Pocket Guide July 2025

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ORLANDO INTERNATIONAL AIRPORT

TERMINAL C

Beyond the Orlando Experience

It all starts with ME

Terminals A & B		Terminal C
Gates:	Bag Claim A 1-15	Gates C230-C245
1-29 (Airside 1)	Bag Claim B 20-32	Domestic Bag Claim:
30-59 (Airside 3)		C48, C49, C50, C51
70-99 (Airside 4)		Int'l Bag Claim (inside FIS):
100-129 (Airside 2)		C61, C62, C66, C67

Aer Lingus 800-474-7424	NORSE support@flynorse.com
AEROMEXICO. 800-237-6639	jetBlue 800-538-2583
azul 888-587-2985	ICELANDAIR 800-223-5500
Caribbean Airlines 800-920-4225	GOL 855-862-9190
Copa Airlines 800-359-2672	iberojet 786-292-3548
BRITISH AIRWAYS 800-247-9297	Emirates 800-777-3999
avianca airlines 800-284-2622	discover. Lufthansa airlines 833-272-1446
AIRFRANCE 800-237-2747	porter 888-619-8622

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.**

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**

MCOcares.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

MCO proudly recognizes the Sunflower Lanyard Program.

Learn more at mcocares.com/sunflower

MCOcares is on

Instagram
Follow us
@mcocares

SCAN ME

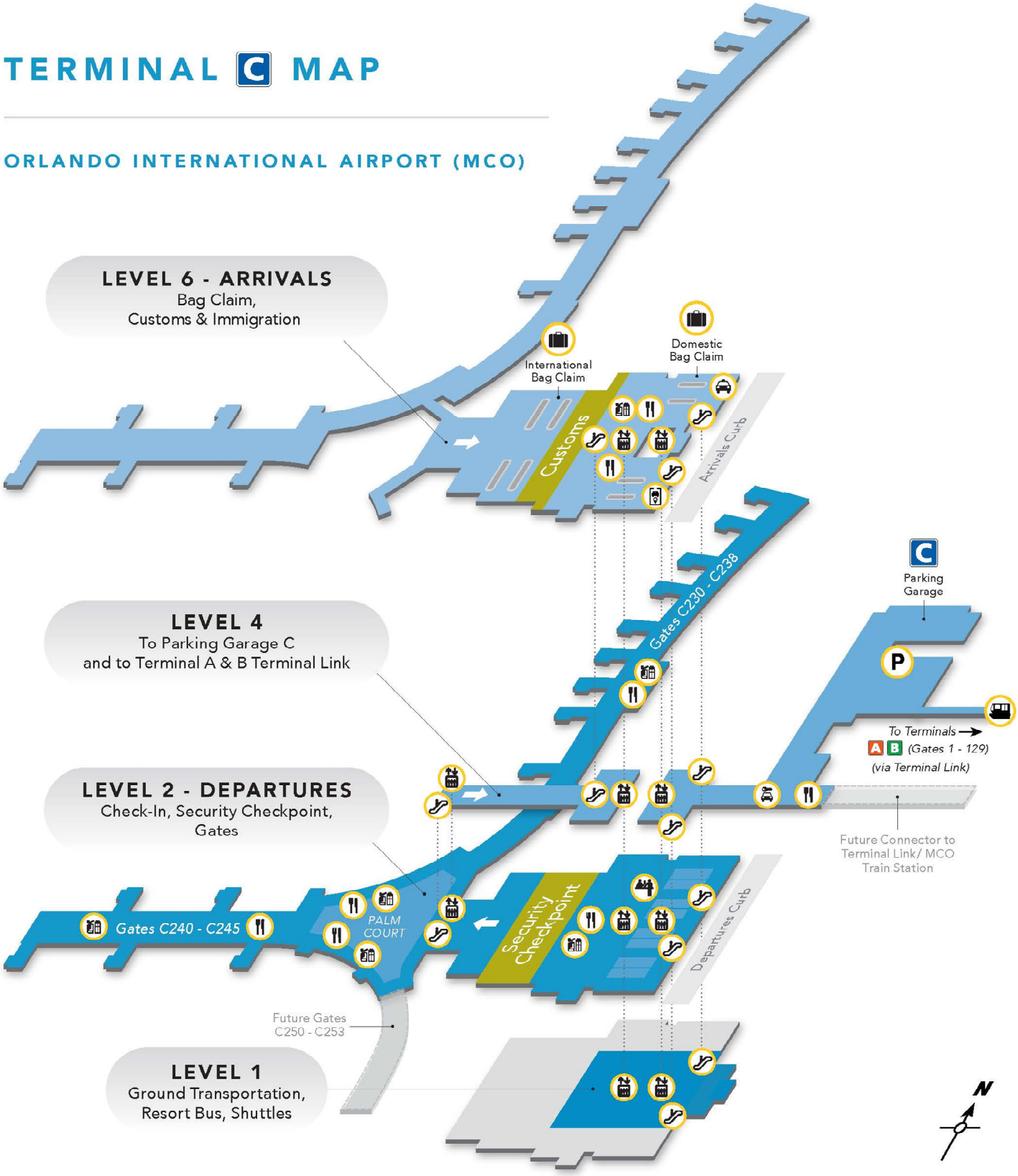
DIAL 911 any time our guests need medical attention. **Calling 911 is always free** and you can call **911** from anywhere on the airport property.

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 C MAP

ORLANDO INTERNATIONAL AIRPORT (MCO)



CONCESSIONS

Level 2—Departures				Level 2			Level 4	Level 6—Arrivals
Palm Court	**Gates 230-245**			**Check-In**	**Gates C240-C245**	**Gates C230-C238**		**Domestic Bag Claim**
Auntie Anne's Brighton Cask & Larder Chick-fil-A City Arts Market Cinnabon	Desano Pizzeria Greenbeat Olde Hearth Bread Co. PGA Tour Grill* Plaza Premium Lounge SeaWorld	Shake Shack Summer House Starbucks Sunglass Hut Trip Advisor	Universal Orlando The Walt Disney World Store Wine Bar George 3Sixty Duty Free	Harvest & Grounds Raw Juce The Scoop	Replenish With Illy Coffee Orange County Brewers	Cucina & Co. Einstein Bros. Bagels Main Streets Market Ravenous Pig Brewing Co. General Store Sunshine Diner	Eola Market**	Barnie's Coffee & Tea Gatlin Trade Starbucks *Coming soon **Vending