



Guide to
MANCHESTER
AIRPORT

Business
Traveller

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**Business
Traveller**

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SINCE ITS INCEPTION in the thirties, *writes Jenny Southan*, Manchester airport has grown symbiotically with its city, spurring investment and encouraging businesses to set up shop in the north but also acting as a gateway to the world, creating a growing stream of passengers in and out. In time, as more people moved to the city, so the volume of passengers increased, creating a need for expansion that hasn't stopped since.

"In the early seventies there was a small Chinese population in the centre of Manchester and then suddenly there was direct air service to China and the Chinese population boomed – Manchester is small enough that you can track certain sections of the city in correspondence with what's going on at the airport," says Russell Craig, head of external communications at Manchester airport.

Nowadays, the three-terminal facility is ranked the UK's fourth-busiest in terms of passenger numbers (about 22 million a year). It is the only domestic airport other than Heathrow to have two runways, and was the world's first regional airport to accommodate the A380.

In a way, this is no surprise, as Manchester has been known for embracing the future more quickly than most – forging the way during the Industrial Revolution to become a hub for textile manufacturing, opening the world's first steam passenger railway station in 1830, and later reinventing itself as a cultural capital towards the end of the 20th century.

Andrew Harrison, managing director of Manchester airport, says: "The airport has been a key part of the development of the north. When we started out we were very

small but since then we have been through multiple phases of growth, and I think that has been driven by the prosperity of the city. We have also always been separate enough from London to have a strong, differentiated catchment area."

Located about 14km southwest of Manchester city centre, the airport is easily accessible by public transport, and provides travellers in a 200km radius with a convenient alternative to departing from London, with more than 60 carriers serving over 190 destinations in Europe, the Middle East, the US and Asia.

All this is no doubt contributing to Manchester being one of the fastest-growing cities economically in the UK, with Media City in Salford Quays (where much of the BBC is relocating), Sportscity (claimed to host the largest concentration of sporting venues in Europe), science and industry being the key drivers.

BOOSTING TRAFFIC

In addition, Airport City, which is expected to create 7,000 new jobs and attract businesses in sectors such as hospitality, freight, research, health and logistics, will become one of the first of the government's new Enterprise Zones, and work is set to start on it next year. Harrison says: "Our job as an airport is to meet those connectivity demands to enable the region to grow. Equally, the job of the region is to bring businesses in, and that extra traffic will mean our routes are sustainable."

He adds: "What we are looking to do is continue to increase passenger numbers, and we think the real growth will be in business traffic. At the moment it is about 20 per cent





[of total traffic] but what we have seen over the past year is that although it has been tough, with the ash cloud and so on, business traffic has still gone up by 6 per cent out of Manchester, which is pretty strong.”

Manchester airport officially opened in 1938 and, although it expanded considerably after the Second World War, with the first transatlantic flight (to New York) taking place in 1953, the second terminal and integrated railway station didn't open until 1993. The second runway was unveiled eight years later, in 2001, after a £172 million investment.

So what's been happening on the ground in more recent times? Airport operator Manchester Airports Group (MAG), which also owns East Midlands, Bournemouth and Humberside airports, has overseen significant changes. An £80 million overhaul of Terminals 1 and 2 was completed last year (see “Northern heights”, [businesstraveller.com/archive/2010/march-2010](https://www.businesstraveller.com/archive/2010/march-2010) for more details), and at the end of April, the final stages of the £2 million Terminal 3 revamp were unveiled. These include new flight information screens, clearer signage and four new shops – Dixons Travel, Rolling Luggage, Swatch and Tie Rack. A new restaurant, Trattoria Milano, has also opened on the upper level.

The terminal changes were made after extensive research was carried out on people's experiences of travelling through the airport. Harrison says: “We found that people got stressed when they arrived in our car parks, when they got into the check-in hall and at security. They also got confused by landside retail, with many wondering if that was all the shopping there was. So the biggest thing we

did was to take away landside retail and bring check-in and security back-to-back to try to get these out of the way as quickly as possible, so passengers could then relax once airside.”

Since these improvements, Harrison says follow-up studies have shown that “customer satisfaction has gone through the roof”. He adds: “With security we constantly innovated by trying to make it faster, simpler and less intrusive, which is where we have pushed ahead with technology such as body scanners.” The airport now has more than ten Rapiscan “backscatter” scanners in place across the three terminals.

THE MASTERPLAN

In terms of infrastructure, MAG is constructing a new 60-metre-tall control tower to replace the current 40-year-old one, which is to be completed within 18 months. It is also investing £20 million in upgrading one of the runways, and another £20 million on security equipment for hold baggage screening.

Harrison says: “Our masterplan extends to 2030 – we have three terminals and we want to create two larger ones so I think over the next ten years, our focus will be on joining Terminals 1 and 3, because that makes geographic sense and gives more opportunity to develop parking space around them.” By



2015, the airport could be handling some 38 million passengers a year, but this could rise to 50 million by 2030.

In September last year, Manchester got its first A380 flights when Emirates replaced one of its two daily services to Dubai with the superjumbo. This heralded a new phase for the airport, which is now seeing more Gulf carriers turning their attention to the city. Emirates was set to add a third daily flight to its Manchester-Dubai schedule in May, and on May 31, Qatar Airways was expected to end its twice-daily flights from Gatwick to Doha, instead launching a second daily service from Manchester.

Harrison says: “Only Paris CDG, Heathrow and Manchester have carriers flying more than once a day to Qatar so that is a great signifier for Manchester.” Etihad will also go double-daily from Manchester to Abu Dhabi in August. “Middle Eastern carriers are really helping to increase capacity,” Harrison says.

DIRECT ACTION

Why are the Gulf carriers so keen on the northern airport? Harrison says: “People in Manchester and from the region want to fly direct. People who wanted to fly with the flag carrier [BA] have had to fly down to London



to connect and there has been an element of stubbornness in doing that because in the northwest people want to be able to fly from their local airport – they want to get back at a time that is reasonable, and don't want to do this via London or other short-haul routes. They have therefore been looking at other airlines to see how they can fill that gap. The Gulf carriers have a great product and a regional strategy."

He adds: "The good news is that British Airways and American Airlines have now completed their joint business agreement so AA transatlantic flights from Manchester are now effectively BA flights, and our finding is that businesses and individuals will start to recognise that. Having had a hiatus of about four years where BA hasn't flown internationally out of Manchester, it is now back, although, ironically, [through codesharing] with AA."

Finnair is another example of how Manchester is opening up the region to places further afield. It flies via Helsinki (which takes about two hours 40 minutes) to cities such as Hong Kong (nine hours 45 minutes) and Seoul (eight hours 45 minutes), with connection times of as little as 30 minutes. Consequently, other than flying direct (Singapore Airlines is the only carrier to offer nonstop services from the airport to Asia), travellers from Manchester benefit from a more convenient, and often cheaper, alternative to flying via London (19 hours 25 minutes at best to Seoul via Hong Kong with British Airways).

The arrival of the B787 would also give Manchester a way of encouraging airlines to



offer direct international services out of the northern city – this is because the Dreamliner has fewer seats on board and is designed for economical point-to-point routes, making otherwise costly direct routings more financially viable as it is easier to fill the plane.

