Experience MCO FAQs

What is the Experience MCO Visitor Pass Program?

This program allows guests who are not flying that day to visit Terminal C and enjoy the amenities post-security. This program is intended to allow guests to spend time with their friends and family or shop and dine at the airport.

How does the Experience MCO Visitor Pass work?

Non-ticketed guests may request to enter the post-security area of Terminal C.

Step 1: Apply Online

You can apply the day of your visit or up to seven days in advance. Pass availability is limited. If you cannot select a specific date on the online form, visitor availability has reached capacity.

Provide your date of birth, gender, and full legal name exactly as it appears on your TSA-approved photo ID (e.g., passport or driver's license). You'll receive a confirmation email verifying that your request has been received.

Step 2: Get TSA's Approval

Your request will be reviewed by the Transportation Security Administration (TSA)

If you're applying in advance: You'll receive an email with your approval status after midnight on the day of your approved visit.

If you're applying for same day entrance: You'll receive an email with your status within 15 minutes.

Step 3: Show off your Experience MCO Visitor Pass

If approved for entry, you'll receive your Experience MCO Visitor Pass attached to your approval e-mail. When entering the TSA Checkpoint, make sure to open the Experience MCO Visitor Pass attachment to provide to the TSA, along with your TSA-approved photo ID. Make sure to advise the TSA Officer that you have an Experience MCO Visitor Pass when presenting your photo ID.

Experience MCO Visitor Pass guests must enter the Terminal C TSA Checkpoint general screening line. Entry is restricted to only 10:00 a.m. through 4:00 p.m. Experience MCO visitor Pass guests are required to exit Terminal C by 8:00 p.m.

Program and Security Information:

- Printed Experience MCO Visitor Passes are not accepted.

- You will be subject to the same security regulations as ticketed passengers and must comply with TSA's screening procedures. Do not bring TSA prohibited items and review the 3-1-1 Liquids Rules.

- At this time, expedited screening and trusted traveler programs, such as the TSA PreCheck, CLEAR programs or the MCO Reserve program, cannot be used with the Experience MCO Visitor Pass.

- Experience MCO Visitor Passes are limited, subject to TSA approval, and granted on a first-come, first-served basis.

- In response to urgent circumstances or operational needs, the Greater Orlando Aviation Authority reserves the right, in its sole discretion, to cancel the program, cancel approved Experience MCO Visitor Passes, or modify program rules at any time without prior notice.

- The Experience MCO Visitor Pass is non-transferrable and valid only on the date of issuance, the approved timeframe through 8:00p.m., and only in Terminal C of Orlando International Airport.

How long will the Experience Visitor Pass Program last?

Experience MCO is a pilot program. In response to exigent circumstances or operational needs, the Greater Orlando Aviation Authority reserves the right, in its sole discretion, to cancel the program, cancel approved Experience MCO Visitor Passes, or modify program rules at any time without prior notice.

What hours may I enter the Terminal C using an Experience MCO Visitor Pass?

Entrance to the TSA Checkpoint by Experience MCO Visitor Pass guests is not permitted before or after the approved timeframe. Entry is restricted to only 10:00 a.m. through 4:00 p.m. Experience MCO visitor Pass guests are required to exit Terminal C by 8:00 p.m.

Be sure to allow enough time to get through the security lines. You may exit and re-enter the passenger terminal at any time during your registered day and the program operating hours. However, if you depart the post-security area, you're required to re-enter through the TSA Security Checkpoint, so please plan accordingly. Guests re-entering the terminal may be delayed at the TSA Checkpoint due to the priority of screening ticketed passengers.

Operating times vary, and not all shops, restaurants or amenities may be open during your visit.

Can I use this program if I'm a ticketed passenger?

The traveling public is not eligible for an Experience MCO Visitor Pass. This program is specifically for non-traveling guests. No exceptions will be granted.

What forms of identification are accepted?

