



CLT Tenant Handbook

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CLT TENANT HANDBOOK

This handbook is intended to serve as a quick reference for the tenants of Charlotte Douglas International Airport. It is provided as a supplemental guide to the CLT AOA Standards, CLT Security Standards, existing agreements between the Airport and its tenants and any other policies and procedures by the Airport. The contents have been adopted in the interest of safety and efficient operation of the Airport. Links to the pertinent policies, procedures and city ordinances are provided throughout the handbook.

This CLT Tenant Handbook dated 4/28/2021 replaces and supersedes the “CLT Terminal Tenant Handbook” dated January 21, 2011 via the “Aviation Directors Notice No. 1 “

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1.0 TENANT MODIFICATION APPLICATIONS (TMA)

Any and all modification of Airport space, including painting and signage, must be approved by the Aviation department. Please refer to the [TMA Guidelines](#). If you have any further questions regarding the Tenant Modification Application process, please contact [property management](#).

1.1 Communication Room Access

For access to Communications rooms, please email Techhelp@cltairport.com. The request must be sent at least 24 hours in advance, to arrange for an escort. Once the individual's credentials are verified, Tech Help will respond confirming the appointment. See 6.2 below for more information.

2.0 TERMINAL DELIVERIES

All deliveries to the terminal must be scheduled, by emailing loadingdock@cltairport.com.

2.1 Main Loading Dock

- The dock operates Monday to Friday 5:00am to 5:00pm, Saturday 5:00am to Noon.
- Vendors arriving without a scheduled time slot, will be required to wait until all scheduled vendors are finished.
- Tenants must meet their vendors and product may not be left on the dock. Deliveries will be turned away if the tenant is not available to accept their delivery.
- Product left on the dock for over an hour will be disposed of.
- Traffic must follow signs to enter the truck hold area off Rental Car Road and call the dock, 704.359.4769, for access.
- Vehicles must be branded on both sides and driver must have a valid driver's license.
- All empty crates and kegs must be picked up at each delivery. Empty crates left on the dock after a delivery, will be disposed of.

2.2 Ramp Deliveries (Field Gate Entry)

Ramp deliveries must be scheduled at least 48 hours in advance by emailing loadingdock@cltairport.com on weekdays. An approval confirmation will be sent within 24 hours. If you do not receive a confirmation email, the delivery is not approved. Please contact the Terminal Property Manager for instructions. All the Main Dock protocols apply in addition to the following:

- Tenants must prepare their associates by providing the following:
 - A green badge with escort privileges and access to the receiving area
 - Hi-Vis Safety Vest and Lit Wands
 - Training on CLT ramp safety procedures

Ramp Delivery Steps

- Tenant checks the vehicle path to the Dock/POD area is free, prior to delivery time.
- Vendors arrive at the field gate in advance of the scheduled time and contact the tenant.
- Tenant confirms the path is clear and they are ready to receive the delivery.
- Security confirms the delivery is scheduled, tenant is present and calls for a vehicular escort.
- Vendor is escorted by CLT Operations to the receiving dock/POD.
- Tenant in a Hi-Vis Safety vest, must guide the truck in with lit wands, taking over the escort.
- The delivery must be screened by CLT Security before taken inside the tenant's space. If Security is not present, the tenant is responsible for staying with the goods until CLT Security arrives.
- The driver is required to remain by the truck while on the ramp.

- All goods must be unloaded and delivered into the appropriate tenant's space within the allotted delivery time. No deliveries may be stored at the dock or the ramp.
- Should the delivery exceed scheduled available time, the vendor will be required to cease unloading and the truck escorted off the ramp.
- When delivery is complete, tenant calls Operations (704.359.4012) for escort off the ramp.
- **Unscheduled deliveries will NOT be permitted.**

2.3 Delivery of goods or materials inside the Terminal

Every possible effort should be made to restrict deliveries of goods and materials, traversing the public circulation area, to overnight hours. If deliveries must be made through the circulation areas during the day, they must follow the guidelines below:

