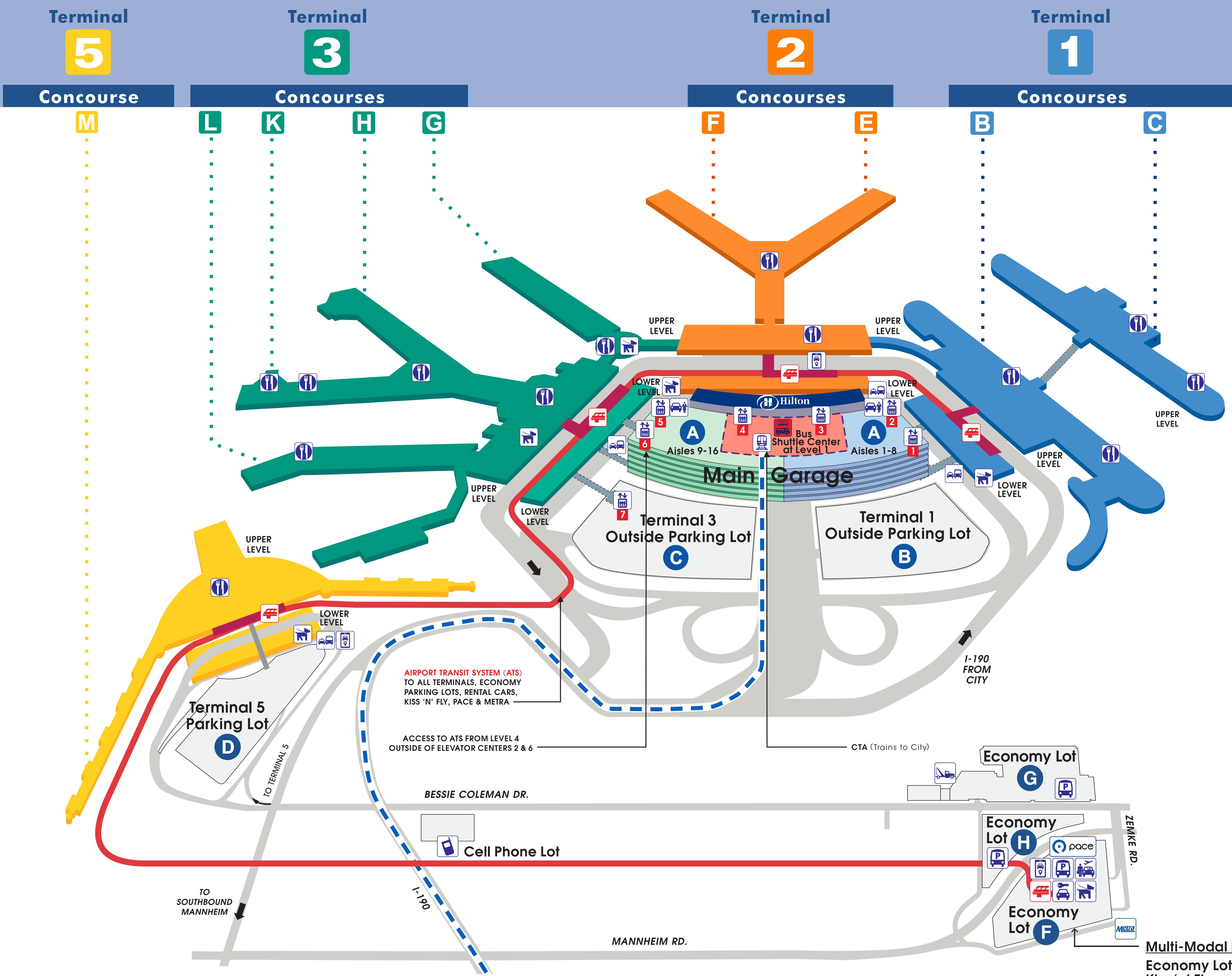


DIRECTORY

ORD O'HARE INTERNATIONAL AIRPORT



Passenger Services

- Airport Transit System (ATS)**
- Auto Pound (773) 686-2958** (on Bessie Coleman Dr.)
- Baggage Claim** (Lower Level Terminals)
- Bus Shuttle Center** (Hotel Courtesy Shuttles, Regional Buses, Off-Site Parking Shuttles)
- Cell Phone Lot** (on Bessie Coleman Dr.)
- Dine**
- Kiss 'n' Fly** (at Multi-Modal Facility)
- Parking Elevator Center**
- Parking Shuttle to ATS**
- Ride Share Pickup**
- Service Animal Relief Area**
- Ticket Counters** (Upper Level Terminals)
- Trains to City - CTA** (Pedestrian Tunnel Level)
- Transportation** (on Lower Level)
- Valet Parking** (Level 1 of Parking Garage)

