

LHR - London Heathrow Airport

HM Revenue & Customs - Terminal 3

Airport Information

Website

<http://www.heathrow.com/>

Telephone Information Service

0844 335 1801 (within UK*)

If you use a textphone please call: 0844 571 7410

+44 20 7360 1250 (outside UK)

*Calls cost 7p per minute plus your telephone company's network access charge

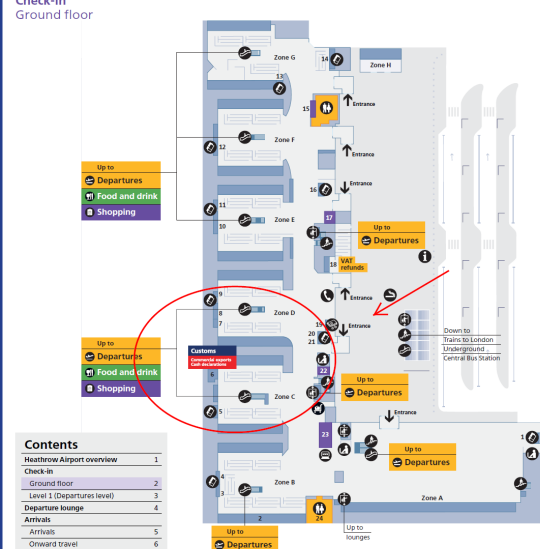
Parking Customer Service: 0344 335 1000 press 1 for parking

Email: orders@heathrow.com

Hours of Operation: Daily 06:00 to 23:00 (including public holidays)

Terminal 3

Check-in
Ground floor



Contents

- Heathrow Airport overview 1
- Check-in 2
- Ground floor 2
- Level 1 (Departures level) 3
- Departure lounge 4
- Arrivals 5
- Onward travel 6

Shopping

Excess Baggage Company 15, 17, 22, 23

Ticket desks	
Air Canada	6
American Airlines	12
American Airlines Premium check-in	2
ANA	15
ASAC	16
British Airways	14
Cathay Pacific	4
Qatar	11
Emirates	3, 16
EVA Air	21
Free Air	13
Japan Airline	7
Middle East Airlines	9
Royal Jordanian	9
Thai Airways	20
Virgin Atlantic	1

Services

Airline service desk	Internet facility	Toilets
Bureau de change	Lift	Accessible toilet
Travellex	Repack area	Baby care
VAT refunds	Smoking area	Drinking fountain
Managed by Travellex	Stairs	Trolleys
Commercial exports	Telephone	VAT refunds managed by Travellex
Escalator		

Free Wi-Fi is available throughout the terminal. Network name: Heathrow Wi-Fi

Carnet & Customs Instructions

Carnet users must have their carnets validated both when arriving and departing.

1) Bring Carnet and items to Public Office located in Terminal 3. Proceed to the Check In counter and the airline agents will direct you where to go or will call a Border Force officer depending if your goods will be checked in or hand carried in cabin.

Terminal 3 Customs/Border Force is on the Ground Floor by Zone C. Use the red phone there to reach an officer.

Border Force Customer Service at Terminal 3: **+44 020 8910 3719**

Hours of Operation: **24/7 but 10pm - 6am only has a skeleton crew so there might be a little delay.**

Or call the MIB team (Merchandise in Baggage) for information at **020 3014 5731.**

UK Custom office in London Heathrow, Hounslow

Address: **Custom House, Nettleton Road, TW6 2LA London Heathrow, HOUNSLOW**

Phone: **+44 (0)203 014 5600 / 5601**

Information is accurate as of September 11th, 2019 but can change at any time.

Please allow sufficient time to locate customs and get your carnet validated should the location of customs change due to conditions beyond our control.

CIB International HelpLine. **00 800 4CARNETS** E-Mail carnets@atacarnet.com
 CIB Carnet HelpLine® **(800) ATA-2900** Website www.atacarnet.com
 CIB Telephone **1-847-381-1558**

