

YOUR GUIDE TO YYC

YYC CALGARY
INTERNATIONAL
AIRPORT



AIRLINE INFORMATION

Air Canada	(888) 247-2262
Air North	(800) 661-0407
Air Transat	(866) 847-1112
Alaska/Horizon Air	(877) 451-1825
American Airlines	(800) 433-7300
British Airways	(800) 247-9297
Canadian North	(800) 661-1505
Central Mountain Air	(888) 865-8585
Condor	(866) 960-7915
Delta	(800) 221-1212
Enerjet	(403) 648-2848
KLM	(800) 618-0104
Mexicana	(800) 380-8781
SWISSPORT	(403) 221-1660
Sunwing Airlines	(877) 978-6946
Thomas Cook Airlines	011 44 127 438 4119
US Airways	(800) 428 4322
United Airlines	(800) 241-6522
WestJet	(888) 937-8538
ATS	(403) 291-2590

KEY PHONE NUMBERS

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Canada Customs	(403) 292-8777
City Police and CCOC	(403) 735-7400
Duty Manager	(403) 735-1300
Information Centre	(403) 735-1372
Language Translation	1 888 808 9008 Pin 90410059
Lost and Found	(403) 735-1449
Parking Hotline	(403) 250-PARK (7275)
Maintenance Base	(403) 735-1330
US Customs	(403) 221-1634
Western Hospitality (White Hat Volunteers)	(403) 735-3301 to 3308 (403) 735-8956 (403) 735-8957

ALPHABETICAL LISTINGS

AIRLINES

Door 1-2

Door 1-2

Door 2-3

Door 2

Door 4

Door 4

Door 4

Door 4

Door 4

Door 4

Door 5-8

Door 9-11

DEPARTURES LEVEL

Air North

British Airways

WestJet (Domestic/International)

KLM

Air Transat

Canjet

Condor

Sunquest Vacations

Sunwing Airlines

Thomas Cook Airlines

Air Canada (US)

Alaska/Horizon Air

American Airlines

Delta

US Airways

United Airlines

WestJet (US)

Air Canada (Domestic/International)

Air Canada Express

Central Mountain Air

ATM (CASH MACHINES)

Arrivals

BMO Door 1

ATM Door 7

RBC Door 11

Departures

TD & CIBC Rundle Boulevard By Coles

BMO & RBC Rundle Boulevard Across Riley & McCormick

ATM	Rundle Boulevard	In Flippers Arcade by the UPS Store
ATM	Door 3	
ATM	Kananaskis Hall	By check-in counters near Kelsey's Restaurant
Mezzanine		
ATM	Destinations Food Court	By entrance to SpacePort

US Currency Available Concourse B Arrivals & Departures

BABY CHANGE ROOM

Arrivals	Door 3	Behind Jugo Juice
Arrivals	Door 9	Baggage Carousel 9
Departures	Door 1	Near Play Area UPS (only one w/ chair) Gate 12 By Chili's Post-Security

BUS BAYS

Administration **(403) 735-1493**

Arrivals	Access from:	
6	Door 1-2	Discount Car Rental
16	Door 4	Hotel Shuttle
17	Door 4	Hotel Shuttle
7/8	Door 4-5	Calgary Transit Bus
19	Door 4-5	Allied Downtown Shuttle
20	Door 6-7	Banff Airporter
23	Door 7	Brewster
24	Door 7	Park 2 Go
25	Door 7-9	Park N Jet