Special Numbers

- Chicago Fire Department (773) 894-9111**
- Chicago Police (773) 894-9111**
Non-Emergency (773) 894-5000
- CTA/RTA (312) 836-7000**
- Customer Service (800) 832-6352**
- Metra (312) 322-6777** (on Zemke & Mannheim Rds.)
- PACE (847) 364-7223** (at Multi-Modal Facility)
- Terminal & Economy Parking Lots**
- Standard Parking (773) 686-7530**
 - Customer Service**
 - Parking Information**
 - Vehicle Assistance**
- Lost & Found**
 - For items lost near ticket counter, in gate area or on an airplane, contact airline.
 - For items of value lost in public areas of terminal, contact Chicago Police at (773) 686-2385.
 - For items lost at security checkpoints, contact TSA at (773) 377-1210.
 - For items lost on the ATS train, contact AOR at (773) 601-1817.
 - For items lost in the parking facilities, contact Standard Parking at (773) 686-7532.
 - For items lost in the common spaces of the Multi-Modal Facility (MMF), contact the dispatch office at (773) 462-9515.

AIRLINE LOCATIONS Listed by Terminals

- 1**
- **ANA** (departures only)
 - **Lufthansa** (departures only)
 - **United** (domestic; international departures only)
 - United Express** (all check-in and baggage claim)

- 2**
- Air Canada**
 - Alaska**
 - Delta**
 - Delta Shuttle**
 - JetBlue Airways**

- 3**
- Air Choice One**
 - **American** (domestic; international departures only)
 - American Shuttle**
 - Boutique Air**
 - Cape Air**
 - Denver Air/Key Lime**
 - **Iberia** (departures only)
 - **Japan Airlines (JAL)** (departures only)
 - **Spirit Airlines**

- 5**
- Aer Lingus**
 - AeroMexico**
 - Air France**
 - Air India**
 - Air New Zealand**
 - **American**
 - **ANA**
 - Austrian Airlines**
 - British Airways**
 - Cathay Pacific**
 - China Eastern**
 - Copa Airlines**
 - Emirates**
 - Ethiopian**
 - Etihad Airways**
 - EVA Air**
 - Finnair**
 - Frontier**
 - **Iberia**
 - Icelandair**
 - **Japan Airlines (JAL)**
 - KLM Royal Dutch**
 - Korean Air**
 - LOT Polish Airlines**
 - **Lufthansa**
 - Qatar Airways**
 - Royal Jordanian**
 - SAS**
 - Southwest**
 - **Spirit Airlines**
 - Sun Country**
 - SWISS**
 - TAP Air Portugal**
 - Turkish Airlines**
 - **United**
 - VivaAerobus**
 - Volaris**



