

# TERMINAL 5

# ORD O'HARE INTERNATIONAL AIRPORT TERMINAL INFORMATION

## Eat, Shop & More at O'HARE

### EAT

Bar Siena	M34
Big Bowl	M11
Burger King	M11
Dunkin' Donuts	M16
Farm 2 Air Market	M4
Garrett Popcorn Cart	M10
Garrett Popcorn Shops	M18
Goddess on the Go	M9
The Hampton Social	M7
Hub 51	M16
Metropolis Coffee	M30
The Protein Bar Kiosk	M13
Publican Quality Bread	M5
R.J. Grunts Burgers & Fries	M16
Six Points Market	M30
Tacco	M11
Tortas Frontera by Rick Bayless	M18
Urban Olive	M16
Wow Bao	M16

### SHOP

Brookstone	M11
Dufry	M15 M20
Evolve	M14
Hudson News & Gifts	M18 M20 M26
Hudson Wall Shop	M21
I Love Chicago	M11
InMotion	M29

### PRE-SECURITY

CLEAR Lane	Ticketing/Pre Security
The Goddess and Grocer	Ticketing/Pre Security
Hilton Hotel	Between Main Garage and Terminals 1,2,3
Hudson News & Gifts	Baggage Claim
McDonald's	Baggage Claim
Nuts on Clark	Baggage Claim

### SERVICES

ATM	M18
Mother's Room	M8 M20 M32 M37
Seaway Bank - Foreign Currency Exchange	Arrivals at Door 5E
Traveler's Aid	M15, Arrivals at Door 5E, Departures at Door 5C

