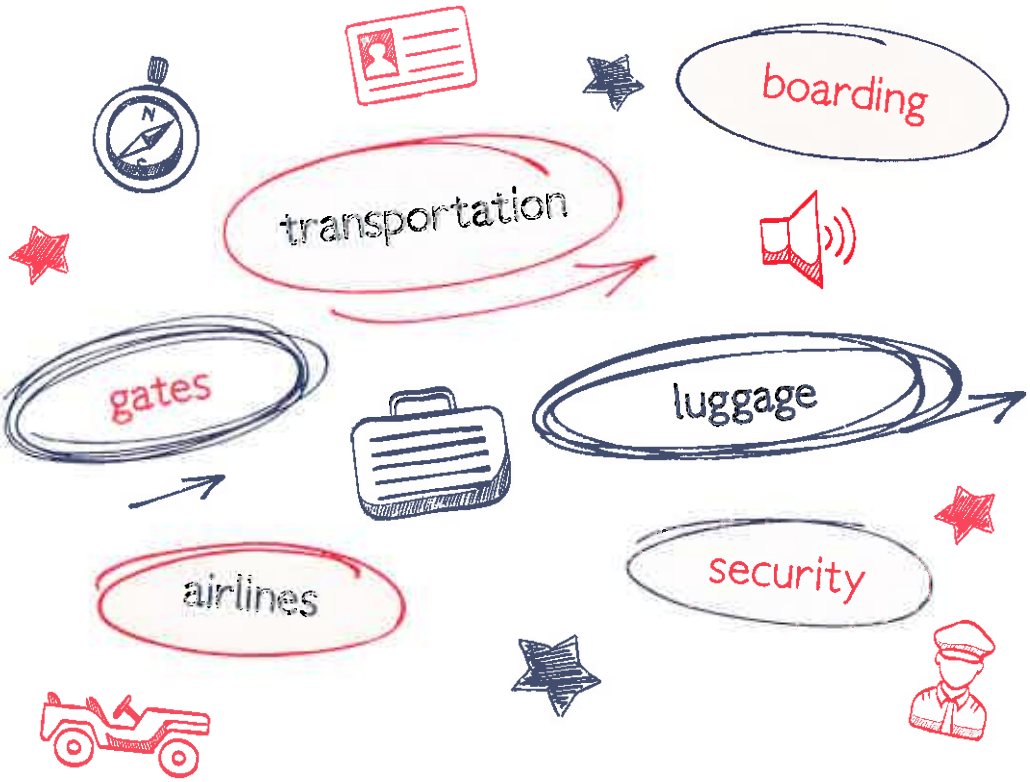
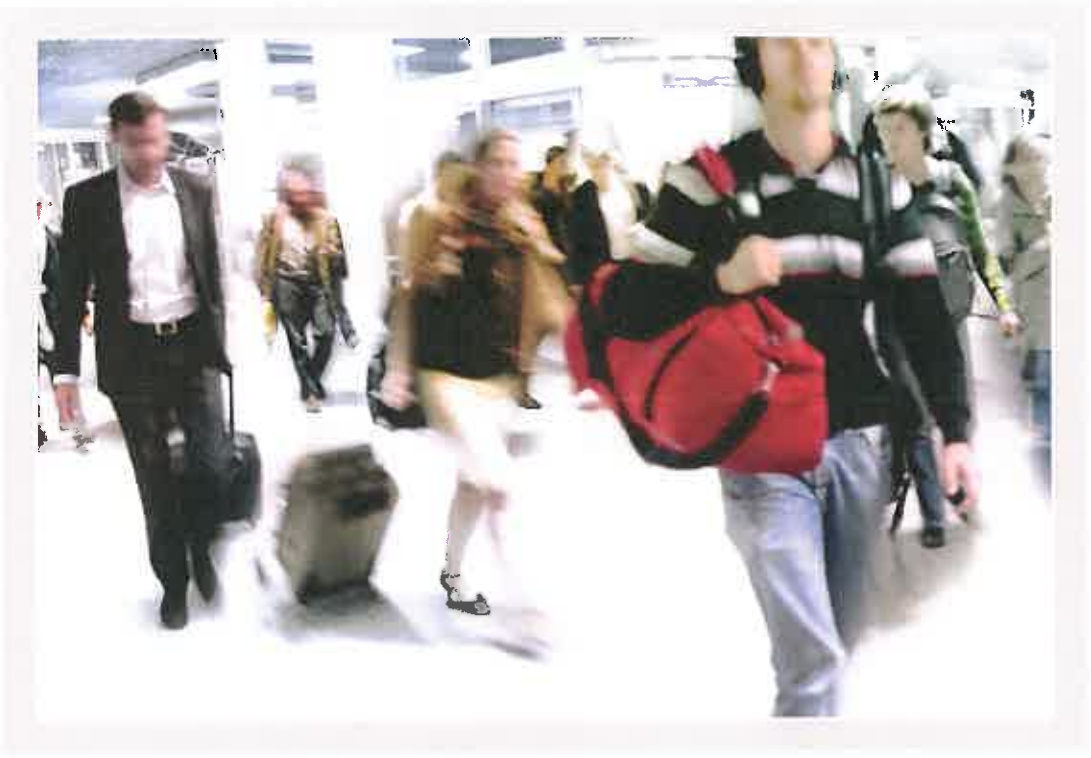
msp