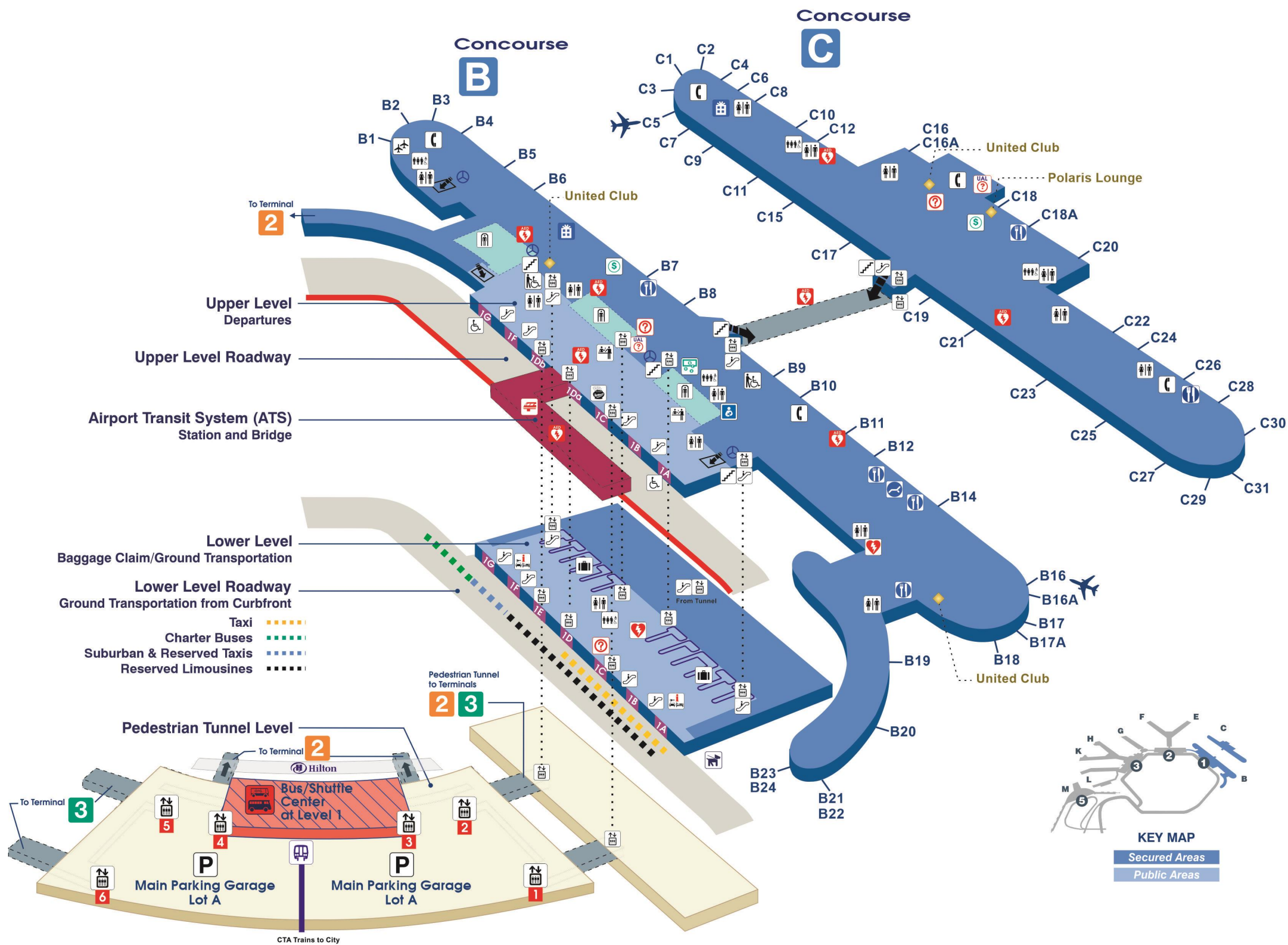
• Denotes airlines with international service departing from Terminals 1, 2 & 3 and arriving in Terminal 5.

EFFECTIVE 10.23.2021

TERMINAL

1

ANA (departures only) | Lufthansa (all departures) |
United (domestic; international departures only) | United Express (all check-in and baggage claim)



PASSENGER SERVICES

- | | | |
|--|--|--|
| Airport Information | Exit | Stairs |
| All Gender Toilet | Foreign Currency Exchange | Telephones |
| Automated External Defibrillator Unit (AED) | Mother's Room (Terminal 1, across from Gate B9) | Ticket Counter |
| Automated Teller Machine (ATM) | O'Hare Urban Garden (Terminal 3, Rotunda Mezz) | Toilets |
| Baggage Claim | ORD Family Lounge (Terminal 2, Main Hall) | Transfer to Terminal 5 at Gates B1, G17, K20 & L24 |
| Butch O'Hare Plane Exhibit (Terminal 2, Main Hall) | Relax | Travelers Aid (773)894-2427 |
| Chapel (Terminal 2, Mezzanine) | Security Checkpoint | TSA Pre-Check |
| Dine | Service Animal Relief Area (Terminal 1 Lower Level & Terminal 3 Rotunda & Gate K1) | USO (Terminal 2, Mezz & Terminal 3, Rotunda Mezz) |
| Door/Vestibule | Service Area Wheelchair Assistance Contact Airlines | Wheelchair Drop-Off |
| Elevators | Shop | Yoga Room (Terminal 3, Rotunda Mezz) |
| Escalators | | |

