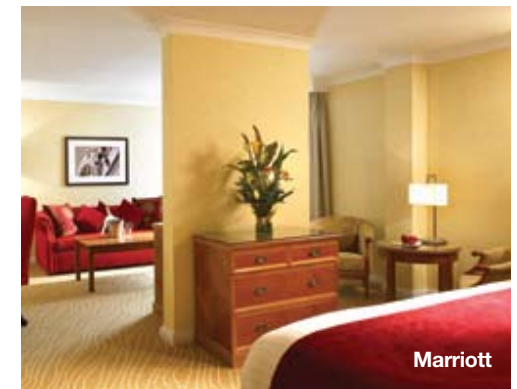
■ Bath Road UB7 0DU; 020 8759 6611; [parkinn.co.uk](http://parkinn.co.uk)

## ARORA HOTEL HEATHROW

In February 2008 the Arora Hotel Heathrow underwent a £1m, six-month refurbishment, which included updating the 358 bedrooms, the public areas and six meeting rooms, including



Ramada



Marriott



Park Inn





a boardroom for up to 20 people with views over the airport. Bedrooms come with amenities including safes, tea and coffee-making facilities and broadband (£3 for half an hour, £6.50 for one hour, £15 for 24 hours.) Public areas have wifi access. The hotel also has a 24-hour gym.

■ The Grove, Bath Road, West Drayton UB7 0DG; 020 8759 7777; [arorahotels.com](http://arorahotels.com)

## PREMIER INN

The UK's largest budget hotel chain has two hotels at Heathrow – one on Bath Road and another nearby, at Junction 4 of the M4. Rooms in both hotels feature the trademark purple decor and Hypnos beds. Bath Road has 509 bedrooms, a bar/restaurant and a Costa Coffee. It is also one of only 15 hotels in the UK to feature Premier Inn's Touchbase Business Centre. There are 19 meeting and conference rooms, plus hotdesks and access to office necessities. Internet is charged at £3 for half an hour, £10 for 24 hours. The Premier Inn at M4/J4 is smaller, with 134 rooms, and a bar/restaurant area. Premier Inn has also announced plans to open two more Heathrow properties – a 400-room Heathrow T5 hotel and a further 240-room property at Heathrow's T4. An opening date has not yet been announced.

■ Premier Inn (Bath Road), 15 Bath Road TW6 2AB; 0871 527 8508

■ Premier Inn (M4/J4), Shepiston Lane UB3 1RW; 0871 527 8510; [premierinn.com](http://premierinn.com)

## HOTEL IBIS LONDON HEATHROW AIRPORT

Accor's budget property, Hotel Ibis London Heathrow Airport, has refurbished all its 351 bedrooms into the brand's new style. In addition to fresh decor, rooms now have duvets, LCD TVs and access to movies, music and high-speed internet (£4.99 for one hour, £9.99 for 24 hours).

The hotel also has four meeting rooms holding between 10 and 60 people. The reception and restaurant have also been refurbished.

■ 112 Bath Road, Hayes UB3 5AL; 020 8759 4888; [ibishotel.com](http://ibishotel.com)

## OTHERS

### THE STANWELL

Heathrow's first ever hotel has reopened, after a major refurbishment project. The Stanwell was the first airport hotel to open, in 1951, in the village of Stanwell, just three miles from T5. Set in an acre of landscaped gardens, the Victorian building offers 54 bedrooms and suites, as well as Zamora's Restaurant, serving eclectic European cuisine, and the Atrium lounge bar. Business facilities include a meeting room for up to 50 people and free internet access.

■ 171 Town Lane, Stanwell TW19 7PW; 01784 252292; [thestanwellhotelheathrow.com](http://thestanwellhotelheathrow.com)

### EASYHOTEL LONDON HEATHROW

Budget hotel group Easyhotel opened its first Heathrow property in January last year. It is located about a mile and a half north of T1, 2 and 3. The hotel has 53 air-conditioned bedrooms with en suite shower rooms, flatscreen TVs and wifi access (£1 for 10 minutes, £5 for one hour, £15 for 24 hours). While the rooms still feature the brand's trademark orange, it is not too overwhelming, with just a vertical orange stripe rather than a wall of colour.

