Customer Service

Common Purpose	Behaviors
To delight and value each guest with the finest airport experience in the world.	• 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.
Service Standards	
Safety → Comfort → Ease → Speed	

Frequently Asked Questions

Where can guests call for airport information?	**Guests can call the Information Center at 407-825-2352.**
Who do I call for common area spills?	**Communication Center 407-825-2065.**
Who can help guests who need assistance and do not speak English?	**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.**
Where can a guest page someone?	**CX Hub at 407-825-2352**
Where can guests call for Airport Valet Parking?	**Guests can call 689-254-2869 (A Side) or 689-254-2868 (B Side). 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.**

Terminals A & B

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

Bag Claim A 1-14
Bag Claim B 20-32

Terminal C

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

Airlines

Air Canada/Rouge B 70-99 800-247-2262	**Air Transat** A 70-99 877-872-6728	**Alaska Airlines** B 30-39 800-252-7522
Allegiant B 30-59 702-505-8888	**American Airlines** B 30-59 800-433-7300	**Avelo Airlines** A 100-129 346-616-9500
Bahamasair B 70-99 800-222-4262	**BermudAir** B 70-99 441-543-9200	**Breeze** B 30-59 501-273-3931
Delta B 70-99 800-221-1212	**Flair Airlines** B 70-99 833-711-2333	**Frontier Airlines** A 1-29 & 70-99 INTL. 801-401-9000
LATAM (LAN / TAM / ARE) B 70-99 866-435-9526	**Southwest** A 70-99 INTL. & 100-129 800-435-9792	**Spirit** A 1-29 & 70-99 INTL. 801-401-2222
Sun Country B 70-99 651-905-2737	**Virgin Atlantic** A 70-99 800-862-8621	**United** B 30-59 800-241-6522
Volaris B 70-99 866-988-3527	**Viva Aerobus** B 70-99 866-359-8482	**WestJet** B 70-99 888-937-8538

Conventions and Conferences

Jan 30-Feb 1	All Out Grand Nationals	20,000
Feb 4-Feb 5	GCSAA Conference & Trade Show	12,500
Feb 4-Feb 7	Fla. State Junior Thespian Festival	6,500
Feb 5-Feb 7	Orgill Spring Dealer Market	22,615
Feb 6-Feb 8	International Builders Show	82,000

Tips and Updates

Getting From Terminal C to Terminals A&B

Shuttle Bus
(Located on the Ground Transportation Curb)

Terminal B: Level 1 Space B16
Terminal C: Level 1 Space 272

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 Lanyard Program

MCO proudly recognizes the Sunflower Lanyard Program.

Learn more at mcocares.com/sunflower

MCOcares is on Instagram

Follow us **@MCOcares**

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 Responders can be there in minutes to offer medical assistance.

