

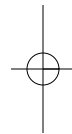
parking and terminal directory

Washington Dulles International Airport



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METROPOLITAN WASHINGTON
AIRPORTS AUTHORITY

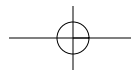
1 Aviation Circle
Washington DC 20001-6000

WWW.MWAA.COM

8/08



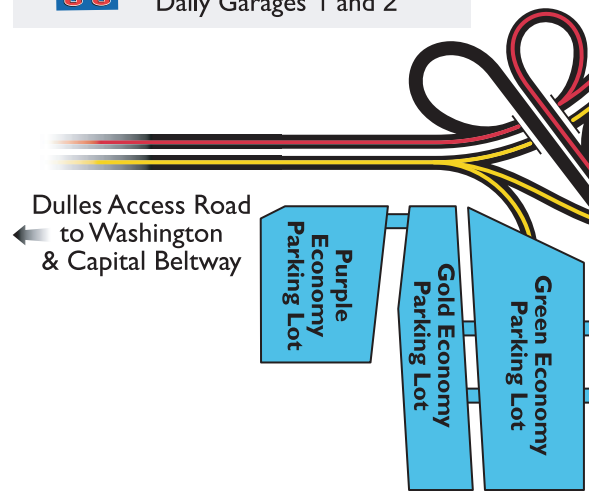
METROPOLITAN WASHINGTON AIRPORTS AUTHORITY



WASHINGTON DULLES

-  Hourly/Valet Parking
-  Daily Garages 1 & 2
-  Economy Parking
-  Cell Phone Waiting Area
-  Parking Entrance Routes
-  Parking Exit Routes
-  Covered Pedestrian Bridge to Main Terminal
(accessible from the Ticketing Level connecting to the 3rd Level of Daily Garage 2)
-  Enclosed Walkway with Moving Sidewalks to Main Terminal
(accessible from Lower Level of Daily Garage 1)
-  Pay & Go machines located in Main Terminal and Daily Garages 1 and 2

Conc

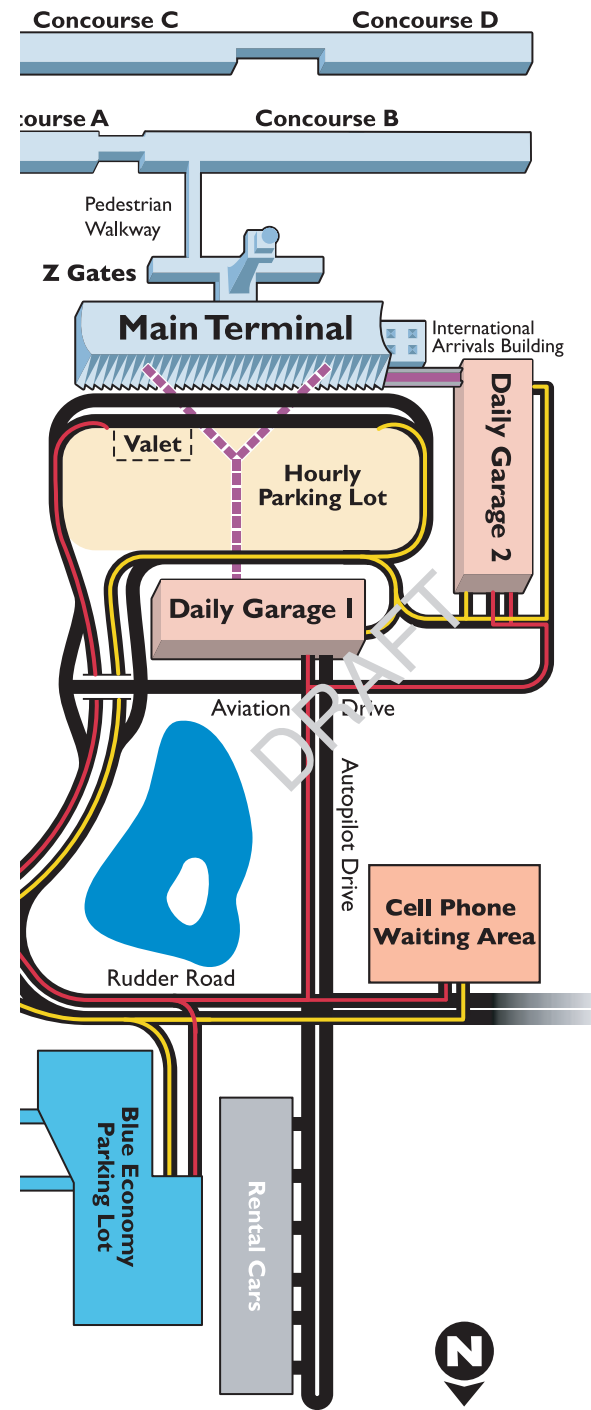


Information is subject to change without prior notice.

