# AIRLINE INFORMATION

<table>
<thead>
<tr>
<th>Airline</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Canada</td>
<td>(888) 247-2262</td>
</tr>
<tr>
<td>Air North</td>
<td>(800) 661-0407</td>
</tr>
<tr>
<td>Air Transat</td>
<td>(866) 847-1112</td>
</tr>
<tr>
<td>Alaska Airlines</td>
<td>(800) 547-9308</td>
</tr>
<tr>
<td>American Airlines</td>
<td>(800) 433-7300</td>
</tr>
<tr>
<td>British Airways</td>
<td>(800) 247-9297</td>
</tr>
<tr>
<td>Canadian North</td>
<td>(800) 661-1505</td>
</tr>
<tr>
<td>Central Mountain Air</td>
<td>(888) 865-8585</td>
</tr>
<tr>
<td>Delta</td>
<td>(800) 221-1212</td>
</tr>
<tr>
<td>Enerjet</td>
<td>(403) 648-2848</td>
</tr>
<tr>
<td>KLM</td>
<td>(800) 618-0104</td>
</tr>
<tr>
<td>Servisair</td>
<td>(403) 221-1660</td>
</tr>
<tr>
<td>Sunquest</td>
<td>(800) 668-4224</td>
</tr>
<tr>
<td>Sunwing Airlines</td>
<td>(877) 978-6946</td>
</tr>
<tr>
<td>US Airways</td>
<td>(866) 523-5333</td>
</tr>
<tr>
<td>United Airlines</td>
<td>(800) 241-6522</td>
</tr>
<tr>
<td>WestJet</td>
<td>(800) 538-5696</td>
</tr>
<tr>
<td>Wing Tips</td>
<td>(403) 291-2590</td>
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<tr>
<td>Service</td>
<td>Phone Number</td>
</tr>
<tr>
<td>---------------------------------</td>
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</tr>
<tr>
<td>Canada Customs</td>
<td>(403) 292-8777</td>
</tr>
<tr>
<td>City Police and CCOC</td>
<td>(403) 735-7400</td>
</tr>
<tr>
<td>Duty Manager</td>
<td>(403) 735-1300</td>
</tr>
<tr>
<td>Information Centre</td>
<td>(403) 735-1372</td>
</tr>
<tr>
<td>Language Translation</td>
<td>1 888 808 9008</td>
</tr>
<tr>
<td></td>
<td>Pin 90410059</td>
</tr>
<tr>
<td>Lost and Found</td>
<td>(403) 735-1449</td>
</tr>
<tr>
<td>Parking Hotline</td>
<td>(403) 250-PARK (7275)</td>
</tr>
<tr>
<td>Maintenance Base</td>
<td>(403) 735-1330</td>
</tr>
<tr>
<td>US Customs</td>
<td>(403) 221-1634</td>
</tr>
<tr>
<td>Western Hospitality</td>
<td>(403) 735-3301 to 3308</td>
</tr>
<tr>
<td>(White Hat Volunteers)</td>
<td>(403) 735-8956</td>
</tr>
<tr>
<td></td>
<td>(403) 735-8957</td>
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## ALPHABETICAL LISTINGS

<table>
<thead>
<tr>
<th>AIRLINES</th>
<th>DEPARTURES LEVEL</th>
</tr>
</thead>
<tbody>
<tr>
<td>Door 1-3</td>
<td>Air Canada (Domestic/International)</td>
</tr>
<tr>
<td></td>
<td>Air Canada Express</td>
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<tr>
<td></td>
<td>Central Mountain Air</td>
</tr>
<tr>
<td>Door 4-7</td>
<td>Air Canada (US)</td>
</tr>
<tr>
<td></td>
<td>Alaska/Horizon Air</td>
</tr>
<tr>
<td></td>
<td>American Airlines</td>
</tr>
<tr>
<td></td>
<td>Delta</td>
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<tr>
<td></td>
<td>US Airways</td>
</tr>
<tr>
<td></td>
<td>United Airlines</td>
</tr>
<tr>
<td></td>
<td>WestJet (US)</td>
</tr>
<tr>
<td>Door 10-11</td>
<td>Air North</td>
</tr>
<tr>
<td>Door 8</td>
<td>Air Transat</td>
</tr>
<tr>
<td>Door 10-11</td>
<td>British Airways</td>
</tr>
<tr>
<td>Door 10</td>
<td>KLM</td>
</tr>
<tr>
<td>Door 8</td>
<td>Sunquest</td>
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<tr>
<td>Door 8</td>
<td>Sunwing Airlines</td>
</tr>
<tr>
<td>Door 9-10</td>
<td>WestJet (Domestic/International)</td>
</tr>
</tbody>
</table>