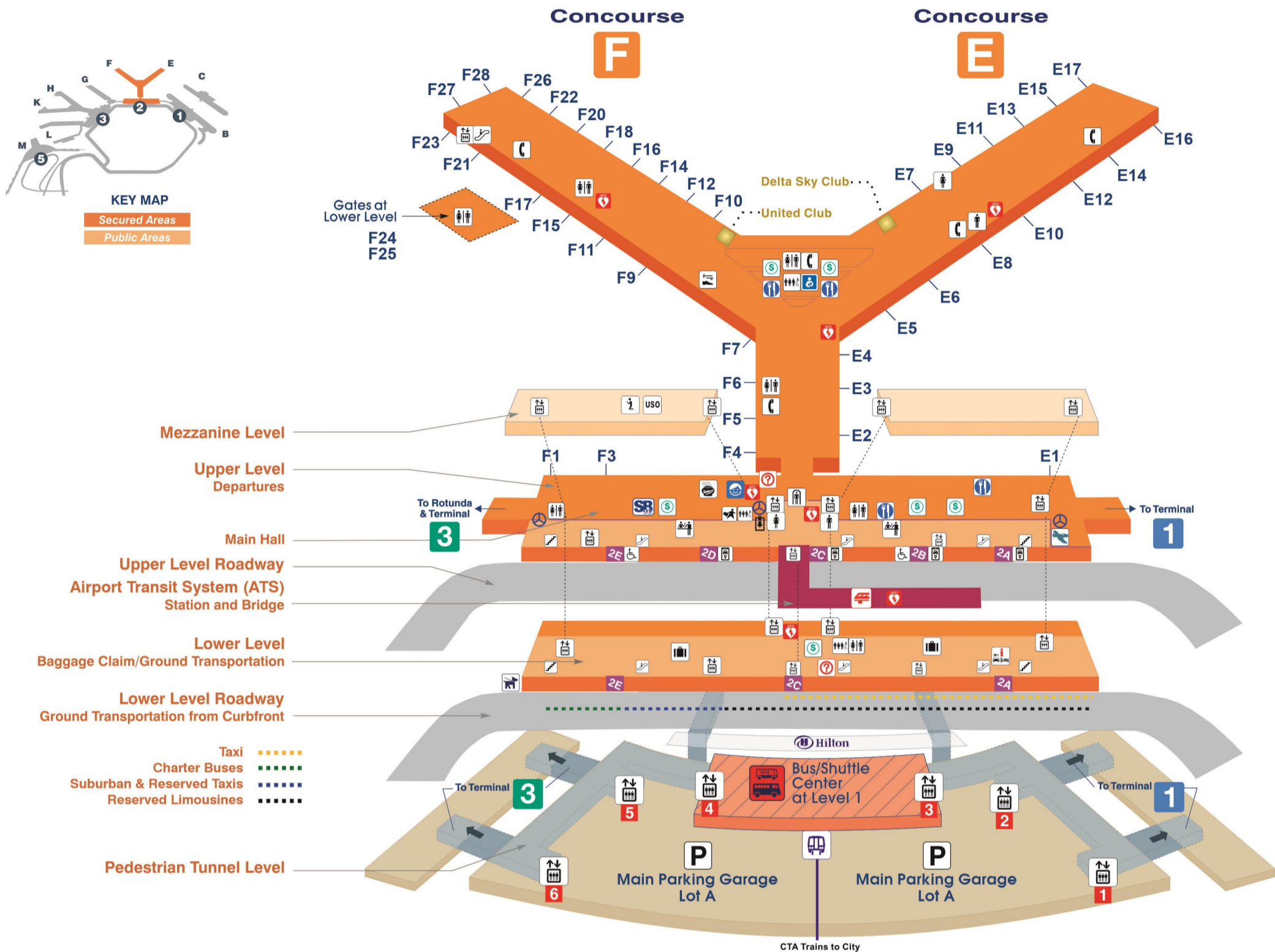
GROUND TRANSPORTATION

- | | |
|---|---|
| Airport Transit System (ATS) | PACE Bus at Multi-Modal Facility (847)364-7223 |
| Auto Pound on Bessie Coleman Dr. (773)686-2958 | Parking |
| Bus/Shuttle Center Hotel Courtesy Shuttles Regional Buses Off-Site Parking Shuttles | Parking Elevator Center |
| CTA (Trains to City) at Pedestrian Tunnel | Rental Car & Hotel Info Kiosk (Lower Level Arrivals) |
| Cell Phone Lot adjacent to domestic terminals | Rental Cars at Multi-Modal Facility |
| Kiss 'n Fly at Multi-Modal Facility | Ride App Pickup (Terminal 2, departure level Doors 2A-2D) |
| Metra O'Hare Station on Zemke & Mannheim Rds. | Taxi, Livery Pick-Up Zones |
| | Valet Parking Elevator Centers 2 & 5 |

TERMINAL

2

Air Canada | Alaska | Delta | Delta Shuttle | JetBlue Airways



PASSENGER SERVICES

- | | | |
|--|--|--|
| Airport Information | Exit | Shop |
| All Gender Toilet | Foreign Currency Exchange | Stairs |
| Automated External Defibrillator Unit (AED) | Mother's Room (Terminal 2, walkway between Gates E5 & F9) | Telephones |
| Automated Teller Machine (ATM) | O'Hare Urban Garden (Terminal 3, Rotunda Mezz) | Ticket Counter |
| Baggage Claim | ORD Family Lounge (Terminal 2, Main Hall) | Toilets |
| Butch O'Hare Plane Exhibit (Terminal 2, Main Hall) | Relax | Transfer to Terminal 5 at Gates B1, G17, K20 & L24 |
| Chapel (Terminal 2, Mezzanine) | Seaway Bank & Trust | Travelers Aid (773)894-2427 |
| Dine | Security Checkpoint | TSA Pre-Check |
| Door/Vestibule | Service Animal Relief Area (Terminal 2 Lower Level & Terminal 3 Rotunda & Gate K1) | USO (Terminal 2, Mezz & Terminal 3, Rotunda Mezz) |
| Elevators | Service Area Wheelchair Assistance Contact Airlines | Wheelchair Drop-Off |
| Escalators | | Yoga Room (Terminal 3, Rotunda Mezz) |