■ Brick Field Lane, Harlington UB3 5DX; 020 8897 9237; [easyhotel.com](http://easyhotel.com)

### TRAVELODGE HEATHROW TERMINAL 5

Travelodge has the closest budget option to T5, located just west of Junction 14 off the M25. The

297-room hotel offers short-term parking, and has a bar/restaurant area, where breakfast is also served. Opened in 2008, it was the first hotel to open to serve T5, shortly before the Sofitel. Like the Travelodge Heathrow Central on Bath Road (see page 21), rooms are bright, and if you book breakfast online it is cheaper. Internet access is charged at £5 for one hour, £10 for 24 hours. The Travelodge Heathrow Terminal 5 also has a deal with a local taxi company to offer set fares to and from the airport: £13 for T1,3 or 4, and £11 for T5. For our review click here.

■ Calder Way, Horton Road, Colnbrook, Slough SL3 0AT; 0871 984 6353; [travelodge.co.uk](http://travelodge.co.uk)

### NOVOTEL

The upscale Novotel London Heathrow, also north of Bath Road, on Cherry Lane, has been through a three-year refurbishment and is now a four-star property. The 178 bedrooms, and the dining and conference facilities have all had a makeover. The new rooms have flatscreen TVs with pay-per-view satellite channels and movies on demand, a dedicated workspace and wifi internet access. The atrium has also been upgraded, and features the Elements restaurant.

■ Cherry Lane, West Drayton UB7 9HB; 01895 431431; [novotel.com](http://novotel.com)

### HILTON LONDON HEATHROW T5

Due to open in 2011 is a new Hilton hotel near T5. The 350-bedroom Hilton will operate under a 20-year franchise agreement with Shiva Hotels. Hilton has also signed an exclusive contract to offer a free shuttle bus service between its T5 and T4 properties. No further information on the new property was available when we went to press, but visit [businesstraveller.com](http://businesstraveller.com) for the latest updates.

■ [hilton.co.uk](http://hilton.co.uk)



