



## Airport Guide



# London Heathrow Airport

London Heathrow is one of the world's busiest airports, handling over 64 million passengers each year. It has five terminals.

Malaysia Airlines have shifted operations from Terminal 3 to Terminal 4 at London Heathrow Airport (LHR), effective 29 October 2009.

With the move to the newly refurbished Terminal 4, passengers can expect a more pleasant airport experience which combines new levels of comfort and convenience. Highlights include our new Golden Lounge located near our regular Gate 6, which provides a respite for First and Business Class passengers with its luxurious amenities and panoramic view.

### Location

Located to the west of London, access to Heathrow can be a problem for passengers driving from the city as the main approach roads are subject to congestion. However, access to Heathrow from directions other than central London is better. You can also use the Heathrow Express train service direct from the city.

### Arrival

After disembarking follow the signs in Arrivals for Baggage Reclaim; and the sign for Transfers if you are connecting to another flight.

Luggage trolleys are plentiful and free. They can be found at the Baggage Reclaim area. Pay phones, currency exchange services and toilets with baby care and disabled facilities can be found in and around the area.

After Immigration and Customs, the full Arrivals Terminal facilities are available. From toilets, pay phones, currency exchange, ATMs, and Information Desk to food and drink, shopping, car rental and hotel reservations.

### Transportation from Heathrow

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Distance to central London: 24km, 15 miles

## **By Car**

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For Terminal 4: Use M4 Junction 3.

The journey time to central London is about 45-60 minutes depending on the traffic.

## **By Taxi**

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Follow the signs in each terminal's Arrivals areas for taxi ranks. The journey time to central London is about 45-60 minutes.

## **By Train**

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Heathrow has two rail services to central London. In addition to the London Underground there is the Heathrow Express service to London Paddington station.

## **By Bus**

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The Airbus links Heathrow Terminals with many London hotels and some main line rail stations. Departures are every 20-30 minutes and the journey time is around 0-75 minutes. The Airbus Direct serves many central London destinations from Terminal 4 with additional services from Terminals 1, 2 and 3.

Scheduled bus and coach services run to major towns and cities throughout the UK from the central Bus Station located in the central area of Terminals 1, 2 and 3

For full details visit the Information desk in each terminal.

## **Departure**

Airline check-in desks are easily visible upon entering Departures from the drop off point outside. After checking-in passengers can go through to Departures on the same level for full terminal facilities.

## **Check-In**

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The check-in area is split into zones. Overhead TV monitors will guide passengers to the zone and check-in desks for each flight. Zones are marked by overhead signs and are visible from all entry points.

Luggage trolleys are free and available on the forecourt outside the terminal. A few can usually be found in the car park. Full terminal facilities are available, from toilets, pay phones, currency exchange, and ATMs, to food and drink, postal services and shopping.

## **Getting to the Airport**

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Distance from central London: 24km or 15 miles

## **By Car**

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Heathrow is west of London on the M4 motorway near the M25 interchange. All Terminals and appropriate motorway exits are signposted.

For Terminal 4: Use M4 Junction 3. Journey time from central London is 45-60 minutes. However, you should allow plenty of time for your journey to Heathrow - the M4 and especially the Heathrow access road can be busy at all times of the day.

## **By Taxi**

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The journey time from central London is about 45-60 minutes. Taxis can drop off on the forecourt of all terminals.

## **By Train**

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Heathrow has two rail services from central London. In addition to the London Underground, you can also use the Heathrow Express train service from London Paddington station.

## **By Airbus**

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The Airbus service links to Heathrow Terminals from many west London hotels and Kings Cross and Euston main line rail stations. Departures are every 20-30 minutes with a journey time around 60-75 minutes.

Airbus details are available by calling the Heathrow Travel line on 0990 747777.

## **Parking at Heathrow**

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There are four types of parking at London Heathrow - Short Stay, Long Stay, Business and Valet parking.

## **Left Luggage/Baggage Storage**

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All four terminals at Heathrow have Left Luggage desks. For security reasons there are no luggage lockers. For baggage enquiries at Terminal 4, please contact 0208 976 5063 (UK), +44 208 976 5063 (international) or email to [LHR.Baggage@uk.malaysiaairlines.com](mailto:LHR.Baggage@uk.malaysiaairlines.com)