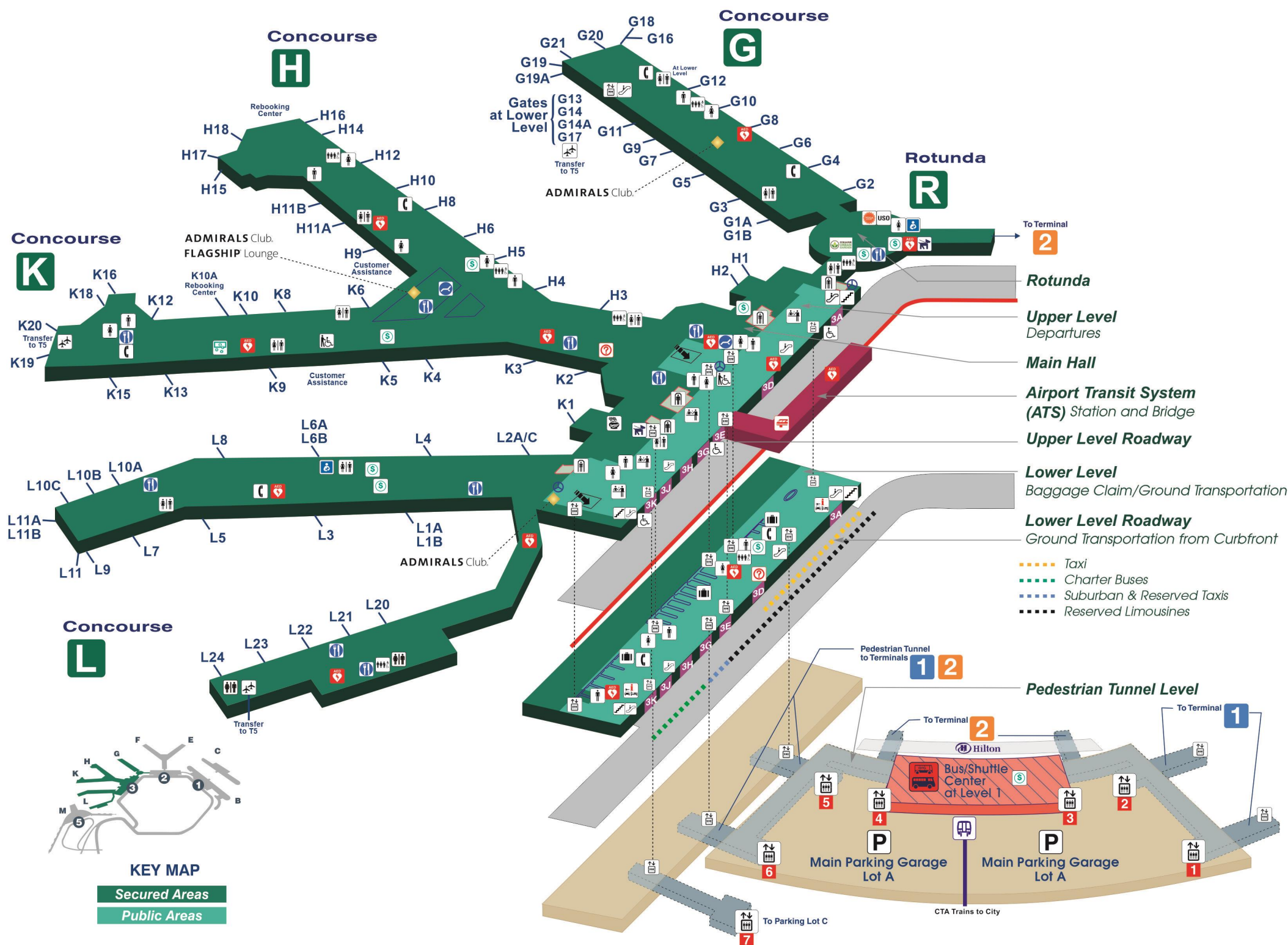
GROUND TRANSPORTATION

- | | |
|---|---|
| Airport Transit System (ATS) | PACE Bus at Multi-Modal Facility (847)364-7223 |
| Auto Pound on Bessie Coleman Dr. (773)686-2958 | Parking |
| Bus/Shuttle Center Hotel Courtesy Shuttles Regional Buses Off-Site Parking Shuttles | Parking Elevator Center |
| CTA (Trains to City) at Pedestrian Tunnel | Rental Car & Hotel Info Kiosk (Lower Level Arrivals) |
| Cell Phone Lot adjacent to domestic terminals | Rental Cars at Multi-Modal Facility |
| Kiss 'n Fly at Multi-Modal Facility | Ride App Pickup (Terminal 2, departure level Doors 2A-2D) |
| Metra O'Hare Station on Zemke & Mannheim Rds. | Taxi, Livery Pick-Up Zones |
| | Valet Parking Elevator Centers 2 & 5 |

TERMINAL

3

Air Choice One | American Airlines (domestic; international departures only) |
American Shuttle | Boutique Air | Cape Air | Iberia (departures only) |
Japan Airlines (JAL) (departures only) | Spirit Airlines |



