Customer Service

Common Purpose

To delight and value each guest with the finest airport experience in the world.

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 the journey.

Safety | Comfort | Ease | Speed

Service Standards

FAQs

Where can guests call for airport information?
Guests can call the CX Hub at 407-825-2352.

Who do I call for common area spills?
Communications Center 407-825-2065.

Who provides language assistance?
Language assistance is available from Ambassadors or the CX Hub.

Who do I call about an unattended bag?
Communications 407-825-2065 or 911.

Where can guests get a Sunflower Lanyard or MCO Button?
Information booth locations:
Terminal A & B - Level 3.
Terminal C - Levels 2 & 6.

Where can a guest page someone?
CX Hub at 407-825-2352.

Where can guests call for Airport Valet Parking?
Terminal A - 689-254-2869.
Terminal B - 689-254-2868.
Terminal C - 407-405-6108.
After 11 p.m - 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 a.m.-11 p.m. and weekends/holidays 9 a.m.-8 p.m. Eastern time. For hearing impaired assistance, use Federal Relay 711.

Airlines

Terminal A&B

Air Canada & Air Canada Rogue B 70-99 800-247-2262	**Breeze** B 1-29 501-273-3931		**Sun Country** A 1-29 651-905-2737
Alaska Airlines B 30-39 800-252-7522	**Delta** B 70-99 800-221-1212		**United** B 30-59 800-241-6522
Allegiant A 30-59 702-505-8888	**Flair** B 70-99 833-711-2333		**Viva** B 70-99 866-359-8482
American B 30-59 800-433-7300	**Frontier** A. 1-29 & 70-99 INTL. 801-401-9000		**Volaris** B 70-99 866-988-3527
Avelo Airlines A 1-29 346-616-9500	**LATAM** B 70-99 866-435-9526		**WestJet** B 70-99 888-937-8538
Bahamasair B 70-99 800-222-4262	**Southwest** A.70-99 & 100-129 INTL. 800-435-9792		

Terminal C

Aer Lingus 800-474-7424	**British Airways** 800-247-9297	**Gol** 855-862-9190	**Porter** 888-619-8622
Aeromexico 877-872-6728	**Caribbean** 800-920-4225	**Iberia** 800-772-4642	**TAP Air Portugal** 800-903-7914
Air France 800-237-2747	**Copa Airlines** 800-359-2672	**Icelandair** 800-223-5500	**Virgin Atlantic** 800-241-6522
Avianca 800-284-2622	**Discover Airlines** 833-272-1446	**JetBlue** 800-538-2583	**Zipair** contact.en@zipair.net
Azul 888-587-2985	**Emirates** 800-777-3999	**Norse** support@flynorse.com	

What's Happening at MCO

2026 Key Conferences and Events

Date	Event	Attendees
NOV 8-NOV 11	ACR Annual Meeting	17,000
NOV 11-NOV 15	NXL Paintball World Cup	9,000
NOV 17-NOV 20	IAAPA Expo	41,100
NOV 30-DEC 3	I/ITESEC Conference	18,500

Many of our concessions are being reimagined. Currently, some gates have limited food options while under construction. Visit our website for additional details: **Flymco.com/elevatingmco**

MCO Cares
Sign up to receive email updates on employee discounts, employment opportunities, and the MCO Connections blog!

MCO App
For the best in-terminal navigation experience, download the Orlando MCO Airport App.

911 **DIAL 911** any time our guests need medical attention.
Calling 911 is always free and you can call from anywhere on the airport property.
Responders can be there in minutes to offer medical assistance.

