

LHR - London Heathrow Airport

HM Revenue & Customs - Terminal 4

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

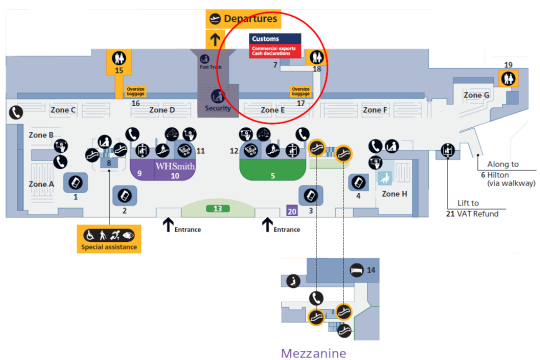
Parking Customer Service: 0344 335 1000 press 1 for parking

Email: orders@heathrow.com

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

Terminal 4

Check-in
Level 2 and mezzanine




Shopping		Food and drink	
Excess Baggage Company	8.20	Caffe Nero	13
WHSmith	10	Oriel	5

Ticket desks	
Aeroflot	4
Air France	4
Air Malta	3
Alitalia	4
ANA Air	3
Azharjan Airlines	3
Bulgaria Air	1
China Eastern Airlines	4
Qatar Airways	1
Saudi Arabian Airlines	3
Swire Air Lines	4
Taiwan Airways	1
Tunisair	3
United Airlines	3

Services	
Airline service desk 3-4	8
Bureau de change	6
Travelex 11, 12	14
VAT refunds managed by Travelex	11
Commercial exports	7
Postbox	1
Multi-Faith prayer room	1
Repair area	1
Seating	1
Oversize baggage	16, 17
Special assistance	8
Stairs	8
Telephone	8
Toilets	8
Accessible toilet	All
Baby care	15, 18
Drinking fountain	15, 19
VAT refunds managed by Frances	11, 21

Contents

- Heathrow Airport overview 1
- Check-in 2
- Departure lounge 3
- Arrivals 4
- Checked travel 5



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 4. 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 4 Customs/Border Force is at Level 2 and mezzanine behind Zone E. Use the red phone there to reach an officer.

For assistance, you may call the 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	

