

Services

Telephones

There are public telephones equipped with Telecommunications Devices for the Deaf (TDD) are located on the public side of the airport. There is a Purple Video Relay System (VRS) on the Central Terminal back hallway near Dunkin Donuts.

For Assistance through Maryland Relay dial 7-1-1 or 1-800-201-7165.

Elevators

Elevators are located near public stairways and escalators. They also are centrally located next to terminals in multi-level parking structures.

Restrooms

Wheelchair accessible stalls are provided in all public restrooms throughout the terminal building.

Family Assist Restrooms

These bathrooms are equipped for people with disabilities. It is possible for a person with a disability to use them with or without an attendant.

Service Animal Relief Areas

BWI Marshall Airport travelers who are accompanied by service animals can now enjoy the convenience of pet relief areas while at the airport.

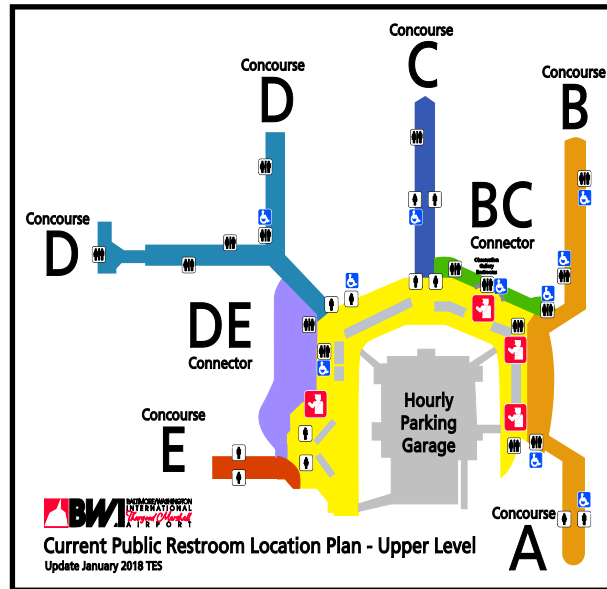
One Pet Relief Area is located at the end of Concourse E on the lower level outside door #19, near the International Terminal and adjacent to the light rail station.

The second Pet Relief Area is located in front of the Hourly Garage.

The third Pet Relief Area is at the base of Upper Level C concourse.

The fourth Pet Relief Area is just past D/E checkpoint.

Seating is available in all Service Relief Areas. Owners are asked to clean up after their animals by using the waste disposal bags and receptacles provided.

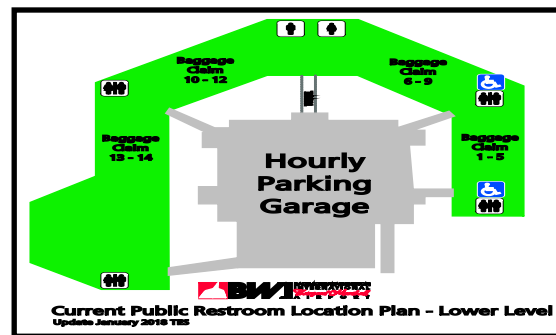


Concourse A/B
Southwest Airlines

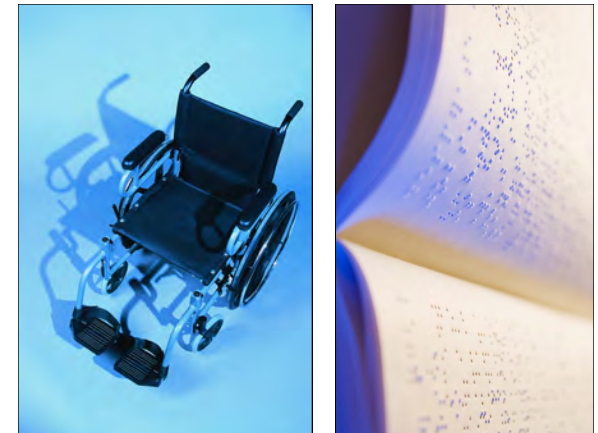
Concourse C
American Airlines
WN Southwest

