

## LONDON HEATHROW UNESCORTED GROUPS PICKUP

On arrival at London Heathrow we want to make your transition from arrivals to our vehicle as smooth as possible, so we have produced a simple guide to assist you.

Once you have collected your luggage and made your way through customs into the arrivals area please take note of the following steps

Please note that our coach is required to wait in a holding area and will not be waiting outside the terminal.

### STEP 1

Make your way to the designated Group Travel areas on the terminal forecourt (see maps below)

**Locate the Coach Marshall (they will be wearing a hi viz)**

Provide the Coach Marshall with:

- The name of the coach company (Passenger Plus)
- The flight number
- Your destination

### STEP 2

The coach will be waiting in a holding area approximately 10 minutes from the terminal

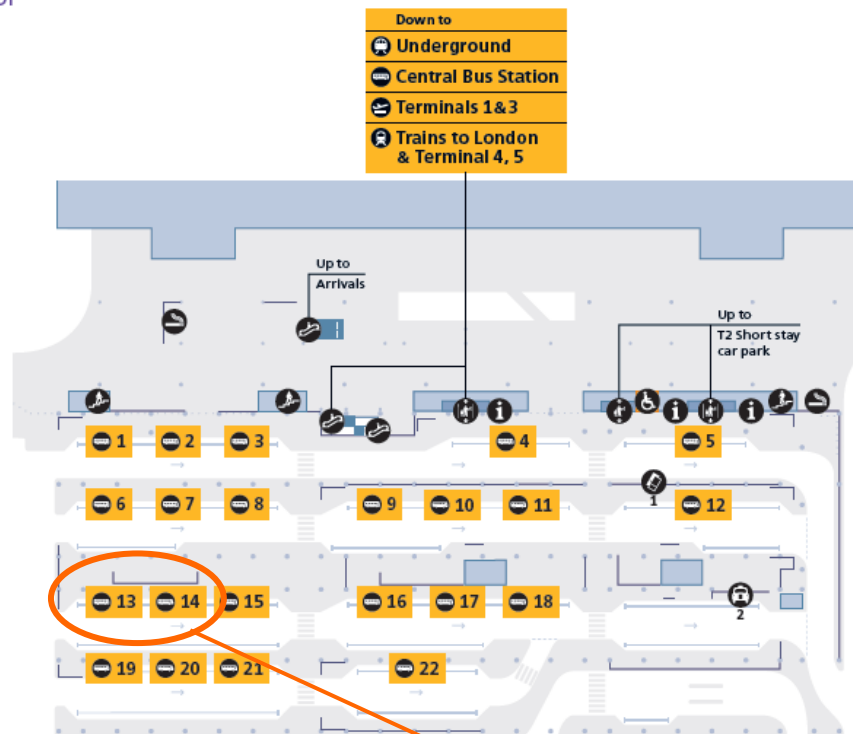
Your coach will not be allowed to come to the terminal until you have contacted the Coach Marshall

**If you cannot locate the Coach Marshall please call +44 (0)7814 246 995.**



## Terminal 2

Arrivals (onward travel)  
Ground floor



Services		
Accessible toilet	Help point	Taxi rank 2
Bus stop	Lift	Ticket sales
Escalator	Smoking area	Hotel Hoppla 1
	Stairs	
Free Wi-Fi is available throughout the terminal. Network name: _Heathrow Wi-Fi		

Bus and coach stop allocation		
Hotel by bus	12	Car rental (off airport) 22
Hotel Hoppla	9-11	Dollar, Thrifty, Skt
Staff buses	13-15	Car rental (on airport) 6-8
Airline crew	16-18	Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz
Group travel	1-3	Car parking (off airport) 19-21
		NCP Flight Path, Purple Parking, Purple Parking Business, Reeds
		Car parking (on airport) 4-5
		Business, Business plus, Long stay, Help bus