Easyhotel



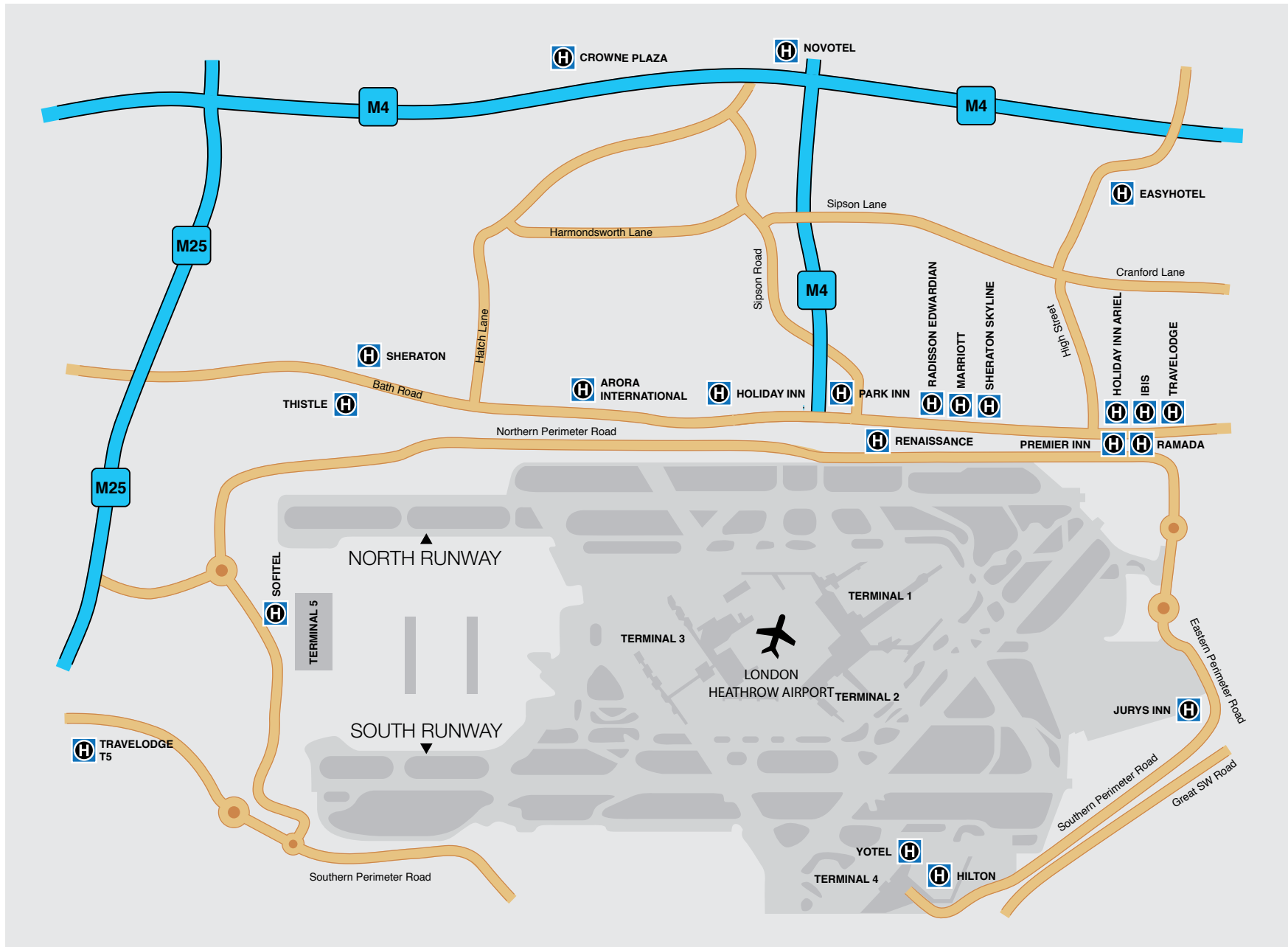
Travelodge







# HOTELS MAP





While Heathrow may be a 20-minute train ride from the heart of London, you can find yourself in the countryside in the same amount of time. *Business Traveller* explores within a 15-mile radius of the airport to find some top stops for country meets and relaxing retreats

## SEVEN MILES

### THE PETERSHAM

The Petersham in Richmond is one of the closest hotels to Heathrow on our list, at seven miles, and also the closest to London. East of Heathrow, Richmond is home to the largest of the royal parks, covering some 2,500 acres and home to herds of deer. It is easily accessible from Waterloo train station or via the District line on the Underground.

The 60-room Petersham hotel is a glorious pile on Richmond Hill, with well-maintained gardens and great views over Petersham Meadows to a bend in the Thames, a scene immortalised by the painter JMW Turner. The restaurant has views of the river from every table. Private dining is available, there's free wifi throughout the hotel and five meeting rooms, the largest of which can host 70 delegates.

The entrance lobby is dominated by a sweeping staircase that goes up to the top floor, which is purported to be the largest unsupported Portland Stone staircase in Europe. At the top, on the ceiling, is a detailed fresco by the Italian painter Ferdinando Galli, depicting four of the great Italian Renaissance painters: Raphael, Michelangelo, Titian and Carraci.

- Cost of taxi to/from Heathrow: £35
- Nightingale Lane, Richmond TW10 6UZ; 020 8940 7471; [petershamhotel.co.uk](http://petershamhotel.co.uk)

### STOKE PARK

Seven miles north-west of Heathrow, Stoke Park was designed in 1790 by James Wyatt, architect to King George III, and the estate has a recorded history of more than 1,000 years. Set in 350 acres of parkland designed by Capability Brown and Humphry Repton, it has been a sporting club for more than 100 years – the Boodles Challenge tennis tournament is held here each year.

The 49 bedrooms are divided between the main Mansion house, where the two fine-dining restaurants are, and the 2002-built Pavilion, which is where the more informal San Marco restaurant, tennis courts, spa and swimming pool are situated. Rooms come with flatscreen TVs, iPod docking stations, and bathrooms with heated flooring. Internet access is £8 per hour for wifi and wired. For meetings, the hotel can cater for everything from small, private meetings to large golfing days and incentives. The estate includes a 27-hole championship golf course, designed by Harry Colt in 1908. It was on this course that James Bond played Goldfinger in the film of the same name. There is also a driving range, a pitching area with four bunkers, an 18-hole putting course and a video-analysis room. For our review click here.

