

Star Alliance lounge London Heathrow

The lounge is located in the duty-free shopping area in Terminal One. After passing through the security check, proceed to the main duty free shopping area. From there, follow the signs to the lounge which is on the right-hand side at the far end of the shopping area, close to the Star Alliance Flight Connections Desk. If you are making a flight connection at Terminal One, please follow the directions from the duty free shopping area, as described.

bmi The Great British Lounge

Terminal 1, Gate 5

Go through security, turn left and walk towards Gate 5 go up escalator and follow corridor around to lounge, as signposted.



Welcome to Heathrow. On leaving the aircraft please follow the signs for **Flight Connections**.

Your hand baggage must conform to EU and UK government regulations. At this point your hand baggage will be checked. Please note, liquids in containers over 100ml are not allowed through security. [More information about security](#).

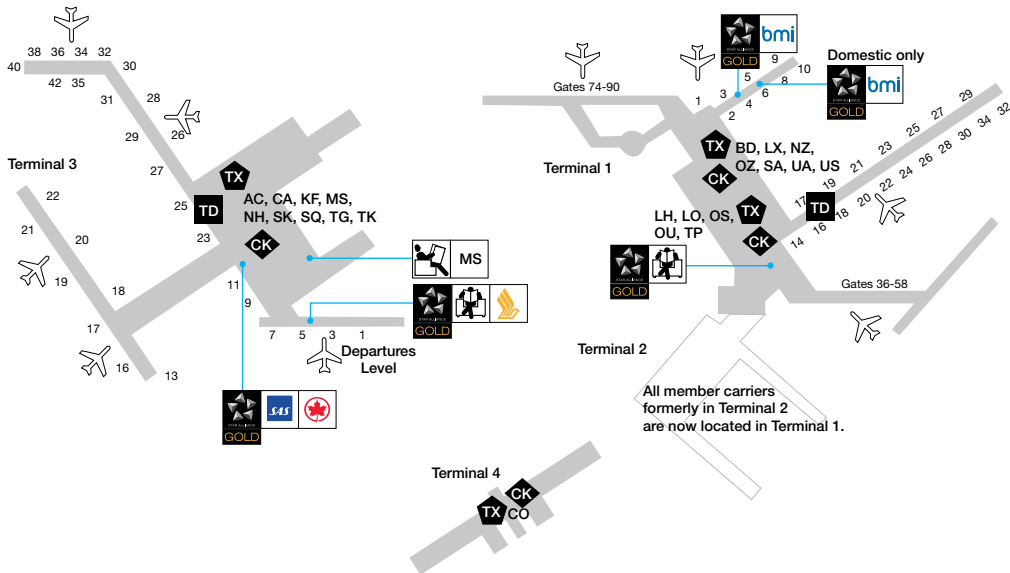
You will pass through security screening at this point. If you are a non-UK resident and have goods to declare to H M Customs, please use the telephone prior to Security to contact a member of staff.

If you wish to visit your airline's ticket desk you will find it at this point.

Once you arrive in the departure lounge you will be ready for your next flight. Check the screens for information about your flight, as they will tell you when to go to your departure gate. Meanwhile, you can relax, shop, eat and use other facilities here. Please note there are no service facilities or shops at the departure gates.