So in the future we may, for example, see All Nippon Airways (ANA) using the B787 direct to Tokyo (at the moment there are no carriers operating direct flights to the Japanese capital), which would open up many connection possibilities for this part of the world. ANA will be the first airline in the world to take delivery of the Dreamliner

and, providing there are no more delays, is expecting to launch it in the autumn.

NORTH AND SOUTH

Does all this mean that one day Manchester could become a global hub? Harrison says: "I think we are never going to compete with Heathrow because the UK can only have one global hub. But, that said, we are an airport that has spare capacity. We are the only airport in the UK other than Heathrow with two runways and we know that the southeast is constrained from a capacity point of view, and our catchment area and London's are very similar in size –

within two hours' drive time we have 24 million people and London has 25 million. What's more, the catchment areas don't really overlap."

He concludes: "There is the possibility of having a north-south strategy and we could see ourselves as a connecting point for various aligned airlines. However, I think it would be stretching it to say we have aspirations of becoming a hub. We have 23 connecting points across the UK and Ireland, and rail connectivity was one of the reasons why Singapore Airlines and Qatar Airways made the decisions they did, as they see this north-south strategy working."

■ Visit manchesterairport.co.uk



BY TRAIN

FIRST TRANSPENNINE

EXPRESS trains arrive into the airport complex, with services departing from Manchester

Piccadilly around nine times an hour. Standard tickets start at £3.50 each way and first class from £6. Journey times vary from between 13 and 26 minutes, with the last train departing at 2355 and the first at 0054.

Terminals 1 and 2 are a short walk from the station on the upper level, but for Terminal 3, catch the free shuttle bus or take the Skylink – the latter takes about ten minutes. If you are travelling from outside Manchester, there are plenty of high-speed services from major cities straight to the airport. Trains from London Euston start from £43 for an open return and take two hours.

■ tpexpress.co.uk, northernrail.org



BY BUS

A SKYLINE BUS operates 24 hours between the city centre and airport, starting from £2.40 and taking about 45 minutes.

The route runs every half-hour, but if speed is an issue the National Express service can take as little as 20 minutes. It costs £3.90 for a single, with one to three departures an hour. An airport shuttle (£4 single, £6 return) ferries passengers to and from the nearby Premier Inn, Holiday Inn and Marriott hotels, the terminals and the train station.

■ nationalexpress.com



BY CAR

DRIVING FROM

MANCHESTER, the airport is located off the M56, then left off the Ringway Road. Satnav

postcodes for the terminals are M90 3PY for T1, M90 4ZY for T2 and M90 3NZ for T3.



BY TAXI

ARROW CARS recently became Manchester airport's official private hire service

and desks are stationed at each of the three terminals. Alternatively, head to the Hackney Cab ranks. Estimated prices to the city centre are £20.

■ manchesterairport.co.uk



CHAUFFEURS

ETIHAD AND EMIRATES

first and business class passengers and Virgin Upper

Class travellers are all eligible for their airline's chauffeur service. Otherwise, the official airport chauffeur company is Tristar – fees start from £40 for a journey to the city centre. Book in advance online for the best rates.

■ emirates.com, etihadairways.com, tristarworldwide.com, virgin-atlantic.com

TOP TIPS

01. If you are flying economy but want lounge access, pay £20 (or £17.50 online) to use one of the airport's two Escape lounges located in T1 and T2. They offer free wifi, food and drink.

02. Book car parking in advance for cheaper rates. Visit manchesterairport.co.uk/car-parking for details.

03. Make use of wifi hotspots throughout the airport – they provide 30 minutes of free usage within any 24-hour period and you can connect with your laptop or smartphone.

04. Take a plastic bag for your liquids as the airport charges £1 for two. They are dispensed at check-in and security.

05. Claim back VAT on any corporate gifts or

business purchases made at the airport. For example, an iPad2 bought for your company airside will offer you a tax-free equivalent reduction of about 20 per cent – in addition to which, you can then claim back the 20 per cent VAT, saving you even more money. (This doesn't apply to tax-free purchases such as tobacco and liquor.)

06. If you are hungry but short of time,

tell waiting staff at the restaurant you choose when your flight is and they will be able to list all the dishes that can be served in under 12 minutes. You can also ask to pre-pay.

07. The airport has prayer rooms in T2 and T3 and smoking areas outside each of the three terminals.

08. Unlike many other airports, note that flight information screens at Manchester show how many minutes you have until your

gate opens. You can use this to manage your time.

09. Use twitter.com/manairport to ask questions or leave comments. You can also tweet your flight number for live flight information.

10. Download the full version of our Manchester airport guide for free at businesstraveller.com/manchester for terminal maps and information on parking, dining, shopping and country house hotels.





Valet parking

If you're planning on leaving your car at the airport for two days or more, you can use the valet and VIP valet service at all three terminals. At T1 and T2, follow the car park entrance signs for valet parking, press the "help" button and then give your booking reference. At Terminal 3, pick up an entrance ticket and follow the "meet and greet" signs on parking level three to a barrier where you can use the ticket and find a "meet and greet" space.

Once parked, quote your booking number (you must book in advance) and hand over the keys. Both spots are just a few minutes from the check-in desks. Pre-booked tickets cost £39.99 a week or £8.75 a day for VIP. The latter includes an additional fast-track escort through security for you and your colleagues, although the fast-track service is now available for everyone with a pre-booked parking ticket for £3.50.

Business parking

Since Manchester airport no longer has a chauffeur parking service, Holiday Car Care offers the next best option. The company uses the car park at the Crowne Plaza (satnav postcode M90 3NS) for pick-ups and drop-offs, before transferring your vehicle to its secure car park off-site. Located within the airport complex itself, T1 and T3 are 100 metres away and there is a shuttle bus transfer available to Terminal 2.

When you return to the airport, call the hotel on 4090 from courtesy phones in arrivals and you'll be picked up and taken to the Crowne Plaza where the car will be waiting. Pre-booking is available online and prices start from £3.99 a day, £31.92 for eight days and £59.85 for 15. There is, however, a minimum charge of £23.94. Visit holidaycarcare.com or call +44 (0)161 4980 433 for more information.

Short-stay parking

The three multi-storey short-stay car parks are two minutes' walk to check-in. Prices on the day start from £2.20 for 30 minutes, however, if you are staying for 24-hours it is best to book in advance online (tickets cost £7.50 a day, as opposed to the turn-up price of £27). If you are planning on staying more than a few days, the long-stay car park is more cost effective.

Long-stay parking

Situated 1km from all three terminals, the two long-stay car parks (one for T1 and T3, one for Terminal 2) offer a free 24-hour shuttle to the airport every 15 minutes, with transfer time taking around five minutes. Prices start from £29.99 a week and spots can be pre-booked or paid on the day, although there is a two-day stay minimum if you want to pre-book.

Turn-up prices start from £27 a day and go up to £90 for a week. Slightly further out, at around 2km away, the shuttle car park is by far the most cost-efficient option at £2.99 a day if you pre-book. The number four bus leaves every 15 minutes with journey times of between five and 15 minutes, depending on the terminal, and operates 24-hours a day. There is a minimum stay of two days and the car park is manned 24-hours a day.

Off-airport long-stay parking

One of the closest off-site locations, Jet Park's two car parks are under 2km from the airport, situated opposite Terminal 2. Catch the number five bus – operated by Manchester airport – for a five-minute transfer, with the service running every 15 minutes, 24-hours a day. Prices start at £19.99 a week. Visit jetparks.co.uk or call +44 (0)871 2003 000.