**CALGARY AIRPORT AUTHORITY
ADMINISTRATION OFFICES**

(403) 735-1200

Hours of Operation: Monday to Friday, 08:00–16:30

Mezzanine Level

Directly above U.S. check-in counters

CALGARY POLICE SERVICE

(403) 735-7400

CANADA CUSTOMS OFFICE

(403) 292-8777

Hours of Operation: 24/7

Arrivals

Door 5

CANADA IMMIGRATION OFFICE

(888) 242-2100

Hours of Operation: 24/7

Arrivals

Door 9

CAR RENTALS ON AIRPORT

Operate out of Airport Rental Car Centre

Departures

Door 5-6

Avis (800) 230-4898

Alamo (877) 222-9075

Budget (800) 268-8900

Dollar (800) 800-3665

Thrifty (403) 221-1962

Enterprise (403) 233-8021

Hertz (800) 654-3131

National (403) 221-1690

CAR RENTALS OFF AIRPORT

Provide courtesy shuttle service to own location. Prior arrangements should be made for pick-up by contacting rental company in advance.

Discount (888) 820-7378

Pick-up Location: Door 1-2 Bus Bay 6

CELL PHONE WAITING AREAS

For immediate pick-up from arrivals – designated zones only

Arrivals Door 1, 5, 11

CHANGE MACHINES

Arrivals Door 9

Departures Door 7-8 In Flippers Arcade, by UPS Store

Door 8-9 Across from Purdy's Chocolates

Available in Concourse B, and C in Flippers Arcades

CHAPEL – INTERFAITH AVIATION MINISTRY

Mezzanine Door 8-9 +15 (Near Destinations Food Court)

DOG EXERCISE/RELIEF AREAS

Arrivals Door 1 & 11

ELEVATORS

Arrivals	Door 1	Departures & Mezzanine Access
	Door 3	Departures & Mezzanine Access
	Door 4	Departures Access Only
	Door 7	Departures & Mezzanine Access
	Door 9	Departures Access Only
	Door 11	Mezzanine Access Only
Departures	Door 1	Arrivals & Mezzanine Access
	Door 3	Arrivals & Mezzanine Access
	Door 4	Arrivals Access Only, Banff Hall Shops
	Door 7	Arrivals & Mezzanine Access,
	Door 9	Arrivals Access Only, Beside Flower Shop Rundle Boulevard Shops
Mezzanine	Banff Hall	Mezzanine Access Only
	Destinations Food Court	
	Departures Access Only -	
+15 by Delta Hotel		Access to Parkade One Levels

Elevators Available Throughout Parkades

EMAIL

Free WiFi	Throughout the Airport
Departures	Door 7-8 UPS Store has two computers

ESCALATORS

Arrivals	Door 2, 4, 7, 9, 11
Departures	Rundle Boulevard Shops Banff Hall Shops Door 3-4, 8-10
Mezzanine	Destinations Food Court

EXPRESS PAY MACHINES (PARKING PAYMENT)

Arrivals	Door 2, 4, 9
Mezzanine	Door 8-9 +15 by Delta Hotel

Elevator lobbies within the parkade

FAX

Departures	Rundle Boulevard UPS store
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FIRE EXTINGUISHER

Beside most exit doors and all stairwells

FIRST AID

Also see Medical Services

Departures	Door 4
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FOOD COURT

Mezzanine	Destinations Food Court	pre-security
Concourse A	Aero Food Court	post-security

For full list of dining options, see Retail Shops & Services

FOREIGN EXCHANGE

Stationary Travelex Worldwide Money Locations:

Arrivals	Door 4
Departures	Rundle Boulevard Across from UPS Store Concourse A & B

Portable kiosks available throughout the terminal

GROUND TRANSPORTATION – PUBLIC

Access Calgary

Arrivals	Door 6	(403) 262-1000
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Tour and Shuttle Desks

Arrivals	Door 4-6
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Red Arrow (Pick-up and Drop-off Locations)

Departures	Door 1
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Pick-up and Drop-off Locations (Arrivals)

Bus Bay	Access	
6	Door 1-2	Discount
7-8	Door 1-2	Calgary Transit Bus
20	Door 3	Banff Airporter
16	Door 4	Hotel Shuttle
17	Door 4	Hotel Shuttle
19	Door 4-5	Downtown Shuttle
23	Door 7	Brewster

Employee Parking

Mezzanine Level	By Pass Control
	(403) 735-1444

Hours of operation: Mon - Fri 08:00 - 16:00 closed 12:30 - 1:00 for lunch

HOTEL DELTA CALGARY AIRPORT

Departures Door 9 Across +15 from Main Terminal

HOTEL SHUTTLES

Arrivals Door 4 Bus Bays 16-17

INFORMATION CENTRE TOURISM CALGARY

General airport and tourism information, paging services, lost & found, coat & luggage storage, language translation.