air travel ACADEMY

A guide to navigating through
Minneapolis-St. Paul International Airport





introduction

We realize traveling can be stressful, especially when you do not know what to expect. This guide will take you on a journey through MSP Airport to help prepare you for your next trip.

before your trip

Before you go to the airport it is best to prepare ahead of time. Follow these tips to help make the process easier and faster on the day of your trip:

1. Determine which terminal your airline is located at. At MSP Airport, we have two terminals, Terminal 1 and Terminal 2.

2. The evening before your trip, gather your flight information and valid State Identification card or passport and place them in the bag you plan to bring on the plane (carryon).

3. Most airlines allow you to check-in online and print your boarding pass within 24 hours of your departure time - doing this at home will save you time waiting in line at the airport.

4. Pack items you absolutely need, such as medication, in your carryon bag. Check your airline's website to be sure the size of your carryon is allowed on the plane.

5. Wear shoes that are easy to take off and put on - this will save you time in the security screening process.

6. Bring cash and write down and bring phone numbers of trusted family and friends in case of emergency.

7. If you are bringing a cell phone, be sure it is fully charged before leaving home and that you have packed a charger in your carryon.

8 You may also want to pack non-electronic items to keep you entertained on the plane, such as a book, magazine, or notebook for writing or drawing.

9 Determine how you will get to the airport.

10 Make sure any liquids you bring on the plane are all in 3-ounce or less containers. They must all fit into one, quart-size, clear, plastic ziptop bag.

arriving at the airport

It is important to arrive at the airport two hours or more before your scheduled departure time.

Plan for possible travel delays, whether you are taking the light rail, public bus, a taxi, driving and parking, or being dropped off.

When you arrive at the airport you will follow the overhead signs to the ticketing level and look for your airline's sign.

AIR CANADA

DELTA

AIRFRANCE

FRONTIER AIRLINES

Alaska Airlines

ICELANDAIR

American

Southwest

spirit LESS MONEY MORE GO

UNITED

Condor www.condor.com

sun country airlines

There are Flight Information Displays (FIDS) throughout the terminal so you can check to see if your departure time or gate assignment has changed.

There are information desks and blue airport assistance telephones located throughout the terminal in case you have questions or need help.

keep your bags with you at all times.

Do not leave them anywhere or ask anyone to watch them for you.

checking-in with your airline

Follow the signs overhead to the ticketing level and locate your airline check-in counter.

IF you do not have bags to check:

If you did not print your boarding pass before arriving at the airport you should print one using your airline's ticket kiosk, which is located next to its ticket counter.

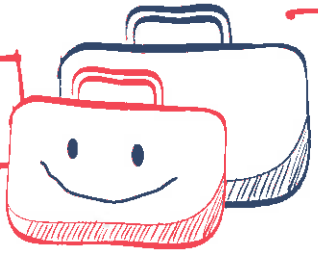
Once you have your boarding pass, go to the security checkpoint and wait in line.

IF you are checking bags:

If you did not print it before arriving at the airport, print your boarding pass at your airline kiosk. Then wait in line at the ticket counter until it is your turn.

