

YOUR GUIDE TO YYC



AIRLINE INFORMATION

Air Canada	(888) 247-2262
Air North	(800) 661-0407
Air Transat	(866) 847-1112
Alaska Airlines	(800) 547-9308
American Airlines	(800) 433-7300
British Airways	(800) 247-9297
Canadian North	(800) 661-1505
Central Mountain Air	(888) 865-8585
Delta	(800) 221-1212
Enerjet	(403) 648-2848
KLM	(800) 618-0104
Servisair	(403) 221-1660
Sunquest	(800) 668-4224
Sunwing Airlines	(877) 978-6946
US Airways	(866) 523-5333
United Airlines	(800) 241-6522
WestJet	(800) 538-5696
Wing Tips	(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

DEPARTURES LEVEL

Door 1-3	Air Canada (Domestic/International) Air Canada Express Central Mountain Air
Door 4-7	Air Canada (US) Alaska/Horizon Air American Airlines Delta US Airways United Airlines WestJet (US)
Door 10-11	Air North
Door 8	Air Transat
Door 10-11	British Airways
Door 10	KLM
Door 8	Sunquest
Door 8	Sunwing Airlines
Door 9-10	WestJet (Domestic/International)

ATM (CASH MACHINES)

Arrivals

RBC	Door 1
ATM	Door 5
BMO	Door 11

Departures

TD & CIBC ATM	Rundle Boulevard	By Coles
	Rundle Boulevard	In Flippers by entrance to Concourse A
BMO & RBC	Rundle Boulevard	Across from Riley & McCormick
ATM	Rundle Boulevard	In Flippers by the UPS Store
ATM	Door 9	
ATM	Kananaskis Hall	By check-in counters in front of Kelsey's

Mezzanine

ATM	Destinations Food Court	By entrance to SpacePort
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US Currency Available in Concourse C.

BABY CHANGE ROOM

Arrivals	Door 9	Behind Jugo Juice
Arrivals	Door 3	Baggage Carousel 2

BUS BAYS

Administration

(403) 735-1493

Arrivals	Access from:	
2	Door 5	Park N Jet
3	Door 5	Park 2 Go
4	Door 5	Brewster & Greyhound
7	Door 6	Banff Airporter
8	Door 7-8	Downtown Shuttle
10 -11	Door 8	Hotel Shuttle
19 - 20	Door 10-11	Calgary Transit Bus
21	Door 11	Discount Car Rental
23	Door 11	WestJet Shuttle

**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 7

CANADA IMMIGRATION OFFICE

(888) 242-2100

Hours of Operation: 24/7

Arrivals Door 5

CAR RENTALS ON AIRPORT

Operate out of Airport Rental Car Centre

Departures Door 6-7

Alamo	(877) 222-9075
Avis	(800) 230-4898
Budget	(800) 268-8900
Dollar/Thrifty	(403) 221-1860
Enterprise	(403) 233-8021
Hertz	(800) 654-3131
National	(403) 221-1690
Alamo	(877) 222-9075

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 10-11 Bus Bay 21

CELL PHONE PICK-UP AREAS

For immediate pick-up from arrivals – designated zones only

Arrivals Door 1, 7, 10

CHANGE MACHINES

Arrivals Door 3

Departures Door 1-2 In Flippers, Entrance to Concourse A

Door 3-4 Across from Purdy's

Door 4-5 In Flippers, by UPS Store

Mezzanine Door 3-4 SpacePort – Destinations Food Court

Available in Concourse A, C, and D in Flippers Arcades

CHAPEL – INTERFAITH AVIATION MINISTRY

Mezzanine +15 by Delta Hotel (South of Food Court)

DOG EXERCISE/RELIEF AREAS

Arrivals Across the street from Door 3

Outside Door 11

ELEVATORS

Arrivals	Door 1	Mezzanine Access Only
	Door 3	Departures Access Only
	Door 5	Departures & Mezzanine Access
	Door 8	Departures Access Only
	Door 9	Departures & Mezzanine Access
	Door 11	Departures & Mezzanine Access
Departures	Door 3	Arrivals Access Only, Beside FlowerShop
	Door 5	Arrivals & Mezzanine Access, Rundle Boulevard Shops
	Door 8	Arrivals Access Only, Banff Hall Shops
	Door 9	Arrivals & Mezzanine Access
	Door 11	Arrivals & Mezzanine Access
Mezzanine +15 by Delta Hotel	Banff Hall	Mezzanine Access Only
	Food Court	Departures Access Only Access to Parkade One Levels

