888-619-8622 888-619-8622	support@flynorse.com γ ΝΟRSE
800-238-5283 jetBlue	
186-292-3548 iDerojet	822-862-6130 COT
eee e-777-008	airlines discover. Lufthansa
CopaAirlines	Caribbean Nirlines
800-247-9297	5867-285-888 4201
sənihia sənia s airlines 800-284-2622	800-237-6639 ВОО-237-6639
800-531-5747	Aer Lingus مج∕ 800-474-7424

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Terminals A & B

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292 '992 'Z92 'T92

C48' C46' C20' C27

Gates C230-C245

<u> Ternimal C</u>

Domestic Bag Claim:

ilt'l Bag Claim (Inside FIS):

2025 ZO25 Pocket Guide



Ο ΠΑΓΑΝDΟ ΙΝΤΕ ΚΝΑΤΙΟΝΑΓ ΑΙ ΚΡΟΚΤ



ןך מנה גרמוירג מוגע NE

Customer Service Behaviors • Remain mindful of surroundings and stop unsafe behaviors. Shuttle Bus • 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.

Service Standards Safety + Comfort + Ease + Speed

Common Purpose

To delight and value each

guest with the finest airport

experience in the world.

- Proactively offer assistance to the next step in journey.

Frequently Asked Ouestions

How do I walk to Terminal A or B?	Walk through the C Garage to the Train Station and ride the Terminal Link to Terminals A/B.
Who do I call for common area spills?	Communication Center 407-825-2065.
Who provides language assistance?	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.
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.

Tips and Updates MCOcares.com Connecting Between Terminals: (Located on the Ground Transportation Curb) Visit our employee website to see Terminal C: Level 1 at Space 272 resources available to MCO Terminal B: Level 1 at Space B16 employees including employee recognition, job postings, discounts and more! Lost & Found MCOcares is on Terminal A: Level 1.East End Hours of operation: 7:00am-7:30pm O Terminal C: Level 1 Instagram Hours of operation: 8:00am-4:00pm Follow us *All lost and found items are moved from SCAN ME Terminal C to the Terminal A location at @mcocares 4:00pm daily for storage. **Hidden Disabilities Sunflower** DIAL 911 any time our guests need medical attention. Calling 911 MCO proudly recognizes the Sunflower Lanyard is always free and you can call Program. from anywhere on the Learn more at 911 airport property. mcocares.com/sunflower

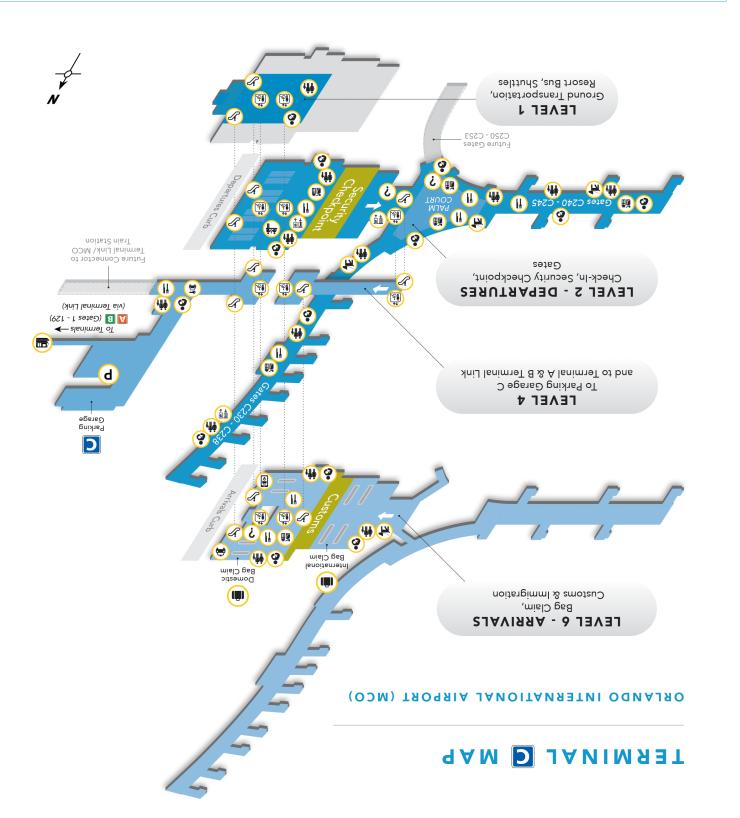
On-Airport Car Rental

Alamo	800-327-9633
Avis	800-831-2847
Budget	800-527-0700
Dollar	800-800-4000

Enterprise 800-325-8007 Hertz 800-654-3131 National 800-227-7368 Payless 407-856-5539

888-749-8227 Thrifty 800-367-2277

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CONCESSIONS & RETAIL

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Domestic Bag Claim		Gates C230-C238	Gates C240-C245	ul-אכא-In				Palm Court
Level 6—Arrivals	4 ləvəl			2 ləvəJ				Level 2—Departures