Arrivals Door 7-9 Across from Baggage Carousel 7-8
(403) 735-1372

INFO TRAVEL ALBERTA

Open Seasonal Arrivals
1-800-ALBERTA Door 2-3

KIDS PLAY AREAS

Arrivals Door 3-4
Departures Door 1

LIMOUSINE/SEDAN SERVICE (403) 299-9555

Provided by Allied Limousine

Arrivals Door 2, 4-5, 9

LOST & FOUND

For items lost at YYC:

Arrivals Door 7-9 Information Centre
 Across from Baggage Carousel 7-8

*For items lost on an airplane, contact Airline directly
(See Airline Information).*

LOUNGES

Concourse A Chinook Lounge (Public pay-per use) on left
 Upstairs after security screening

Concourse B Rocky Mountain Lounge (Public pay-per use)
 After US Customs and Security to the right and upstairs

Concourse C Air Canada Maple Leaf Lounge (Private Use)

LUGGAGE STORAGE

Arrivals Door 7-9 Information Centre

LUGGAGE WRAPPING

Departures Door 8

MAIL SERVICES

(403) 250-7001

UPS Store Copy/printing, mailing/packaging, courier, fax, stamps

Departures Rundle Boulevard

Canada Post Mailbox

Departures Rundle Boulevard By UPS Store

Mezzanine +15



MAINTENANCE BASE

(403) 735-1330

Handles all airport maintenance-related calls

Please note door/room/elevator/escalator numbers when placing a call

MEDICAL SERVICES

Medical Clinic TBA

First Aid Office

Emergency phone available

Departures Door 4

MONEY EXCHANGE

See Foreign Exchange

NEXUS/CANPASS OFFICE

Appointments for pre-approved border crossing into Canada and the United States.

Departures Door 5-6

PAGING

(403) 735-1449

Arrivals Door 7-9 Information Centre



PARKING HOTLINE**(403) 250-PARK(7275)**

PASS CONTROL OFFICE**(403) 735-1320****(Restricted Area Identification Card)****Mezzanine Level**

(Between Calgary Airport Authority reception and Destinations food court)

PAY PHONES

Arrivals Door 1, 3, 4, 5, 7, 9, 11

Departures Door 2, 3, 5, 7, 10

PORTER SERVICE**(403) 291-2653**

RESTRICTED ITEMS**(888) 294-2202**CATSA (Canadian Air Transport Security Authority) www.catsa.gc.ca

Airline-Specific Restrictions: See Airline Information for Contact List

RETAIL SHOPS & SERVICES PRE-SECURITY**Arrivals**

Mac's	Doors 1 & 11
Shiatsu Massage Chairs	Door 2
Skyway Wine & Liquor	Door 2
Jugo Juice	Door 3
Travelex - Foreign Exchange	Door 4
Tim Hortons	Door 6
Information Centre	Door 7-9

Departures

Chick-fil-A	Door 4-5
The Local Rustic Market	
Luggage Wrap Express	Door 8

Rundle Boulevard

Door 7-10

A Touch of Petals
Cloud Nine Liquor
Cut N Jet
Flames FanAttic
Flippers Arcade
Franklin's Shoe Shine
June's Gifts
Montana's Cookhouse
Purdy's Chocolates
Relay
Riley & McCormick Western Wear
Sandstone Pharmacies
Scents Forever