- No mechanical carts or electric pallet jacks may be used to transport goods through the terminal building during passenger traffic hours. Pallets jacks are prohibited on the terrazzo floors, at any time.
- Goods transported through the terminal must be placed on carts and follow the below safety measures:
 - All carts must have rubber wheels and be in working order.
 - Have goods organized to safely carry the load, with heavy boxes on the bottom.
 - All goods must be sealed and leak proof.
 - Goods shall be stacked no higher than transporter can safely see above.
 - The load must be contained within the cart.
 - The goods must be wrapped in cellophane.
 - No more than 3 empty carts may be transported together and must be safely belted or wrapped together.
 - Only one loaded cart at a time may be transported by an individual.
 - Carts transported to Concourse E must use the single elevator to the left of the escalators, going down to the concourse.
 - Tenants may not stage carts or materials outside of their lease space.

2.4 Curbside Deliveries

No tenant shall receive deliveries of goods, materials or merchandise from the curbside of the terminal, without specific authorization from the Aviation department. Curbside deliveries for the secure area require approval by the Airport Security Coordinator (ASC) and require 72 hours' notice.

Please email loadingdock@cltairport.com for scheduling and directions.

2.5 Armored Guards

All armored guards must be scheduled and escorted into the terminal by CMPD. All armored guard services are required to service the terminal with 2 people, a driver and a porter. Armored vehicles are not permitted to park curbside. Armored vehicles are required to drop off the porter and leave the curbside until their service has been completed. Please contact the [Terminal Property Manager](#) for protocol details and to schedule services. Airside Armored Guard services must be coordinated through the [Airport Security Coordinator](#) ASC@cltairport.com.

2.6 Used Cooking Oil Disposal

Used cooking oil must be properly disposed of in authorized Airport cooking oil tanks. Restaurants without direct lines to used cooking oil tanks, must cart their used cooking oil with an Airport authorized sealed caddy to the closest tank. The closest disposal site may be another restaurant with a direct line to a tank, or on the ramp at the following gates: A4, A5, A23, B9, B10, C4, C13, D4, E10, E25 and the Main Loading Dock. The

cooking oil tanks are managed by HMS Host. HMS Host must be alerted immediately when tanks are full. The current authorized caddy is a *Casino Caddy*. Please contact HMS Host for more information, 704.359.4596.

3.0 GENERAL CONDUCT

3.1 Inappropriate Conduct on Airport Premises.

CLT reserves the right to restrict access privileges and confiscate Badges of Badge holders who engage in inappropriate conduct, which includes but is not limited to, using offensive or threatening language and/or gestures; refusing to cooperate with law enforcement; tampering or interfering with the Airport's access control system; interrupting or disrupting Airport operations; or damaging Airport property. [CLT Security Standards](#)

3.2 Employee Break Areas

Airport tenant employees are to utilize the breakrooms furnished by their employers. Hold rooms and rocking chairs are intended for ticketed passengers and restaurants for customers. Airport tenant employees are prohibited from sitting in hold rooms, restaurants and food courts, unless they have purchased food from the establishment.

3.3 Smoking for Terminal Tenants

All Airport tenants, without exception, are expressly prohibited from smoking anywhere within the Airport property, without limitation. [Airport Smoking and Electronic Cigarette Policy](#)

3.4 Litter and Refuse

Foreign Object Debris, also known as FOD, is any nut, bolt, trash, or loose item on the Air Operations Area (AOA) that has the potential to damage an aircraft. It is the responsibility of all tenants and employees to remove all FOD and properly dispose it in dumpsters located throughout the AOA. [AOA Standards](#)

Trash bags shall not be left unattended outside of Food & Beverage or Retail venues, jet bridges, outside garbage receptacles, in public areas or any portion of the ramp. No person shall place waste anywhere on Airport property, except in Airport-approved receptacles. Tenants may not place any garbage, debris, or refuse outside of their leased space. All litter and refuse must be covered when transported, in sealed, leak proof receptacles. Stored or transported litter or refuse must be in tied plastic bags. Metal items may be disposed of in the metal compactor behind the CLT Center. Glass and Cardboard compactors are located at the Main Loading Dock.

