



GUIDE TO

LONDON

TIPS TO SURVIVE HEATHROW AIRPORT

HEATHROW IS THE UK'S LARGEST airport and the fourth-busiest in the world. Whether you arrive from a long international flight or a short trip, get on your way to seeing London with these tips to navigate Heathrow like a pro. →



ARRIVING

Lost Luggage

If your luggage doesn't turn up, head to Terminal 3 or 5 for their lost property service. Be sure to get a loss report from the transport provider for claims purposes.

Customer Service

Need information or help in the terminal? Look for the purple uniforms - Heathrow's "Passenger Ambassadors." They will get you quickly on your way.

Fast Track to Central London

Take the Heathrow Express to Paddington Station in central London. It takes 15 minutes, costs £25, and there's no need to catch a taxi or use the Tube.



DEPARTING

Terminal Transfers

There are fast and convenient transfers between Heathrow's five terminals. Terminals 1, 2 and 3 are a short walk from each other, and Terminals 4 and 5 are served by free trains and buses.

Meal Options

Every terminal has at least one kid-friendly option 24/7, a coffee shop and a sit-down restaurant for passengers with time to spare.

Duty-Free Shopping

Each terminal has their own Boots and Harrods, though the Harrods in Terminal 3 has the most distinctly English feel and widest selection of goods.

GETTING AROUND

IT MIGHT SEEM TEDIOUS to figure out public transportation in a new city, but London makes the task easy and — dare we say? — fun. From iconic double-decker buses, to classy black cabs, to the ever-popular Tube, almost every way to get around the city has a uniquely London flair.

OYSTER

To take advantage of London's public transportation you'll need to buy an Oyster card — a plastic smartcard that holds pay-as-you-go credit. You can get them at any Tube station or you can order the card online. Use them on the Tube and on busses. The cost per trip varies depending on what "Zone" you're travelling to. Central London is Zone 1 & 2, so pick that pass and simply "top up" (add money to) your Oyster card if you go outside Zone 2.

TUBE

There are 11 Tube lines, organised by colour and name, that travel throughout London and its outer boroughs. Use your Oyster to enter and exit any station and keep a copy of the Tube map with you — it is an invaluable tool. Remember, the Tube closes at midnight, so plan accordingly.

BUS

To board a bus in London, just use your Oyster card. To notify the driver that you need to get off, simply press the red buttons on the metal bars throughout the bus. Be aware: busses only stop at designated bus stops.

SIDE NOTE



Black cabs are the most expensive option for getting around London but can be a lifesaver if you're in a jam. Use these if you need a reliable and hassle-free ride to your destination.

INSIDER TIPS

- *Tube strikes and planned station closings for maintenance are fairly common in London. Check tfl.gov.uk for the most up-to-date information.*
- *Pick up the Evening Standard. This free local paper is outside every station. It is a quick way to stay in touch with city events and news.*
- *If possible, travel at off-peak times (NOT 6:30-9:30 am or 4-7 pm) and save yourself some cash — fares drop during off times.*

CITY SIGNS

When travelling the streets of London, ensure you understand the rules of the road with our comprehensive guide to the most common British street signs:

CIRCLES

These signs give orders. Blue circles give mandatory instructions (like 'turn left') and red rings tell you what you cannot do.

RECTANGLES

These signs inform. Blue rectangles give information or directions on motorways, green rectangles give directions on primary routes, and white rectangles give appositional information.

TRIANGLES

These signs warn and are usually red and white. One exception to this rule is the 'give way' sign. When you see this inverted triangle, be sure to yield.

HERE ARE SOME SIGNS YOU MIGHT NOT BE USED TO SEEING



ICE

There may be a risk of ice or snow drifts, proceed with caution.



TUNNEL

Turn headlights on and drive with caution as roads may be narrow.



QUAYSIDE

The edge of a river is near.



FARM TRAFFIC

Slow for agricultural vehicles and pass with caution.

Slang in London



"It's Monkeys Outside"

to say it's very cold outside



"Jog On"

dismissive; similar to "keep moving"



"Spend a Penny"

to use the restroom



"Gobby"

being a loudmouth and/or offensive



"Collywobbles"

feeling nervous or having an upset stomach



"Minted"

to be wealthy

MUST-SEE ATTRACTIONS

THE LIST OF ATTRACTIONS in London is never-ending, so how should you narrow it down? Our experts have compiled the must-see London locations that are worth the entry fee.



Tower of London – The home to a trifecta of history (and great photo ops) — the crown jewels, the Beefeaters, and the Tower ravens.