You will hand the person behind the counter (ticket agent) your boarding pass and identification card or passport. Then place your bags next to the counter on the scale. After checking your bags, the ticket agent will place them on a conveyor belt behind the counter and return your boarding pass and identification to you. You can then go to the security checkpoint and wait in line to be screened.

Don't worry about your checked bags.



They will be brought to your aircraft for safe keeping.

going through security

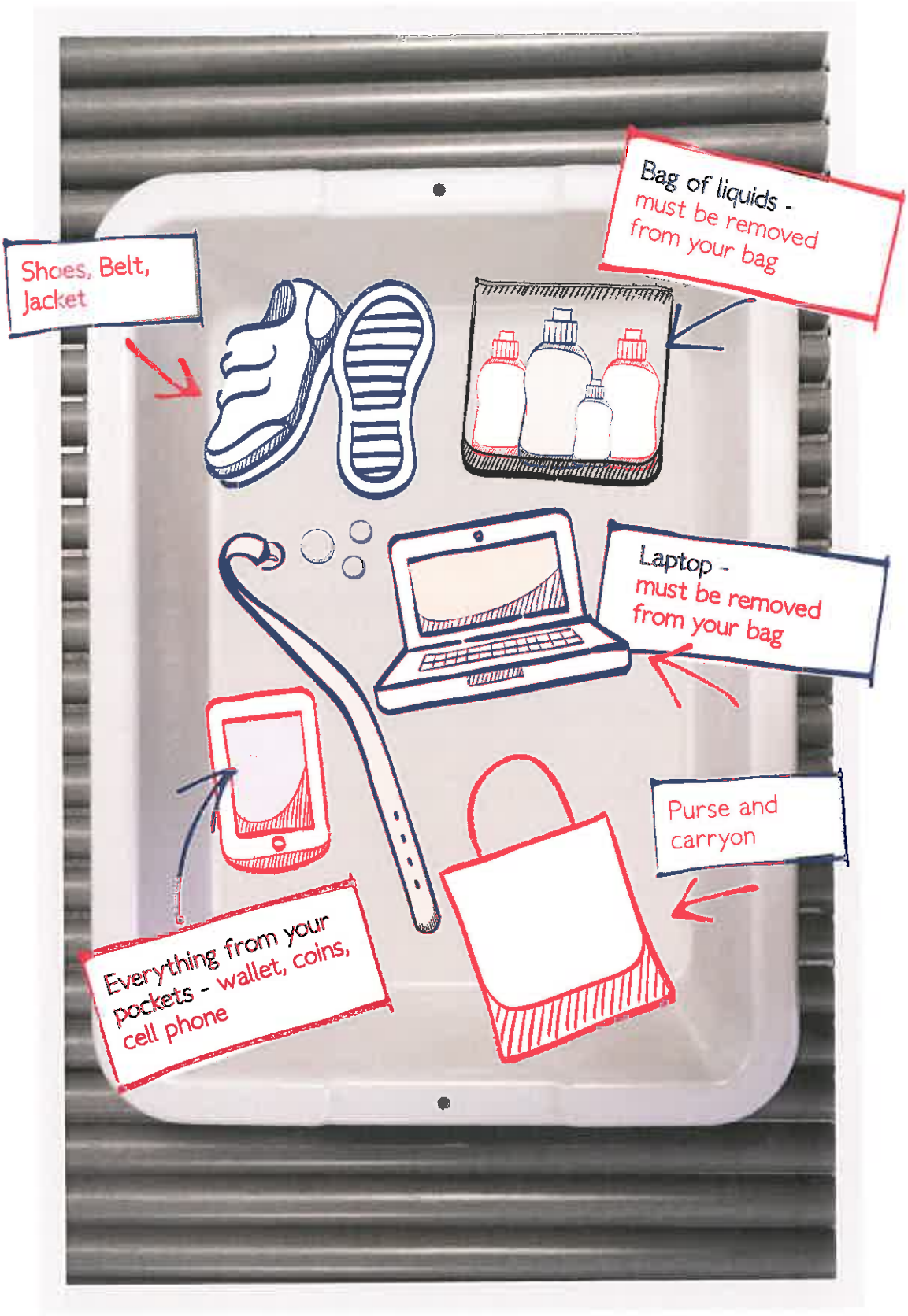
Before entering the security checkpoint line, be sure you do not have any bottles with water, pop, or other beverages in them. They are not allowed through security. You can throw them in a nearby trash can before entering the line.

