

Heathrow Airport reveals 10 new passenger services



To celebrate the 100th anniversary of the Chanel N°5 fragrance, a Spaceship pop-up has opened in the Heathrow Terminal 5 departure lounge

With over 2 million passengers expected to travel through London Heathrow this holiday season, the UK's hub airport has refreshed its range of shops, restaurants and services.

This year, Heathrow is preparing for an uplift in passengers flying home for the big family reunions they missed last year due to the Covid-19 pandemic.

Winter sales so far show that turnover is up already on last year as passengers are purchasing Christmas gifts for loved ones, the airport operator said.

Heathrow's research also shows that on average, travelers are spending an extra hour at the airport in comparison to pre-pandemic, as people are spending more time at the airport treating their loved ones.

Heathrow Retail and Property Director Fraser Brown said: "After social lives were placed on hold for 20 months, we are excited to welcome more passengers this festive season so they can feel joy in overdue reunions with their loved ones. Throughout this year, we've been working hard to give travelers a refreshed offering and experience at Heathrow and we hope they can relax and make use

of some of the new brands and services we have to offer.”

New brands and services

Here are 10 new brands and services travelers can expect to see this festive season:

Heathrow Reserve and Collect: A new, expanded click-and-collect service is being introduced in Terminal 5 this week, giving passengers the opportunity to collect products on offer in the terminals, as well as new brands not usually available at the airport. Travelers can make their purchases via Heathrow’s online shopping platform and collect their items after security or buy items at the Terminal 5 collection desk. Aspinal of London is the first brand to participate in the service and will be offering reduced prices to all Heathrow passengers.

Big Smoke Taphouse & Kitchen: This local Surrey-based brewer and gin distiller Big Smoke opened its first airport location earlier this year in T2 airside. The food menu includes pub classics, burgers, meat sharing platters and brisket. The taphouse also offers craft beers, cider and gin produced at its brewery just eight miles from the airport. Several screens show live sports and views over the runway.

EL&N London: Dubbed the most Instagrammable cafe in the world, EL&N London opened its first airport location at Heathrow T3 earlier this month. The brightly colored cafe offers a food and drink menu, plus a selection of onboard meal boxes and iconic pink merchandise for passengers to take away.

Kanishka Kitchen: This fine dining Indian restaurant, run by Michelin-star chef Atul Kochhar, opened this month at T5 landside. Serving a wide selection of dishes with a vibrant Indian culture, the restaurant caters for all dietary requirements.

Shan Shui: A new Southeast Asian restaurant will open its doors in T2 next month. Heathrow passengers can enjoy speedy ‘10-minute meals’ while appreciating panoramic views of the runway.

Food takeaway service via the app: Heathrow now offers passengers a food and drink pre-order service which can be accessible on their mobiles via the airport’s app. The app allows travelers to pre-order, check turnaround time and collect from a dedicated collection point.

JD Sports: Known as the 'King of Trainers', JD Sports arrived at T2 last month. The leading UK retailer of fashionable branded, sports and casual wear offers the latest trainers, sportswear and accessories in the store.

Chanel N°5 Spaceship pop-up: To celebrate the 100th anniversary of the Chanel N°5 fragrance, a Spaceship pop-up has opened in the departure lounge at T5, inviting travelers to discover N°5 through an immersive treasure hunt, complete with prizes to be won. An augmented reality digital screen also enables clients to virtually try on products, with the pop-up being the only travel retail location to sell Chanel’s advent calendar.

American Express Centurion Lounge: Located in T3, American Express opened its first Centurion Lounge in Europe at Heathrow in October, part of its signature airport lounge program. Chef Assaf Granit of Coal Office in London will serve as the Executive Chef. The menu reflects London's rich multicultural heritage through signature dishes from his top restaurants across the globe.

Paco Rabanne experience: Paco Rabanne's latest fragrance, Phantom, has its own experiential activation on the island location at T2 departures. This travel exclusive gives passengers a fun option to dance with virtual robots.

Heathrow has also recently launched Heathrow Highlights, an online guide to the best shopping and food and beverage options at the airport this holiday season.