- Cost of taxi to/from Heathrow: £35
- Park Road, Stoke Poges SL2 4PG; 01753 717 171; [stokeparkclub.com](http://stokeparkclub.com)

## EIGHT MILES

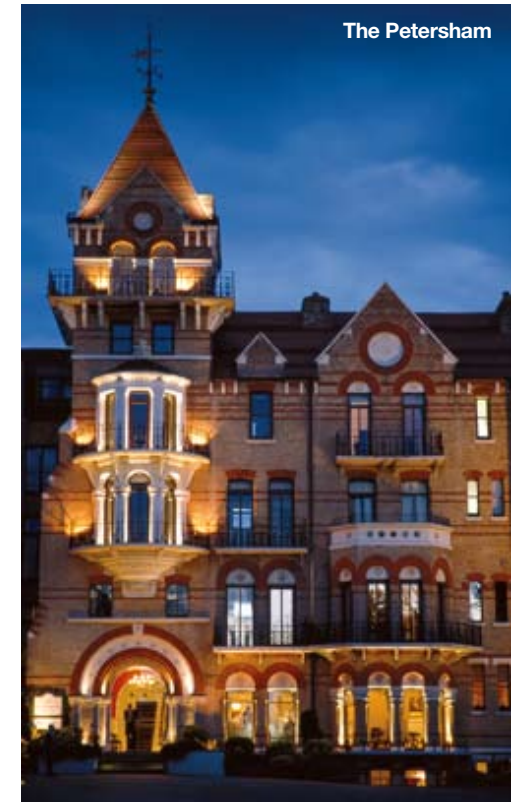
### GREAT FOSTERS

This pretty red-brick manor house, eight miles south west of Heathrow, is a firm favourite for romantic getaways. The house is thought to have hosted King Henry VIII, Queen Elizabeth I and King George III during its long history – its location in Windsor Forest would have made it a popular hunting lodge. The building is more than 400 years old, but the oldest part of the property is its moat, which dates back to the fifth century.

It first became Great Fosters hotel in 1930, and is still owned by the same family who converted it. Each room is decorated in a different style, varying from antiquated floral four-poster bed grandeur to a more contemporary look. The Main House offers a choice of historic suites and bedrooms, as well as four meeting rooms for between eight and 120 people, all of which have natural daylight. The Coach House, a short walk across the courtyard from the Main House, was completely refurbished in 2008 to create 11 beautiful junior suites and double rooms, as well as a set-apart meetings venue with capacity for up to 30 people. Wifi access is free throughout the hotel.

The gardens offer plenty to explore, including a knot garden – designed to resemble an intricate Persian rug – and beds of flowers and herbs bordered by manicured hedges. There is also an outdoor swimming pool with charming 1930s changing rooms, now a listed feature in their own right.

- Cost of taxi to/from Heathrow: £20 for T1,2,3,4; £18 for T5
- Stroude Road, Egham TW20 9UR; 01784 433822; [greatfosters.co.uk](http://greatfosters.co.uk)



The Petersham



Great Fosters





## NINE MILES

### RUNNYMEDE

The recently-refurbished Runnymede Hotel is located on the Thames, and nine miles south west of Heathrow airport. You enter through a glass reception area, with a view all the way down to the river where motor boats are available for hire.

In December 2009, 13 new meetings and event spaces opened, all with individual balconies and interactive whiteboards and built-in LCD screens. Delegates also have use of a lounge, with table tennis and arcade games and wifi internet access is free throughout the hotel. The Leftbank restaurant opened in the same month, serving freshly cooked food buffet-style.

The 180 bedrooms have also been recently refurbished, and although the standard rooms are a little on the small side, they do feature Hypnos beds and, in most of the rooms, 32-inch LCD television screens.

The most recent opening at the hotel is The Lock restaurant, which opened in May 2010. This fine dining riverside option features a Jospser grill – a barbecue oven, which gives meat and fish a delicious smoky taste. The steaks are incredible.

■ Cost of taxi to/from Heathrow:

£20 for T1,2,3,4; £16 for T5

■ Windsor Road, Egham TW20 0AG; 01784 220 960; [runnymedehotel.com](http://runnymedehotel.com)

## 11 MILES

### THE OAKLEY COURT

*Rocky Horror Picture Show* fans may well recognise The Oakley Court, located 11 miles west of Heathrow, as it was one of the main locations for the shooting of the cult film. It was also used for a number of Hammer film

productions, including *Brides of Dracula* and *The Reptile*. Nowadays it's more horticultural than horror, with manicured lawns and rose beds. It has an idyllic location next to the river and you can take out a small motor boat, which seats up to eight. Other activities the hotel offers include duck herding, sheep dog trials and quad biking in the adjacent seven-acre field.

