

## Heathrow T2 Airport Guide

Heathrow Airport is the largest airport serving the London area. The time it takes to get from the plane to your Airport Lynx transfer can range from 15 – 60 minutes.

Once you leave the plane, head towards passport control which will be clearly signposted on your arrival.

There are two queues at passport control – one for European Union (EU)\*, European Economic Area (EEA), British and Swiss nationals, and a second for all other nationalities. At the passport desk, a Border Force officer will ask to see your passport or travel document and any supporting documentation necessary for your visit. Please remember that your passport must not expire during your visit to the United Kingdom. For full details on entry requirements into the United Kingdom, please visit the [Border Force website](#).

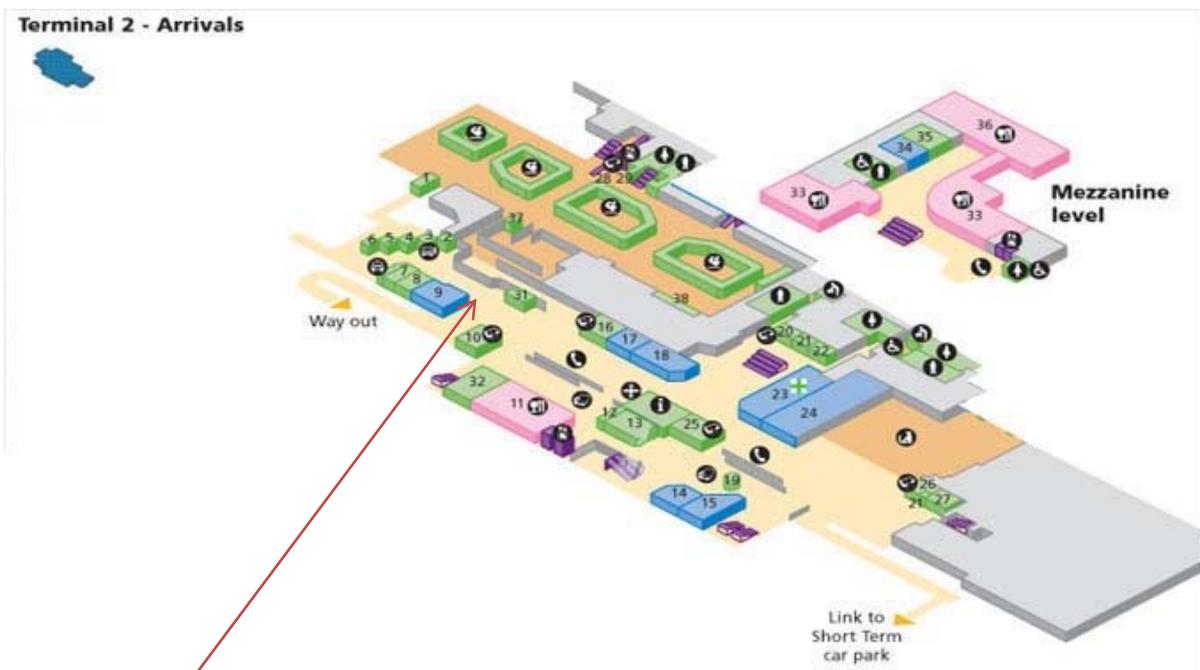


E-Passport gates

Automated e-passport gates offer an alternative to conventional passport checks. Simply scan your e-passport at the barrier. The system runs a face-recognition check against the chip in your passport, then if you're eligible to enter the UK the gate opens automatically – all in a matter of seconds. You need to be over 18 and have an e-passport (look for the 'chip' logo on the front) issued by a country in the European Economic Area\* or Switzerland.

After passport control, follow the arrivals signs to the baggage reclaim area and check the information screens to find the correct carousel.

Free Baggage trolleys are available in the reclaim hall – please help yourself if you require one.



**Your driver will wait here.**

Once you leave the baggage collection area after a short walk, you will enter the arrivals hall. Once there, your Airport Lynx chauffeur will meet you by the "Express trains to London" sign which is in front of you as you enter the arrivals hall and is next to the Travelex.



They will be holding a board similar to the one below with your name on it (some account customers will have their own corporate logo instead).



Once you have met your driver, they will assist you with your baggage on the walk to the short term car park. If you need anything from the shops or restaurants before you depart please tell your driver. We will be very happy to wait or get them for you.

If you cannot see your chauffeur please call us straight away on 01223 440040 or 07725998769 if out of office hours.

This guide is constantly updating, if you feel something is missing or needs changing please let us know.