Trafalgar Sq. – A free, vibrant, public square with consistently-updated creative installations and historic statues in the heart of London.



British Museum – Find a vast collection of world art and artefacts at one of the continent's largest and most comprehensive FREE museums.



Princess Diana Memorial Fountain – This peaceful and creative public fountain honours England's most beloved princess and her life.



Buckingham Palace – See where the queen lives, the changing of the guard, and tour the State Rooms while keeping an eye out for the royals.



Greenwich – Straddle the Prime Meridian, explore Greenwich market, catch a show at the O2 Arena, and stroll through the outstanding scenery in this London neighborhood.

LONDON NEIGHBOURHOODS *SKIP OR VISIT?*

Instead of trying to visit all of the 41 sub-cities within London, here's a rundown of the best neighbourhoods to visit and the ones to skip (and why!).



NOTTING HILL

Site of beloved Hugh Grant/Julia Roberts movie, the quirky Portobello Market and the Beatles' recording studio



WIMBLEDON

Far from central London with very few activities and sights outside of tennis-related events



PICCADILLY CIRCUS

Plenty of shopping, shows, and bright lights, *and* central to the rest of London's entertainments



SHOREDITCH

Trendy days for this gritty, rough, urban neighbourhood have passed, but it's still good for cheap food and independent shops



SOUTH BANK

Check off almost all your must-see's with a visit to the Tate Modern, Shakespeare's Theatre, the Millennium Bridge, and — of course, — the London Eye



HOW TO ORDER A PINT IN LONDON

Pubs are an important part of life and culture in London. Follow our guide to British etiquette rules when ordering your food and drink, and maybe you will pass for a real Londoner!

- 1 There is no table service in London pubs. Don't sit at your table waiting for a server - they won't show up. Order and pay for all food and drinks at the bar.
- 2 Every pub will have a selection of beers on draft and others in bottles. Decide which one you want before ordering.
- 3 If you're with a large seated group, send one or two people to the bar, not everyone. Be polite and considerate of others.
- 4 If you need help deciding which beverage to choose, ask the bar staff and they'll help explain your options.



History of Pub Names

Original pub names are often based on local or historical significance. Mix and match these common pub terms to find the hidden meaning of your favourite drinking spot:

THE CROWN

Unsurprisingly, the name represents the king or queen. Oftentimes the pubs are named after specific royals.

SWAN

In olden times, the swan was a symbol used in coats of arms to represent powerful families.

THE RED LION

The name became popular after James I ordered a red lion to be displayed outside all public places of importance.

WHITE HART

The white hart (a stag) was the symbol of King Richard II.

ROYAL OAK

This name pays homage to King Charles II, who supposedly escaped the Roundheads by hiding in an oak tree.

COCK

Historically, cock fights were prevalent in Britain. Pubs named after cocks probably hosted fights in the past.

FUN FACTS

"PUB" IS SHORT FOR public house (in contrast to the private, member's clubs from yesteryear)

A BRITISH PINT IS 20 oz. If you would like a half-pint, just ask.

THERE IS NO TIPPING in pubs, as you do all the serving yourself.

BRITISH BEER IS NOT served ice cold as the flavours are intended to be appreciated, not obscured.



DAY TRIPS OUTSIDE THE CITY

IT'S EASY TO GET pulled into the magic and never-ending list of things to see in London, but sometimes getting outside the city limits is just as much fun. Take a day of your holiday and see other parts of England. There are a number of close locations that are easy to see and fully enjoy in a day.

📍 BRIGHTON

Just two hours outside of London, Brighton is a vibrant, colourful and quirky seaside town. Head to the Royal Pavilion for a tour of the least traditional palace you've ever seen. Then head on to the Brighton Pier for a few arcade games and a turn on the Brighton Wheel. Spend the rest of your day lazing on the beach and soaking up the sun.

📍 STONEHENGE

Sun-worship temple? Ancient and massive calendar? Mystical healing centre? No one knows how Stonehenge came to be, or its real purpose. Located about two hours out of London, tourists are restricted from wandering between the stones, but you can stroll around its perimeter. Maybe as you look up at the massive stones, you'll be struck with its true meaning — who knows!

📍 WINDSOR CASTLE

To get to Windsor Castle, just take a train out of London and arrive a mere 50 minutes later, ready to tour the grounds. Take your time going through this working royal palace and see Queen Mary's Dolls Houses, the State Apartments and St. George's Chapel to start. You'll get a taste of the opulence and elegance English royalty is accustomed to.