Elevators Available Throughout Parkades

EMAIL

Free WiFi	Throughout the Airport
Departures	Door 4-5 UPS Store has two computers

ESCALATORS

Arrivals	Door 1, 3, 5, 8, 10
Departures	Rundle Boulevard Shops Banff Hall Shops Door 2-4, 8-9
Mezzanine	Destinations Food Court

EXPRESS PAY MACHINES (PARKING PAYMENT)

Arrivals	Door 3, 8, 10
Mezzanine	Door 3-4 +15 by Delta Hotel <i>Elevator lobbies within the parkade</i>

FAX

Departures	Rundle Boulevard UPS store
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FIRE EXTINGUISHER

Beside most exit doors and all stairwells

FOOD COURT

Mezzanine	Destinations Food Court
Concourse D	Aero Food Court

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

FOREIGN EXCHANGE

Stationary Travelex Worldwide Money Locations:

Arrivals	Door 8
Departures	Rundle Boulevard Across from UPS Store Concourse C & D

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 7
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Red Arrow (Pick-up and Drop-off Locations)

Departures	Door 11
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Pick-up and Drop-off Locations (Arrivals)

Bus Bay	Access	
4	Door 5	Brewster & Greyhound
8	Door 7-8	Downtown Shuttle
10-11	Door 8	Hotel Shuttle
12	Door 9	Banff Airporter
20	Door 10-11	Calgary Transit Bus
21	Door 10-11	Discount

Employee Parking

Arrivals	Door 6 (403) 735-1444
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MAINTENANCE BASE

(403) 735-1330

Handles all airport maintenance-related calls

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

MONEY EXCHANGE

See Foreign Exchange

NEXUS/CANPASS OFFICE

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

Departures Door 6-7

PAGING

(403) 735-1449

Arrivals Door 3-5 Information Centre

PARKING HOTLINE

(403) 250-PARK(7275)

PASS CONTROL OFFICE

(403) 735-1320

(Employee Airport Access Passes)

Mezzanine Level

Between Calgary Airport Authority reception/office and food court

PAY PHONES

Arrivals Door 1, 3, 5, 7, 8, 9, 11

Departures Door 2, 5, 7, 9, 10

PORTER SERVICE

(403) 291-2653

RESTRICTED ITEMS

(888) 294-2202

CATSA (Canadian Air Transport Security Authority)

Airline-Specific Restrictions: See airline Information for contact list

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

Mac's	Doors 1 & 11
Information Centre	Door 3-5
Tim Hortons	Door 6
Travellex - Foreign Exchange	Door 8
Jugo Juice	Door 9
Shiatsu Plus Massage Chairs	Door 10
Skyway Wine & Liquor	Door 10

Departures

Luggage Wrap Express	Door 3
Harvey's	Door 7-8

Rundle Boulevard

Door 2-5

Airport Pharmacy
A Touch of Petals
Bloomsbury's
Brookstone
Cloud Nine Liquor
Coles Bookstore
Cut 'N Jet
FanAttic
Flippers Arcade
Franklin's Shoe Shine
June Quality Gifts
Montana's
Purdy's Chocolatier
Relay
Riley McCormick
Scents Forever

RETAIL SHOPS & SERVICES PRE-SECURITY CONTINUED

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

The Shops of Banff Hall Door 2-5

Bentley
Canadian Jewelry
Coles
Flurries
Heritage Trading Post
OraOxygen
Soap Stories
Starbucks
Watch It!