It all starts with **ME**

MCO

Terminals **A&B** Pocket Guide **February 2026**

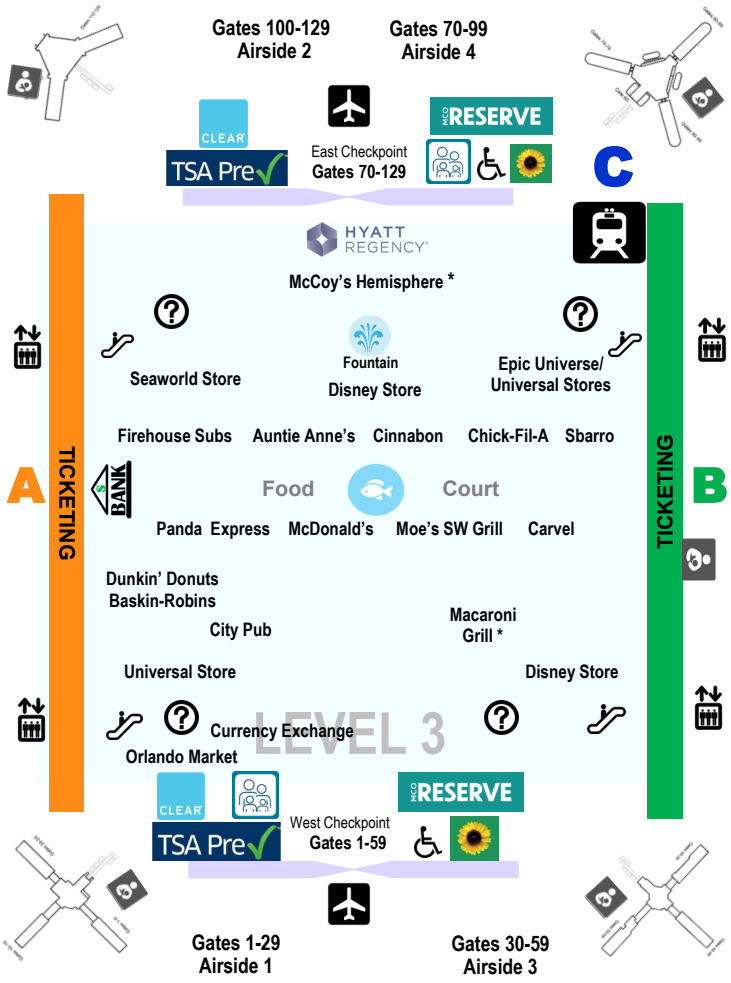
/flymco @mco @flymco @mcocares

I need to find

Annie's Space Sensory Room	Level 3A	Center (7 am - 9 pm)
ATM	Level 3 East, West, Center:	All airsides
Baby Products	Newsstands	
Bank	Level 3A	Center
City Bus/Lynx	Level 1A	East
Companion Care Restrooms	Level 3	East and West
Currency Exchange	Level 3A	West
First Aid	Call 911	
Information	Level 3, East & West	Level 2, A & B.
	Level 1: Center A & B	Each Airside
Lost & Found	Level 1A	East End
Luggage Carts	Level 2 East/West/Center	Level 3 East & West
Luggage Wrapping	Level 1A	Wrap N Fly
	Level 1B	Hold My Luggage
Mail / FedEx / UPS Drop Box	Level 3	Center (Across from Bank)
Nursing Mamava Suites / Rooms	Level 2B, AS 1, 2, & 3	AS 1, AS 2, AS 4
Orlando Police Dept. (OPD)	Call 911	
Passenger Lounges	The Club MCO Lounge	AS 1 & 4
	Delta Lounge	AS 4
	United Club	AS 3 Gate 43
	AA Admirals Club (members only)	AS 3 50 & 54
Pet Relief Stations	All Airside/Landside Level 2 A curb East / B curb West	
Rental Cars	A & B Check-in Desk Level 1 / Garage Return R1 & R2	
Taxi	A & B	Level 1
Uber and Lyft	A & B	Level 2
USO	Level 1A	West
FuelRod	A, B, C	AS1, AS3, AS4, C242, C235
Ready Credit	A, B, C/Train Station	Ticket Counter

Airport Garage Animal Identifiers

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



Food and Beverage

Gates 1-29

La Madeleine
Burger King
Cold Stone
Famous Famiglia
Le Grand Comptoire
On the Border*
Starbucks
Urban Crave
Zaza Snack Bar

Gates 30-59

Camden Food Co.
Freshens
Manchu Wok
Nature's Table
Qdoba
GastroHub*
Wendy's
Zaza Snack bar
ZaZa Cuban Café

Gates 70-99

Auntie Anne's
Bahama Breeze*
Burger King
Carvel
Cibo Express MKT
Nathan's
Outback*
Starbucks
Tacos Locos
Vino Volo*

Gates 100-129

Asian Chao
Auntie Anne's
Bananas Smoothies
Cask & Larder*
Cask & Larder Satellite Bar
Chipotle Mexican Grill
FarmAir's Market
Green Leaf's
Jersey Mike's Subs
McDonald's
Starbucks
The Market by Villa
Villa Italian Kitchen

A/B Terminal

Auntie Anne's
Baskin-Robbins
Carvel
Chick-Fil-A
Cinnabon
City Pub*
Dunkin' Donuts
Firehouse Subs
Lobby Bar
Macaroni Grill*
McCoy's*
McDonald's
Moe's Southwest Grill
Panda Express
Orange County Brewers
Sbarro
Starbucks Level 3
Starbucks—Level 1B side
Starbucks—Level 2A side

*** table service**

Retail

Gates 1-29

All Sound/Lego
Hudson News & Gift
Mint
This Socks & Co.
XpresSpa
The Club MCO

Gates 30-59

All Sound/Lego
Hudson News
InMotion
Mystic Silver
Natalie's Candy
Polly Pockets
XpresSpa

Gates 70-99

All Sound/Lego
Bead Factory
3Sixty Duty Free
InMotion
Natalie's Candy
Kylie Skin
Blossom
International Essence
Orlando Market
Stellar News
The Club MCO

Gates 100-129

All Sound/Lego
Bead Factory
Blossom
Hudson News
InMotion
Kylie Skin
Naturally Inspired
Orlando Market

Main Terminal

Brookstone
Hudson News
InMotion
Johnston & Murphy
Lids
Magic of Disney (2)
Naturally Inspired
Oakley
Orlando Market
Sea World
Truist Bank
The Neighborhood
Universal Studios (2)
Epic Universe

On-Airport Car Rental—Side A & B Level 1

Alamo	800-327-9633	Enterprise	800-325-8007	Sixt	888-941-7498
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	800-729-5377		