Concourse D
Air Canada
Alaska Airlines
Allegiant Air
Boutique Air
Contour
Delta
jetBlue
Spirit Airlines
Southern Airways
United Airlines
Virgin America

Concourse E
Air Mobility Command
British Airway
Condor
Sunwing
Xtra
WOW



Baggage Claim 1-5 Southwest
Baggage Claim 7-9 American
Baggage Claim 10-12 jetBlue, Spirit
Baggage Claim 13-14 Delta, United Airlines



Travelers with Disabilities



1-800-I-FLY-BWI

adabwi@bwiairport.com

Leon Patterson—ADA Coordinator

410-859-7242

MDOT One Stop Shop

website for ALL Maryland
Transportation

<http://mdotonestopshop.maryland.gov/>

Ground Transportation

It is recommended that you make prior arrangements and inquiries before taking any of the listed ground transportation options from BWI Marshall. Make sure to inform representatives of any special needs you may have and ask about their accessibility services.

BWI Taxi Service 410-859-1100
www.BWIAirportTaxi.com

For transportation to and from the airport, customers are required to make advanced reservations. Please specify whether or not an accessible vehicle is required or if a service animal will be accompanying you.

Rail

Amtrak 1-800-USA-RAIL TTY 1-800-523-6590

MTA MARC 1-800-325-RAIL TTY 410-539-3497

MTA Light Rail 1-866-743-3682 TTY 410-539-3497

BWI station has platforms that are level with the train.

BWI station has ticket vending machines. Each ticket machine has Braille and raised letter instructions. Audio instructions can also be obtained, however, customers must use their own headset.

There are bumpy tiles near the edge of the platform to alert customers who are blind or have low vision that they are nearing the edge of the platform.

Public Buses

MTA #75 Service - 410-539-5000

MTA # 107 Service - 410-539-5000

WMATA (Washington, DC) B-30 Express Service
202-637-7000 TTY 202-638-3780

MTA ICC Bus - www.mtaiccbus.com

All buses are equipped with wheelchair lifts and/or kneeling capability. All buses feature two wheelchair securement areas and priority seating for seniors and people with disabilities near the front of the bus.

Parking



Parking

Parking for individuals with disability is available in all BWI Marshall Parking Facilities.

All shuttle buses to and from BWI Marshall are wheelchair accessible.

Drop Off and Pick Up

Public roadways entering BWI Marshall are open to all vehicles. No waiting or parking is allowed curbside, however, there are designated accessible drop off points on the outer service lane. All unattended vehicles will be cited and towed.

For those people wishing to escort passengers with disabilities, please park in the Hourly Garage which is located in front of the terminal. Rates are \$2 per half hour for the first hour, then \$4 per hour or any part up to a daily maximum of \$22. All rates are subject to change without notice.

Airlines

When making airline reservations, be sure to inform your travel agent or airline representative of any assistance needed while at the airport or onboard the aircraft. In all cases, tell the airline of your needs and requests, they will be documented as part of your reservation. It is recommended that persons needing special assistance arrive at the airport three hours before their scheduled domestic flight and four hours before an international flight. Please inform the airline service providers to meet you at the outer roadway curb.

Airline website, phone & TTY numbers:

Air Canada aircanada.com 888-247-2262
TTY 800-361-8071

Alaska Airlines alaskaair.com 800-252-7522
TTY 1-800-393-0228

Allegiant Air allegiantair.com 1-702-505-8888
TTY 1-702-430-3283

American aa.com 800-433-7300
TTY 800-543-1586

British Airways ba.com 800-247-9297
TTY 866-393-0961

Condor condor.com/us 866-960-7915

Contour Airlines contourairlines.com 1-888-332-6686

Delta delta.com 800-221-1212
TTY 800-831-4488

jetBlue jetblue.com 800-538-2583
TTY 800-336-5530

Southern Airways Express iflysouthern.com
1-800-329-0485

Southwest southwest.com 800-435-9792
TTY 800-533-1305

Spirit spirit.com 801-401-2200
TTY 800-955-8771

United united.com 800-241-6522
TTY 800-323-0170