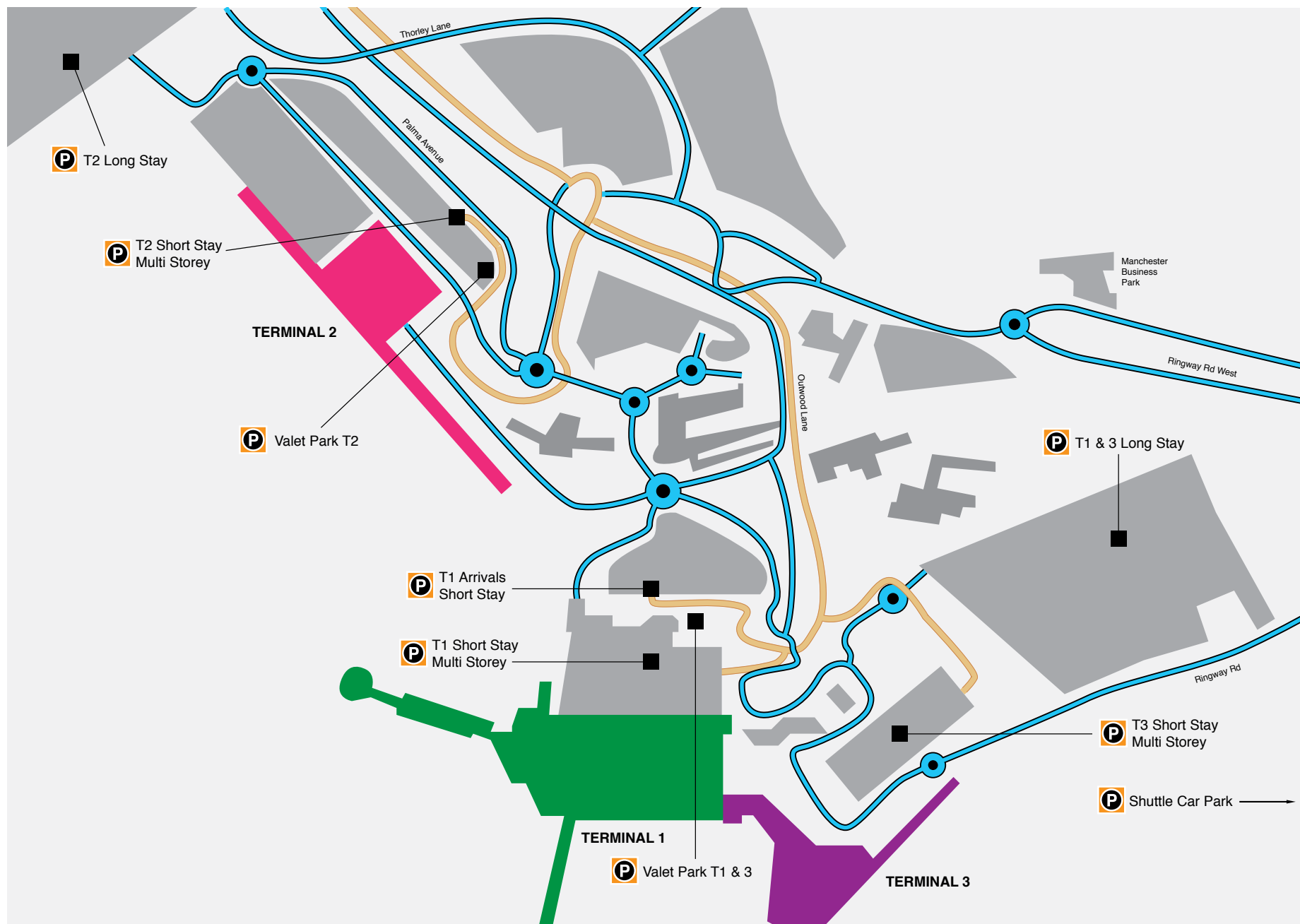
POSTCODES FOR CAR PARKS

Short-stay T1 and T3	M90 3NS
Long-stay T2	M90 3N3
Shuttle park	M22 5YA
Short-stay T1	M90 3PY
Short-stay T2	M90 4ZY
Short-stay T3	M90 1QX
Jet Parks 1	M90 5AZ
Jet Parks 2	M90 4EG

All advance bookings are subject to a £1.50 booking fee. Visit manchesterairport.co.uk for more information.



PARKING MAP





WHO FLIES FROM WHICH TERMINAL

TERMINAL 1

Aer Arann	RE
Aer Lingus	EI
Air Berlin	AB
Air Transat	TS
Atlasjet	KK
Aurigny Air Services	GR
BH Air	BGH
Cyprus Airways	CY
Emirates	EK
Etihad Airways	EY
Eurocypria	ECA
Finnair	AY
Germanwings	4U
Icelandair	FI
jet2.com	LS
Lufthansa	LH
Monarch Airlines (charter)	MON
Monarch Airlines	ZB
Pegasus Airlines	PGT
Scandinavian Airlines	SK
Sata International	S4
Swiss International Airlines	LX
Tap Portugal	TP
Thomas Cook Airlines	TCX
Turkish Airlines	TK

TERMINAL 2

Air Malta	KM
Airblue	ED
Belavia	BRU
Continental Airlines	CO
KLM	KL
Onur Air	OHY
Pakistan International Airlines	PK2
Qatar Airways	QR
Ryanair	FR
Singapore Airlines	SQ
Strategic Airlines	STU
Thomson Airways	TOM
TOR Air	OAI
US Airways	US
Viking Hellas	CO
Virgin Atlantic	VS

TERMINAL 3

Adria Airways	JP
Air France	AF
Air Southwest	SZ
American Airlines	AA
BMI	BD
MBIbaby	WW
British Airways	BA
Brussels Airlines	SN
Cityjet	WX
Easyjet	EZY
Flybe	BE





TERMINAL 1

Executive lounges are all located in the area above departures – take the stairs or lift adjacent to Dixons.

SERVISAIR BOLLIN AND WILMSLOW

The two Servisair lounges sit side by side and offer similar services to one another. The 120-seat Bollin lounge is in the middle of a revamp and offers free wifi, power points and two computers. Snacks and drinks, including wine and beer, are complimentary. The 120-seat Wilmslow lounge has a TV corner and a small business centre with four workstations and one computer. Both facilities charge £17.95 per person for stays of up to three hours, while Priority Pass and Leap Frog cardholders enter for free. Bollin is open 4am-8pm; Wilmslow is open 5am-8pm.

■ executivelounges.com

ESCAPE T1

This Escape lounge opened in July 2010 and features free wifi and a 40-seat suite for meetings. The lounge itself seats 100 people and comprises a quiet zone and dining area offering cooked breakfasts, salads, soups and sandwiches free of charge (other hot dishes come at a price). There is a selection of complimentary spirits and wines, and champagne and premium liquor is available for a fee. Spa treatments cost from £16. Priority Pass, Airport Angels, Manchester Business Club and Diners Club cardholders, along with Finnair and Turkish Airlines business and first class passengers can use the lounge for free, otherwise it is £20 per person (£17.50 online). Open 6am-8pm.