3.5 Damage to Airport Property

No person shall destroy property located on the Airport, nor abandon personal property on the Airport premises. The person responsible for damage must report it immediately to CLT Operations, 704.359.4012, remain at the incident location, and upon demand, shall reimburse the Airport for the full amount of the damage. Any person failing to report and/or reimburse the Airport for damage of Airport property, may be refused the use of any facility and may lose their badge, until a report and/or full reimbursement has been made.

Penalties for violations can be reviewed in the [CLT Security Standards](#).

3.6 Emergency Exits

Do not block emergency egress doors at any time. Pathways to emergency doors must be kept free of obstructions at all times.

3.7 See Something, Say Something

- **Safety and Security**

All Badge holders must immediately report any suspicious activity to Airport Operations at 704-359-4012, keep the person in sight and remain in the area until Security or Law Enforcement arrives unless it is physically unsafe to do so. [CLT Security Standards](#)

- **Maintenance and Repair**

If you find something out of order, please email cltworkorders@cltairport.com. If the item involved compromises safety, please call 704.359.4764, for immediate resolution.

4.0 GENERAL AIRPORT PROPERTY

4.1 Visitor Passes

Tenants may acquire visitor passes for non-badged new employees and guests for business purposes only. Information, including the full name and birthday of the individual, is required at least 24 hours prior to their visit. Names must be entered in the AirportICE Web Portal by your authorized signer. The passes may be obtained at the Airport Services Desk in the middle of the ticket lobby.

To obtain a pass for non-business purposes, please send an email with the date and explanation to asc@cltairport.com at least 72 hours prior to the visit.

4.2 Wheelchairs

CLT requires the use of stacking/nesting wheelchairs by all terminal tenants. The *Staxi* brand wheelchair is one example currently being used by all tenant airlines. Tenants are permitted to have 5 extra wide wheelchairs for their operation. Wheelchairs are considered “extra wide” if they have a seat width of 22” or more. Any wheelchairs that do not comply with the above, must be removed from the Airport premises. Failure to remove unapproved style wheelchairs will result in the Airport taking possession and discarding.

4.3 Tow Vehicles

Every attempt should be taken to avoid taking tow vehicles, such as *Cushman’s*, on elevators. If one must be moved between floors, a freight elevator must be utilized with two people. One person must hold the open button inside the elevator, while the other drives the tow vehicle. Tow vehicles may not be driven in the terminal during passenger traffic hours, typically from 5am till 11pm. If you break or damage an elevator, you must immediately call Operations and remain at the incident location, until a CLT Security or Operations officer arrives. (704.359.4012)

4.4 Golf Carts

The use of golf carts and other motorized vehicles, anywhere inside the terminal, is strictly prohibited, except for limited use by the Airport and emergency services.

4.5 Moving Sidewalks, Escalators and Elevators

The use of moving sidewalks, elevators and escalators are for the use of passengers and employees only. Carts, strollers and wheelchairs are strictly prohibited from use of moving sidewalks and escalators. Large loads of materials or goods shall be confined to freight elevators.

If you break or damage an escalator or elevator, you must immediately call Operations and remain at the incident location, until a CLT Security or Operations officer arrives. (704.359.4012)

4.6 Key Standards

All tenant spaces must be keyed on the CLT key system for fire department access. New construction must be put on the Airport standard construction key, unless the door is a Security Access point. If the door is a Security Access point, it must be put on a CLT restricted key, which is controlled by the TSA. Once construction is complete, the space will be keyed to the Airport Grand Master. TSA controlled keys may not be copied and additional keys may be attained for a fee by submitting a [Key Request Form](#).

To have the locks of your space changed, please send an email with the room number and amount of keys you need to CLTworkorders@cltairport.com. Tenants will be charged a fee for lock changes and lost keys.