The house was first built in 1859 in the style of a french chateau – apt, as during the Second World War it was the British base for the French resistance movement, and Charles de Gaulle is thought to have stayed here. A hotel since 1981, it has 118 rooms, most of which are in the 1980s-built extension (only 10 are in the main house). All rooms have flatscreen televisions and bathrobes are provided. Wifi internet access is charged at £6.50 per hour or £15 per 24 hours. The hotel, which is managed by Principal Hayley, also has 12 function rooms for between six and 200 people, a restaurant, a bar and a lounge.

■ Cost of taxi to/from Heathrow:

between £35 and £45

■ Windsor Road, Water Oakley, Windsor SL4 5UR; 01753 609 988; [oakleycourt.com](http://oakleycourt.com), [principal-hayley.com](http://principal-hayley.com)

## 13 MILES

### CLIVEDEN

Designed by architect Charles Barry – creator of London's Houses of Parliament – and built in 1850 on the site of two previous houses, Cliveden (pronounced "Clivden") is owned by Von Essen Hotels and is located 13 miles north west of Heathrow in 376 acres of National Trust grounds with views over the Thames Valley.

Each of the 39 rooms is distinctively decorated, furnished with period pieces and antiques, and has a spacious bathroom, separate sitting area

and working fireplace. There is free wifi internet access throughout the hotel. Dining options include the Michelin-starred restaurant Waldo's and the Terrace Dining Room, with river views. For private and exclusive meetings, there are few venues to match Cliveden. The French Dining Room, for example, has panelling transported from Madame de Pompadour's hunting lodge and features the "Astor Table", which can sit 30 guests. There's also The Cellar dining room, the Macmillan boardroom and the Churchill boardroom.

Leisure facilities include an outdoor heated 18-metre swimming pool, which is where John Profumo first saw Christine Keeler, plus an indoor pool, hot tubs, sauna and steam rooms. Other options include horse riding, golf, fishing, shooting and archery. For our review click here.

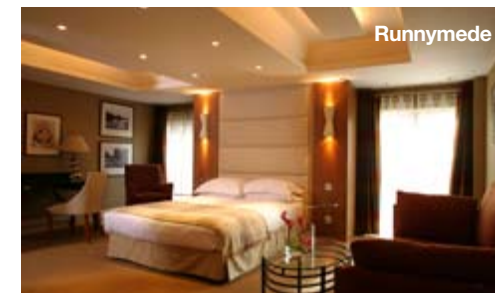
■ Cost of taxi to/from Heathrow: £70

■ Taplow SL6 0JF; 01628 668561;

[clivedenhouse.co.uk](http://clivedenhouse.co.uk), [vonessenhotels.co.uk](http://vonessenhotels.co.uk)

### FOXHILLS

This hotel and sporting resort, with more of a private club feel to it than a hotel, is set in some 400 acres of countryside – you can walk for a couple of hours through the grounds and have no idea of being in relatively crowded Surrey. Golf lovers can also rejoice, as the grounds include two 18-hole golf courses and one nine-hole. The 70 bedrooms and 12 apartments are spread throughout several buildings. Foxhills, 13 miles south of Heathrow, takes its name from the famous parliamentarian Charles James Fox who lived on the estate in the early 19th-century, but the Manor House dates from 1830-40, after Fox's time, and was designed by Basevi, a protégé of John Soane and cousin of Disraeli who was responsible for several classical London terraces (Belgrave and Thurloe Squares, and Pelham



Runnymede



The Oakley Court



Foxhills





Crescent) as well as the Fitzwilliam Museum in Cambridge. The Manor House has The Manor restaurant, a bar and nine meeting rooms – the largest can seat 180 for private dining. Wifi is free throughout the hotel. For our review click here.

- Cost of taxi to/from Heathrow: £30
- Ottershaw KT16 0EL; 01932 872 050; [foxhills.co.uk](http://foxhills.co.uk)

## 15 MILES

### WOODLANDS PARK

Originally commissioned in 1885 by William Bryant, the son of the founder of match producers Bryant and May, Woodlands Park was one of the first houses in the UK to have electric lighting and a lift for servants. Bryant said he wanted his new home to be designed “with a free hand, unfettered in the slightest degree by economical consideration”. It became a retreat for Oscar Wilde, the actress Lillie Langtry and her one-time lover King Edward VII – you can stay in the rooms they stayed in.