### ATM (CASH MACHINES)

<table>
<thead>
<tr>
<th>Arrivals</th>
<th>DEPARTURES</th>
</tr>
</thead>
<tbody>
<tr>
<td>RBC</td>
<td>Door 1</td>
</tr>
<tr>
<td>ATM</td>
<td>Door 5</td>
</tr>
<tr>
<td>BMO</td>
<td>Door 11</td>
</tr>
</tbody>
</table>
Departures

TD & CIBC ATM Rundle Boulevard By Coles

ATM 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 By entrance to SpacePort

Food Court

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  
(403) 735-1200

ADMINISTRATION OFFICES

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

<table>
<thead>
<tr>
<th>Car Rental</th>
<th>Phone Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alamo</td>
<td>(877) 222-9075</td>
</tr>
<tr>
<td>Avis</td>
<td>(800) 230-4898</td>
</tr>
<tr>
<td>Budget</td>
<td>(800) 268-8900</td>
</tr>
<tr>
<td>Dollar/Thrifty</td>
<td>(403) 221-1860</td>
</tr>
<tr>
<td>Enterprise</td>
<td>(403) 233-8021</td>
</tr>
<tr>
<td>Hertz</td>
<td>(800) 654-3131</td>
</tr>
<tr>
<td>National</td>
<td>(403) 221-1690</td>
</tr>
<tr>
<td>Alamo</td>
<td>(877) 222-9075</td>
</tr>
</tbody>
</table>
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

<table>
<thead>
<tr>
<th>Arrivals</th>
<th>Door 1</th>
<th>Mezzanine Access Only</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Door 3</td>
<td>Departures Access Only</td>
</tr>
<tr>
<td></td>
<td>Door 5</td>
<td>Departures &amp; Mezzanine Access</td>
</tr>
<tr>
<td></td>
<td>Door 8</td>
<td>Departures Access Only</td>
</tr>
<tr>
<td></td>
<td>Door 9</td>
<td>Departures &amp; Mezzanine Access</td>
</tr>
<tr>
<td></td>
<td>Door 11</td>
<td>Departures &amp; Mezzanine Access</td>
</tr>
<tr>
<td>Departures</td>
<td>Door 3</td>
<td>Arrivals Access Only, Beside FlowerShop</td>
</tr>
<tr>
<td></td>
<td>Door 5</td>
<td>Arrivals &amp; Mezzanine Access, Rundle Boulevard Shops</td>
</tr>
<tr>
<td></td>
<td>Door 8</td>
<td>Arrivals Access Only, Banff Hall Shops</td>
</tr>
<tr>
<td></td>
<td>Door 9</td>
<td>Arrivals &amp; Mezzanine Access</td>
</tr>
<tr>
<td></td>
<td>Door 11</td>
<td>Arrivals &amp; Mezzanine Access</td>
</tr>
<tr>
<td></td>
<td>Banff Hall</td>
<td>Mezzanine Access Only</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Mezzanine</th>
<th>Food Court</th>
<th>Departures Access Only</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mezzanine</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