Need to Find

Annie's Space Sensory Room
A..... Level 3 *(Across from Bank) 7 a.m. - 9 p.m.*

ATM
A & B .....All Airsides
C ..... Level 2, Palm Court

Baby Products ..... Newsstands

Bank
A..... Level 3

City Bus/Lynx
A .....Level 1
C .....Level 1

Companion Care Restrooms
A & B .....Level 1, Level 3
C ..... Level 1, 2, 4, 6 & AS

Currency Exchange
A..... Level 3

Family Zones
A & B ..... Level 1A & Level 3B
C ..... Gate C240

First Aid.....Call 911

Global Entry.....Level 1C

Information
A & B ..... Level 1, All Airsides
..... Level 2
..... Level 3
C ..... Level 1, Level 2, Level 6 & Airside

Luggage Wrapping
A..... Level 1 Wrap N Fly
B .....Level 1 Hold My Luggage

Lost & Found
A.....Level 1
C .....Level 1

Nursing Mamava Suites / Rooms
A ..... Level 3, AS 2, & AS 4
B ..... Level 1, Level 2, Level 3, AS 1, & AS 3
C ..... Level 1, Level 2, Level 4 & 6, & AS

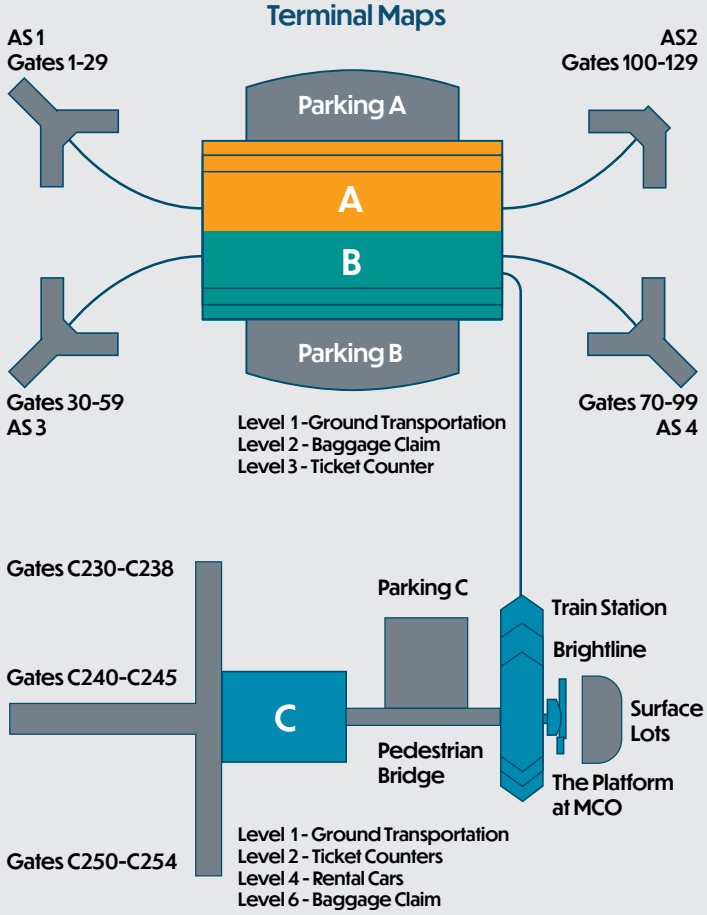
Passenger Lounges
The Club MCO Lounge ..... AS 1 & 4
Delta Sky Club ..... AS 4
United Club ..... AS 3 Gate 43
AA Admirals Club ..... AS 3 Gate 55
Plaza Premium Lounge..... Palm Court

Pet Relief Stations
A & B .....All Airsides/Landside Level 2
A..... Curb
B ..... Curb
C .....Level 2, Gates C238, C241 & C242

Rental Cars
A & B .....Level 1
C ..... Level 4

USO ..... Level 1A
Taxi ..... A & B Level 1
Mears ..... B & C Level 1
Uber and Lyft .....A & B Level 2

Terminal Maps



Airport Garage Animal Identifiers

A Garage	**R1** Alligators **R2** Manatees	**P1** Wild Pigs **P2** Bears	**P3** Raccoons **P4** Turtles	
B Garage	**R1** Tropical Fish **R2** Frogs	**P1** Panthers **P2** Armadillos	**P3** Brahmans **P4** Deer	
Terminal Top	**L4** Wading Birds **L5** Owls	**L6** Flamingos **L7** Turkeys	**L8** Seagulls **L9** Pelicans	**L10** Eagles