Any non-expired photo identification accepted by TSA may be used to register for an Experience MCO Visitor Pass, including driver's licenses from other states, and U.S. and international passports.

Will I need my identification at the Airport?

Yes, you should have your identification available at all times while visiting the airport. At the TSA Checkpoint, your photo ID is used to confirm your identity and approved Experience MCO Visitor

Pass authorization. While within the terminal, guests must present their Experience MCO Visitor Pass and photo ID upon request from the TSA, Security or any other Airport Official.

What items can I bring with me?

Experience MCO Visitor Pass guests are subject to the same TSA security regulations as ticketed passengers.

- TSA Prohibited Items also applies to Experience MCO Visitor Pass holders. Bringing any of these prohibited items may lead to confiscation or denial of access.
- No hand-carried luggage is allowed. Visitor Pass guests are limited to (1) personal item (e.g., laptop bag or purse) and must comply with the same TSA screening and inspection procedures as ticketed passengers.

When can I apply for a visit?

You can apply the same day you want to visit, or up to seven days in advance.

- If applying in advance, you will receive an email with your approval status after midnight on the day of your visit. Your Experience MCO Visitor Pass is attached to this email notification.
- If applying for same day entrance, you will receive an email with your approval status within 15 minutes. Your Experience MCO Visitor Pass is attached to this email notification.
- If approved, bring your digital Experience MCO Visitor Pass and your TSA approved photo ID to the Terminal C TSA Checkpoint during the approved timeframe.
- Printed Experience MCO Visitor Passes are not acceptable.
- Please do not arrive with an expectation of entering the Terminal C TSA Checkpoint unless you have received an approved Experience MCO Visitor Pass via email.

Where do I sign up for an Experience MCO Visitor Pass?

Subject to availability, you may apply online for the same day and up to seven days in advance.

Apply Now: experiencemco.orlandoairports.net

Why couldn't I select a specific date using the online tool?

If you're unable to select a specific date up to seven days before your visit, it means the program availability for that day has already been met.

We hope that you will come for a visit on a different day. Just complete a new application up to seven days before your visit.

Apply Now: experiencemco.orlandoairports.net

Are minors eligible to use an Experience MCO Visitor Pass?

Yes, minors are eligible to participate. Regardless of age, every person participating in the Experience MCO Visitor Pass program must complete a separate online registration and bring their own Experience MCO Visitor Pass.

Visitors under the age of 18 who have a TSA-approved photo ID must complete registration online and bring the same photo ID used for registration.

Parents or guardians of minors without a photo ID must complete the online registration.

Every adult visitor must bring their own Experience MCO Visitor Pass along with the Experience MCO Visitor Passes for any minors they are supervising.

Minors under the age of 18 must remain under escort at all times by an approved Experience MCO Visitor Pass adult participant.

One adult Experience MCO Visitor Pass participant can accompany up to five minor participants.

How do we apply for a family or group?

Every non-traveling guest must complete the online registration form and be approved for entrance, regardless of age. Minors without valid photo IDs must apply and be accompanied by an adult who has also been approved for Experience MCO Visitor Pass entry.

Can I use an Experience MCO Visitor Pass with CLEAR® or TSA Pre✓®?

At this time, expedited screening and trusted traveler programs, such as the TSA PreCheck, CLEAR programs or the MCO Reserve program, cannot be used with the Experience MCO Visitor Pass. The Experience MCO Visitor Pass is not an expedited entry program, and all participating guests must use the general security line.

Can I use an Experience MCO Visitor Pass to enter Terminals A or B?

No, at this time the Experience MCO Visitor Pass program is only accepted in Terminal C of Orlando International Airport.

I'm a badged airport employee, am I eligible for an Experience MCO Visitor Pass?

Yes, you are eligible to receive an Experience MCO Visitor Pass when not working.

Restrictions:

- You are not eligible if you've forgotten or lost your badge, still employed at the airport but let your badge expire, or your badge was subject to suspension or revocation.
- During your visit, you're strictly prohibited from using your badge to access areas of the airport not otherwise open to the general public.