LHR



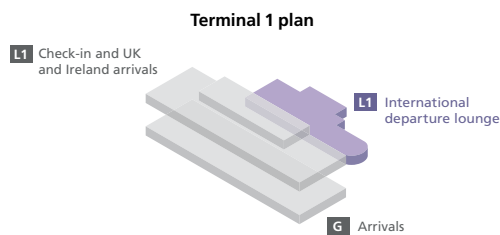
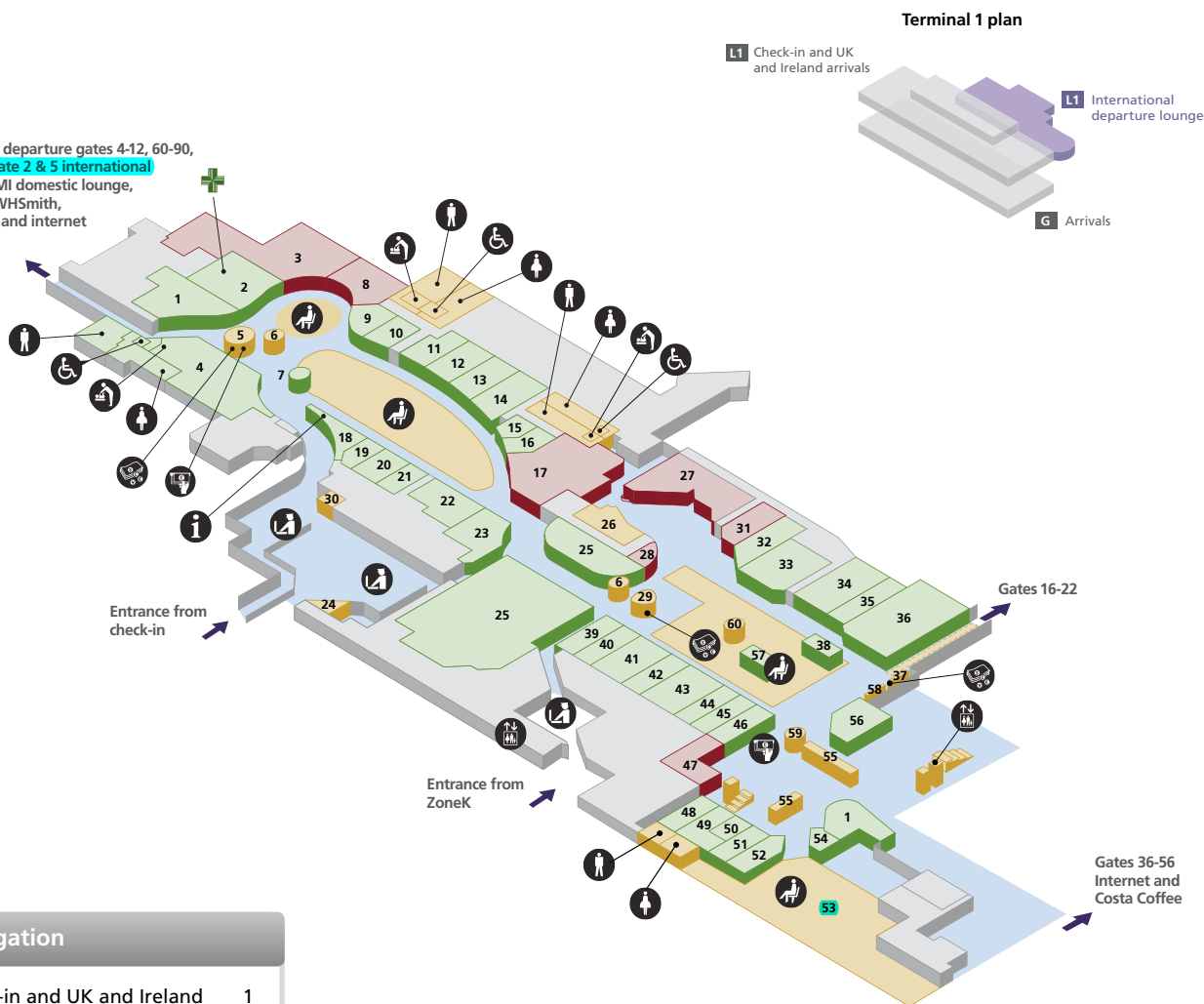
Operating Carriers: AC | BD | CA | CO | KF | LH | LO | LX | MS | NH | NZ | OS | OU | OZ | SA | SK | SQ | TG | TK | TP | UA | US