If padlocks located on Airport property, are not on the Airport master system, the Airport has the authority to remove them at any time.

4.7 Terminal Mailboxes

Mailboxes are available free of charge to terminal tenants. Mailboxes are located on the baggage claim level of the terminal. Users are provided 2 keys and additional keys can be attained for a fee. Please request a mailbox by emailing the [Terminal Property Manager](#).

4.8 Lost Articles

Lost articles are to be turned into the Airport Lost and Found Office, located behind the American Airlines Baggage Service Office in Baggage Claim. The Airport Lost and Found office can be reached at 704.359.8765. If you have lost an article, please complete a [Lost & Found Reporting Form](#) for assistance with locating the item. See contact information for airline lost and found numbers.

4.9 Storage of Property and Equipment

Unless otherwise provided in a lease or other agreement, no person may use any area of the Airport for storage of property without the permission of the Aviation Department. No Airport tenant, subtenant or contractor may store or stock material or equipment in such a manner as to constitute a hazard to personnel, passengers, or property. Abandoned items left in unauthorized areas, such as electrical and mechanical rooms, will be subject to removal.

4.10 Electrical Cords

The prolonged use of extension cords and power strips should be avoided. Please refer to Section 1.0 Tenant Modification Applications, to install additional electrical outlets, if required.

5.0 TERMINAL EVENTS

Any planned activity in the public spaces of the terminal and/or outside of lease space such as, tenant employee outreach, celebrations, media events and happenings must be preapproved by the Aviation Department.

Please contact the [Terminal Property Manager](#) prior to finalizing plans at least one week in advance of the event or as soon as plans are underway.

- Events may not impede the flow of passenger traffic and/or operations of any other tenant.
- Events that require any change in the Security protocols, require 2 months' notice.
- Tables are available for loan from the Airport.
- No helium balloons are permitted in the terminal building.
- Hold room seating may not be moved without the Airport's permission.

5.1 Room Rentals

The Piedmont Room and the Auditorium are available to rent for meetings and events. To reserve a room, email techhelp@cltairport.com with the date and time of your request. For more details and rates, please follow this link: <https://www.cltairport.com/business/property-management>

5.2 Charitable Solicitation, Literature Distribution and Demonstrations

Permits for charitable solicitation, literature distribution or demonstrations should be requested via the Permit Application below. Permits are approved for use in accordance with the terms and conditions set forth in the Airport Charitable Solicitation and Demonstration Control Ordinance. Permit applications shall be submitted by hand-delivery to the Airport Credentialing and Compliance Office, 5501 Josh Birmingham Parkway, Charlotte, NC 28208, (o) 704.359.4004.

[Charitable Solicitation, Literature Distribution and Demonstration](#)

Permit Application for Charitable Solicitation, Literature Distribution and Demonstration
City of Charlotte Picketing Ordinance

5.3 Grilling on the Ramp ([CLT AOA Standards](#))

Using BBQ grills, smokers, gas torches, welders, or any other device that causes an open flame without advance approval from CLT Airside Operations is prohibited. BBQ grills are permitted on the AOA under the following restrictions: the BBQ grill is at least 50 feet away from aircraft, structure, or fueling operation and a fire extinguisher are readily available. The responsible party must notify CLT Airside Operations at 704.359.4012 prior to the start and commencement of use.

6.0 CONTRACTORS INSIDE THE TERMINAL

The following guidelines are designed to keep the passengers' safe as well as avoiding one tenant's projects from impeding the operations of another. Tenants are required to inform their contractors of the Airport's guidelines and insure they are followed. Please reference the TMA Guidelines, section 1.0 of this document, and CLT Design Standards for more information regarding Tenant work.