While waiting in line to be screened make sure you have your boarding pass and identification ready to show the security officer.

After the security officer looks at your boarding pass and identification, you will be directed to the security screening area. You will put the following items in a plastic bin, which will go through the scanner.

See next page.

Place these items in bins for screening:



After everything has been placed in a bin the security officer will ask you to walk through the body scanner.

Only one person is allowed to go through at a time.

Once the officer clears you to come forward, find the bin with your belongings that went through the scanner and take them out.

Important:
Double check to be sure you have everything before walking away.

Terminal 1
Lindbergh
Minneapolis-St. Paul International Airport
msp
Inside Security
Outside Security
C
C3
C4
C5
Thomson Reuters
Concourse C Art
Gallery
C6
C7
C8
C9
C10
C11
C12
Delta Air Lines
Sky Club
Concourse Tram
GREEN
Ramp
BLUE
Ramp
Short Film Space
C13 - C18
C
C19 - C27
B
B1 - B16
Delta Air Lines
Electronic Check-in
Skyway Security
Checkpoint
(Carry-on
Bags Only)
Tram
TRANSIT CENTER
Metro and Charter Buses
LEVEL T
Entrance/Exit
for Light Rail
Transit Station
A1 - A14
A
G22
G21
To Minneapolis
To Terminal 2-Humphrey,
Bloomington and
Mall of America
LIGHT RAIL
TRANSIT STATION
Terminal 1-Lindbergh
Airline
Concourse
Air Canada E
Air France G
Alaska E
American E
Delta A, B, C, D, F, G
Frontier E
Great Lakes E
Spirit E
United E
Terminal 2-Humphrey
Condor
Icelandair
Southwest
Sun Country