See next page for member logos and legend

Terminal 1

International departure lounge

UK and Ireland departure gates 4-12, 60-90, (BMI lounge, gate 2 & 5 international departures), BMI domestic lounge, Costa Coffee, WHSmith, Wetherspoons and internet



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

Shopping

Bally	43	Links of London	21
Barbour	52	LK Bennett	14
Best of the Best	7 57	Mulberry	19
Boots	2	Omega	51
Burberry	41	Pen Shop	38
Caviar House & Prunier	23	Rolling Luggage	16
Chocolate Box	18	Sunglass Hut	45
Clarks	49	Swarovski	50
Cocoon from World Duty Free	34	Ted Baker	40
Collection	22	The Perfume Gallery	56
Dixons Travel	10 33	Thomas Pink	35
Fat Face	12	Tie Rack	15
French Connection	13	Timberland	11
Glorious Britain	32	Tumi Luggage	54
Hamleys	48	Watches of Switzerland	20
Harrods	36	WHSmith	1
HMV	9	WHSmiths Books	39
Hugo Boss	44	World Duty Free	4 25
Longchamp	42	World of Whiskies	46

Services

American Express bureau de change	29 37	Shop and Collect	58
Check-in ticket desks (flight connections)	55	Spit 'n' Polish	59
Flight information	6	Shoeshine Company	53
Internet	26	Star Alliance CIP lounge	53
Iris sign up office	30	Travelx bureau de change and ATM	5
		VAT returns	24
		Zurich help desk	60

Food and drink

Bridge Bar and Eating House	47	Giraffe	17
Caffé Nero	8	Pret A Manger	31
Caviar House and Prunier Seafood Bar	28	The Tin Goose Pub and Eating House	3
Est	27		

- Accessible toilet
- Lift
- Toilet women
- Baby care
- Restaurant/Café/Pub
- Wireless hotspot
- Bureau de change
- Seating
- Public areas
- Cash machines
- Security
- Passenger areas
- Information
- Toilet men

Terminal 1

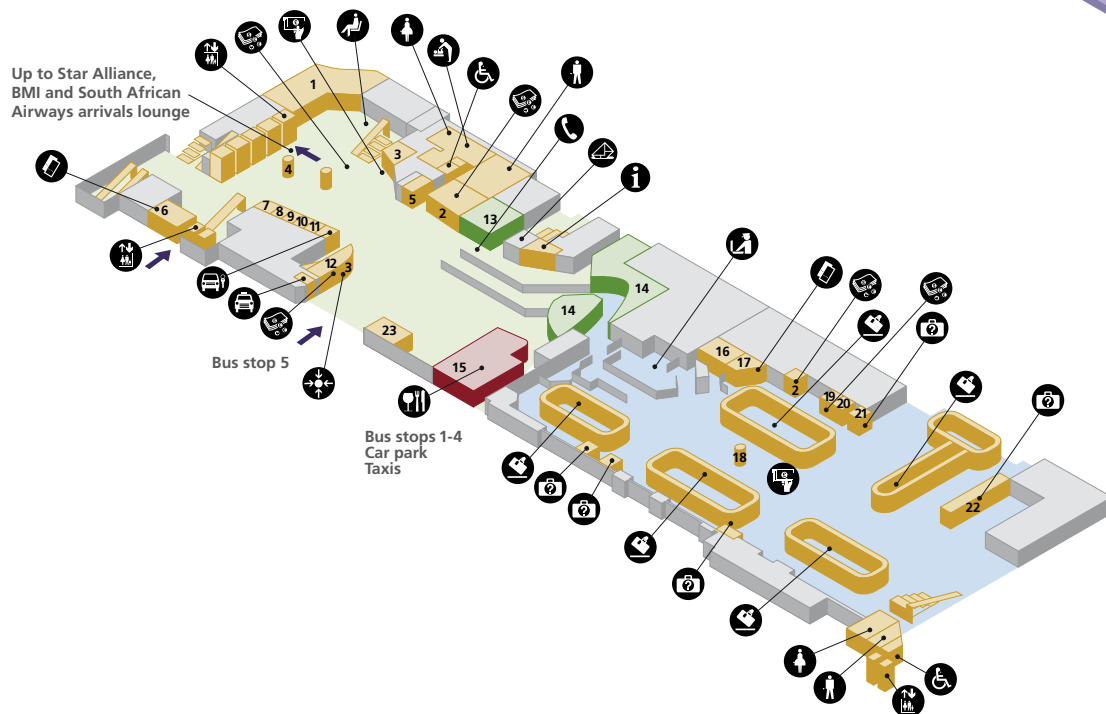
Arrivals (ground floor)

