BRITISH AIRWAYS UNVEILS NEW TERMINAL 5 LOUNGE, MARKING THE NEXT PHASE OF HEATHROW TRANSFORMATION

News / Airlines, Airports / Routes

British Airways has unveiled the next phase of its Heathrow lounge transformation programme, marking the beginning of a significant investment aimed at modernising every lounge across the airport in the coming years. One of the airline's most extensive lounge investment initiatives to date, the programme includes the introduction of a new lounge in Heathrow Terminal 5's C Gates area, a complete refurbishment of the Terminal 5 Arrivals Lounge, and, in partnership with American Airlines, the launch of an enhanced First check-in experience at Heathrow Terminal 3.

The upgrades form part of British Airways' broader customer experience transformation strategy, designed to elevate every stage of the passenger journey, from airport arrival and check-in through to boarding and arrival at their destination. The announcement builds on a series of recent lounge openings and refurbishments across the airline's global network, including Miami, Glasgow, Seattle and Washington. Further projects are currently underway in Boston and Newark, while lounges in Geneva and San Francisco are scheduled for refurbishment next year.

Sean Doyle, British Airways' Chairman and CEO, commented: "This investment is a major milestone in the evolution of our lounges and reflects our ambition to create a more connected and consistent customer journey. These spaces will take our lounge design concept to the next step,

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building on Miami and creating a distinctive British Airways look and feel across key customer touchpoints, from First Wing and our lounges to the onboard experience. By showcasing the best of British design, craftsmanship and hospitality, we will deliver a more premium, seamless experience for our customers. This is the first of many developments in the pipeline, and we look forward to sharing more as we transform the customer experience in the years ahead."

Brand-new lounge at Heathrow Terminal 5 C Gates

At the heart of British Airways' latest investment programme is a brand-new lounge at Heathrow Terminal 5 C Gates, set to become one of the airline's most ambitious lounge developments to date. Scheduled to open by the end of 2028, the new facility is already under construction and will offer expansive views across the airfield and terminal concourse.

Designed around the themes of flight and contemporary British craftsmanship, the lounge will showcase British Airways' next-generation lounge concept, incorporating premium materials and finishes sourced throughout the UK. From bespoke furnishings and textiles to expertly crafted timber, glazing and metalwork, the space will celebrate the best of British design and manufacturing.

The lounge will feature a bright, spacious atmosphere, complemented by striking architectural details inspired by the movement and beauty of the skies. Customers will benefit from dedicated areas for dining, relaxation and productivity, alongside premium pre-flight shower facilities.

A standout feature will be a 17-metre bar, expected to rank among the longest airport lounge bars in the world, creating a central social hub for travellers passing through Terminal 5.

For the airline's most premium customers, a dedicated Concorde Lounge will provide an exclusive retreat, complete with private concierge services, elevated dining experiences and secluded spaces designed with richer textures, refined finishes and enhanced privacy. The new lounge will offer an elegant and tranquil environment for passengers preparing for long-haul departures from the C Gates terminal area.

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Reimagined Heathrow Arrivals lounge

British Airways has also begun work on a completely redesigned Heathrow Arrivals lounge, the first arrivals space created under the airline's new lounge concept. With refurbishment due to start in early 2027 and scheduled to open by the end of next year, the lounge is designed around the needs of today's premium traveller, helping customers relax, refresh and prepare for the day after a long-haul flight.

The lounge will include a coffee bar and deli, larger dining areas, quiet relaxation zones and dedicated work booths. It will also offer 59 shower rooms, premium shower suites and shared dressing and preparation areas. First customers will have access to a new Concorde Arrivals experience, with private cabanas, elegant dining areas and carefully curated interiors in the airline's signature palette of blue, red and cream. Glass screens, architectural details and considered layouts will improve privacy and comfort throughout.

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Premium welcome at Terminal 3

As part of their continued commitment to premium travel, British Airways and American Airlines will launch a new First check-in experience at Heathrow Terminal 3 this winter, offering eligible customers a seamless and elevated start to their journey. Designed to deliver a sense of exclusivity from the moment passengers arrive at the airport, the dedicated facility will feature sophisticated interiors inspired by British Airways' renowned First Wing at Terminal 5 and the airline's evolving global lounge concept. A rich palette of deep reds and warm tones will create a welcoming atmosphere while reinforcing a consistent premium brand experience.

The new check-in environment has been carefully designed to combine comfort, efficiency and personalised service, ensuring a smooth transition from arrival at the airport to departure. The initiative reflects the shared ambition of British Airways and American Airlines to deliver exceptional hospitality at every stage of the customer journey, providing a consistently high standard of comfort, attention and service from check-in through to arrival at the final destination.

Further investment across its global lounge network

Beyond Heathrow, British Airways is continuing to invest in its worldwide lounge network, with refurbishment projects already underway in Boston and Newark. Further upgrades are planned for Geneva and San Francisco, reinforcing the airline's commitment to delivering a consistently premium ground experience across key international destinations.

The lounge developments form part of a broader transformation programme that extends well beyond airport facilities. British Airways has made substantial investments in new aircraft, advanced technology and operational improvements as it works to strengthen its position among the world's leading global airlines and enhance the overall customer journey.

Most recently, the carrier unveiled its comprehensive Airbus A380 retrofit programme, with the first refurbished aircraft expected to enter service in the coming months. The upgraded double-decker fleet will feature completely redesigned cabin interiors throughout, including new First, Club World, World Traveller Plus and World Traveller cabins.

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Described as one of the most ambitious cabin modernisation initiatives undertaken by any airline, the retrofit programme will involve the installation of more than 35,000 individual components on each aircraft, transforming the onboard experience from nose to tail and setting a new benchmark for long-haul travel.

05 OCTOBER 2026

ARTICLE LINK:
https://50skyshades.com/index.php/news/airports-routes/british-airways-unveils-new-terminal-5-lounge-marking-the-next-phase-of-heathrow-transformation

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