

**Terminals A & B**  
 Gates: 1-29 (Airsides 1) 30-59 (Airsides 3) 70-99 (Airsides 4) 100-129 (Airsides 2)  
 Bag Claim A 1-15 Bag Claim B 20-32  
**Terminal C**  
 Gates C230-C245 Domestic Bag Claim: C48, C49, C50, C51 Int'l Bag Claim (inside FIS): C61, C62, C66, C67

<b>Alaska</b> A 800-252-7522 B 30-39	<b>Air Transat</b> A 877-872-6728 B 70-99	<b>Air Canada/Rouge</b> A 800-247-2262 B 70-99
<b>American Airlines</b> A 800-433-7300 B 30-59	<b>Bahamasair</b> A 441-543-9200 B 70-99	<b>Delta</b> A 800-221-1212 B 70-99
<b>Aveo Airlines</b> A 346-616-9500 B 100-129	<b>Breeze</b> A 501-273-3931 B 30-59	<b>LATAM (LAN / TAM / ARE)</b> A 866-435-9526 B 70-99
<b>Frontier Airlines</b> A 801-401-9000 B 1-29 & 70-99 INTL	<b>Fair Airlines</b> A 833-711-2333 B 70-99	<b>Sun Country</b> A 651-905-2737 B 70-99
<b>Spirit</b> A 801-401-2222 B 1-29 & 70-99 INTL	<b>Southwest</b> A 800-435-9792 B 70-99 INTL & 100-129	<b>Volaris</b> A 866-988-3527 B 70-99
<b>United</b> A 800-241-6522 B 30-59	<b>Virgin Atlantic</b> A 800-862-8621 B 70-99	<b>Viva Aerobus</b> A 866-359-8482 B 70-99
<b>WestJet</b> A 888-937-8538 B 70-99		

## Airlines

## Conventions and Conferences

Mar 26-28	Global Pet Expo	17,000
Mar 27-29	American Counseling Association	3,000
Mar 28-30	AAU Spring Volleyball Tournament	8,000
Mar 30	Eid ul-Fitr Family-Friendly Prayer	5,000
Mar 30-April 1	SNAXPO25	1,400

## Tips and Updates

**Connecting Between Terminals:**

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

**Drop-off is at:**  
**Terminals A&B:** Level 1 (Loading Dock)  
**Terminal C:** Level 1 Space C284  
**Terminal C:** Level 1 Space C286 (South Park Place Shuttle)

**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.

**MCOcares is on Instagram**

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**Hidden Disabilities Sunflower Lanyard Program**



MCO proudly recognizes the Sunflower Lanyard Program.

Learn more at [mcocares.com/sunflower](http://mcocares.com/sunflower)

**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

**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.

**To delight and value each guest with the finest airport experience in the world.**

**Common Purpose**

- 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 → Speed**

## Customer Service Behaviors

# It all starts with ME





## Terminals A&B Pocket Guide March 2025



/flymco @mco @flymco @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 Comptoire (Gate 23)	Urban Crave (Gate 4)
Cold Stone	<b>On the Border*</b>	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	<b>GastroHub*</b>	
	Wendy's	

### Gates 70-99

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

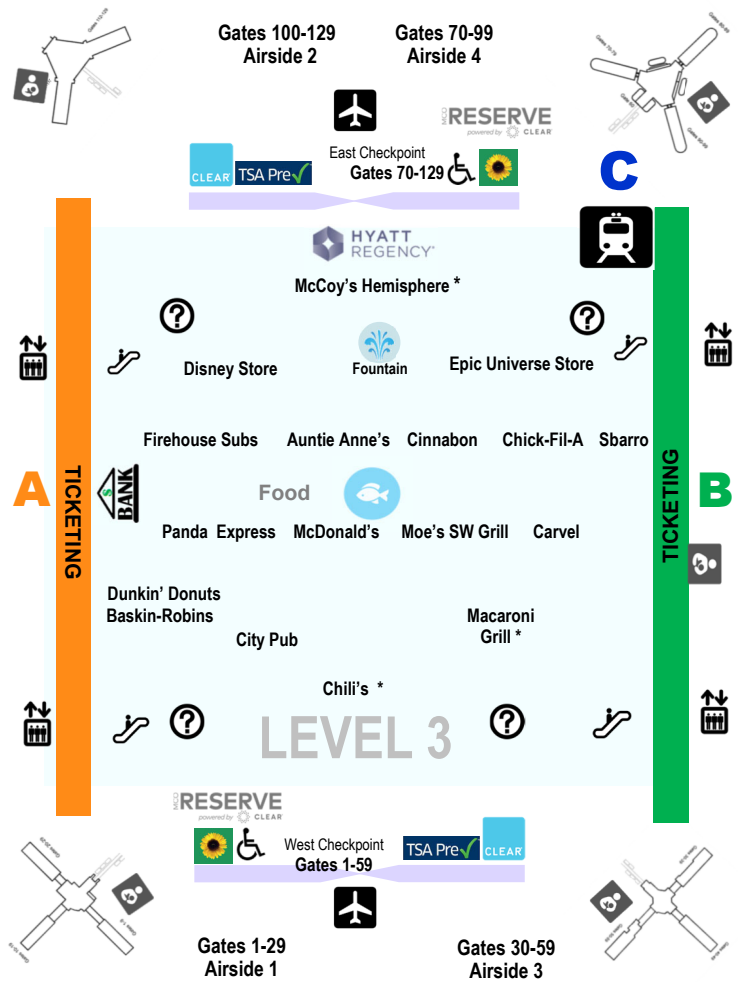
### Gates 100-129

Asian Chao	Chipotle Mexican Grill	Starbucks
Auntie Anne's	FarmAir's Market	The Market by Villa
Bananas Smoothies	Green Leaf's	Villa Italian Kitchen
<b>Cask &amp; Larder*</b>	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	<b>Macaroni Grill*</b>	Starbucks—Level 1/B side
Chick-Fil-A	<b>McCoy's*</b>	Starbucks—Level 2/A side
<b>Chili's Too*</b>	McDonald's	
Cinnabon	Moe's Southwest Grill	
<b>City Pub*</b>	Panda Express	
Dunkin' Donuts	Orange County Brewers	

\* table service



## Retail

### Gates 1-29

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

### Gates 30-59

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

### 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	Epic Universe
Diamonds & Co.	Magic of Disney (2)	Sol Shades	
Rip Curl	Natalie's Candy	SoundBalance	
Desigual	Naturally Inspired	Swarovski	
Invicta Watches	Oakley	Truist Bank	
Hudson News	Orlando Market	The Neighborhood	
InMotion	Ron Jon	This Socks	
Johnston & Murphy	Samsonite	Tumi	
		Universal Studios (2)	

## 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	800-367-2277
Budget	800-527-0700	National	800-227-7368		
Dollar	800-800-4000	Payless	800-729-5377		