RETAIL SHOPS & SERVICES PRE-SECURITY CONTINUED

Tim Hortons
Travelex - Foreign Exchange
the UPS Store
Who's Who in the Zoo / Just Plane Fun

The Shops of Banff Hall

Door 7-10

Bentley
Coles Bookstore
Elements on the Go
ERA
Heritage Trading Post
OraOxygen
Soapstories
Starbucks

Kananaskis Hall

Door 3-4

Bentley
Bernard Callebaut Chocolaterie
Chachis Sandwich Bar
Elements Spa
Hudson News
Kelsey's
Starbucks
Virgin Books & Music

Mezzanine-Destinations Food Court

A&W
Dairy Queen Orange Julius
Edo Japan
Manchu Wok
Sbarro Pizzeria
Subway
Swiss Chalet Express
Taco Time
Tim Hortons

RETAIL SHOPS & SERVICES POST-SECURITY**Concourse A**

Everything Under \$20
Chili's
Chinook Lounge (Public pay-per use)
Flippers Arcades
Heritage Trading Post
Hudson News
Life is Good
Molson Brewhouse
Mut Hut Emporium
Nuance Duty Free
Relay
Sandstone Pharmacies - Cart (not full service)
Scents Forever
Shiatsu Plus Massage Chairs
Skyway Liquor
Starbucks
Sweet Factory
Tim Hortons
Travelex - Foreign Exchange
Who's Who in the Zoo / Just Plane Fun

RETAIL SHOPS & SERVICES POST-SECURITY CONTINUED

Concourse B

BK Whopper Bar
Calgary Connections Bar & Cafe
Flippers Arcades
Great Canadian Bagel
Heritage Trading Post
Hudson News
Jugo Juice
Nuance Duty Free
Relay
Rocky Mountain Lounge (Public pay-per use)
Shiatsu Plus Massage Chairs
Starbucks
Tim Hortons
Travelex - Foreign Exchange
Who's Who in the Zoo / Just Plane Fun
Wings Lounge

Concourse C

Air Canada Maple Leaf Lounge (Private Use)
Artizan
Bubbles Wine & Tapas Bar
Chili's
Cloud 9 Liquor & Wine Store
Euro Café
Flippers Arcades
Heritage Trading Post
Hudson News
Jugo Juice
Nuance Duty Free
Relay
Scents Forever



Starbucks
Tim Hortons

Aero Food Court

A&W
La Prep
Manchu Wok
Sbarro Pizzeria
Subway

SHOWERS (PAY PER USE)

OraOxygen Banff Hall Departures Level

SMOKING AREAS

Designated areas adjacent to terminal on Arrivals and Departures

SPACEPORT - FREE ADMISSION

Mezzanine Destinations Food Court

STAMPS

Departures Rundle Boulevard The UPS Store

TAXI SERVICE**(403) 299-1111**

Provided by Associated Cabs Ltd.

Arrivals

TELEPHONESSee Pay Phones or Phone Cards

US DEPARTURE CHECK-IN KIOSKS

Departures	Check-in Position
Air Canada	
Alaska/Horizon Air	C01-02
American Airlines	C23-C26
Delta	C18-C22
United Airlines	C03-C12
US Airways	C13-C17
WestJet	C27-C40

US CONNECTING BAGGAGE

Departures	Door 7-8	US Departures behind Check-in Position #10
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US CUSTOMS ENTRANCE

Departures	Door 6-7	US Departures behind Check-in
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US CUSTOMS OFFICE**(403) 221-1634**

Hours of Operation: Tues: 07:30-09:30, Sat/Sun: 07:30-11:00

Departures	Door 4-5	Across from Chick-fil-A
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VISA WAIVER PROGRAM COMPUTERS

ESTA: Electronic System for Travel Authorization

Departures	Door 4-5	Across from Chick-fil-A
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WASHROOMS

