

Pocket Guide January 2026



ORLANDO INTERNATIONAL AIRPORT



It all starts 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?

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.

Terminal C
Gates C230-C245
Domestic Bag Claim:
C48, C49, C50, C51
Int'l Bag Claim (inside FIS):
C61, C62, C66, C67

Bag Claim A 1-15
Bag Claim B 20-32

Terminals A & B
Gates:
1-29 (Airside 1)
30-59 (Airside 3)
70-99 (Airside 4)
100-129 (Airside 2)

Aer Lingus 800-474-7424	Aeromexico 800-237-6639	Azul 888-587-2985	Caribbean Airlines 800-920-4225	Discover Lufthansa 833-272-1446	COL 855-862-9190	ICELANDAIR 800-223-5500	Porter 888-619-8622
Air France 800-237-2747	Avianca 800-284-2622	British Airways 800-247-9297	Copa Airlines 800-359-2672	Emirates 800-777-3999	Iberia 800-772-4642	JetBlue 800-538-2583	Norse support@flynorse.com

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 mco cares.com/sunflower

MCOcares is on



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.

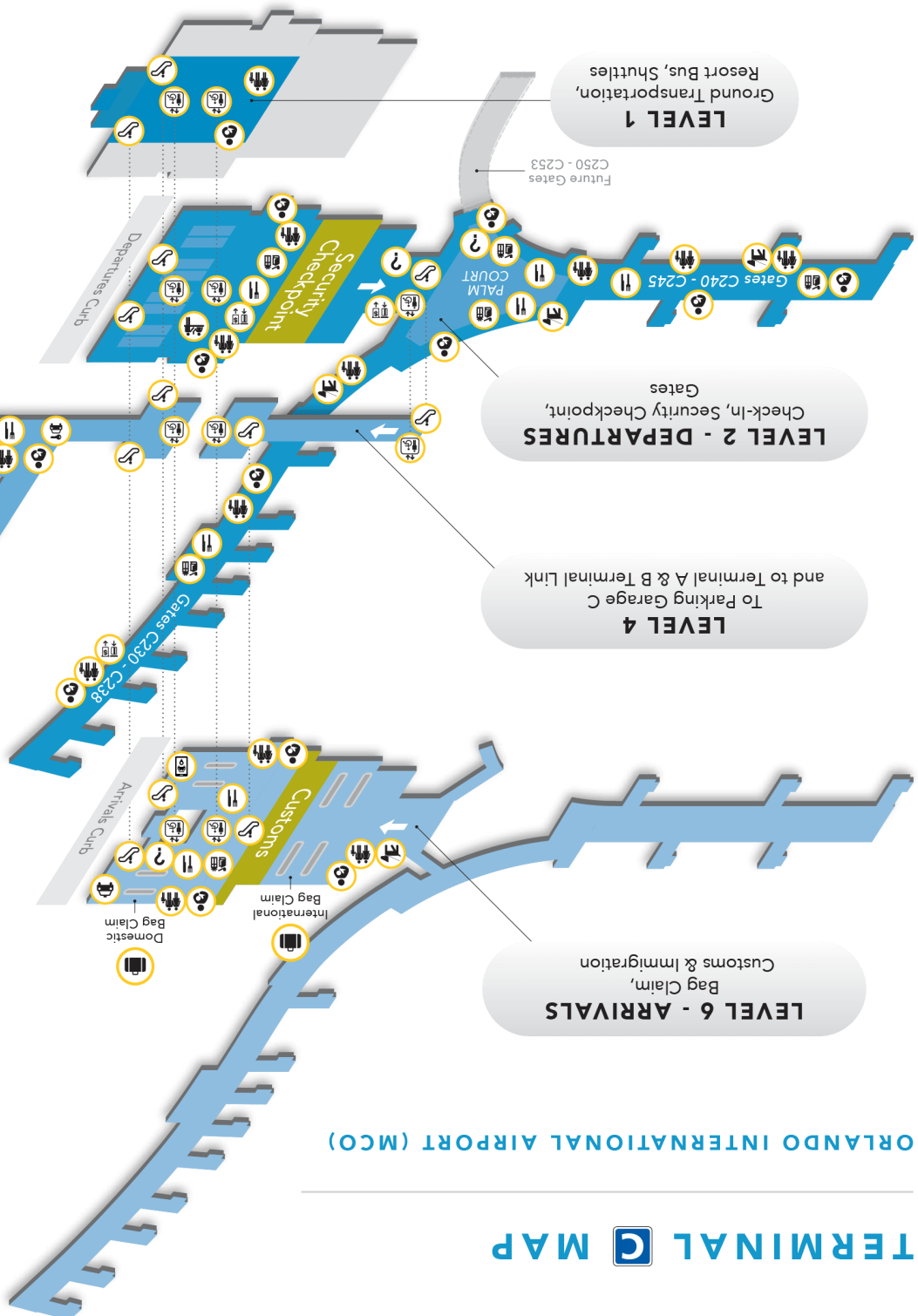
911

On-Airport Car Rental

Alamo	800-327-9633	Enterprise	800-325-8007	Sixt	888-749-8227
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	407-856-5539		

TERMINAL MAP

ORLANDO INTERNATIONAL AIRPORT (MCO)



CONCESSIONS & RETAIL

- ATM
- Bag Claim
- Check-In
- Care Restrooms
- Companion
- Elevator
- Escalator
- Food/Dining
- Information
- Nursing Room
- Parking
- Rental Cars
- Ride Share
- Service Animal Relief Area
- Shopping
- Taxi
- Terminal Link

Level 2—Departures		Level 2		Level 4		Level 6—Arrivals	
Palm Court		Check-In		Gates C240-C245		Domestic Bag Claim	
Auntie Anne's Brighton Cask & Larder Chick-fil-A City Arts Market Cinnabon	Desano Pizzeria Greenbeat Olde Heath Bread Co. Plaza Premium Lounge SeaWorld	Shake Shack Summer House Starbucks Sunlax Hut Trip Advisor	Universal Orlando The Walt Disney World Store Wine Bar George 3Sixty Duty Free	Harvest & Grounds The Scoop Raw Juice	Orange County Brewers Replenish With Illy Coffee	Cucina & Co. Einstein Bros. Bagels Main Streets Market Ravenous Pig Brewing Co. Sunshine Diner	Eola Market** Barnie's Coffee & Tea Starbucks Gallin Trade