PASSENGER SERVICES

- | | | |
|--|--|--|
| Airport Information | Exit | Stairs |
| All Gender Toilet | Foreign Currency Exchange | Telephones |
| Automated External Defibrillator Unit (AED) | Mother's Room (Terminal 3, Rotunda Mezz & Gate L6) | Ticket Counter |
| Automated Teller Machine (ATM) | O'Hare Urban Garden (Terminal 3, Rotunda Mezz) | Toilets |
| Baggage Claim | ORD Family Lounge (Terminal 2, Main Hall) | Transfer to Terminal 5 at Gates B1, G17, K20 & L24 |
| Butch O'Hare Plane Exhibit (Terminal 2, Main Hall) | Relax | Travelers Aid (773)894-2427 |
| Chapel (Terminal 2, Mezzanine) | Security Checkpoint | TSA Pre-Check |
| Dine | Service Animal Relief Area (Terminal 2 Lower Level & Terminal 3 Rotunda & Gate K1) | USO (Terminal 2, Mezz & Terminal 3, Rotunda Mezz) |
| Door/Vestibule | Service Area (Wheelchair Assistance Contact Airlines) | Wheelchair Drop-Off |
| Elevators | Shop | Yoga Room (Terminal 3, Rotunda Mezz) |
| Escalators | | |