Terminal 1 plan

L1 Check-in and UK and Ireland arrivals

L1 International departure lounge

G Arrivals



Navigation

Check-in and UK and Ireland arrivals (first floor)	1
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Shopping

WHSmith	13	World Duty Free	14
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Services

American Express bureau de change	2	Excess Baggage/left luggage	1
Avis car hire	11	Heathrow Express tickets	6
BA/BMI baggage enquiries	21	Help point	18
British Hotel Reservation Centre (BHRC) and Shop and Collect	5	Hertz car hire	10
Bus info	4	Internet	23
Customs office	16	London Underground tickets	17
Dot 2 Dot	3	National car hire	8
Enterprise car hire	7	Oversized baggage	19
Europcar car hire	9	STAR baggage enquiries	22
		Travellex bureau de change	12 20

Food and drink

Costa Coffee	15
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Accessible toilet	Information	Taxi
Baby care	Lift	Telephone
Baggage enquiries	Meeting point	Ticket sales
Baggage reclaim	Postbox	Toilet men
Bureau de change	Restaurant/Café/Pub	Toilet women
Car hire	Seating	Public areas
Cash machines	Security	Passenger areas

Istanbul

The CIP Lounge

We invite you to go to the special waiting lounge. Just leave your boarding card at the CIP Reception Desk, so that our staff may inform you when your flight is ready.

Nairobi

VIP Lounge

Swiss/ First Class Lounge (Kenya Duty Free First Class Lounge)?

Simba Lounge

PRIORITY PASS - Jomo Kenyatta International, Unit One

Lounge: first class lounge

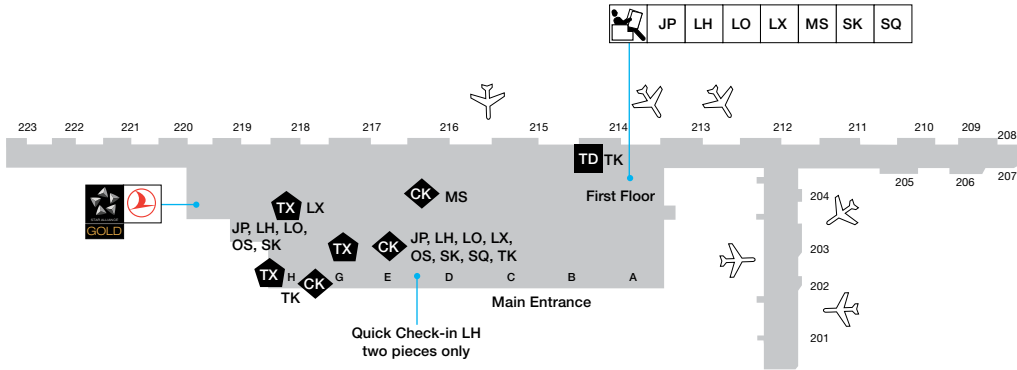
Location: Airside - in front of Gate 11.

Lounge: first class lounge

Location: Airside - in front of Gate 5.



IST



Operating Carriers: JP | LH | LO | LX | MS | OS | OU | SK | SQ | TK
See next page for member logos and legend