+15 by Delta Hotel | Access to Parkade One Levels

**Elevators Available Throughout Parkades**

### EMAIL

<table>
<thead>
<tr>
<th>Free WiFi</th>
<th>Throughout the Airport</th>
</tr>
</thead>
<tbody>
<tr>
<td>Departures</td>
<td>Door 4-5</td>
</tr>
</tbody>
</table>
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
Elevator lobbies within the parkade

FAX
Departures: Rundle Boulevard, UPS store

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
Tour and Shuttle Desks

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

Departures     Door 11
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
HOTEL DELTA CALGARY AIRPORT

Departures Door 3 Across from main Terminal

HOTEL SHUTTLES

Arrivals Door 8 Bus Bays 10-11

INFORMATION CENTRE

Tourism Calgary (403) 735-1372

Arrivals Door 3-5 Across from Baggage Carousel 3-4
Door 9-10 Across from Jugo Juice

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

Travel Alberta 1-800-ALBERTA

KIDS PLAY AREAS

Arrivals Door 8-9
Departures Door 11
Departures Rundle Boulevard

LIMOUSINE/SEDAN SERVICE (403) 299-9555

Provided by Allied Limousine

Arrivals Door 1-3, 7-8, 10-11
LOST & FOUND  (403) 735-1449

For items lost at YYC:

Arrivals  Door 3-5  Information Centre
Across from Baggage Carousel 3-4

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

LOUNGE S

Concourse A  Air Canada Maple Leaf Lounge
Concourse C  Rocky Mountain Lounge (common use)
            After US Customs and Security to the right and upstairs
Concourse D  Chinook Lounge (common use) on left
            Upstairs after security screening

LUGGAGE STORAGE  (403) 735-1449

Arrivals  Door 3-5  Information Centre

LUGGAGE WRAPPING

Departures  Door 3 or 4

MAIL SERVICES  (403) 250-7001

UPS Store  Copy/printing, mailing/packaging, courier, fax
Departures  Rundle Boulevard
Canada Post Mailbox

Departures  Rundle Boulevard  By UPS Store
Mezzanine  +15 by Delta Hotel
MAINTENANCE BASE  (403) 735-1330
Handles all airport maintenance-related calls
Please note door/room/elevator/escalator 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
- Travelex - 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
- 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
Tim Hortons
Travelex - Foreign Exchange
UPS
Who’s Who in the Zoo / Just Plane Fun

The Shops of Banff Hall
Bentley
Canadian Jewelry
Coles
Flurries
Heritage Trading Post
OraOxygen
Soap Stories
Starbucks
Watch It!

Kananaskis Hall
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

- 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

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

<table>
<thead>
<tr>
<th>Departures</th>
<th>Check-in Position</th>
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<tbody>
<tr>
<td>Alaska Airlines</td>
<td>C27-C28</td>
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<tr>
<td>American Airlines</td>
<td>C23-C26</td>
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<tr>
<td>Delta</td>
<td>C17-C22</td>
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<td>United Airlines</td>
<td>C01-C12</td>
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<tr>
<td>US Airways</td>
<td>C13-C16</td>
</tr>
<tr>
<td>WestJet</td>
<td>C29-C38</td>
</tr>
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</table>

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
**VISA WAIVER PROGRAM COMPUTERS**

**ESTA: Electronic System for Travel Authorization**

**Departures** | Door 7-8 | Across from Harvey’s

**WASHROOMS**

**Arrivals** | Door 1-3
Door 9 | Behind Jugo Juice
Door 11

**Departures** | Door 2 | Banff Hall Shops
Door 4-5 | Rundle Boulevard Shops, by UPS Store
Door 8 | Entrance to D
Door 10 | By Concourse D Security

**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

**Administration Office**

**Arrivals**
- Behind Baggage Carousel 3

**Grant Tarleton**
(403) 735-1375

**Debbie Stahl**
(403) 735-1251

**On Duty Volunteers**
(403) 735-3301 to 3308
(403) 735-8956
(403) 735-8957

**Volunteer and Visitor Reception Room**

**Arrivals** | Door 8-9 | Meeting Place C