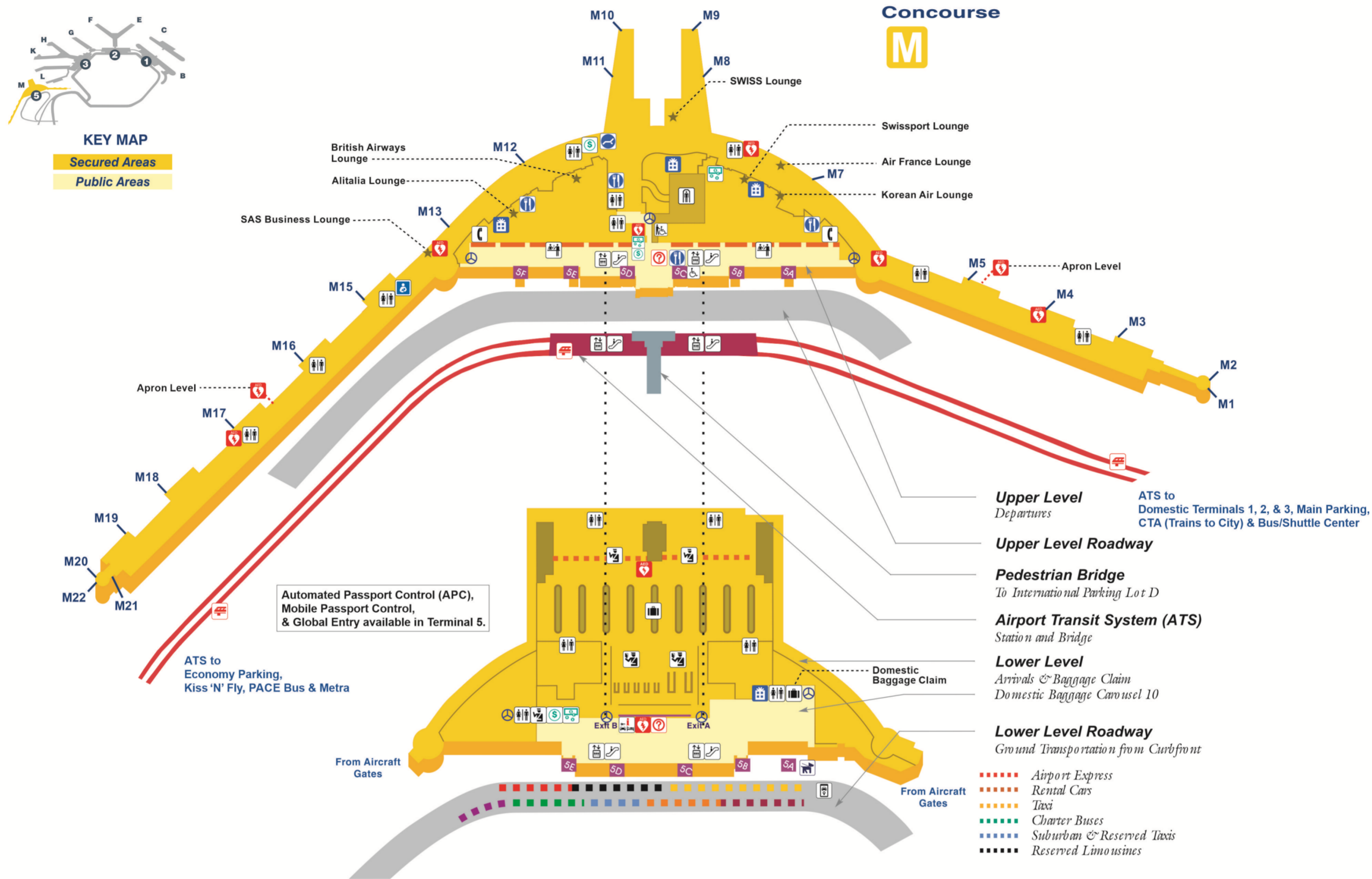
GROUND TRANSPORTATION

- | | |
|--|---|
| Airport Transit System (ATS) | PACE Bus at Multi-Modal Facility (847)364-7223 |
| Auto Pound on Bessie Coleman Dr. (773)686-2958 | Parking |
| Bus/Shuttle Center
Hotel Courtesy Shuttles
Regional Buses
Off-Site Parking Shuttles | Parking Elevator Center |
| CTA (Trains to City) at Pedestrian Tunnel | Rental Car & Hotel Info Kiosk (Lower Level Arrivals) |
| Cell Phone Lot adjacent to domestic terminals | Rental Cars at Multi-Modal Facility |
| Kiss 'n Fly at Multi-Modal Facility | Ride App Pickup (Terminal 2, departure level Doors 2A-2D) |
| Metra O'Hare Station on Zemke & Mannheim Rds. | Taxi, Livery Pick-Up Zones |
| | Valet Parking Elevator Centers 2 & 5 |

TERMINAL

5

Aer Lingus | AeroMexico | Air France | Air India | Air New Zealand | Alitalia | American (international arrivals only) | ANA (arrivals only) | Austrian Airlines | British Airways | Cathay Pacific | Cayman Airways | China Eastern | Copa Airlines | Emirates | Ethiopian | Etihad Airways | EVA Air | Finnair | Frontier | Hainan Airlines | Iberia (arrivals only) | Icelandair | Interjet | Japan Airlines (JAL) (arrivals only) | KLM Royal Dutch | Korean Air | LOT Polish Airlines | Lufthansa (arrivals only) | Norwegian | Qatar Airways | Royal Jordanian | SAS | Southwest | Spirit Airlines (international arrivals only) | Sun Country | SWISS | TAP Air Portugal | Turkish Airlines | United (international arrivals only) | VivaAerobus | Volaris |