- **Prohibited Items Necessary for the Performance of Job Duties.** ([CLT Security Standards](#))
Anyone in possession of prohibited items required for the performance of duties (such as tools) entering a restricted area must:
 - Have a written inventory of the items.
 - Ensure the items are required for the job they are currently performing.
 - Ensure control and accountability of the items is maintained 100% of the time.
 - Ensure items are locked and secured, or in sight of the person when not in use.
 - Ensure items are stored in an area secured with a lock.
- Construction equipment and material may not be transported through the passenger circulation areas of the terminal, between 5:00am and 11:00pm.
- Construction equipment and all related project materials must be kept behind construction walls or within tenant lease space.
- No material or debris may be left in the passenger areas of the terminal building or the ramp.
- Freight deliveries to the Loading Dock are not permitted unless arranged and scheduled with the Dock Manager.
- Construction noise in the terminal must not exceed the level where normal conversation can be heard, during passenger traffic hours.
- Work causing strong odors, or sanding that will cause dust outside of the construction area, must be accomplished between 11:00pm and 5:00am.

- No construction debris may be disposed of in the Airport trash cans or compactors.

6.1 Technology Escorts

Tenants must request permission to make any changes in the Communications Rooms. Access to the Communication Rooms is provided by CLT Tech Help and require a 72-hour advance notice. To request access, please email CLTechhelp@cltairport.com with the following information:

- Technicians first, middle and last name, date of birth and cell number
- Sponsor tenant name, company, cell number and email
- Description of work and locations to be accessed

CLT Tech Help will verify the information for security compliance and confirm the details of the work, before confirming the appointment.

7.0 COMMERCIAL ENTERPRISES & ACTIVITIES

7.1 Business on Airport Property ([City Ordinance Sec 4-32](#))

Commercial activity use permit.

No person shall carry on or conduct any commercial activity at, upon or from the Airport without first securing a use permit issued by the aviation director unless such activity is undertaken pursuant to a duly authorized and executed lease, contract or other written agreement between such person and the city. The aviation director may require permittees to pay fees to the city as a condition of engaging in commercial activity at, upon or from the Airport.

Information on business opportunities with the Airport can be found at <https://www.cltairport.com/business>.

7.2 Advertisements

No person shall post, distribute, or display signs, advertisements, circulars, printed or written matter at the Airport, without the express written consent of the Aviation Department. More information may be found at <https://www.cltairport.com/business/advertising> [CLT Advertising policy](#).

7.3 Commercial Photography and Filming ([City Ordinance Sec. 4-33](#))

Permit required for commercial photographic activity.

No person, other than official representatives of news media on duty or during official assignments, shall take still, motion or sound pictures for commercial purposes at or upon the Airport without first having obtained the permission of the aviation director. The aviation director may charge a fee for such activities. Please email filming@cltairport.com to request a Filming Application.

Tenants are permitted to film within their exclusive lease space, without a permit. The tenant is responsible for following all Airport escorting procedures and providing the [Terminal Property Manager](#) 24 hours' notice in advance of filming.

7.4 Service Vehicles

- Tenant repair service providers (with trucks under 7' high) are to park in the Hourly Deck and arrange to meet their escort prior to coming to the terminal.
- When repair is scheduled, email avparkingvalidations@cltairport.com the need for a parking validation, include the company name and the date expected. Parking will not be validated without an email verification.
- Repairmen are to meet their escort at Baggage Door 11 on the lower level.
- CLT Operations 704.359.4012 must be informed of the intended escort at Door 11.

- Open the exit door to escort them in, without exiting. Tenants who exit, must re-enter through the checkpoint.
- Parking tickets may be validated at the Airport Services Counter in the middle of the Ticket Lobby. The Airport Services Counter is open from 7:00am until 7:00pm, weekdays.
- Repair Trucks over 7' must be scheduled for the Loading Dock, by calling 704.359.4769.
- Repairman can access the dock after hours, 5pm to 4am. For access, please email loadingdock@cltairport.com, 24 hours in advance.