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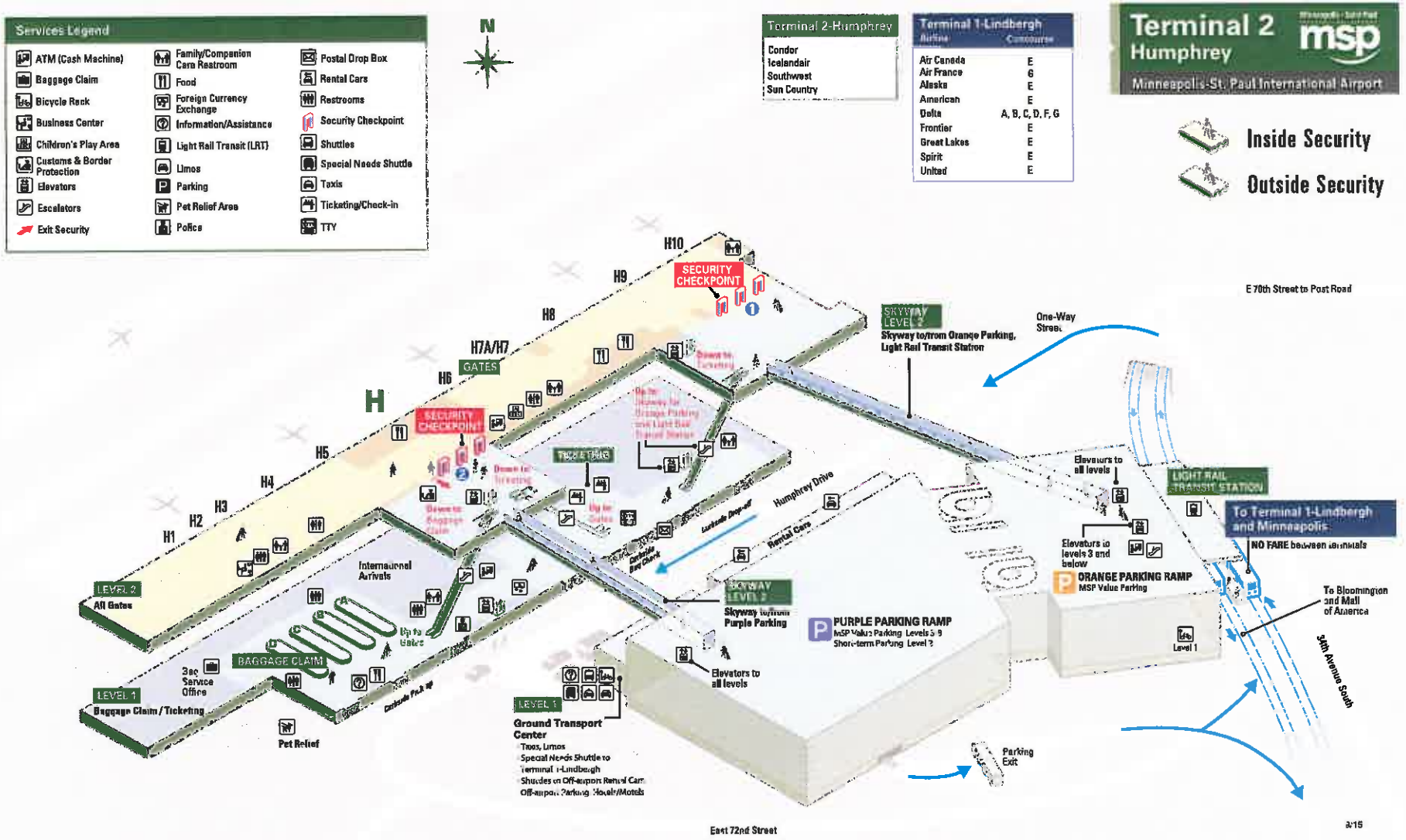
Services Legend
ATM (Cash Machine)
Baggage Claim
Bicycle Rack
Business Center
Children's Play Area
Customs & Border Protection
Elevators
Escalators
Exit Security
Family/Companion Care Restroom
Food
Foreign Currency Exchange
Information/Assistance
Light Rail Transit (LRT)
Limos
Parking
Pet Relief Area
Police
Postal Drop Box
Rental Cars
Restrooms
Security Checkpoint
Shuttles
Special Needs Shuttle
Taxis
Ticketing/Check-in
TTY
N
Terminal 2-Humphrey
Condor
Icelandair
Southwest
Sun Country
Terminal 1-Lindbergh
Airline
Concourse
Air Canada E
Air France G
Alaska E
American E
Delta A, B, C, D, F, G
Frontier E
Great Lakes E
Spirit E
United E
Terminal 2 Humphrey
msp
Minneapolis-St. Paul International Airport
Inside Security
Outside Security
H10
H9
H8
H7A/H7
GATES
H6
H5
H4
H3
H2
H1
H
SECURITY CHECKPOINT
SECURITY CHECKPOINT
TICKETING
Humphrey Drive
Curbside Drop-off
Curbside Bag Check
Rental Cars
Elevators to all levels
SKYWAY LEVEL 2
Skyway to/from Orange Parking, Light Rail Transit Station
One-Way Street
E 70th Street to Post Road
LIGHT RAIL TRANSIT STATION
To Terminal 1-Lindbergh and Minneapolis
NO FARE between terminals
To Bloomington and Mall of America
34th Avenue South
Elevators to all levels
Elevators to levels 3 and below
ORANGE PARKING RAMP
MSP Value Parking
Level 1
SKYWAY LEVEL 3
Skyway to/from Purple Parking
PURPLE PARKING RAMP
MSP Value Parking Levels 5-9
Short-term Parking Level 3
Elevators to all levels
LEVEL 2
All Gates
International Arrivals
Up to Gates
BAGGAGE CLAIM
Bag Service Office
LEVEL 1
Baggage Claim / Ticketing
Curbside Pick-up
Pet Relief
LEVEL 1
Ground Transport Center
Taxis, Limos
Special Needs Shuttle to Terminal 1-Lindbergh
Shuttles to Off-airport Rental Car, Off-airport Parking, Hotels/Motels
Parking Exit
East 72nd Street
3/15

finding your departure gate

Once finished with the security screening process, you should find a flight information display (FIDS) and verify the gate at which your flight will depart.

On the FIDS, first look for the city name to which you are flying. The cities are in alphabetical order on the left side. There may be multiple listings for one city. Look to the right, across the monitor to match your city with the correct airline and flight number.

Your gate assignment is in the second to last column and consists of a letter followed by a number. The letter stands for the concourse and the number stands for the gate at which the airplane will be. (Example: C2 = concourse C, gate 2)

Once you know your gate assignment follow the signs overhead to your concourse and locate your gate.