Arrivals	Door 1	
	Door 3	Behind Jugo Juice
	Door 9-11	
Departures	Door 2	By Concourse A Security
	Door 4	Entrance to A
	Door 7-8	Rundle Boulevard Shops, by UPS Store
	Door 10	Banff Hall Shops, beside Bentley
Mezzanine	Destinations Food Court	
	By Calgary Airport Authority Reception Office	
	By Information Technology and Telecommunications Office	
	By Silver Dart Meeting Room	
Concourses	Washrooms available in all Concourses	

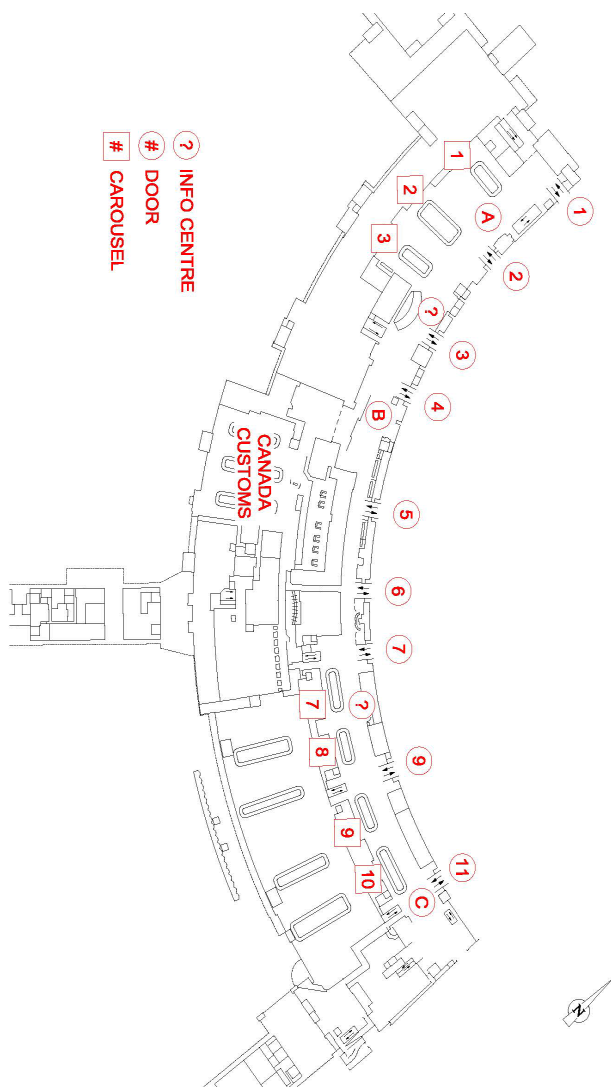
WHITE HAT VOLUNTEERS**(403) 735-1384****Volunteer & Visitor Reception Center**

Arrivals	Door 3-4	Meeting Place C
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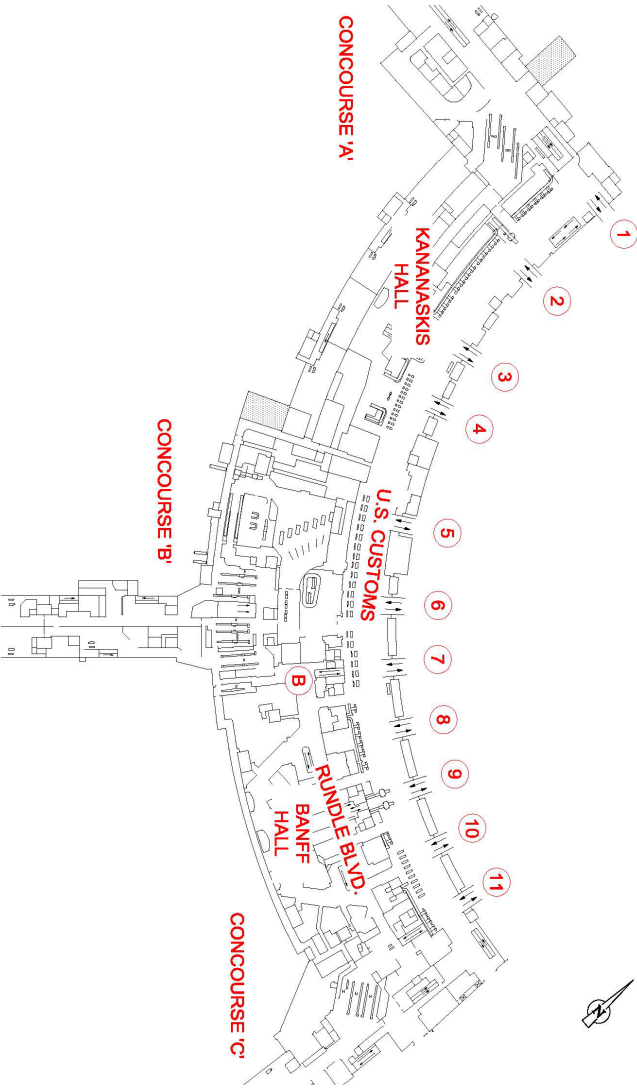
Administration Office