- If you violate these terms, you may be subject to administrative fines, suspension, or revocation of your badge.

I'm not badged for the airport, but work on airport property. Can I get a pass?

Yes, provided your application is approved, you may be issued an Experience MCO Visitor Pass.

Is wheelchair assistance available?

We welcome participants using a personal wheelchair or other mobility aid. On site wheelchair attendants and wheelchairs are only assigned to ticketed passengers by their airlines.

Can I meet passengers arriving on an international flight using an Experience MCO Visitor Pass?

You can meet passengers arriving from international destinations outside security on Level 6 of Terminal C; you do not need to request an Experience MCO Visitor Pass. The area where arriving international passengers must clear U.S. Customs is secure and only accessible to international travelers. The Experience MCO Visitor Pass program does not apply to the International Arrivals area.

If MCO is the first U.S. point of entry for a passenger, they will need to clear U.S. Customs here. If they are connecting to another U.S. city, you can see them to the gate of their departing flight using an Experience MCO Visitor Pass.

How will you use my personal information?

All visitors should carefully read the Privacy Act Statement below before requesting an Experience MCO Visitor Pass. In order for non-traveling visitors to receive an Experience MCO Visitor Pass to access the terminal, all visitors, including minors (under 18 years of age) entering with an adult visitor, are required to provide personal information used to obtain TSA authorization.

PRIVACY ACT STATEMENT

The Transportation Security Administration (TSA) of the U.S. Department of Homeland Security (DHS) requires us to collect information from you for purposes of watch list screening, under the authority of 49 U.S.C. section 114, and the Intelligence Reform and Terrorism Prevention Act of 2004. Providing this information is voluntary; however, if it is not provided, you will be denied an Experience MCO Visitor Pass.

TSA may share information you provide with law enforcement or intelligence agencies or others under its published system of records notice. For more on TSA Privacy policies, or to view the system of records notice and the privacy impact assessment, please see TSA's Web site at www.tsa.gov.

How will I know if my visit is approved?

You will receive an email with your approval status within 15 minutes. If approved for entry, you'll receive your Experience MCO Visitor Pass attached to your approval notification e-mail.

If you are approved, bring your digital Experience MCO Visitor Pass included in the approval email and your TSA-approved photo ID to Terminal C of Orlando International Airport at the approved start time.

Can I leave the airport and come back later in the day?

Yes, the Experience MCO Visitor Pass allows exit and re-entry only on the day of your approved visit. However, you must re-enter the TSA screening checkpoint no later than 4 p.m. If you return on a different day, you will have to complete another request for entry through the online registration. Visitors re-entering the passenger terminal may be delayed at the TSA Checkpoint due to the prioritization of ticketed passengers.

Are non-U.S. citizens eligible for an Experience MCO Visitor Pass?

Absolutely!

Should I request an Experience MCO Visitor Pass to meet an unaccompanied minor?

No, arrangements for picking up an unaccompanied minor from a flight should be coordinated directly with the respective airline.

Where can I get my TSA questions answered?

Those who are preparing to travel and may have special circumstances, considerations or general questions about airport screening can get live assistance by tweeting questions and comments to @AskTSA or via Facebook Messenger, weekdays from 8 a.m. to 10 p.m. EDT and weekends/holidays from 9 a.m. to 7 p.m. EDT. You can also call the TSA Contact Center at 866-289-9673.

TSA also offers TSA Cares, a helpline for travelers with disabilities, medical conditions and other special circumstances. You may submit a request for assistance by calling TSA Cares at 855-787-2227, weekdays from 8 a.m. to 11 p.m. and weekends/holidays from 9 a.m. to 8 p.m. TSA Cares is open 365 days a year. Passengers may also use the TSA Cares form available on the TSA website which can be found athttps://www.tsa.gov/travel/passenger-support.