■ manchesterairport.co.uk

EMIRATES

This sleek venue has a tranquil water feature, walls lined with artworks, and runway views. The all-day hot buffet includes options such as rigatoni with shaved Parmesan, and herb-crusted rack of lamb, while a cold food bar offers dishes like seared tuna Niçoise and smoked salmon salad. An on-site chef can make sandwiches to order, and a selection of complimentary red and white wine is on hand, as well as Veuve Clicquot champagne. A massage chair is located in a discreet enclave that doubles as a prayer area, and there are also showers, eight workstations, free wifi, a printer, five PCs and a TV. The lounge is accessible to Emirates first and business passengers, and Skywards gold cardholders. Open 6am-10.45pm.

■ emirates.com

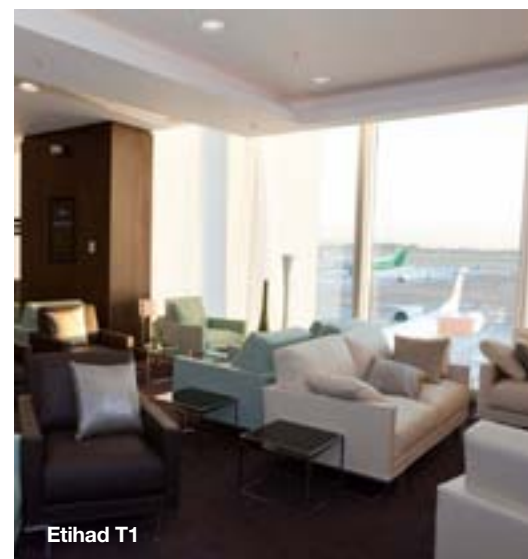
ETIHAD

Opened in December last year by Manchester City manager Roberto Mancini (Etihad is the team's sponsor), the 60-seat facility features white high-gloss flooring and pastel-green leather furniture. It has a small business area with three iMacs, armchairs either side of a fine-dining area serving free à la carte dishes, a bar offering complimentary alcoholic drinks, and a VIP section that can be requested for private meetings. There are also showers, a prayer room and a family area. The lounge is open to first and business class Etihad passengers, as well as Etihad Guest gold and silver cardholders, but there is talk of offering it to economy passengers in the future, at a price. Open Mon, Wed, Fri and Sun 6am-9am; Tue, Thurs and Sat 6pm-9pm.

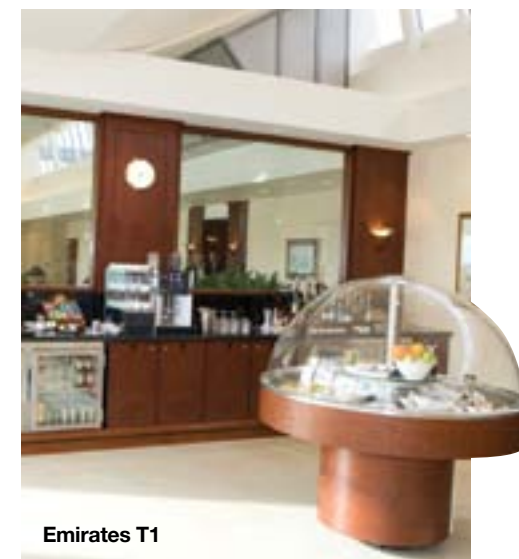
■ etihadairways.com



Escape T1



Etihad T1



Emirates T1





TERMINAL 2

ESCAPE T2

Split into two sections, Escape T2 is fitted with 100 seats throughout. Turn to the right of reception and you are in the leisure area, where there is a TV zone and a sandwich and snack bar. All drinks, including wine and spirits, are free of charge. Left of reception is the unofficial business class section, which has the same facilities (except the TV) and a work zone with four computers and a printer. Entry requirements are the same as for Escape T1, although Qatar Airways and Singapore Airlines business and first class passengers and Qatar Privilege gold and silver members can enter for free. Gold Qatar Privilege members can take a guest. Entry is £20 per person, or £17.50 online. Open 5am-9pm.

■ manchesterairport.co.uk

SERVISAIR STYAL

The facilities here are similar to Servisair's Bollin and Wilmslow lounges in Manchester airport's Terminal 1, although Styal lacks runway views and has less daylight. The 106-seat venue is located left of the tax-free shop and features a wraparound bar serving free food and drink, including alcohol, a flatscreen television, screens displaying the status of your flight, and free newspapers and magazines. Priority Pass and Leapfrog cardholders can enter free of charge, while all other passengers must book online or pay on arrival under the same terms as Bollin and Wilmslow (£17.95 per person for stays of up to three hours). Open 4am-8pm.

■ executivelounges.com

TERMINAL 3

BMI

Bmi's Executive and Diamond lounges have been opened up into a single 168-seat space, with a breakfast station in each. Cold drinks – including alcohol – are free, as are the cereals, croissants, yoghurt and fruit laid out each morning. Snacks are available all day. The disposable coffee cups are a good touch for those on-the-go, and the location is ideal – directly below check-in with an exit straight out to the adjacent Gate 18 (Bmi's preferred gate). There are four workstations with power points, free wifi and a smaller 54-seat lounge area can be booked in advance for meetings. Bmi's diamond, gold and silver cardholders and business class passengers can enter free, along with Star Alliance gold members. Open Mon-Fri 5am-6.30pm; Sat-Sun 5am-7.45pm.

■ flybmi.com

BRITISH AIRWAYS

The 120-seat Terraces lounge is open to Executive Club members (gold and silver cardholders can take a guest), Club and First class BA passengers and business class travellers flying on BA domestic flights or with Oneworld partners American Airlines, Sun Air and Air Southwest. Built for BA nearly 15 years ago, the circular space features a domed glass ceiling and overlooks the departure lounge, while floor-to-ceiling windows offer runway views. There are seven workstations, three computers, a printer and free wifi. The self-service bar offers free sandwiches and snacks, a counter by the TV area is stocked with juice, and soft drinks, wine, spirits and champagne are free. The spacious

washrooms offer two showers and Elemis products. There are plans to refurbish the lounge in the next six months. Open 5am-8pm.

■ ba.com

FLYBE

The three-year-old, 120-seat Flybe lounge is located next to the BA facility and features blue and purple décor and a bar stocked with wine, beer (no spirits), Twining's tea and snacks. There is free wifi, windows facing the runway and workstations. All Rewards4all Flybe cardholders and Economy Plus passengers enter free, along with Flying Blue platinum, gold, and Club 2,000 members (on Air France flights and Flybe/Air France codeshare routes) and relevant Air France Premium and Skyteam Elite Plus members. Open 4.30am-8.30pm.

■ flybe.com





DINING AND SHOPPING

Terminal 1

DEPARTURES AIRSIDE

EAT The terminal has outlets ranging from fast-food chain Burger King to elegant French bistro Epemay. Head to Bar MCR or the Runway Bar for cocktails and a light meal, Giraffe for world cuisine or the Real Food Company for fresh sandwiches and deli dishes. There are also two coffee shops, Caffè Ritazza and Soho Coffee Company.

SHOP Popular high-street fashion brands include Kurt Geiger, Mango, Monsoon, Timberland, JD Sports, Fat Face, Accessorize and Claire's Accessories. Sockshop, TM Lewin and Tie Rack also have outlets. Temptation sells sunglasses, watches and jewellery, while Attitude has a collection of higher-end brands including Hugo Boss and Hilfiger.

