**Services**

**Telephones**

There are public telephones equipped with Telecommunications Devices for the Deaf (TDD) 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 Airways
- 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
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.

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:

<table>
<thead>
<tr>
<th>Airline</th>
<th>Website</th>
<th>Phone</th>
<th>TTY</th>
</tr>
</thead>
<tbody>
<tr>
<td>Air Canada</td>
<td>aircanada.com</td>
<td>888-247-2262</td>
<td>800-361-8071</td>
</tr>
<tr>
<td>Alaska Airlines</td>
<td>alaskaair.com</td>
<td>800-252-7522</td>
<td>1-800-393-0228</td>
</tr>
<tr>
<td>Allegiant Air</td>
<td>allegiantair.com</td>
<td>1-702-505-8888</td>
<td>TTY 1-702-430-3283</td>
</tr>
<tr>
<td>American</td>
<td>aa.com</td>
<td>800-433-7300</td>
<td>800-543-1586</td>
</tr>
<tr>
<td>British Airways</td>
<td>ba.com</td>
<td>800-247-9297</td>
<td>866-383-0961</td>
</tr>
<tr>
<td>Condor</td>
<td>condor.com/us</td>
<td>866-960-7915</td>
<td></td>
</tr>
<tr>
<td>Contour Airlines</td>
<td>contourairlines.com</td>
<td>1-888-332-6686</td>
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</tr>
<tr>
<td>Delta</td>
<td>delta.com</td>
<td>800-221-1212</td>
<td>800-831-4488</td>
</tr>
<tr>
<td>JetBlue</td>
<td>jetblue.com</td>
<td>800-538-2583</td>
<td>800-336-5530</td>
</tr>
<tr>
<td>Southern Airways Express</td>
<td>iflysouthern.com</td>
<td>1-800-329-0485</td>
<td></td>
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<tr>
<td>Southwest</td>
<td>southwest.com</td>
<td>800-435-9792</td>
<td>800-533-1905</td>
</tr>
<tr>
<td>Spirit</td>
<td>spirit.com</td>
<td>801-329-0485</td>
<td>800-955-8771</td>
</tr>
<tr>
<td>United</td>
<td>united.com</td>
<td>800-241-6522</td>
<td>800-323-0170</td>
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