

LHR

London Heathrow

Terminals 2 · 3 · 4 · 5 — duty-free retail run by World Duty Free (Avolta)

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This profile was researched from public sources rather than a verified internal write-up — recommend a final accuracy pass (shop rosters and rules can change) before publishing.

Every Duty Free Professor airport profile uses this same key — once you know the colors here, you know where to look on any airport we cover.

KEY FACTS TO KNOW	KEY FEATURES	SPECIAL OFFERINGS	NOTABLE SHOPS	INTERESTING THINGS TO BUY	TRAVELER TIPS	RESTRICTIONS & LIMITS
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Overview

KEY FACTS TO KNOW

- **Heathrow has four operating terminals** — 2, 3, 4 and 5 — after Terminal 1 closed in 2015 and was later demolished.
- **World Duty Free**, run by Swiss travel-retail group Avolta (formerly Dufry), operates the duty-free stores in every terminal under a concession extended through 2029.
- Terminal 5, British Airways' home hub, carries the deepest range — roughly **50 stores** spanning nearly every major luxury house alongside Heathrow's largest World Duty Free flagship.

SPECIAL OFFERINGS

- **Reserve & Collect** — order online 24 hours to 30 days ahead and pick up at dedicated counters in Terminal 2 or Terminal 5.
- **Free personal shopping** appointments are available in Terminals 2, 3 and 5, bookable 48 hours in advance.
- **Club Avolta / Avios** — British Airways Avios points can be earned and redeemed at World Duty Free tills.

T2 Terminal 2

"The Queen's Terminal" — mainly British Airways and Oneworld partners

KEY FEATURES

- Opened in 2014 as "**The Queen's Terminal**," used mainly by British Airways and its Oneworld partners.
- World Duty Free operates across **four separate stores** here rather than one flagship hall.

NOTABLE SHOPS

- Luxury fashion from **Burberry, Dior, Gucci, Louis Vuitton, Saint Laurent** and Mulberry, plus Bottega Veneta.
- Jewellery and watches: **Rolex** and Tiffany & Co.
- **Fortnum & Mason** for hampers and tea, alongside whisky specialists Bladnoch Distillery, Fielden Whisky, and a Glenmorangie counter.
- **Hamleys** toy store, plus a Boots location also found in Arrivals.

INTERESTING THINGS TO BUY

- **Fortnum & Mason hampers and teas** — the department store's own airside outpost.
- Single-malt Scotch from **Glenmorangie, Bladnoch Distillery** and Fielden Whisky boutiques, not found in a typical airport shop.

SPECIAL OFFERINGS

- **Reserve & Collect** pickup counter — order ahead online and collect here without browsing airside.

T3 Terminal 3

Long-haul international carriers, including Emirates

KEY FEATURES

- Serves long-haul international airlines; retail mixes **high-street with luxury**, with Boots and WHSmith alongside designer boutiques.

NOTABLE SHOPS

- Flagship boutiques from **Chanel, Dior, Gucci, Hermès, Louis Vuitton**, Cartier, Bulgari, FENDI, LOEWE, Moncler, Paul Smith, Tiffany & Co. and Watches of Switzerland.
- **Harrods** and Ladurée, the Parisian macaron house, both have standalone airside outposts.
- Beauty runs deep with Jo Malone and a dedicated **Haute Perfumerie** hall, alongside Boots and Blomma Beauty.
- Whisky specialists Bladnoch Distillery, Fielden Whisky and **World of Whiskies**.

INTERESTING THINGS TO BUY

- **Ladurée macarons** — the only Heathrow terminal with a standalone Ladurée boutique.
- Niche and rare single malts from **World of Whiskies** and the terminal's small-distillery boutiques.

T4 Terminal 4

Primarily SkyTeam and other long-haul carriers

KEY FEATURES

- Heathrow's **smallest of the four main terminals**, used mainly by SkyTeam and other long-haul international carriers.

NOTABLE SHOPS

- Luxury houses include **Bottega Veneta, Bulgari, Burberry, Cartier, FENDI, Gucci, Louis Vuitton, Saint Laurent** and Valentino, plus Hublot and Watches of Switzerland.
- **Harrods** airside store, which also houses a Mont Blanc counter within it.
- **Hamleys** and Fortnum & Mason are both also present, alongside Jo Malone and Tom Ford beauty counters.

INTERESTING THINGS TO BUY

- **Harrods-branded gifts and food hall items** sold from the airside Harrods store — one of only two Heathrow terminals with a Harrods outpost.

T5 Terminal 5

British Airways and Iberia's home hub — Heathrow's largest retail terminal

KEY FEATURES

- Purpose-built for British Airways in 2008; now the airport's **largest retail terminal**, with roughly 50 stores.
- Home to Heathrow's flagship **World Duty Free** store, with a noticeably deeper fragrance, spirits and confectionery range than the other three terminals.

NOTABLE SHOPS

- Nearly every major luxury house is represented: **Bottega Veneta, Burberry, Cartier, Chanel, Dior, Gucci, Hermès, Louis Vuitton, Prada**, Rolex, Tiffany & Co. and Watches of Switzerland.
- **The Macallan** boutique, plus Bladnoch Distillery, Fielden Whisky and a World of Whiskies hall.
- **Fortnum & Mason**, plus menswear from Boggi Milano, Hugo Boss, Orlebar Brown and Paul Smith.

INTERESTING THINGS TO BUY

- **The Macallan single malt** — one of the few Heathrow boutiques dedicated to a single distillery.
- The terminal's flagship World Duty Free hall carries **the widest fragrance and confectionery selection** of any Heathrow store.

SPECIAL OFFERINGS

- **Reserve & Collect** pickup counter, mirroring the Terminal 2 service.

Arriving & Clearing Customs

UK personal allowances for passengers arriving from outside the UK

RESTRICTIONS & LIMITS

- Alcohol: up to **42 litres** of beer, **18 litres** of still wine, and either **4 litres** of spirits over 22% ABV or **9 litres** of fortified/sparkling wine.
- Tobacco (choose one, can be split): **200 cigarettes**, 100 cigarillos, 50 cigars, or 250g tobacco.
- Other goods: combined value up to **£390** (£270 if arriving by private plane or boat) — exceeding it makes the full value dutiable, not just the excess.

TRAVELER TIPS

- Tax-free (VAT-refund) shopping for departing tourists was **abolished on 1 January 2021**. Heathrow still sells excise-free alcohol and tobacco to international travelers, but there is no VAT refund on fashion, electronics or other goods — Heathrow has publicly lobbied the Treasury to reinstate a scheme.
- Heathrow's security uses next-generation **CT scanners** that allow up to 2 litres of liquid through checkpoints here — but if you're connecting through an airport that still enforces the 100ml rule, duty-free liquids sealed in a **Security Tamper-Evident Bag (STEB)** can still be confiscated, since not every checkpoint recognizes them.