Biza is a large duty-free outlet selling high-end fashion accessories, along with the usual skincare and beauty brands, while Add+ and Dixons are handy for last-minute electronics pick-ups. Stop by WHSmith, The Body Shop or Boots for travel essentials, Jo Malone for luxury gifts, or the Be Relax spa for a massage, manicure, pedicure or facial. Two ICE and two Thomas Cook branches provide currency exchange.

ARRIVALS

EAT There is a Spar and a Greggs, Wrapid for healthy fast-food wraps and Joe's Kitchen and Coffee House for traditional English dishes such as fish and chips.

SHOP Alpha Airport Shopping is a large duty-free store selling everything from designer sunglasses to champagne, and there is also a WHSmith, and an ICE and Thomas Cook for currency exchange.

Terminal 2

DEPARTURES AIRSIDE

EAT There are plenty of coffee shops, including Broderick's Love Coffee, Caffè Ritazza and Soho Coffee Company, all serving a selection of sandwiches and snacks. Frankie and Benny's is an Italian-American restaurant and bar, and the Observatory Bar is good for a leisurely drink and some people-watching. The Real Food Company and Burger King provide quick alternatives.

SHOP For travel essentials there is a Temptation (sunglasses, watches and jewellery), Boots, WHSmith, Dixons, and ICE and Thomas Cook currency exchanges. There is also a sizeable Biza duty-free for designer fashion accessories and high-end skincare products, along with an Accessorize, Monsoon and a JD Sports.

DEPARTURES LANDSIDE

EAT Named after Manchester's waterway, which actually runs underneath the southern runway, Bollin River Café serves local dishes such as Yorkshire pudding with sausages or steak and ale pie. Sandwiches and salads are available to go.

SHOP Claire's Accessories

ARRIVALS

EAT A Spar and Clancy's Coffee

SHOP WHSmith and ICE

Terminal 3

DEPARTURES AIRSIDE

EAT For quick snacks there is a Costa Coffee and Bar O8 – the latter has a wide range of wines and spirits. Trattoria Milano opened in April and is a modern-looking Italian serving pizza and pasta. There is also a small bar, the Medlock.

SHOP There is a Boots, Dixons, three WHSmith stores, a Swatch, Tie Rack, Rolling Luggage and the Alpha Airport Shopping for duty-free.

DEPARTURES LANDSIDE

EAT Costa Coffee

SHOP WHSmith

ARRIVALS

EAT Spar and Delice de France

SHOP WHSmith and Thomas Cook





TERMINAL 1 MAPS



The Shops

Boots Pharmacy	11	Post Office	13
Dry Cleaners	16	Staff Shop (Staff only)	15
ICE Currency exchange	7	The Aviation Shop Aviation gifts	1
Convenience Store	8	Thomas Cook Currency exchange	12
Games	14	WHSmith Books, newspapers and stationery	6

Food & Beverages

Greggs	2	Joes Kitchen	3
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Terminal 1 Arrivals

Toilets	Baby Changing
Stairs	Lost Property & Left Luggage
Lifts	Trolley Store
Cashpoint	

Passenger Facilities

Information desk	10
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Onward Travel

PCS Desk Private Taxi Hire	4
Althams Desk Travel Agents	5
Car Rental Courtesy Phones/Kiosks Avis, Budget, Enterprise, Europcar, National, Hertz, Sixt	9



Terminal 1 Departures

The Shops

Attitude Fashion and accessories	11	Mango Fashion and accessories	14
Be Relax Spa Spa	23	Monsoon/Accessorize Fashion and accessories	32
Best of the Best Supercar competition	29	Sock Shop Hosiery	7
Biza Tax and Duty Free	1 28	Temptation Sunglasses, watches and jewellery	27
Boots Chemist	10 22	The Body Shop Health and beauty	6
Dixons Electricals	33	Thomas Cook Currency exchange	2 16
Add+ Dixons accessories	8	Tie Rack/Rolling Luggage Fashion	5
Fat Face Fashion and accessories	13	Voyager Arcade games	30
ICE Currency exchange	9 24	WHSmith Books, newspapers and stationery	4 10
JD Sports fashion	17	WHSmith Books Bookshop	51
Kurt Geiger Footwear	15		

Food & Beverages

Caffé Ritazza	3	Real Food Company Available on the mezzanine level	37
Bar MCR Available on the mezzanine level	38	Runway Bar	21
Burger King	20	Soho Coffee Co.	20
Giraffe Available on the mezzanine level	35	Starbucks	26

Toilets	Baby Changing
Stairs	Lost Property & Left Luggage
Lifts	Trolley Store
Cashpoint	

Tickets & Check-in

Airline Information Desk	38
Airline Information Desk	39
Airline Information Desk	40
Check-in Desks (1-30)	41
Check-in Desks (31-59)	42
Check-in Desks (60-78)	43

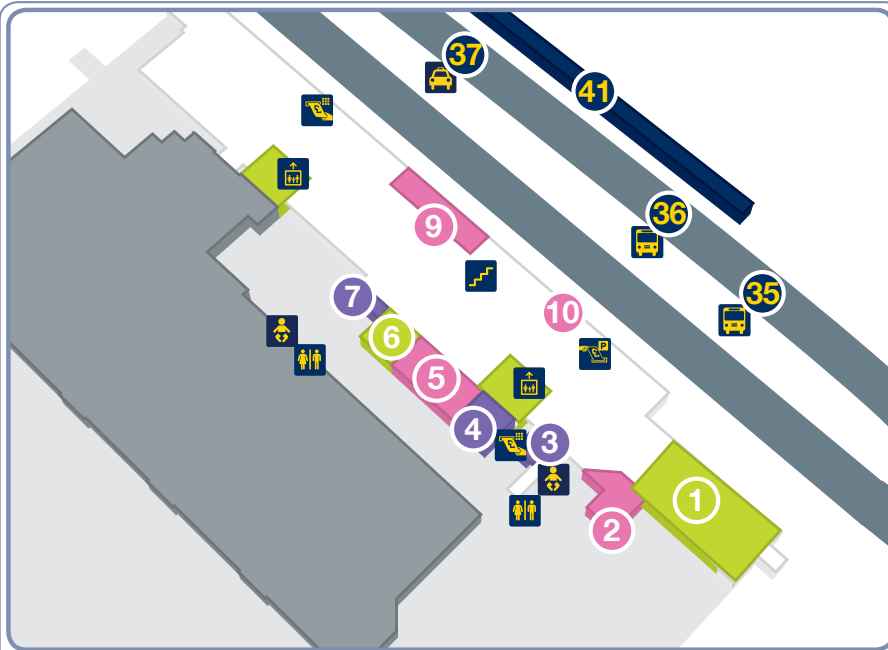
Passenger Facilities

Access to Executive Lounge	34
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Gates



TERMINAL 2 MAPS



Terminal 2 Arrivals

The Shops

ICE Currency exchange	10	Voyager Arcade Games	2
Spar Convenience	9	WHSmith Books, newspapers and stationery	5

Food & Beverages

Clancy's	6	The Mancunian Café	1
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Passenger Facilities

Prayer room	3	Information desk	7
Lost property	4		

Toilets	Baby Changing
Stairs	Lost Property & Left Luggage
Lifts	Car Park Paystation
Cashpoint	

Onward Travel

Tour/Charter Coaches	35
Staff Buses	36
Black Cabs	37
Car Rental Avis, Budget, Enterprise, Europcar/National, Hertz, Sixt	41