Be sure the city on the screen behind the counter matches your city. Ask the person behind the counter if you are unsure.

If you arrive at your gate early enough, you might wish to explore the stores and restaurants around you.

EAT!

SUBWAY

i'm lovin' it

barrio

TACO BELL

BOHFIRE
WOOD FIRE COOKING

just to name a few.

SHOP!

SPORTS
MINNESOTA

Brookstone

TWIN CITIES

METALSMITHS
STERLING

AVEDA

plus many more!

It is important to be back at your gate 45 minutes before the departure time.

getting on your plane

When the plane is ready to be boarded the person behind the counter (gate agent) will make an announcement. If you need extra time getting on the plane you may board when the gate agent announces pre-boarding.

On your boarding pass is a zone number. If you do not pre-board you will board the plane when the gate agent announces your zone number.

- Once you are on the plane, locate your seat. Your seat number will be both a row (usually a number) and a seat (usually a letter). So, Seat 6A is Row 6, Seat A.

- Tell the people working on the plane (flight crew) if you need assistance.

- Place your bags in the compartment above your seat or under the seat in front of yours.

- When settled in your seat, buckle your seat belt. You will need to stay seated with your seat belt buckled until the flight crew makes an announcement that it is safe to remove it.

Continued on next page.

- There is a safety card in the pocket of the seat in front of you. On this card you will find emergency exit information. Look for the closest exit to your seat.

- Listen to the flight crew's safety announcements. It is important that you turn off your cell phone or other electronic devices used for music, reading, videos or games before the airplane takes off.

- It may be helpful to chew gum, drink water, or eat a snack during takeoff. This can help keep your ears from hurting during the change in altitude.

- After takeoff listen for the pilot's announcement about when you can turn on your electronic items.

- When it is safe, the flight crew will come around with drinks and snacks. Unhook and lower the tray located on the back of the seat in front of you.

arriving at your destination

- After you land, be sure to stay in your seat with your seatbelt buckled until the flight crew says you can move around.
- Once at the gate, and before you get off the plane, check to be sure you have everything you brought with you on the plane.
- If you are taking another flight to a final destination city, check the FIDS for your next gate assignment. These could look a little different than those at MSP Airport.
- When you are at your final destination, if you checked bags, look for the signs overhead that read "baggage claim." In the baggage claim area there will be screens that tell you the number or letter of the carousel on which your bags will be. Look for your flight number to verify the right carousel.
- Before you leave double check that the information on your bag tag has YOUR name on it. Once you have your bags call or text the person who is picking you up and let them know where you are in the airport.

Important:

If your bags are not on the carousel find an employee from your airline to assist you.

things you may see, hear and smell at the airport

Lots of people Luggage Animals Music

Transportation Security Administration Officers

Food Perfume Announcements

Police Officers Electric Carts Luggage Carts

Trams - a tram is like a train, but it runs back and forth and stops at different locations inside the airport.

Moving walkways - a moving walk-way is similar to an escalator but flat like a sidewalk and can be used to take you to your gate or other locations quicker than by just walking. You can either walk or stand still on the moving walkways.

what if...

- I lose my ticket or boarding pass...
  Find a ticket or gate agent.
- I am lost or need directions...
  Find a ticket agent, airport employee or visit an information desk
- My flight is canceled...
  Find a ticket agent for a new travel plan. You may have to stay overnight in the airport or at a nearby hotel if your next flight takes off the next day. Make sure you call home and explain your new travel plans.
- My flight is delayed or rerouted...
  Find a ticket agent for new information and call home with the new schedule, time and ticket information.

In all instances, stay calm. There are people ready to help you. Calling home is always a good idea.

Important phone numbers:

- Airport Lost and Found
  612-726-5141
- Travelers Assistance
  612-726-5500
- Information and Paging
  612-726-5555
- TSA Cares
  Assisting persons with disabilities and medical conditions
  1-855-787-2227
- Parking Information
  1-877-359-7275

travel information

Write out your travel information before your trip.

Name: _____

Passenger Name Record (PNR): _____

Airline Name: _____

Flight Number: _____

Departure Time: _____

Arrival Time: _____

Parent Contact: _____

Emergency Contact: _____

bon voyage!

(Have a good trip.)

Minneapolis · Saint Paul
INTERNATIONAL AIRPORT
msp