Kananaskis Hall Door 8-9

Bentley
Chocolaterie Bernard Callebaut
Chachi's
Hudson News
Kelseys
Premier Spa
Starbucks
Virgin Books and Music

Mezzanine-Destinations Food Court

A&W
Cheers
Dairy Queen/Orange Julius

Mezzanine-Destinations Food Court**CONTINUED**

Edo Japan
Manchu Wok
Sbarro Pizzeria
Second Cup
Subway
Swiss Chalet
Taco Time

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

Air Canada Maple Leaf Lounge (Private Use)
Artizan
Boutique iStore
Bubbles Wine & Tapas Bar
Chili's
Cloud 9 Liquor & Wine Store
Euro Café
Flippers Arcades
Franklin's Shoe Shine
Heritage Trading Post
Hudson News
Jugo Juice
Nuance Duty Free
Relay
Riley & McCormick
Scents Forever
Shiatsu Plus Message Chairs
Starbucks
Tim Hortons
Who's Who in the Zoo

Concourse B/C

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

Concourse D

Chili's
Everything Under \$20
FanAttic
Flippers Arcades
Heritage Trading Post
Hudson News
IDA On The Way
Life is Good
Molson Brewhouse
Nuance Duty Free
Relay
Scents Forever
Servisair Chinook Lounge (Public Use)

Concourse D

CONTINUED

Shiatsu Plus Massage Chairs
Skyway Liquor
Starbucks
Stylish Traveler
Sweet Factory
Tim Hortons
Travelex - Foreign Exchange
Who's Who in the Zoo / Just Plane Fun

Aero Food Court

A&W
La Prep
Manchu Wok
Sbarro
Subway

SHOWERS (PAY PER USE)

OraOxygen Rundle Boulevard Departures Level

SMOKING AREAS

Designated areas adjacent to terminal on Arrivals and Departures

SPACEPORT - FREE ADMISSION

Mezzanine Destinations Food Court

STAMPS

Departures Rundle Boulevard
Airport Pharmacy or UPS Store

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

Arrivals All Doors

Provided by Associated Cabs Ltd.