Terminal 2 Departures

The Shops

Best of the Best Promotion/competition	18	ICE Currency exchange	17
Biza Tax and Duty Free	25	Temptation Fashion - sunglasses and jewellery	3
Boots Chemist	37	Thomas Cook Currency exchange	8
Boots Pharmacy	16	WHSmith Books Bookshop	2
Claire's Fashion and accessories	4	WHSmith Books, newspapers and stationery	14, 15, 20
Dixons Electrical	1	TBC Fashion	32
Voyager Arcade games	21		

Food & Beverages

Brodericks Love Coffee	6	Real Food Company	11
Burger King	9	Soho Coffee Co.	10
Frankie & Benny's	24	Starbucks	22
The Observatory Bar	19		

Passenger Facilities

Quiet Room	5	Information Desk	23
Flight Information Display Screens	7	Passenger Assistance	23
Access to Executive Lounge	12	Wheelchair Assisted Access	32
Internet Access	13	Ritual Washing Facility	38

Toilets	Baby Changing
Disabled toilets	Telephones
Stairs	Seating area
Lifts	
Cashpoint	

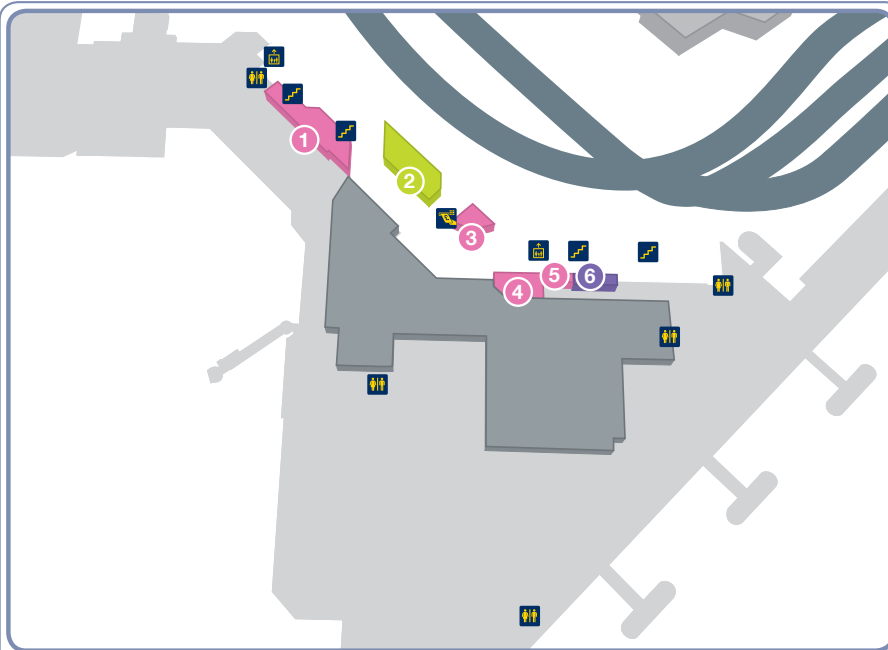
Tickets & Check-in

Airline Information Desks	26
Check In Desks (57-73)	27
Check In Desks (42-56)	29
Airline Information Desks	30
Check In Desks (27-41)	31
Check In Desks (1-26)	33
Airline Information Desks	34

Gates



TERMINAL 3 MAPS



Terminal 3 Arrivals

The Shops

Spar Convenience store	1	Voyager Arcade games	5
Thomas Cook Bureau de change	3	WHSmith Books, newspapers and stationery	4

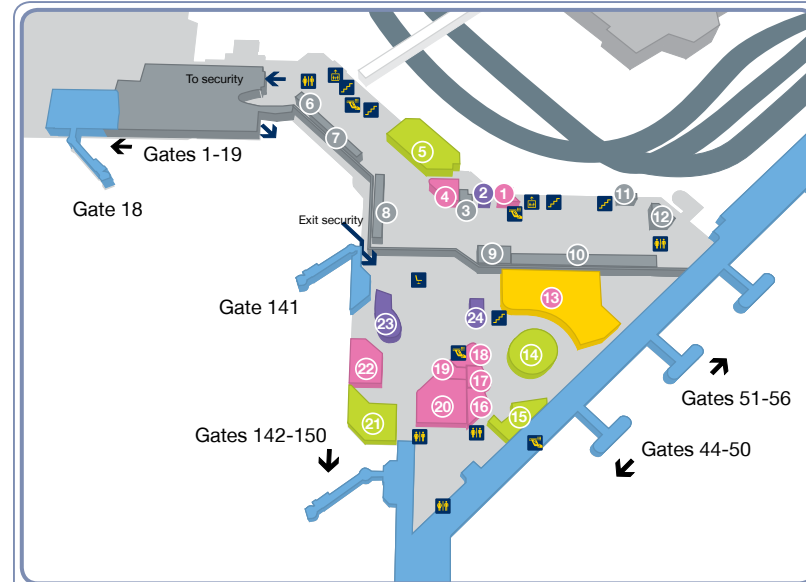
Food & Beverages

Delice de France	8
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Toilets	Lifts
Stairs	Cashpoint

Passenger Facilities

Information desk	6
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Terminal 3 Departures

The Shops

Biza Tax and Duty Free	13	Rolling Luggage Luggage	10 17
Boots Chemist	22	Tie Rack Fashion - accessories	18
Dixons Electricals	16	Thomas Cook Currency exchange	19
ICE Currency exchange	1	WHSmith Books, newspapers and stationery	20

Food & Beverages

Bar 08	14	Voyager Café & Bar	21
Costa Coffee	5	21	

Passenger facilities

Assistance Point	2	Access to Executive Lounges	24
Customer Service Desk	23		

Toilets	Cashpoint
Stairs	Seating area
Lifts	

Tickets & Check-in

Ticket Desk	3
Ticket Desk	6
Check In Desk (Zone C 11-22)	7
Check In Desk (Zone B 23-36)	8
Ticket Desk	9
Check In Desk (Zone A 37-61)	10
Ticket Desk	11
Ticket Desk	12

Gates



HOTELS AND MEETINGS

RADISSON BLU

The only hotel directly connected to the airport, the Radisson is about a three-minute stroll along the covered Skylink walkway that connects the terminals. It opened in 1998 with 354 rooms and six suites in a range of jazzy colours. In-room fittings are dated and a little drab, with old tube TVs positioned in wood-panelled “power towers”.

Standard amenities include tea and coffee-making facilities, minibars, iron and ironing boards, black-out curtains, triple glazing, and combined tubs and showers. Business Class rooms and suites have Nespresso machines, free breakfast, robes and slippers, daily newspaper and early check-in/late check-out. Wifi internet is free (no wired).

In addition to a decent gym (open 6.30am-10pm) with Precor equipment, there is a 12-metre pool, sauna, steam room, two treatment rooms, a 24-hour business centre, the Residential bar, Runway Brasserie serving pizzas and burgers, and Philleas Fogg restaurant, which has great views of the runway. Meeting space is extensive – there are 31 rooms all offering daylight, including a 350-capacity ballroom that is divisible into three.