Arrivals	Door 7-9	Behind Baggage Carousel 9
Debbie Stahl		(403) 735-1251
Grant Tarleton		(403) 735-1375
Ashley Adelantar		(403) 735-1568

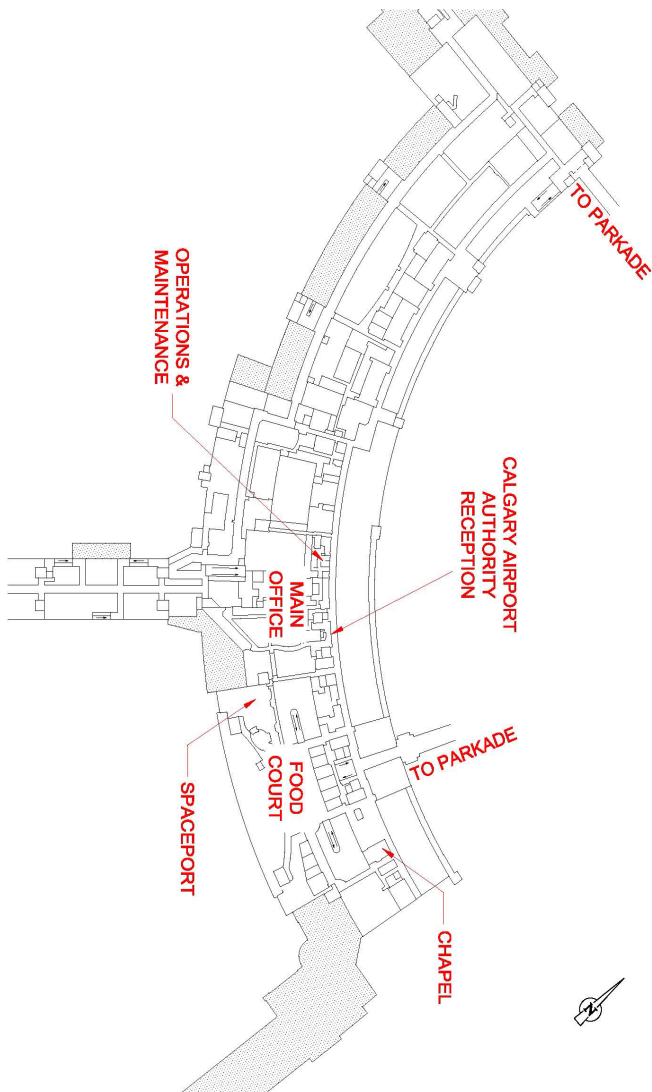
ARRIVALS



DEPARTURES



MEZZANINE





THE CALGARY AIRPORT AUTHORITY

2000 Airport Road NE, Calgary, AB T2E 6W5

Tel: 403.735.1200 Fax: 403.735.1281

www.yyc.com