

Terminals A & B			Terminal C
Gates: 1-29 (Airside 1) 30-59 (Airside 3) 70-99 (Airside 4) 100-129 (Airside 2)			Gates C230-C245 Domestic Bag Claim: C48, C49, C50, C51 Int'l Bag Claim (Inside FIS): C61, C62, C66, C67
Air Canada/Rouge B 70-99 800-247-2262	Air Transat A 70-99 877-872-6728	American Airlines B 30-59 800-433-7300	Alaska B 30-39 800-252-7522
Alliant B 30-59 702-505-8888	Bahamasair B 70-99 800-222-4262	Breeze B 30-59 501-273-3931	Avelo Airlines A 100-129 346-616-9500
Delta B 70-99 800-221-1212	Frontier Airlines A 1-29 & 70-99 INTL. B 70-99 801-401-9000	Bermudair B 70-99 441-543-9200	Jetlines B 30-59 866-320-8687
LATAM (LAN / TAM / ARE) B 70-99 866-435-9526	Silver Airways B 1-29 & 70-99 INTL. A 801-401-9100	American Airlines B 30-59 800-433-7300	Southwest A 70-99 INTL. & 100-129 800-435-9792
Spirit A 1-29 & 70-99 INTL. B 70-99 801-401-2222	Sun Country B 70-99 651-905-2737	Virgin Atlantic A 70-99 800-862-8621	United B 30-59 800-241-6522
Viva B 70-99 866-359-8482	Volants B 70-99 866-988-3527		
WestJet B 70-99 888-937-8538			

Airlines

Customer Service

Common Purpose

Behaviors

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.

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?

Language assistance is available from Ambassadors or the Information Centers.

Who do I call about an unattended bag?

Information Centers or pick up a Beige Paging Phone and dial 2000.

Where can a guest page someone?


Guests can call 689-254-2869 (A Side) or 689-254-2868 (B Side). After 11 p.m., they can call 407-825-2292.

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

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.

Conventions and Conferences

May 6-10	NPE	55,000
May 19	Classical Season Finale Concert FSYO	1,750
May 21	Orlando Condo & HOA Expo	1,500
May 23	Visit Orlando Signature Luncheon	1,000
May 25-26	Collect-A-Con	8,000



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-275
Terminal B: Level 1 Space B29

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

[MCOcares.com](https://mco cares.com)

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

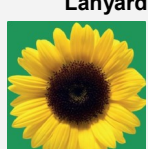
Lost & Found

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 mco cares.com/sunflower

MCOcares is on  **Instagram**

Follow us @mco cares



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.

It all starts with ME




Terminals A&B Pocket Guide

May 2024

 /flymco
 @mco
 @flymco
 @mco cares

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 Brahms
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	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*

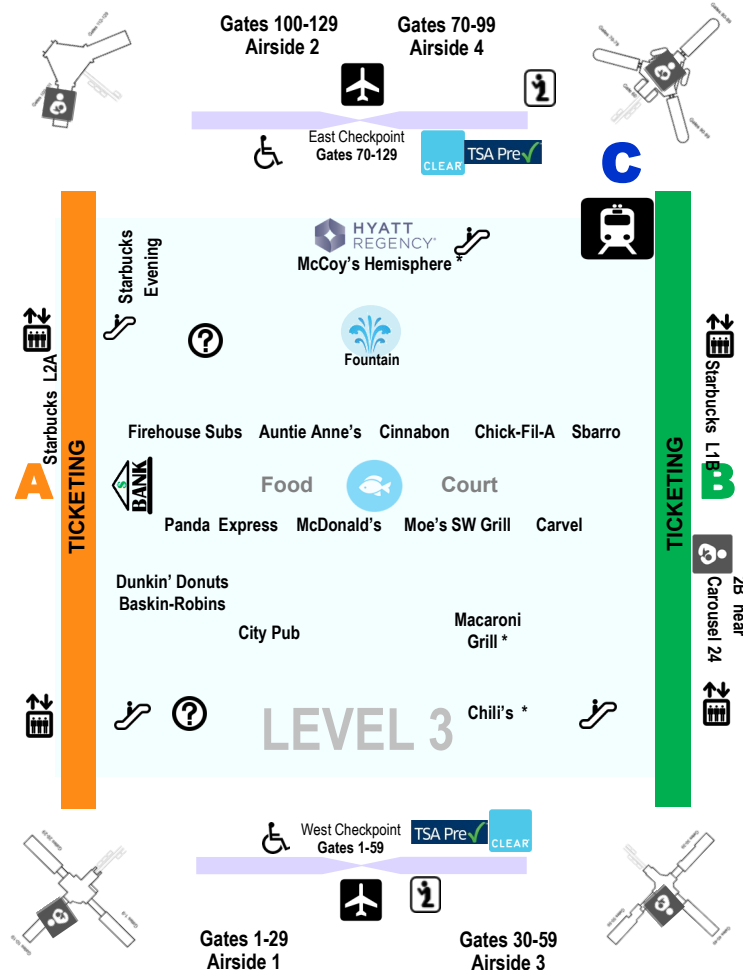
Gates 100-129

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

Gates 100-129

All Sound/Lego	Kylie Cosmetics
Amber Treasures	Naturally Inspired
Bead Factory	Orlando Market
Blossom	Sunglass Hut
Hudson News	Terminal Getaway Spa
InMotion	

Main Terminal

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

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		