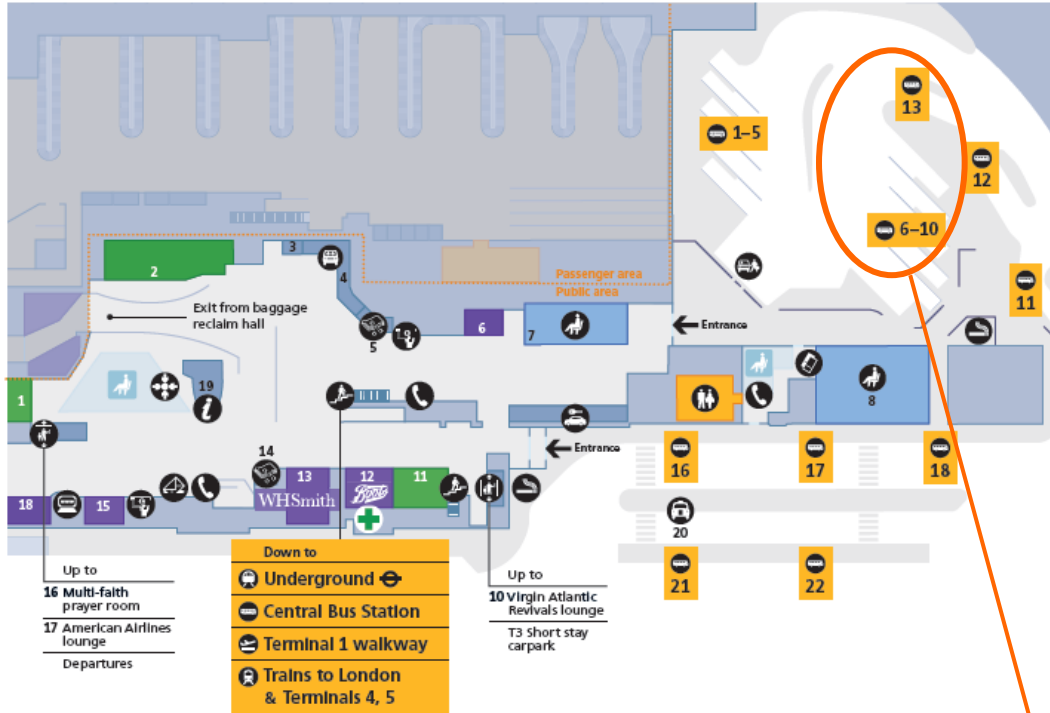
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**Terminal 2: Bays 13 and 14**

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## Terminal 3

Arrivals (Onward travel)  
Ground floor



Shopping	
Boots	12
Excess Baggage Company	6
Voyager Entertainment Family	18
Voyager Entertainment 18+	15
WHSmith	13

Food and drink	
Bite	1
M&S Simply Food	2

Bus and coach stop allocation	
Delivery	2-5
Help bus	1
Hotel by bus	6
Hotel Hoppa	17-18
Group travel	7-10 13
Car rental (off airport)	22
Dollar Thrifty, Sixt	
Car rental (on airport)	21
Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	
Car parking (off airport)	22
NCP Flight Path, Purple Parking, Purple Parking Business, Reeds	

Services		
Airline lounges	Cash machine	Smoking area
American Airlines lounge 17	Chauffeur service 4	Taxi rank 20
Delta Airlines arrival lounge 8	Internet facility	Telephone
Emirates Chauffeur Drive lounge 7	Lift	Toilets
Virgin Atlantic Revivals lounge 10	Meeting point	Accessible toilet All
Bureau de change	Multi-faith prayer room 16	Baby care All
Travelex 5, 14	Pharmacy 12	Drinking water All
Bus stop	Postbox	Tourist Information
Bus tickets	Seating	Tourist services by British Hotel Reservation Centre 19
Car rental 9	Stairs	UK Border Agency 3
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**Terminal 3:**  
**Bays 7, 8, 9, 10 and 13**

Snip

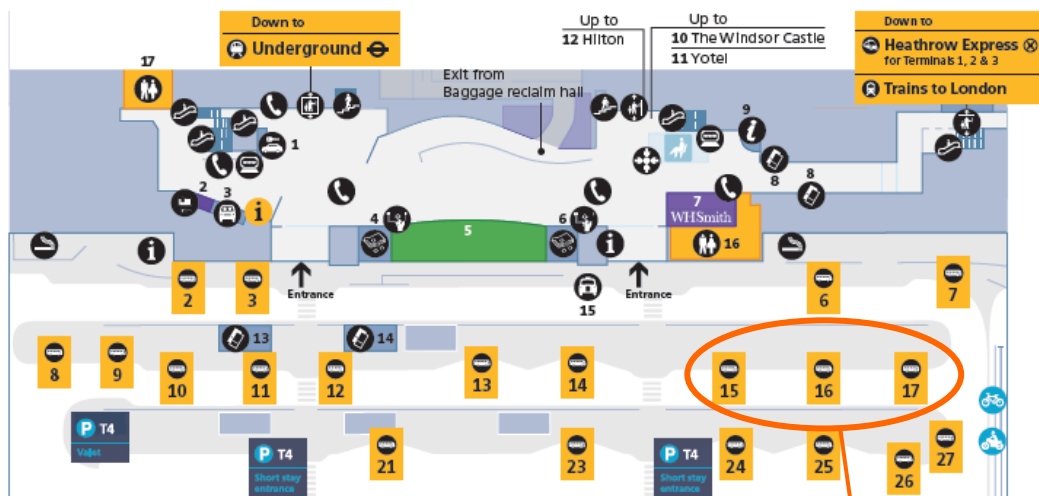
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## Terminal 4

Arrivals (Onward travel)  
Ground floor



Shopping	
Excess Baggage Company	2
WHSmith	7

Food and drink	
Costa Coffee	5
The Windsor Castle by JD Wetherspoon	10

Bus and coach stop allocation			
Buses – Local & TTL 482, 490, 555, 557	6-7	Car rental (off airport) Dollar Thrifty, Sixt	23
Hotel by bus	10	Car rental (on airport) Avls, Budget, Europcar National Alamo, Enterprise, Hertz	2
Hotel Hoppa	11	Car parking (off airport) Click Park, Purple Parking, Reeds Purple Parking Business, Reeds	21
Express coach – National Express	12-14	Car parking (on airport) Business, Long stay, Help bus	3
Group travel – pick up	16-17		