TELEPHONES

See Pay Phones or Phone Cards

US DEPARTURE CHECK-IN KIOSKS**Departures****Check-in Position**

Alaska Airlines

C27-C28

American Airlines

C23-C26

Delta

C17-C22

United Airlines

C01-C12

US Airways

C13-C16

WestJet

C29-C38

US CONNECTING BAGGAGE

Departures

Door 4-5

US Departures behind
Check-in Position #10

US CUSTOMS ENTRANCE

Departures

Door 5-6

US Departures behind Check-in

US CUSTOMS OFFICE**(403) 221-1634**

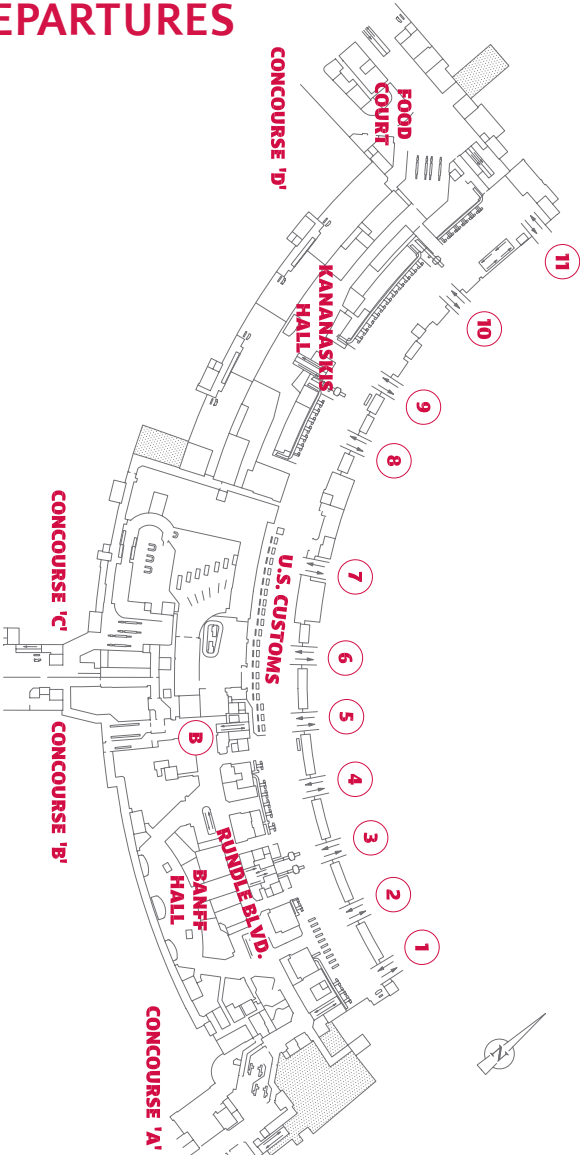
Departures

Door 7-8

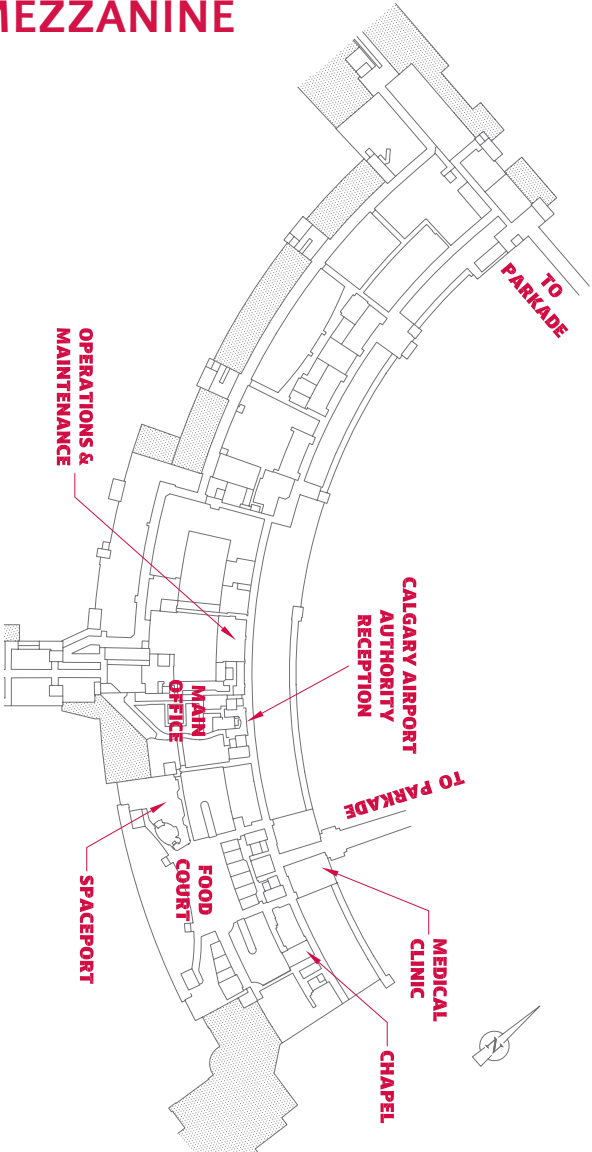
Across from Harvey's

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

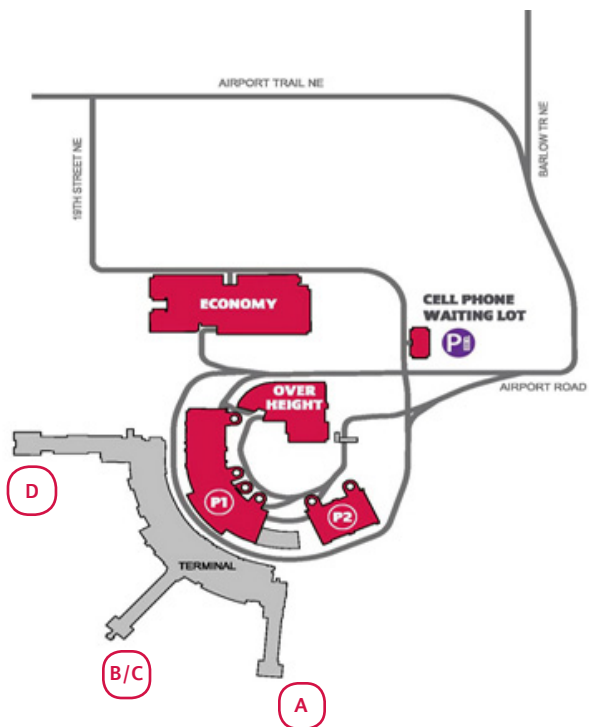
DEPARTURES



MEZZANINE



PARKING







TEAM YYC™

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