■ Chicago Avenue; tel +44 (0)161 4905 000;
radissonblu.co.uk/hotel-manchesterairport

CROWNE PLAZA

Two minutes’ drive from the airport, this four-star Intercontinental Hotels Group property opened in the sixties but underwent a revamp in 2007, so looks fresh and smart. There are 294 bedrooms across three categories (Standard, Standard Plus and Club), and for the corporate guest the last is the best option.

The 36 Club rooms have light, stylish décor, glass-topped workdesks, minibars and access

to the executive lounge. Amenities across all bedrooms include flatscreen TVs, double-glazed windows, air conditioning and iron/ironing boards. Wired and wifi access is £16 for 24 hours and there is a free courtesy bus to the terminals.

On the ground floor is an open-plan restaurant and bar open for all-day dining, and adjacent, Callaghan’s Irish Pub (open daily from 4.30pm-11pm) and Sampan’s Oriental restaurant (for dinner only). Room service operates 24 hours. A fitness club with Precor and Life Cycle machines and a sauna is open around the clock, there are seven meeting rooms, although none has natural light, parking for 200 vehicles and a free shuttle.

■ Ringway Road; tel +44 (0)871 9429 055;
ichotelsgroup.com

BEWLEYS HOTEL

This three-star hotel, part of Irish chain the Moran Group, is located next door to the Crowne Plaza. There is a spacious ground-floor brasserie that serves a full breakfast for £9.50 and dinner in the evening, a lobby lounge, and 17 meeting rooms with simple pine furniture, brown carpeting and natural light. The largest space holds 80 delegates theatre-style and divides into three.

Of the 65 rooms, six are suites that are available for a £30 supplement and come with flatscreen TVs (these are slowly being introduced to all bedrooms), mini bottles of toiletries (lower categories have soap dispensers only) and sofa beds. A portion of the rooms occupy a newer eight-floor extension but note that although these are slightly bigger, they do not have air conditioning. Décor is garish with red, green and gold upholstery, and being a limited service hotel there are no minibars. Baths and showers are all combined, third-floor rooms are smoking, and in-room dining is available around the clock

(though only sandwiches at night). There is free wired and wifi internet access, a free 24-hour airport shuttle, and parking with 320 spaces at £7 a night. Other facilities include a very small gym open 5am-11pm.

■ Outward Lane; tel +44 (0)161 4981 390;
bewleyshotels.com/manchester_airport

PREMIER INN

The 195-room hotel, which opened about three years ago, is located a few minutes’ drive from the airport and offers a decent budget option. There is a 24-hour reception, a ground-floor bar (open from lunchtime) and a bistro, which serves a continental breakfast (£5.25) from 3am, a cooked breakfast (£7.99) from 6.30am to 9.30am, and dinner in the evening.

In addition, there are three meeting rooms with natural light and space for 30 people in the largest. Wifi is £10 for 24 hours and there are also two PCs in reception with internet available for £2 for 40 minutes. Bedrooms come in Double, Twin or Family configurations and feature double-glazed windows, black-out curtains, flatscreen TVs, tea and coffee-making facilities, walk-in showers and basic but fresh décor. There are no minibars, nor room service or a gym. A second, newer Premier Inn (Manchester Airport Freight Terminal, tel +44 (0)871 5278 730) is opposite, and has similar facilities. It is also a little further away from the motorway so is quieter. A shuttle operates 4am-10am and costs £3 each way.

■ Runger Lane; tel +44 (0)871 5278 726;
premierinn.com





HOTELS AND MEETINGS

TRAVELODGE

Positioned across from the two Premier Inns, the Travelodge has three self-check-in kiosks in the lobby and quick key drop-off. Wifi internet is free throughout (no wired), and there are two PCs in reception that charge £1 for 20 minutes of internet access, plus one meeting room with natural light, accommodating 50 delegates.

The 201 bedrooms have clean, spartan interiors fitted out with tube TVs, tea and coffee-making facilities, double-glazed windows, and combined baths and showers. Iron/ironing boards are available on request. Note that there is no air conditioning (the windows open a little) and only minimal bathing products (bars of soap only).

The Wetherspoon-style ground-floor restaurant is open 5am-10pm with a snack menu available late at night and a full English breakfast for £7.65. Although there is no room service guests can order food from the eatery to take to their room themselves. As well as a beer garden outside with a few picnic benches, there is parking for £5 per night.

■ Runger Lane; tel +44 (0)871 9846 181;
travelodge.co.uk

HOLIDAY INN

This three-star 126-room Holiday Inn is about 3km from the airport and occupies a more rural setting than some of the other properties in the area. Even though it underwent a revamp six years ago, the interiors are pretty dispiriting and the basement meeting zone with nine rooms (four to 20 people in each) with no natural daylight is probably best avoided. However, there are two further conference spaces on the ground floor (the Cheshire suite seats 300 theatre-style), and the carpet throughout the public areas was set to be replaced in May.

Bedrooms are a little on the shabby side but will get flatscreen TVs by the end of 2012. Wifi (no wired) is £12 for 24 hours, and other standard amenities include tea and coffee, pay-per-view movies, double-glazed windows and combined baths and showers. The ground-floor restaurant serves a full English breakfast (£13.95) until 10.30am and dinner from 6pm-9.45pm. Snacks in the lobby bar are available all day.

The leisure club at the back of the hotel is to be revamped over the summer and has a 20-metre indoor pool, sauna, steam room, solarium, three gyms, a squash court and an aerobics studio. Outside is a garden and is free overnight parking for 450 vehicles. A shuttle operates on-request.

■ Altricham Road; tel +44 (0)162 5889 988;
holidayinn.com

MARRIOTT

This four-star Marriott is in a leafy area of Hale Road a few kilometres from the airport, and has a good range of facilities – from the independently run fine-dining Players restaurant to the dedicated 817 sqm conference centre, which has 12 smart meeting spaces holding up to 160 people reception-style in the largest.

The ground floor has the slick Source Grill for breakfast, lunch and dinner, as well as a 24-hour executive lounge with free wifi, snacks and drinks, and a professional-looking fitness club (open 6.30am-10pm) with a large swimming pool, steam room, sauna, spa bath, four treatment rooms, spray tan booth, relaxation area and pumping gym with spinning bikes, free weights and Technogym equipment.

The 207 bedrooms and eight suites are set around planted garden courtyards and all come with wired internet (wired only in the lounge bar and meeting rooms) for £15 for 24

hours, 32-inch flatscreen TVs, tea and coffee. Note that minibars are being phased out and that Executive rooms also offer more space, robes, slippers and additional toiletries. The carpet throughout is in Marriott's trademark yellow, red and green, and interiors feature dark wood furniture and white linens.

The on-site car park has 480 spaces. Unfortunately, the hotel no longer offers an airport shuttle service so guest who aren't driving must pay a local cab firm about £6 to get to the terminals.

■ Hale Road; tel +44 (0)161 9040 301;
marriott.co.uk

HILTON

Positioned five minutes' drive from the airport, the Hilton is an excellent choice for business travellers. The décor is stylishly formal with brown, cream, black and orange detailing in the 230 bedrooms. Standard amenities range from good-size work areas, flatscreen TVs, pay-per-view movies, minibars, soundproof windows, tea and coffee, safes, daily newspaper and wired internet (no wifi in rooms although it is available for free in public areas) for £15 for 24 hours. Guestrooms start from 16 sqm, with Deluxe at 18 sqm and Family rooms at 25 sqm.