## GETTING AROUND O'HARE

### AIRPORT TRANSIT SYSTEM (ATS)

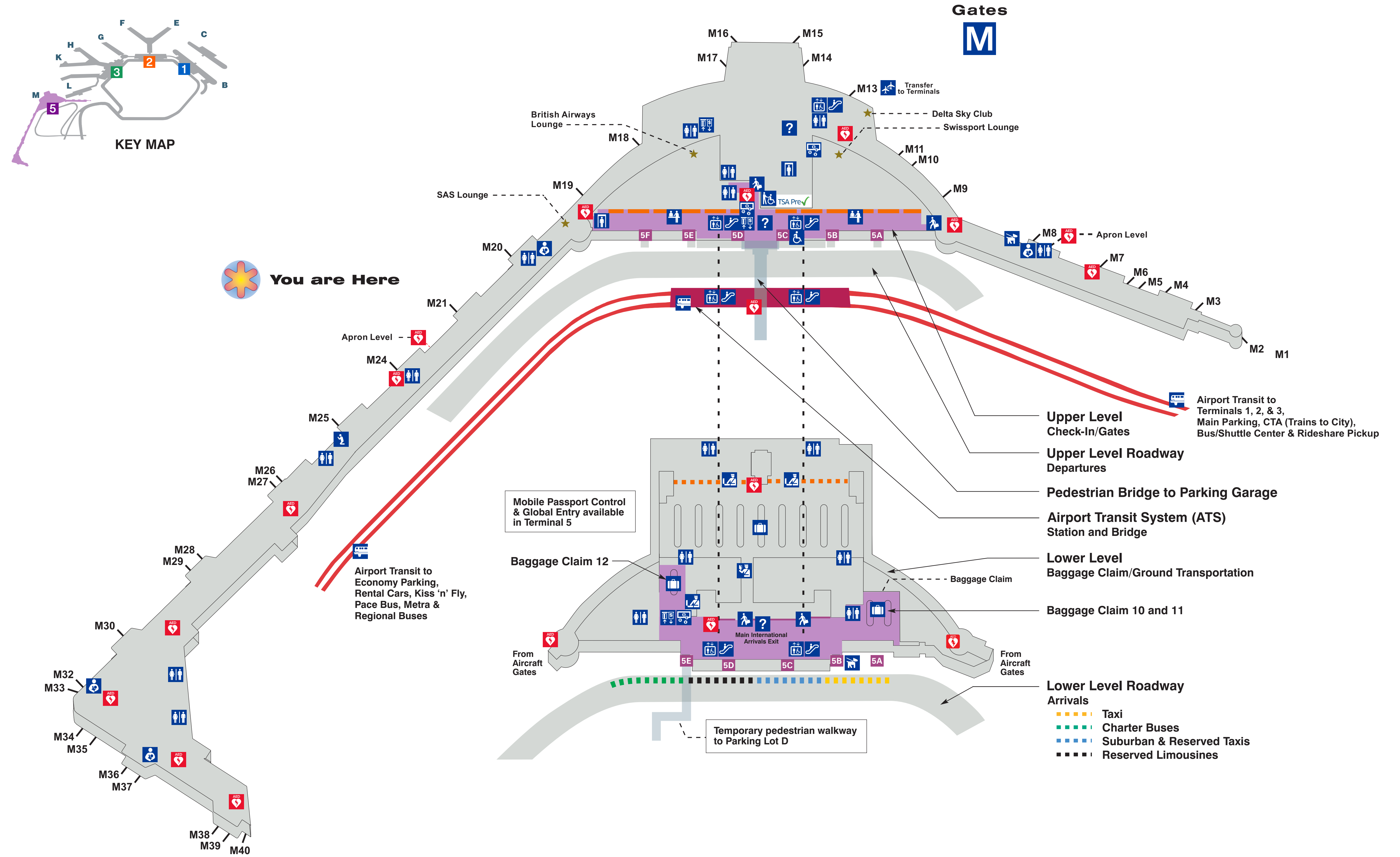
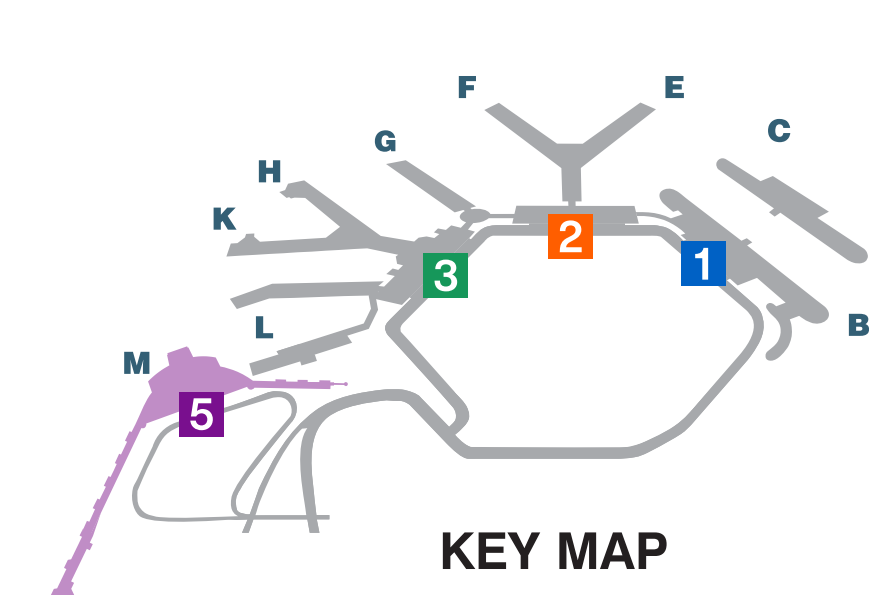
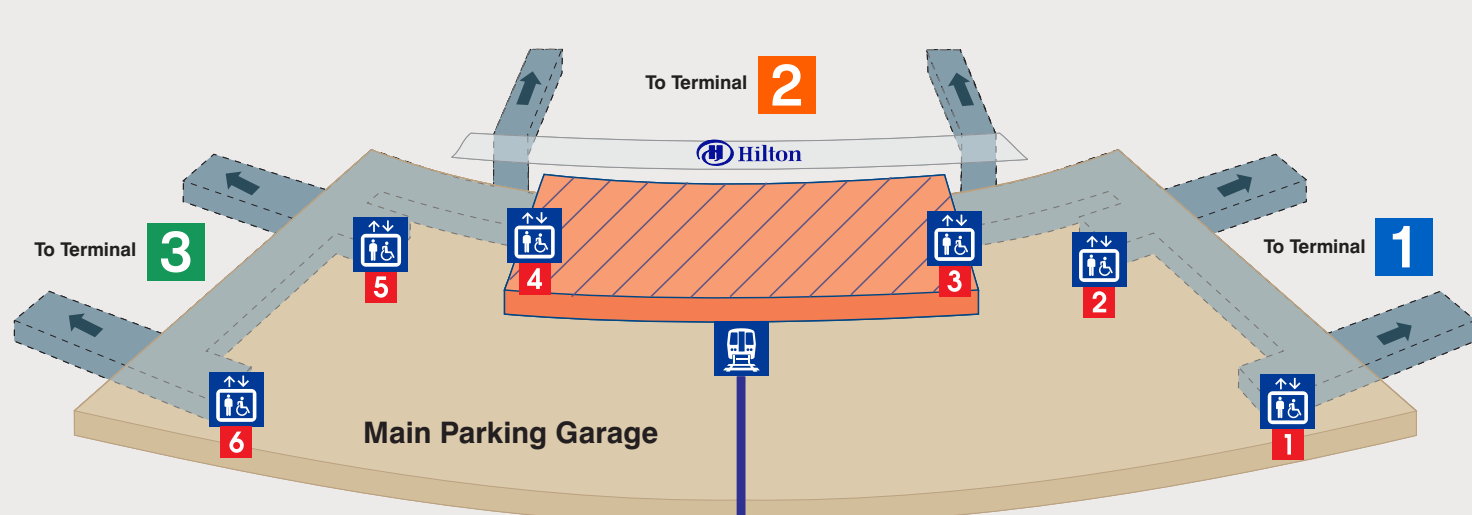
- Free 24 Hour/7 Days a Week Airport Train to:
- Terminals 1, 2, 3
  - Main Parking Garage (Lot A) and Outside Lots B & C
  - Economy Parking
  - Multi-Modal Facility (MMF)
  - Kiss 'n' Fly (Drop-off Location)
  - Pace Bus Stop
  - Metra O'Hare Transfer Station
  - CTA (BlueLine Trains to City)
  - Regional Buses
  - Off-Site Parking Shuttles