Food and Beverage

AS 1 Gates 1-29	• 4Rivers Southern Smokehouse • On the Border	• Le Grand Comptoir	• Fresh Attractions (Temp) Market • Starbucks	• Urban Crave • The Market (Temp)
AS 3 Gates 30-59	• *Hinckley's Fancy Meats • *Otto's High Dive	• GastroHub • Zaza Cuban Café • *Stasio's Italian Deli	• *Bobby's Burgers • *Seito Sushi • *The Halal Guys • *Mod Pizza	• *Black Bean Deli
AS 4 Gates 70-99	• Bahama Breeze • Burger King • Carvel • Cibo Express	• Nathan's • Outback • MKT • Starbucks	• Tacos Locos • Vino Volo • Intercept Wines (Temp)	
AS 2 Gates 100-129	• Asian Chao • Bananas Smoothies • Chipotle Mexican Grill	• Cask & Larder • Green Leaf's • *Jam-Eng • Jersey Mike's Subs	• McDonald's • Market by Villa • Villa Italian Kitchen	• Starbucks • *Zaza • *BrewDog Bar+Peet's Coffee
A/B Terminal	• Auntie Anne's • Baskin-Robbins • Chick-fil-A • Cinnabon • City Pub • Dunkin' Donuts	• Firehouse Subs • Hemisphere • Lobby Bar at Hyatt Regency • Macaroni Grill • McCoy's	• McDonald's • Panda Express • Orange County Brewers • Sbarro • Starbucks Level 3	• Starbucks—Level 1B side • Starbucks—Level 2A side
Terminal C Palm Court	• Auntie Anne's • Cask & Larder Public House • Chick-fil-A	• Provisions by Cask & Larder • Cinnabon • Desano Pizzeria	• Greenbeat • Olde Hearth Bread Co. • Shake Shack	• Summer House • Starbucks • Wine Bar George
Check-In	• Harvest & Grounds	• Raw Juce		
Gates C240-C245	• Orange County Brewers			
Gates C230-C238	• Cucina & Co. • Einstein Bros. Bagels	• Ravenous Pig Brewing Co. General Store	• Sunshine Diner	
Rental Car Lobby	• **Eola Market			

*Coming soon
**Vending
Terminal A&B
Terminal C
AS - Airside

Retail

AS 1 Gates 1-29	• Hudson News & Gift • **Lego	• Mint • **Sound+ShopALL Fans	• *Orlando -the City Magazine • *Adjectives	• *Dear Orlando
AS 3 Gates 30-59	• CIBO News • Mystic Silver • Natalie's Candy	• CIBO News (Temp) • **ShopALL Fans	• **Lego+Sound • XpresSpa • *Discover Orlando	• *O-Town News
AS 4 Gates 70-99	• 3Sixty Duty Free • Bead Factory • Blossom	• **Licorice • City Vista • City Phenomenal	• **Kylie Cosmetics • Natalies Candy • International	Essence • **ShopALL Fans • **Sound
AS 2 Gates 100-129	• Bead Factory • Blossom • InMotion	• City Beautiful • City Vista • Naturally Inspired	• Orange Appeal • **ShopALL Fans • **Lego+Sound	• Steppin Up
A/B Terminal	• City of Light • InMotion • Johnston & Murphy • Lids	• Magic of Disney (2) • Orlando Market • SeaWorld • Truist Bank	• Universal Orlando • The Neighborhood • **Orange	Blossom Market • *Starbucks/ Writer's Block & Old Jailhouse
Terminal C Palm Court	• 3Sixty Duty Free • Brighton • City Arts Market	• SeaWorld • Sunglass Hut • The Walt Disney	World Store • Trip Advisor • Universal Orlando	
Gates C230-C254	• Main Street Market	• The Neighborhood Market & Goods	• Replenish With Illy Coffee	
Domestic Bag Claim	• Gatlin Trade			

Terminal A&B
Terminal C
AS - Airside

On-Airport Car Rental

Alamo	**Budget**	**Enterprise**	**National**	**Sixt**
800-327-9633	800-527-0700	800-325-8007	800-227-7368	888-749-8227
Avis	**Dollar**	**Hertz**	**Payless**	**Thrifty**
800-831-2847	800-800-4000	800-654-3131	407-856-5539	800-367-2277