

Terminal 5 one year on

London Heathrow Terminal 5 has welcomed over 20 million customers since opening its doors just one year ago. It is now home to 92% of British Airways' services at London Heathrow with 500 flights to and from Terminal 5 every day. During this busy first year we have also entertained over 1.85 million visitors in our Galleries lounges.

Designed specifically to provide a seamless flow through the airport, Terminal 5 will help your travellers travel in style. As they progress through the airy and spacious terminal they'll discover over 100 of the best retail stores, boutiques and restaurants, from Harrods to Reiss and Gordon Ramsay to Wagamama.

And whether your travellers are arriving or departing, they'll find a welcome sanctuary in the Galleries lounges*. Featuring champagne bars and exclusive spa treatments, Galleries are a truly luxurious place to unwind. Dining options offer maximum rest onboard, whilst Arrival Lounges provide hot showers, a cooked breakfast and even a clothes-pressing service to ensure your travellers arrive fresh and ready for the day ahead.

The calm atmosphere in Galleries is ideal if your travellers want to catch up on some work before their flight. Free Wi-Fi access throughout the lounge allows them to check their emails on their laptop, and they'll find full business facilities including PCs, photocopiers and printers in our Work and Entertainment Zone.

Transferring through Terminal 5 is also quick and easy, with Flight Connections conveniently located in the heart of the terminal to help your travellers proceed to their onward flight with the minimum of fuss.

So when your travellers fly from or into Terminal 5, or if they are just passing through, they'll be able to enjoy a pleasurable airport experience from start to finish.

* Available for use by for First, Club World and Club Europe customers and Gold or Silver Executive Club members.

Other news from Terminal 5

83% of our flights departed from T5 on time

83% of our mainline flights departed on time for the week ending 22 March 2009.

In the airline industry 'on time' means departing within 15 minutes of the scheduled time.

- Average time for baggage to arrive was 23 minutes

23 minutes was the average time it took for a piece of baggage to reach the carousel after its flight arrived at the terminal, for the week ending 22 March 2009.

Last month at T5 82% of customers rated our lounges very highly

82% of customers surveyed in February 2009 said they were 'extremely' or 'very satisfied' with the British Airways lounges at Terminal 5.

For more information about Terminal 5, visit ba.com/t5