Services		
Bureau de change	Information	Ticket sales
Moneycorp 4	Internet facility	Heathrow Express 8
Travelex 6	Left baggage 2	Hotel by Bus 13
Bus stop	Lift	National Express 14
Cash machine	Meeting point	Toilets
Car rental 1	Motorcycle parking	Accessible toilet All
Chauffeur services 3	Seating	Baby care All
Cycle parking	Smoking area	Drinking fountain 17
Escalator	Stairs	Tourist Information 9
Help point	Taxi rank 15	Tourist services by British Hotel Reservation Centre 9
Hotel	Telephone	
Yotel 11		
Hilton 12		
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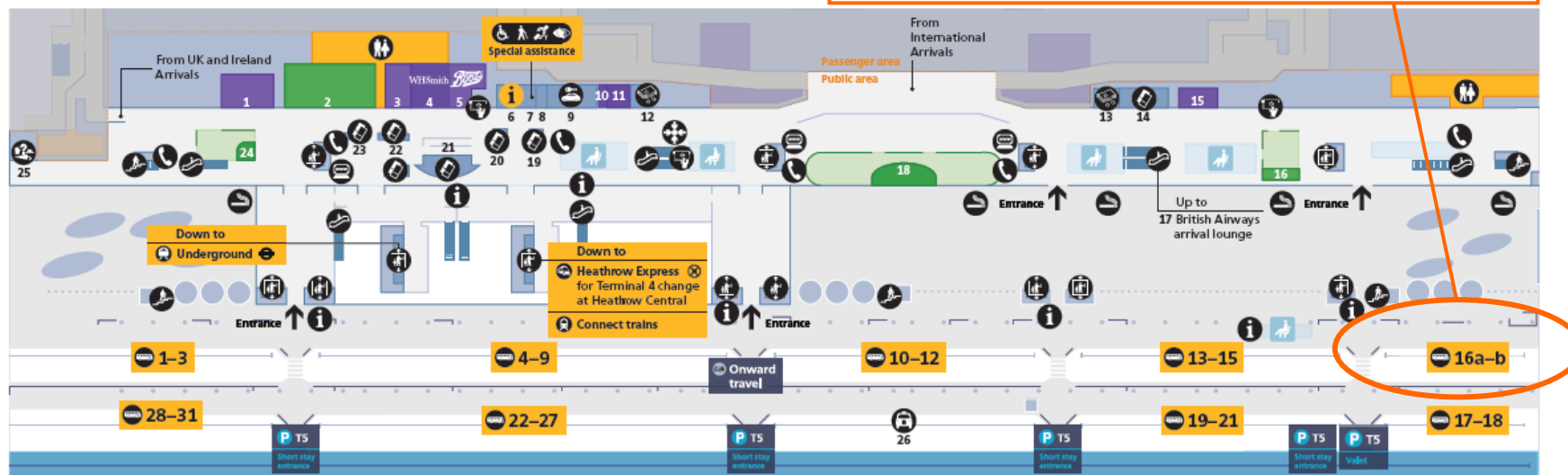
**Terminal 4:  
Bays 15, 16 and 17**

Heathrow



## Terminal 5: Stops 16a and 16b on Lane 1

### Terminal 5 Arrivals (Onward travel) Ground floor



Shopping	
Boots	5
Excess Baggage Company	1
Hair Express Bar	8
Sim Local	10
Voyager Entertainment	3, 15
We Know London	11
WHSmith	4

Food and drink	
Caffè Nero	16
Costa Coffee	18
Giraffe	24
M&S Simply Food	2

Bus and coach stop allocation	
Group travel	16, 16a, 16b
Hotel Hoppa, Hotel by bus, T4 Hilton Hotel	26-27
Express coach - National Express	11-15
National Express Coach / Rialair	9
Oxford the Airline	10
Transport for London (TfL) - drop/stand	1-8
Staff bus N1/N5	24
Staff bus N2	25
BA and BA crew coaches	21
Business parking, Long stay	22
Car rental (off airport) Dollar, Thrifty, Sixt	28
Car rental (on airport) Avis, Budget, Europcar, National, Alamo, Enterprise, Hertz	19
Car parking (off airport) Click Park, Purple Parking, Purple Parking Business, Reeds	29

Services	
Airline lounge	17
British Airways arrival lounge	17
Airport Information	5
Bureau de change	12, 13
Travellex	12, 13
Bus Stop	8
Car rentals desk	8
Cash machine	26
Escalator	6
Help point	6
Internet facility	6
Lift	25
Lost property	25
Meeting point	6
Seating	6
Smoking area	6
Special assistance	6
Stairs	6
Taxi rank	26
Telephone	6
Ticket sales	19
Heathrow Express	19
National Express	14
Underground	20-23
Toilets	All
Accessible toilet	All
Baby care	All

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