On the ground floor is an open-plan 220-seat lobby bar, restaurant and Costa Coffee outlet, as well as a newly revamped 24-hour gym with Precor and Living Well machines. There is no pool. For event planners there is the option of seven spaces, all of which will be refurbished within the next two years. A business centre is open 7am-7pm and a free airport shuttle bus operates around the clock.

■ Outwood Lane Ringway; tel +44 (0)161 4353 000; **hilton.co.uk/manchesterairport**



Hilton

TATTON PARK

This neoclassical mansion occupies 405 hectares of parkland and is a National Trust property. Located about 20km from the airport, it is for events only and there are two main spaces. The smaller of the two is Lord Egerton's Apartment, named after the former owner. Lined with a stone balcony and overlooking gardens, it seats 40 delegates banquet-style.

The larger room, Tenants' Hall, hosts 500 for a reception. It has its own entrance, kitchen and bar, and a grand stage with a pipe organ. The dramatic venue was once Lord Egerton's private museum and, besides displaying his extensive car collection, animal heads line the walls. (The explorer and philanthropist had an estate in Kenya so the collection of trophies is extensive.) Archery and falconry can also be arranged.

■ Tatton Park; tel +44 (0)162 5374 400;
tattonpark.org.uk





COUNTRY HOUSE HOTELS

2 KILOMETRES

ETROP GRANGE

Less than 2km from the airport, this quaint four-star hotel has 64 rooms over three floors in a converted country house that dates back to 1780. Bedrooms are traditional (some have four-poster beds) and all come with free wifi and wired internet, combined baths and showers, flatscreen TVs and 24-hour room service. The property has some good options for events, with a new extension recently added to increase the size of the ground-floor ballroom, plus five boardrooms, one meeting space for up to 40 people, a library for ten delegates, and a conservatory for up to 20. The Wine Glass restaurant, which can also be hired, offers an à la carte menu and more than 40 wines and champagnes by the glass. A free shuttle operates on-request.

■ Thorely Lane; tel +44 (0)161 4990 500;
etrophotel.co.uk

5 KILOMETRES

THE STANNEYLANDS

The four-star hotel is located in Wilmslow, just a few minutes' drive from the airport. The oldest part of the building dates back to the 1700s and there is a modern extension leading to the Calico Café – a contemporary conservatory serving an all-day menu. There are 56 rooms with standard ones traditionally decorated, executive rooms finished in bright reds and greens, and suites featuring modern art. In 2006 new bedrooms were added, bathrooms were modernised and the executive rooms upgraded to include plasma screen TVs and sound systems. All rooms have free wifi (available throughout the hotel), tea and coffee-making facilities and iron/ironing boards.

There are three meeting rooms and the largest, the Stanley, seats 120 theatre-style and has its own bar.

■ Stanneylands Road; tel +44 (0)162 5525 225;
primahotels.co.uk

8 KILOMETRES

DE VERE CHEADLE HOUSE

The 52-room property is located in the Royal Cheadle Business Park and is a ten-minute drive from the airport. Originally a Victorian training centre for nurses, the historical façade is now all that remains of the building's past – inside, the entire hotel has been renovated and two modern wings were added nine years ago. Ten meeting rooms branch off from the lobby and all have natural light, free wifi and projectors. The largest space seats 80 theatre-style, and there are also seven smaller syndicate rooms, more akin to offices. Guest rooms are little clinical, but all have free wifi, iron/ironing boards and tea and coffee. There is one restaurant, a lounge, a bar with a pool table and access to a courtyard.

Cheadle Royal Business Park; tel +44 (0)844 9802 303; **devere.co.uk**

13 KILOMETRES

DE VERE MOTTRAM HALL

This impressive 18th-century Georgian house is situated in 110 hectares of parkland and has an 18-hole golf course and FA-accredited football pitch. The 131 rooms are traditionally decorated and all have free wifi. There are eight meeting spaces, with the largest accommodating 180 delegates theatre-style. Those using the Garden room can choose to have food and drinks served outside on the adjoining terrace, while



De Vere Cheadle House

the Thomas Suite, seating 50 theatre-style, is located in the Golf Club and has its own kitchen and bar. Team-building activities range from clay pigeon shooting and golf to quad biking and fishing at the Bollin River. There are three bars and three restaurants ranging from the fine-dining Nathaniel's to the laid-back Terrace café.

■ Wilmslow Road; tel +44 (0)162 5828 135;
devere.co.uk

16 KILOMETRES

COTTONS

The 109-room hotel is located on the busy Manchester Road. A fairly modern property, there has been extensive investment in the meetings facilities, namely the £1 million Verandah suite.

The 250 sqm space can seat 200 people theatre-style and has wall-mounted LCD TVs, air conditioning, built-in speakers, a balcony and a state-of-the-art lighting system. There are nine other meeting rooms hosting up to 50 delegates cabaret-style in the largest. Guestrooms all



De Vere Mottram Hall





COUNTRY HOUSE HOTELS

have neutral interiors, flatscreen TVs, fridges, iron/ironing boards and tea and coffee-making facilities, while executive rooms have a separate lounge and work area. The hotel's two suites each have Nespresso machines, sofas and free wine and beer.

Wifi is complimentary throughout the hotel and there is a gym, dance studio, treatment rooms, pool, two tennis courts, sauna and outdoor hot tub. For dining, there is a bar and lounge, both offering an all-day menu, and Magnolia restaurant, which dishes up seasonal cuisine.

■ Manchester Road; tel +44 (0)156 5650 333; cottonshotel.com

18 KILOMETRES

BARCELO SHRIGLEY HALL

The former monastery and school has stunning views of the countryside. Built in 1825, the monastery has now been converted into a spa, with pool and treatment rooms, and houses the largest of the hotel's 12 meeting venues on the top floor. The unusual space seats 252 banquet-style and features original stained-glass windows, a bar on the mezzanine level and direct access to the hotel reception and car park.

The main part of the hotel has a domed glass ceiling and a sweeping stairwell leading to the 148 guestrooms, all of which have traditional but sleek décor, flatscreen TVs and wifi (£15 for 24 hours). The primary restaurant and bar has access to a courtyard, but a second is located in the golf club. Clay pigeon shooting and archery can be arranged for team-building sessions, and there is a PGA-accredited golf course.

■ Shrigley Park; tel +44 (0)162 5560 586; barcelo-hotels.co.uk



24 KILOMETRES

PARK ROYAL Q HOTEL

This four-star hotel is in a rural location about 25 minutes' drive from the airport. There are 143 bedrooms with splashes of lime green and crimson adding colour to interiors, and around half of them overlook fields at the back. Each has a flatscreen TV, tea and coffee-making facilities, 24-hour room service, an iron/ironing board, and a combined bath and shower (except for the suites, which also have walk-in showers). Wifi access is £7 for 24 hours.

On the ground floor is a 160-seat restaurant, an extensive health club (open 6.30am-10pm) with saunas, steam rooms and spa baths, a gym, a 22-metre pool, eight treatment rooms, and a beauty salon. There is on-site car parking for 400 vehicles. Taxis cost about £35. For corporates, there is a small business centre with one PC, and a dedicated building for events, including two ballrooms (the largest seats 380 people) and four syndicate rooms.

■ Stretton Road, Stretton, Warrington; tel +44 (0)20 1925 730 706; qhotels.co.uk





AREA MAP

