

Terminal C

Gates C230-C245
Domestic Bag Claim:
C48, C49, C50, C51

Int'l Bag Claim (inside FIS):
C61, C62, C66, C67

Terminals A & B

Gates:
1-29 (Airside 1)
30-59 (Airside 3)
70-99 (Airside 4)
100-129 (Airside 2)
Bag Claim A 1-15
Bag Claim B 20-32

Alaska A 70-99 B 800-252-7522 30-39	Air Transat A 70-99 B 877-872-6728	American Airlines A 70-99 B 800-433-7300 30-59	Aveo Airlines A 100-129 B 346-616-9500	Breeze A 30-59 B 501-273-3931	Frontier Airlines A 1-29 & 70-99 INTL B 801-401-9000	Southwest A 70-99 INTL & 100-129 B 800-435-9792	Virgin Atlantic A 70-99 B 800-862-8621	Viva Aerobus A 70-99 B 866-359-8482	United A 30-59 B 800-241-6522	WestJet A 70-99 B 888-937-8538
Air Canada/Rouge A 70-99 B 800-247-2262	Alliant A 30-59 B 702-505-8888	Bahamasair A 70-99 B 800-222-4262	Delta A 70-99 B 800-221-1212	LATAM (LAN/TAM/ARE) A 70-99 B 866-435-9526	Spirit A 1-29 & 70-99 INTL B 801-401-2222	Sun Country A 70-99 B 651-905-2737	Volaris A 70-99 B 866-988-3527			

Airlines

Conventions and Conferences

Nov 1-3	Spooky Empire	6,000
Nov 6-7	Pizza Tomorrow Summit & Fl. Restaurant Show	3,000
Nov 14-17	Central Florida International Auto Show	2,500
Nov 19-22	IAAPA Expo	41,100

Tips and Updates

Connecting Between Terminals:

Shuttle Van
Operates 24 hours a day, between Terminal C and Terminals A & B.

Pick-up and drop-off is at:
Terminal C: Level 1 Space C-284
Terminals A&B: Level 1 Loading Dock

Terminal Link
The Terminal Link (APM) in the Train Station, operates 24 hours per day.

MCOcares.com

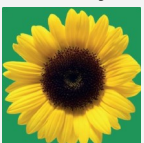
Visit our employee website to see resources available to MCO employees including employee recognition, job postings, discounts and more!

Lost & Found

Terminal A: Level 1, East End
Hours of operation: 7:00am-7:30pm

Terminal C: Level 1
Hours of operation: 8:00am-4:00pm
*All lost and found items are moved from Terminal C to the Terminal A location at 4:00pm daily for storage.

Hidden Disabilities Sunflower Lanyard Program



MCO proudly recognizes the Sunflower Lanyard Program.

Learn more at mcocares.com/sunflower

MCOcares is on



Follow us
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DIAL 911 any time our guests need medical attention. **Calling 911 is always free** and you can call from anywhere on the airport property.



Responders can be there in minutes to offer medical assistance.

Frequently Asked Questions

- To delight and value each guest with the finest airport experience in the world.
- Remain mindful of surroundings and stop unsafe behaviors.
- Pick up trash or report an area that needs attention.
- Display appropriate body language and use a calm tone of voice.
- Make eye contact and smile.
- Proactively offer assistance to the next step in journey.

Service Standards

Safety → Comfort → Ease →

Behaviors

Common Purpose

Customer Service

- Where can guests call for airport information?
Guests can call the Information Center at 407-825-2352.
- Who do I call for common area spills?
Communication Center 407-825-2065.
- Who can help guests who need assistance and do not speak English?
Language assistance is available from Ambassadors or the Information Centers.
- Who do I call about an unattended bag?
Communication Center 407-825-2065 or 911.
- Where can a guest page someone?
Information Centers or pick up a Beige Paging Phone and dial 2000.
- Where can guests call for Airport Valet Parking?
Guests can call 689-254-2869 (A Side) or 689-254-2868 (B Side). After 11 p.m., they can call 407-825-2292.

