

Aer Lingus 70-99 800-474-7424	Aeromexico 70-99 800-237-6639	American Airlines 30-59 800-433-7300	British Airways 70-99 800-247-9297	Caribbean Airlines 70-99 800-920-4225	Azuli Airlines 1-29 844-499-2985	Air Transat 70-99 877-872-6728
Delta Air Lines 70-99 800-221-1212	Edelweiss Air / Swiss 80-99 41-848-333-593	Hawaiian Airlines 80-99 800-367-5320	Lufthansa 70-99 800-645-3880	Silver Airways 1-29 801-401-9100	Southwest 100-129 800-435-9792	Frontier 1-29 801-401-9000
GOL 70-99 0300-115-2121	Hawaiian Airlines 80-99 800-367-5320	JetBlue 1-29 800-538-2583	JetBlue 1-29 800-538-2583	JetBlue 1-29 800-538-2583	JetBlue 1-29 800-538-2583	JetBlue 1-29 800-538-2583
World Atlantic 1-29 888-937-8538	Virgin Atlantic 70-99 800-241-6522	Virgin Atlantic 70-99 800-241-6522	Virgin Atlantic 70-99 800-241-6522	Virgin Atlantic 70-99 800-241-6522	Virgin Atlantic 70-99 800-241-6522	Virgin Atlantic 70-99 800-241-6522
Spirit 30-59 801-401-2222	Sun Country 70-99 800-359-6786	Sun Country 70-99 800-359-6786	Sun Country 70-99 800-359-6786	Sun Country 70-99 800-359-6786	Sun Country 70-99 800-359-6786	Sun Country 70-99 800-359-6786
United 30-59 800-525-0280	United 30-59 800-525-0280	United 30-59 800-525-0280	United 30-59 800-525-0280	United 30-59 800-525-0280	United 30-59 800-525-0280	United 30-59 800-525-0280
Airside 1 1-29 1-29	Airside 2 100-129 1-15	Airside 3 30-59 1-15	Airside 4 70-99 20-32	Airside 1 1-29 1-29	Airside 2 100-129 1-15	Airside 3 30-59 1-15

Airlines

Conventions and Conferences

March 6-14 Sunshine Volleyball Classic (32,760)
 March 26-28 AAU Spring Classic (6,000)



Tips and Updates

MCOcares.com

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

MCO Welcomes
Hawaiian Airlines, Inc.

Ticketing & Bag Claim on Side A
 Gates 80-99
 Cust. Service: 800-367-5320
 Baggage: 866-389-6654

SCAN ME

MCOcares is on Instagram

Follow us @mco cares

SCAN ME

Hidden Disabilities Sunflower Lanyard Program

MCO proudly recognizes the Sunflower Lanyard Program.

To sign up for training, scan the QR code with your smart phone camera to see all available times.

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

MCO

Pocket Guide
March 2021

/flymco
 @mco
 @flymco @mco cares

Customer Service

Common Purpose

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

Behaviors

- Remain mindful of surroundings and stop unsafe behaviors.
- Language assistance is available from Ambassadors or the Information Centers.
- Who do I call about an unattended bag?
- 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?

Frequently Asked Questions

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?

Who do I call about an unattended bag?

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

Where can guests call for Airport Valet Parking? (B Side). After 11 p.m., they can call 877-847-0045.

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?

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	Closed	
Disney's Magical Express	Level 1B	West
First Aid	Call 911	
Information	Level 3, East & West	Level 2, A & B
	Level 1: Center A & B	Each Airside
	Level 3B	Center
Lost & Found	Level 2 East/West/Center	Level 3 East & West
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	
	The Club MCO Lounge	AS 1 & 4
Passenger Lounges	Delta Lounge	AS 4
	United	AS 3 Gate 43
	AA Admirals Club (members only)	AS 3 50 & 54
Pet Relief Stations	All Airsides & Landside Level 2A curb East / B curb West	
Reflection Rooms	West Security Checkpoint	AS 4
Rental Cars	A Check-in Desk Lvl 1 / Garage Return R1 & R2	
Taxi	A & B	Level 1
TSA PreCheck Enrollment Center	Level 3A	Center (Across from Bank)
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	On the Border*	Zaza Snack Bar (Gate 12)
Burger King	Starbucks	
Le Grand Comptoire (Gate 23)	Urban Crave (Gate 4)	

