

Pocket Guide November

Terminal C
Gates C230-C245
Domestic Bag Claim:
C48, C49, C50, C51
Int'l Bag Claim (Inside FIS):

Bag Claim A 1-15 Bag Claim B 20-32 Caetes: 0.29 (Airside 1) 30-59 (Airside 3) 70-99 (Airside A)

Terminals A & B

support@flynorse.com

ORLANDO INTERNATIONAL AIRPORT



It all stants with ME

Customer Service

Common Purpose

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

Service Standards

Safety → Comfort → Ease → Speed

Behaviors

- 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

How do I walk to Terminal A or B?

Who do I call for common area spills?

Who provides language assistance is available from Ambassadors or the Information Center 407-825-2065 or 911.

Who do guests call for airport info & paging?

Guests can call the Information Center at 407-825-2352 and Paging at 407-825-2352

Where can guests call for C Valet Parking?

Guests can call 407-405-6108 for Terminal C Valet. After 11 p.m., they can call 407-825-2292.

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

	V NORSE				
porter 888-619-8622	ˈehlalə j 8822-853-008				
ICELANDAIR С 800-223-5500	iberojet 786-292-3548				
800-772-4642	822-867-9190 COT				
<u>Emirates*</u> 9995-777-008	discover. Lufthansa 833-272-1446 833-272-1446				
Copa Airlines 800-359-2672	Caribbean Allines				
800-742-9297	₹ IUSA \$862-782-888				
Asianca 800-284-2622	800-237-6639				
800-237-2747 800-237-2747	Aer Lingus ♣ 4247-474-008				

Tips and Updates

Connecting Between Terminals:

Shuttle Bus

(Located on the Ground Transportation Curb)

Terminal C: Level 1 at Space 272

Terminal B: Level 1 at Space B16



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



MCO proudly recognizes the Sunflower Lanyard Program.

Learn more at mcocares.com/sunflower

MCOcares is on



Follow us @mcocares



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

from anywhere of airport property.

On-Airport Car Rental

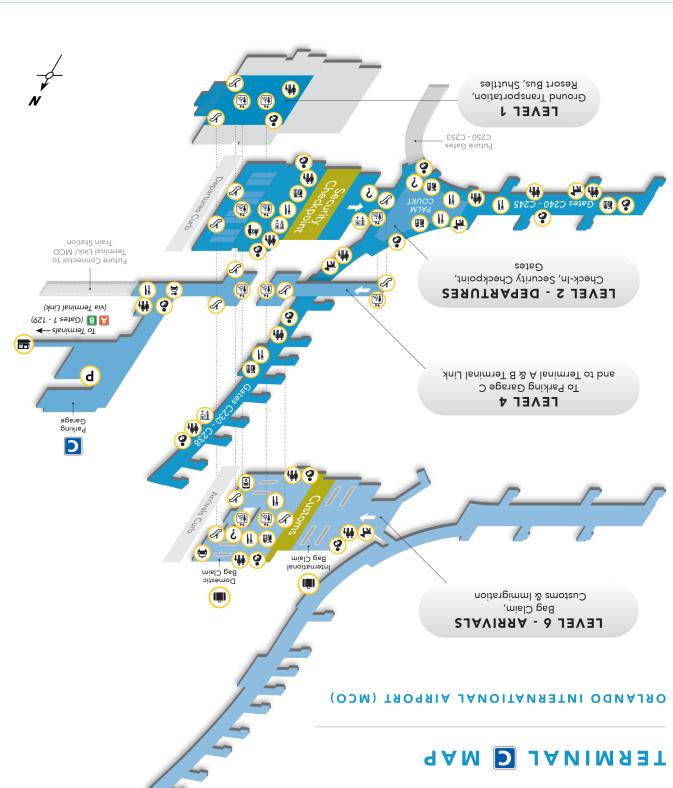
 Alamo
 800-327-9633
 Enterprise 800-325-8007

 Avis
 800-831-2847
 Hertz
 800-654-3131

 Budget
 800-527-0700
 National
 800-227-7368

 Dollar
 800-800-4000
 Payless
 407-856-5539

Sixt 888-749-8227 Thrifty 800-367-2277





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CONCESSIONS

S. RETAIL

Barnik's Coffee & Tea Gratilin Treade Starbucks **Vending **Vending	Eola Market**	Cucina & Co. Einstein Bross. Bagels Main Streets Market Ravenous Pig Brewing Co. General Store Sunshine Diner	Replenish With IIIy Coffee Orange County Brewers	Harvest & Grounds Raw Juce The Scoop	Universal Orlando The Walt Disney World Store Wine Bar George 35ixty Duty Free	Shake Shack Summer House Starbucks Sunglass Hut Trip Advisor	Desano Pizzeria Greenbeat Olde Hearth Bread Co. PGA Tour Grill* Plaza Premium Lounge SeaWorld	Auntie Anne's Brightone Cask & Larder Chick-fil-A City Arts Market
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