Guests can ask for assistance on the spot at the TSA security area or call TSA Cares in advance at 855-787-2227. Representatives are available M-F 8 AM-11 PM and weekends/holidays 9 AM-8 PM Eastern time. For hearing impaired assistance, use Federal Relay 711.

How can guests with disabilities or medical conditions get assistance with security screening?

It all starts with **ME**

MCO



**Terminals A&B
Pocket Guide
November
2024**



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@mcocares

I need to find

ATM	Level 3 East, West, Center:	All airside
Baby Products	Newsstands	
Bank	Level 3A	Center
City bus/Lynx	Level 1A	East
CLEAR	Level 3	East & West Checkpoints
Companion Care Restrooms	Level 3	East and West
Currency Exchange	Level 3A	
First Aid	Call 911	
Information	Level 3, East & West	Level 2, A & B
	Level 1: Center A & B	Each Airside
Lost & Found	Level 1A	East End
Luggage Carts	Level 2 East/West/Center	Level 3 East & West
Mail / FedEx / UPS Drop Box	Level 3	Center (Across from Bank)
Nursing Mamava Suites / Rooms	Level 2B, AS 1, 2, & 3	AS 1, AS 2, AS 4
Orlando Police Dept. (OPD)	Call 911	
Passenger Lounges	The Club MCO Lounge	AS 1 & 4
	Delta Lounge	AS 4
	United Club	AS 3 Gate 43
	AA Admirals Club (members only)	AS 3 50 & 54
Pet Relief Stations	All Airside/Landside Level 2 A curb East / B curb West	
Reflection Rooms	West Security Checkpoint	AS 4
Rental Cars	A & B Check-in Desk Level 1 / Garage Return R1 & R2	
Taxi	A & B	Level 1
TSA PreCheck Enrollment Center	Level 2B	West
Uber and Lyft	A & B	Ride App P/U
USO	Level 1A	West

Airport Garage Animal Identifiers

A Garage	Terminal Top	B Garage
R1 Alligators	L4 Wading Birds	R1 Tropical Fish
R2 Manatees	L5 Owls	R2 Frogs
P1 Wild Pigs	L6 Flamingos	P1 Panthers
P2 Bears	L7 Turkeys	P2 Armadillos
P3 Raccoons	L8 Seagulls	P3 Brahmans
P4 Turtles	L9 Pelicans	P4 Deer
	L10 Eagles	

Food and Beverage

Gates 1-29

La Madeleine	Famous Famiglia	Starbucks
Burger King	Le Grand Comptoir (Gate 23)	Urban Crave (Gate 4)
Cold Stone	On the Border*	Zaza Snack Bar (Gate 12)

Gates 30-59

Camden Food Co. (Gates 44, 55)	Nature's Table	Zaza Snack bar (Gate 35)
Freshens	Qdoba	ZaZa Cuban Café
Manchu Wok	GastroHub*	
	Wendy's	

Gates 70-99

Auntie Anne's	Cibo Express (Gates 72, 80 & 90)	Outback*
Bahama Breeze*	MKT	Starbucks
Burger King	Nathan's	Tacos Locos
Carvel		Vino Volo*