Gates 30-59

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

Gates 70-99

Auntie Anne's	Starbucks
Burger King	Tacos Locos
Cibo Express (Gate 72)	Vino Volo*
Outback*	

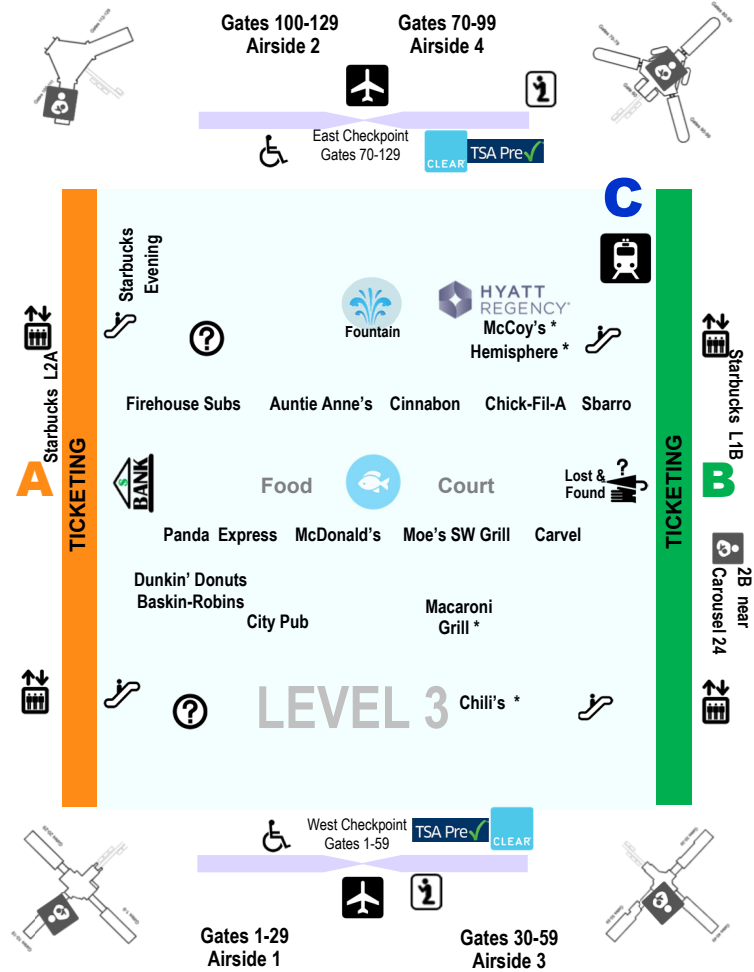
Gates 100-129

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	

Main Terminal

Baskin-Robbins	Panda Express
Chick-Fil-A	Sbarro
City Pub*	Starbucks Evening L3
Dunkin' Donuts	
Lobby Bar	
McCoy's*	
McDonald's	

* table service



Retail

Gates 1-29

All Sound/Lego	Kylie Cosmetics/Skin
Bead Factory	The Club MCO
Blossom	This Socks & Co.
DFASS Duty Free	
Hudson News & Gift	

Gates 30-59

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

Gates 70-99

All Sound	Orlando Market
Amber Treasures	Stellar News
DFASS Duty Free	The Club MCO
GCG Cigars	
InMotion	
Kylie Cosmetics	
Kylie Skin	

Gates 100-129

All Sound/Lego	Natalie's Candy
Bead Factory	Naturally Inspired
Blossom	Orlando Market
Hudson News	Sunglass Hut
InMotion	Terminal Getaway Spa
Kylie Cosmetics	

Main Terminal

Brookstone	Natalie's Candy	The Neighborhood
Cariloha	Naturally Inspired	This Socks
Orlando Market	Oakley	Tumi
Hudson News	Ron Jon	Universal Studios (2)
Johnston & Murphy	Sea World	
Lids	Skechers	
Magic of Disney (near Atrium)	SoundBalance	
	SunTrust Bank	

On-Airport Car Rental—Side A Level 1

Alamo	800-327-9633	Dollar	800-800-4000	National	800-227-7368
Avis	800-831-2847	Enterprise	800-325-8007	Payless	800-729-5377
Advantage	800-777-5500	E-Z	800-277-5171	Sixt	888-941-7498
Budget	800-527-0700	Hertz	800-654-3131	Thrifty	800-367-2277