📍 CHATSWORTH HOUSE

The furthest away from London, Chatsworth House is a full 250 kilometers outside the city. The House has been passed down through 16 generations of the Cavendish family. The extravagant palace and immaculately-maintained gardens are open to the public every day for walking tours. There are regularly-scheduled events, bonfires and dinners throughout the year.



BARCLAYS CYCLE HIRE: WORTH IT?

Barclays Cycle Hire is London's very own self-service bike sharing programme. You may see their bright blue handlebars whizzing past you in the city and think, "Should I try this?" As a visitor, it's hard to tell if it will be worth it, but we're here to help you through the decision.

PRO

You don't have to be a member to ride the bikes. Just hire it and ride it where you like.

Barclays Cycle has a handful of cycle routes/self-guided tours of quirky London, London's secret gardens and more without any planning.

It only costs £2/day or £10/week to hire a bike for unlimited rides under 30 minutes. That's downright cheap compared to tube and bus fares.

CON

Docking stations aren't always near your destination. It takes a fair amount of pre-planning to know if the Barclays bikes are your best option.

Traffic in London is different—navigating city streets through foot and auto traffic may be more stress than it's worth.

If you have a bike out for more than 30 minutes, additional ride fares are tacked on, making it cost way more than £2 a day.

HOW TO BREW A PROPER CUPPA

- 1 Don't leave the kettle alone when heating the water; pour just after boiling begins.
- 2 Brew the tea for at least 3 minutes before drinking.
- 3 Use your spoon to gently squeeze the bag once before tossing.
- 4 Use real milk, not creamer or the pre-packed sachets — and just a splash.
- 5 Add all the sugar you need before stirring.
- 6 Keep stirring; it takes a while to dissolve.
- 7 Enjoy!



TIP: never pour the milk in first, and never use a microwave to reheat your tea.



RAINY DAY GUIDE TO LONDON

Wet days aren't exactly rare in London. Never fear, though. When the rain begins to fall, there's always plenty to do. London has bad weather conditions covered.

Get cosy in a café or pub

The easiest option is to duck into the nearest pub or café when the rain starts. Enjoy a drink or two, maybe a bite to eat, make new friends and commiserate about the rain.

Take shelter in a museum

Almost every museum in London is free, so if the forecast calls for rain, take the excuse to check out the British Museum or the new art exhibit at the Tate Modern.

Embrace the rain and go sightseeing

You can always don a raincoat and wellies and head to the streets when the weather gets bad. The roads will be less crowded and the lines virtually gone. Umbrellas are for sale year-round so grab a brolly for added protection.

Packing List for London



Beyond the essentials, here are a few additional ITEMS to bring on your London holiday:

London A-Z Guide

This nifty pocket-sized book has in-depth maps of every nook and cranny in London. If you take nothing else with you, keep this book on hand.

Umbrella

London isn't known for blue skies year-round so always be prepared with an umbrella in your bag. They aren't heavy and will keep you dry if you get caught in a sudden shower.

Copies of important documents

You should have a photocopy of your passport, credit card, debit card and other important travel documents on the off-chance any are lost and you need to make a claim. Print out your proof of insurance before departing to ensure a smooth trip.

A small notepad/journal

Chances are you'll need a piece of paper throughout your trip. Whether you need to write down an address, phone number, quick memory, or important details, don't be without paper. During a claims event every detail counts, so take good notes!

IF YOU ARE TRAVELLING from Australia to the UK, don't expect to power up without an adapter. Electrical outlets in the United Kingdom are Type G British BS-1363 and can accept 220-40 voltage appliances. Your adapter should take this shape:



INFO



TELEPHONE

If you need to make an international call home, please dial:

00 + 61 + 2 8907 + 5588

If you need local assistance, please dial:

0800 656 9946

In case of emergency, dial:

999



CLAIMS

International Callers

+61 2 9848 5201

24-Hour Emergency Assistance

0800 656 9947



EMBASSY

If you need to go to the Australian embassy, their location in London is:

Australia House

Strand, London WC2B 4LA, UK

+44 20 7370 4334



HOSPITALS

London calls the emergency department A&E. If your illness is serious but not life-threatening, seek A&E care at one of these reputable institutions:

Royal London Hospital
Whitechapel Road, London E1 1BB
+44 20 7377 7000

St. Mary's Hospital
Praed Street, Paddington, W2 1NY
+44 20 3312 6666

St. Thomas' Hospital
Westminster Bridge Road, SE1 7EH
+44, 20 7188 7188

University College Hospital
235 Euston Road, NW1 2BU
+44 20 3456 7890