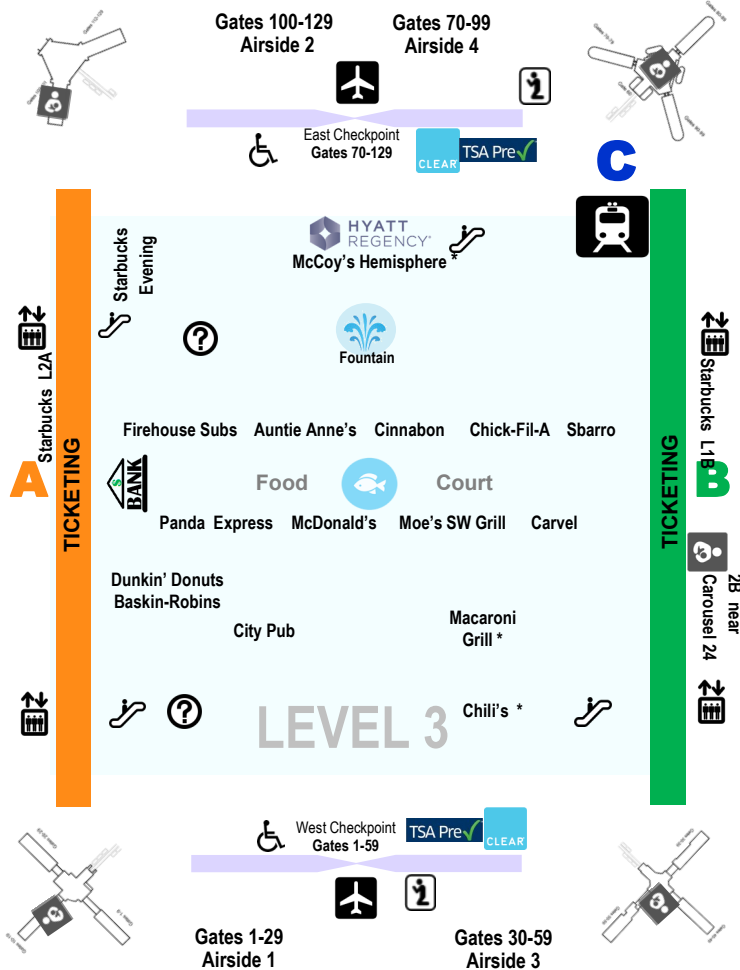
Gates 100-129

Asian Chao	Chipotle Mexican Grill	Starbucks
Auntie Anne's	FarmAir's Market	The Market by Villa
Bananas Smoothies	Green Leaf's	Villa Italian Kitchen
Cask & Larder*	Jersey Mike's Subs	
Cask & Larder Satellite Bar	McDonald's	

A/B Terminal

Auntie Anne's	Firehouse Subs	Sbarro
Baskin-Robbins	Lobby Bar	Starbucks Level 3
Carvel	Macaroni Grill*	Starbucks—Level 1/B side
Chick-Fil-A	McCoy's*	Starbucks—Level 2/A side
Chili's Too*	McDonald's	Sweet Bubbles and Buns
Cinnabon	Moe's Southwest Grill	
City Pub*	Panda Express	
Dunkin' Donuts	Orange County Brewers	

* table service



Retail

Gates 1-29

All Sound/Lego	Mint
Ben-X Sunglasses	The Club MCO
3Sixty Duty Free	This Socks & Co.
Hudson News & Gift	XpresSpa
Kylie Cosmetics/Skin	

Gates 30-59

All Sound/Lego	Natalie's Candy
Hudson News	Polly Pockets
InMotion	XpresSpa
Mystic Silver	

Gates 70-99

All Sound/Lego	Blossom
Bead Factory	International Essence
3Sixty Duty Free	Orlando Market
InMotion	Stellar News
Natalie's Candy	The Club MCO
Kylie Cosmetics	
Kylie Skin	

Gates 100-129

All Sound/Lego	Naturally Inspired
Bead Factory	Orlando Market
Blossom	Sunglass Hut
Hudson News	
InMotion	
Kylie Cosmetics	

Main Terminal

Brookstone	Lids	Sea World	This Socks
Diamonds & Co.	Magic of Disney (2)	Sol Shades	Tumi
Dixie	Natalie's Candy	SoundBalance	Universal Studios (2)
Desigual	Naturally Inspired	Swarovski	
Invicta Watches	Oakley	Sweet Bubbles and Buns	
Hudson News	Orlando Market	Talk of the Town	
InMotion	Ron Jon	Truist Bank	
Johnston & Murphy	Samsonite	The Neighborhood	

On-Airport Car Rental—Side A & B Level 1

Alamo	800-327-9633	Enterprise	800-325-8007	Sixt	888-941-7498
Avis	800-831-2847	Hertz	800-654-3131	Thrifty	
Budget	800-527-0700	National	800-227-7368		
Dollar	800-800-4000	Payless	800-729-5377		