8.0 COMMON USE TICKET COUNTERS, GATES & PASSENGER BOARDING BRIDGES

After each use of a Common Use area, all air carriers (or contractors acting on their behalf) shall perform the following items:

8.1 Ticket and Gate Counters

- Remove all branded signs, stanchions and material.
- Remove all trash.
- Sign out of the EASE system.
- Alert CLT TECH Help of any technical issues or supply needs. (704.359.8324)
- Contact Gate Management for concerns with booking. (704.359.4283)

8.2 Ramp

- Store all equipment including the ground power cable, PC air duct, and potable water hose.
- Dispose of all Foreign Object Debris (FOD), placing it in an approved receptacle.
- Remove all GSE to allow the next tenant room to service its aircraft.
- Please contact the [CLT Maintenance Workorder Desk](#) for any broken items. (704.359.4764)

8.3 Passenger Boarding Bridges (PBB)

- Tenants engaged in PBB operations are responsible for the proper training of their employees.
- No Bridge Operator shall operate a PBB without first successfully completing a PBB operating training administered by the operator's employer.
- PBB operator must ensure the safety area is clear before engaging the bridge.
- There shall be no storage on PBBs. PBB are to be kept free of wheelchairs, equipment and supplies. No drinks or other liquids are permitted on the driver's desk, to prevent damage to the control board.
- The PBB must be retracted and cleared of any debris or materials, after each use.
- No vehicles or tugs may be driven under the PBB or stored in the safety area.
- If a PBB is damaged, you must call Operations immediately and remain at the incident location until a CLT Security or Operations officer arrives. (704.359.4012)

9.0 OPERATIONS AND SECURITY

9.1 All tenants are required to abide by [CLT AOA Standards](#).

9.2 All Tenants are required to follow [CLT Security Standards](#).

Details on the most commonly asked questions can be found below:

Employee Badging - For detailed information and instructions on the CLT credentialing process, please follow this link: <https://www.cltairport.com/business/credentialing>.

Clear Bags - CLT requires all employees to carry personal items inside the Secured and Sterile Areas in clear bags. The details of this policy can be found at the following links: [Clear Bag policy](#) and [Clear Bag Policy FAQs](#).

Penalty for Violation of Rules and Regulations. CLT may restrict access privileges and confiscate Airport Identification Badges of Badge holders who violate Airport Rules and Regulations. Violators may also receive a monetary fine and be required to re-attend the SIDA Training Class.

9.3 Emergency Procedures

All Airport tenants shall immediately report emergencies to Airport Operations at 704.359.4911.

9.4 Equipment Safety

All equipment must be maintained to avoid safety hazards, such as frayed electrical cords and oil leakage. Electrical cords must be kept out of traffic areas to avoid trip hazards.

9.5 Open Flame Work

Work on Airport property requiring gas torches, welding, or any other device that causes an open flame is prohibited, without a [Hot Works Permit](#).

9.6 Employee Parking

To request information on employee parking please email CLTEmployeePark@cltairport.com

10.0 TENANT CONTACT INFORMATION

CLT Operations maintains a directory of all tenants. Tenants are responsible to notify CLT Operations of management and phone number changes. Tenants are kept updated by Everbridge Alerts, Aviation Director Notices and Operation Updates during irregular operations. Aviation Director Notices can be found on the Extranet.

- To register for the Extranet, please go to: <https://extranet.cltairport.com/user/register>
- To request Everbridge notifications, please send an email to Everbridge@cltairport.com.

11.0 DISCRIMINATION & ACCESSIBILITY

The Charlotte Douglas International Airport is committed to providing accessible facilities for all passengers, employees, and other members of the public including individuals with disabilities and members of the underserved community. Furthermore, the Charlotte Douglas International Airport affirms its commitment to equal opportunity and non-discrimination in employment in addition to all services available to the public.

No person on the basis of race, color, national origin, disability, age, religion, or sex shall be excluded from participation in, or be denied benefits of, or otherwise be subject to discrimination of services, programs, and employment provided by the Charlotte Douglas International Airport and its contracting agencies.

If an individual believes he or she has been subjected to discrimination, he or she should contact the Airport Manager or the [ADA Coordinator](#).