### CTA (BLUELINE TRAINS TO CITY)

From Terminal 5, take ATS to Terminal 3 and follow signs for CTA (BlueLine Trains to City) through the pedestrian tunnel level below. Travel time to downtown Chicago is approximately 45 minutes.

### RIDESHARE PICKUP

at Terminal 2, Departure Level



## AIRLINE LOCATIONS Listed by Terminals

www.flychicago.com  
EFFECTIVE 10.31.2024

- 1** • ANA (departures only)  
• Lufthansa (departures only)  
• United (domestic; international departures only)

- 2** Air Canada  
Alaska  
JetBlue Airways

- 3** Aer Lingus  
• American (domestic; international departures only)  
• British Airways (departures only)  
• Contour Airlines  
• Denver Air/Key Lime  
• Iberia (departures only)  
• Japan Airlines (JAL) (departures only)  
• Southern Airways Express  
• Spirit Airlines

- 5** AeroMexico  
Air France  
Air India  
Air New Zealand  
Air Serbia  
• American (international arrivals only)  
• ANA (arrivals only)  
• Austrian Airlines  
• British Airways (arrivals only)  
• Cathay Pacific  
• China Eastern  
• Connect Airlines  
• Copa Airlines  
• Delta

- Emirates  
Ethiopian  
Etihad Airways  
EVA Air  
Finnair  
Frontier  
• Iberia (arrivals only)  
• Icelandair  
• ITA Airways  
• Japan Airlines (JAL) (arrivals only)  
• KLM Royal Dutch  
• Korean Air  
• LOT Polish Airlines  
• Lufthansa (arrivals only)

- 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  
• WestJet  
• Airlines with international arrivals in Terminal 5

The Bus Shuttle Center has ceased operations. For Hotel Shuttles and Off-Site Parking Shuttles, please proceed to Terminal 2, Lower Level Arrival Lanes. For Regional Buses, please connect to the Multi-Modal Facility aboard the Airport Transit System (ATS).

## PASSENGER SERVICES

- Airport Information
- All Gender Toilet
- Automated External Defibrillator Unit (AED)
- Automated Teller Machine (ATM)
- Baggage Claim
- Butch O'Hare Plane Exhibit (Terminal 2, Main Hall)
- Chapel (Terminal 2, Mezzanine)
- Elevators
- Escalators
- Exit
- Foreign Currency Exchange
- Interfaith Room (Terminal 5)
- Mother's Room/Lactation Pod
- Security Checkpoint
- Service Animal Relief Area (Lower Level)
- Service Area Wheelchair Assistance Contact Airlines
- Stairs
- Ticket Counter
- Toilets
- Transfer to Terminals 1 & 3 from Gate M13
- Travelers Aid (773)894-2427
- USO (Terminal 2, Mezz & Terminal 3, Rotunda Mezz)
- US Customs & Border Protection (CBP)
- Wheelchair Drop-Off

## GROUND TRANSPORTATION

- Airport Transit System (ATS)
- Auto Pound on Bessie Coleman Dr. (773)686-2958
- Blue Line Trains to City
- Cell Phone Lot 560 N. Bessie Coleman Dr.
- Kiss 'n Fly at Multi-Modal Facility
- Limo
- Metra O'Hare Station on Zemke & Mannheim Rds.
- Pace Bus at Multi-Modal Facility (847)364-7223
- Parking
- Parking Elevator Center
- Regional Buses at Multi-Modal Facility
- Rental Cars at Multi-Modal Facility
- Rideshare Pickup (Terminal 2, departure level)
- Taxi

## SPECIAL NUMBERS

- Chicago Police (773)894-9111 Non-Emergency (773)894-5000
- Customer Service (800)832-6352
- Fire (773)894-9111
- Travelers Aid (773)894-2427
- Lost & Found
  - For items lost near ticket counter, in gate area or on an airplane, contact airline.
  - For items lost in public areas of terminal, contact Chicago Police at (773)686-2385.
  - For items lost at security checkpoints, contact TSA at www.tsa.gov/form/lost-and-found.
  - For items lost on the ATS train, email lost@ohareats.com.
  - 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.