

LHR - London Heathrow Airport

HM Revenue & Customs - Terminal 2

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**

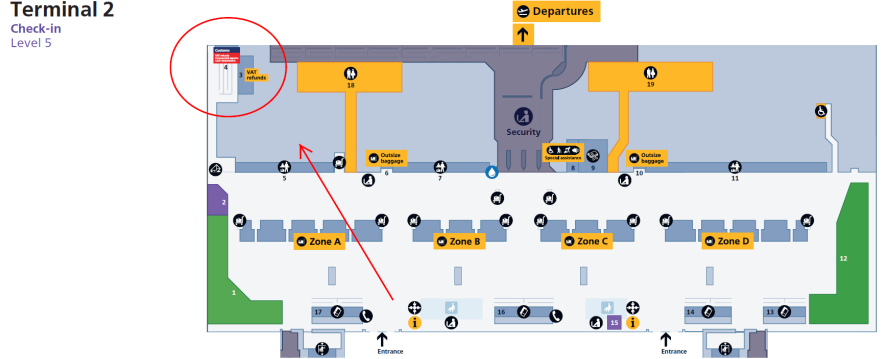
+44 20 7360 1250 (outside UK)

*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 2
Check-in
Level 5

Shopping

Excess Baggage Company	2
Excess Baggage Company Bag Wrap	15

Food and drink

Cafes	1
Cross Coffee	1
Bars and restaurants	12
The Flying Charlot by OJ Westerspoon	12

Contents

Heathrow Airport overview	1
Check-in	2
Departures	3
Level 5 (Check-in level)	3
Level 4 (Gates A1-A26)	4
Terminal 2B (Gates B31-B49)	5
Arrivals	6
Ground travel	7

Services

Airline ticket desk	13-14, 16-17
Bag wrap	15
Barrow de change	15
Travex	8
Check-in	4
Customs cash declarations	4
Customs commercial exports	4
Info@Heathrow	4
Meeting point	4
Outside Baggage	4, 10
Postbox	4
Airline ticket desk	13-14, 16-17
Bag wrap	15
Barrow de change	15
Travex	8
Special assistance	8
Telephone	8
Toilets	8
Accessible toilet	All
Baby care	18, 19
Travellers	18, 19
VAT refunds managed by Travex	3
Water refill stations	18, 19

Ticket desks

Aegean Airlines	14
Air Lingus	16
Air Canada	17
Air China	17
Air New Zealand	14
ANA	14
Azores Airlines	14
Austrian	16
Avianca	11
British Airways	16
Croatia Airlines	16
Egypt Air	13
Ethiopian Airlines	13
EVA Air	17
LOT Polish Airlines	16
Lufthansa	16
SAS - Scandinavian Airlines	14
Singapore Airlines	17
South African Airways	14
Swire International Air lines	16
TAP Portugal	14
Thai Airways	17
Turkish Airlines	17
United Airlines	13

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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 2. 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 2 Customs/Border Force is on Level 5 behind Zone A. 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.