A hotel since 1980, Woodlands Park has 57 rooms, all with plasma televisions, DVDs and CD players, although all but 11 of them are in the extension built in 1989. Free wired internet access is available in the rooms while wifi access is free in public areas. There are nine meeting rooms, for between eight and 200 people, five of which are located in the new wing, while the drawing room, study, boardroom and garden room offer more classic surroundings. The hotel has a more informal restaurant, Benson's Brasserie, while the Oak Room remains the hotel's fine dining experience. It is located 15 miles south of Heathrow.

- Cost of taxi to/from Heathrow: £45
- Woodlands Lane, Stoke d'Abernon, Cobham KT11 3QB; 0845 072 7581; [handpickedhotels.co.uk](http://handpickedhotels.co.uk)

## OTHER OPTIONS

### COWORTH PARK

The Dorchester Collection's newest addition is set to open in mid-September, 2010. Located 13 miles from Heathrow, Coworth Park hotel will have its own polo fields and an equestrian centre with stabling for 30 horses. The 70-room property will also have a spa and three restaurants, including a fine dining option from Michelin-starred chef John Campbell. Visit [coworthpark.com](http://coworthpark.com), [dorchestercollection.com](http://dorchestercollection.com)

### LONDON SYON PARK

#### A WALDORF ASTORIA HOTEL

London will gain its second Waldorf Astoria by the end of 2010, with the opening of a new-built hotel in the 200-acre Syon Park. Located seven miles from Heathrow, guests at the 137-room hotel will be able to go trout fishing in the river and spot butterflies in the lobby. See [syonpark.co.uk](http://syonpark.co.uk)