PASSENGER SERVICES

- | | | |
|--|---|---|
| Airport Information | Exit | Stairs |
| All Gender Toilet | Foreign Currency Exchange | Telephones |
| Automated External Defibrillator Unit (AED) | Mother's Room (Next to Gate M15) | Ticket Counter |
| Automated Teller Machine (ATM) | Relax | Toilets |
| Baggage Claim | Security Checkpoint | Transfer to Terminals 1 & 3 at Gate M1 |
| Butch O'Hare Plane Exhibit (Terminal 2, Main Hall) | Service Animal Relief Area (Lower Level) | Travelers Aid (773)894-2427 |
| Chapel (Terminal 2, Mezzanine) | Service Area Wheelchair Assistance Contact Airlines | USO (Terminal 2, Mezz & Terminal 3, Rotunda Mezz) |
| Dine | Shop | US Customs & Border Protection (CBP) |
| Door/Vestibule | | Wheelchair Drop-Off |
| Elevators | | |
| Escalators | | |

GROUND TRANSPORTATION

- | | |
|---|--|
| Airport Transit System (ATS) | PACE Bus at Multi-Modal Facility (847)364-7223 |
| Auto Pound on Bessie Coleman Dr. (773)686-2958 | Parking |
| Bus/Shuttle Center Hotel Courtesy Shuttles Regional Buses Off-Site Parking Shuttles | Parking Elevator Center |
| CTA (Trains to City) at Pedestrian Tunnel | Rental Car & Hotel Info Kiosk (Lower Level Arrivals) |
| Cell Phone Lot adjacent to domestic terminals | Ride App Pickup (Terminal 5, Arrival Level Door 5A) |
| Kiss 'n Fly at Multi-Modal Facility | Taxi, Livery Pick-Up Zones Rental Car Shuttle |
| Metra O'Hare Station on Zemke & Mannheim Rds. | Valet Parking Elevator Centers 2 & 5 |