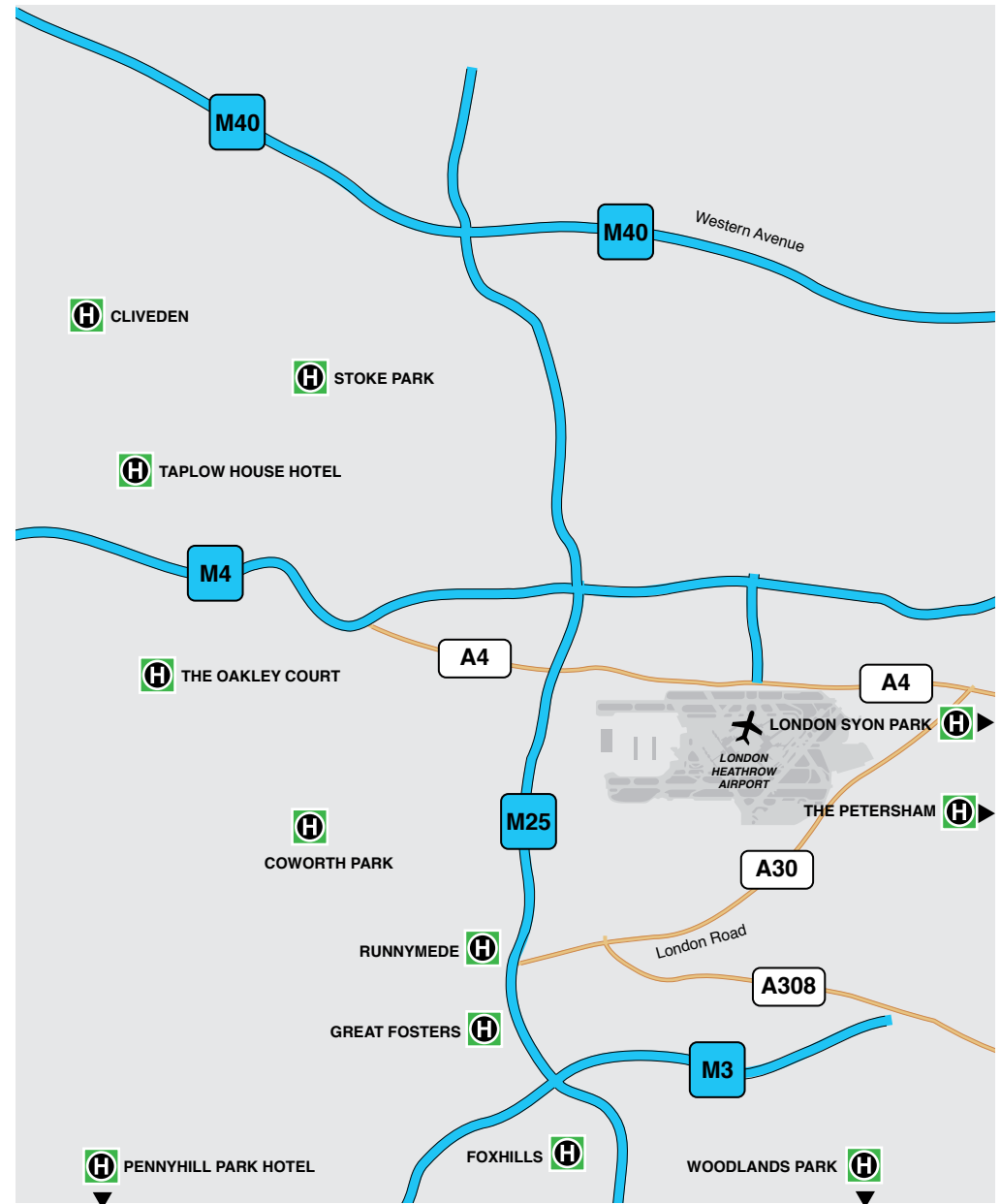
### TAPLOW HOUSE HOTEL

This charming boutique hotel has recently undergone a full refurbishment. Check out Berry's Restaurant, Bar & Terrace for an excellent-quality and affordable lunch meeting. There are also seven function rooms, the largest of which can hold 100. See [taplowhouse.com](http://taplowhouse.com)

### PENNYHILL PARK HOTEL

Although just outside our 15-mile catchment area, it's well worth a mention for its 45,000sq ft spa and its nine-hole golf course. See [pennyhillpark.co.uk](http://pennyhillpark.co.uk); for a full review [businesstraveller.com/tried-and-tested](http://businesstraveller.com/tried-and-tested)

## COUNTRY HOUSE HOTELS MAP





From robot taxis to state-of-the-art terminals, Heathrow is coming to terms with a future without a new runway, reports **David Churchill**

### HEATHROW MAY BE FACING AN

uncertain time after the new coalition government blocked its controversial runway expansion plans, but in other respects the airport is embracing the future with confidence. London's biggest airport, for example, is shortly hoping to launch an innovative transport link between Terminal 5 and the N3 business car park – the £25 million Heathrow Pod (pictured), which is an environmentally-friendly, driverless, battery-powered 'pod' (each carrying four passengers), available virtually on demand for the brief five minute journey from car park to terminal along 4km of dedicated track.

The system has not been without its bugs – it should have launched in 2009 and a formal opening date has yet to be publicly announced – but the Heathrow management is confident it will soon start ferrying business travellers from car park to terminal. If successful, the plan is to extend the system to link up all the terminals and car parks.

And this is not the only innovative technology being deployed at the airport. A new £900m underground baggage handling system is being constructed to initially link T5 to Terminal 3 and eventually the other terminals, ensuring that luggage for connecting passengers is seamlessly transferred. Heathrow claims this will be the world's largest integrated baggage system.

Also, a massive terminal-rebuilding programme is underway to bring the facilities in all terminals up to the standards of T5, home to British

Airways flights. This includes a completely new Terminal 2 (see artist's impression on page 30), being built at a cost of £1 billion following the demolition of the existing antiquated terminal early in 2010, which should be fully operational by 2014. Even T5, which opened in 2008 and has recently welcomed its 50 millionth customer, is getting a new satellite building in 2011 (Terminal 5C) which should mean 95 per cent of T5 passengers will be able to access their aircraft directly via an airbridge rather than from a bus – effectively benefiting an extra 3 million travellers passing through the terminal every year.

All this is good news for business travellers using the airport. The bad news, of course, is that Heathrow's hopes of building a third runway (and a sixth terminal) to help alleviate current congestion at the airport, and meet anticipated growth in demands, were dashed on May 11, 2010 when the Conservatives and Liberal Democrats formed their coalition government.

As far back as 2003, the Labour government had supported (in a white paper on aviation policy) BAA's proposals for a third runway at Heathrow, although it was not until early 2009 that the project was given the official go-ahead. Yet in spite of an extensive lobbying campaign called Future Heathrow – backed by the major airlines, trade unions and other bodies including the International Air Transport Association (IATA) – the prospect of significant expansion of flights and passenger numbers, and associated environmental problems, failed to convince many



of a third runway's worth. Stopping the growth of Heathrow – and to a lesser extent Stansted – became a rallying cry for the green movement, a policy that, surprisingly, became part of the Conservative Party election manifesto.

Long regarded as the traditional party of business, David Cameron's Tories eschewed the warnings of damage to UK economic growth if a new runway was blocked. Once the Liberal Democrats were on board, the outcome was inevitable and BAA subsequently withdrew its planning application for a new runway. BAA's chief executive Colin Matthews, however, still made clear that BAA continued "to believe that new capacity would strengthen the UK's trading links with the global markets on which our economy and our competitiveness depend".

For business travellers, however, the impact

of the new runway being abandoned is not such a problem in the short-term. As Anne Godfrey, chief executive of the Guild of Travel Management Companies (GTMC), points out: "What most business travellers want is for Heathrow just to work better and for them to be able to get to it easily."

It seems likely that the Heathrow management will heed these words and refocus efforts on improving the airport's operational performance without the distraction of grinding through the planning and implementation stages of a new runway and terminal. BAA has already made clear that the £700m or so of funds allocated for the early development of the expansion will now be diverted to other measures to improve the airport, and it is talking to the airlines about what's on their wish-lists. The government has also set up a taskforce of interested parties to





consider Heathrow development, with initial recommendations due next spring.

Yet even proposals to increase Heathrow's flight capacity through so-called 'mixed-mode' use of the existing two runways (this involves using them for both take-offs and landings) have been blocked by the coalition government. Transport Secretary Philip Hammond said of mixed-mode use: "The disbenefits to local communities outweigh the benefits."

But there are hidden, longer-term drawbacks for business travellers arising from the decision to block a new runway. The number of airlines using Heathrow and the destinations they service have been gradually falling as a result of the growing costs and limited ability of take-off and landing slots. Over the past 20 years, Heathrow has fallen behind European airports in terms of foreign destinations served, while the number of UK regional cities linked to Heathrow has dropped from 21 to six.

According to research commissioned by the British Chambers of Commerce (which, not surprisingly, believes there should be a third runway to boost the economy), Heathrow also appears to be falling behind its rivals in the growth of services to fast growing emerging markets such as Brazil and China. All Heathrow's major European rivals already have more runways – four at Paris-Charles de Gaulle and five at Amsterdam Schiphol (plus a smaller runway for light aircraft), with Frankfurt due to get a fourth runway in 2011.

Even British Airways, which is the dominant airline at Heathrow with some 41 per cent of the available slots, is talking about targeting Madrid-Barajas airport (four runways) for future expansion if the proposed merger with Iberia is completed later this year (2010).

"Aviation growth is not going to go away – it will just leave the UK and go to other parts of Europe,"



says BA chief executive Willie Walsh. His view is reinforced by the fact that it is not just Heathrow that has had expansion blocked – the government has also ruled out new runways at Stansted and Gatwick airports in the foreseeable future.

Unless there is a radical change in the British political landscape, Heathrow will just have to get used to making best use of its current infrastructure. The emphasis is now twofold: increasing access to the airport in an environmentally-friendly way; and enhancing the experience within the airport itself through investment in terminals, communications and security.

Increased access will mainly be via two new rail development schemes, which are in addition to the established Heathrow Express direct rail link. Firstly, the £16bn Crossrail project linking

M Maidenhead in Berkshire to Shenfield (Essex) and Abbey Wood (Kent) via a cross-London route is also due to have a spur linking it to Heathrow Central and Terminal Four. Although Crossrail has had a troubled history, the new government appears committed to it going ahead, although it will not be finished until 2017 at the earliest.

Similarly, the £673m AirTrack scheme to link Heathrow T5 to the South West Trains network – including services from Waterloo – is unlikely to be operational until 2016/2017 even if planning permission is approved. A public inquiry has already been postponed twice and is now due to start in autumn 2010.

High-speed rail is also at the heart of the new government's transport policy, with proposals that an initial 250mph London to Birmingham

service should be linked to Heathrow. But a review published in the summer by Tory peer Lord Mawhinney cast doubt on this idea, arguing it was unlikely to provide value for money and it would be more effective if passengers joined Crossrail at an intermediate stop in west London to gain airport access. In any case, the high-speed service is unlikely to start before 2026 even if all goes well with the planning and financing.

Long before then, however, the key to the future of Heathrow without a new runway probably lies simply with making it work better. According to Philip Hammond, Heathrow does have a future. "The challenge is to maintain Heathrow as an international hub," he says. "It is the government's clear objective to secure Heathrow's future within the constraints of two runways."