INTERNATIONAL AIRPORT



Thank you for using
Washington Dulles International Airport.
For comments and suggestions, please write to:
Airport Manager
Washington Dulles International Airport
P.O. Box 17045
Washington, DC 17045



PARKING INFORMATION

For more information on parking lots and rates call (703) 572-4500, or when approaching the Airport, tune your radio to AM 530.

Cell Phone Waiting Area



The cell phone waiting area is an ideal place to wait in your car until your arriving party calls you on your phone to let you know that their plane has arrived. This is a free lot up to one hour maximum.

Daily Garages 1 & 2

\$4 per hour or fraction, up to \$17 maximum for 24 hours.

Economy

\$5 per hour or fraction, up to \$10 maximum for 24 hours.

Hourly

\$4 per hour or fraction, up to \$36 maximum for 24 hours.

Parking Services

- Shuttle Bus Service – Courtesy shuttle available to and from the Main Terminal and parking areas 24 hours a day, 7 days a week, at 10-15 minute intervals.
- “Jump Start” & Air for Tires – Contact the parking booth attendant, shuttle bus driver, or call (703) 572-4568 for courtesy assistance with your vehicle.
- Call Boxes – Available for customer assistance near selected shuttle bus stops in the Economy Lots and in the Daily Garages.
- Vehicle Location Service – Can't find your car? We can locate your vehicle by license plate and provide you with the lot and row number. Ask any parking attendant or call (703) 572-4500.

Patrons with Disabilities



Specially designated parking spaces are available for vehicles displaying a government-issued plate or placard in the Hourly and Economy parking lots, and the Daily Garages. These spaces are adjacent to the shuttle bus stops.

Disabled-Accessible Courtesy Shuttle Service is available 24 hours a day, 7 days a week, between parking facilities and the Main Terminal. Service may be requested by using customer assistance call boxes located near selected shuttle bus stops in all parking facilities, by calling (703) 572-4558, or by stopping at the Travelers Aid Counter located on the Baggage Claim Level at Door 1 and Door 6 of the Main Terminal.

Pay & Go



Keep your parking ticket with you so you can pay for parking in the Main Terminal before exiting the Main Terminal. Use the Pay & Go machines located on the Lower Level in the Main Terminal for the fastest way to exit all parking areas. Cash, Visa, MasterCard, American Express, Discover and Diners Club are accepted.

Valet (available 24 hours a day)

\$30 for the first 24 hours; \$19 for each additional day or fraction. No reservations necessary. For more information, call (703) 572-4540.

All rates current as of 8/08 but are subject to change without notice. Visit our web site at www.mwaa.com for the most current information.

CUSTOMER SERVICES

Picking up Passengers at the Main Terminal

To pick up arriving passengers, drivers should follow signs to the Arrivals Level curbside. Arriving passengers should proceed from the Baggage Claim Level up a ramp and outside to the Arrivals Level curbside to meet your transportation.

Smoke-Free Facility

Smoking is only permitted outside of the Main Terminal and in smoking lounges located in Concourses B, C and D.

Student Ambassadors

The Airports Authority has trained student ambassadors walking throughout the Main Terminal wearing yellow shirts for easy identification. They are available to answer your questions.

Tax & Duty Free Shopping

Tax & Duty Free shops are located in the Main Terminal and Concourses B, C and D.

Travelers Aid

Travelers Aid services are available at the Information Counters located at Door 1 and Door 6 on the Baggage Claim Level, and in the Main Terminal past security.

Travelers with Special Needs

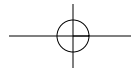
Wheelchairs and other assistance are available through airline representatives at each airline counter. Visual paging is available in the Main Terminal and Concourse B. Telecommunications Devices for the Deaf (TDDs) are available in the Main Terminal and concourses. All Passengers with disabilities should take the shuttles to Concourses A, B, C and D.

USO

The USO offers a variety of services to active military personnel and their dependents. The USO is located near the base of the escalators on the Baggage Claim Level of the Main Terminal, across from baggage carousel 12.

Washington Flyer Magazine

This bimonthly publication is free-of-charge and is distributed from magazine racks located throughout the Airport. Each issue contains dining suggestions, regional attractions, area maps and interesting travel articles.



CUSTOMER SERVICES

Airline Listings*

Washington Dulles International Airport serves a variety of North American destinations. For a complete list of airlines that fly in and out of Dulles please refer to the accompanying list.

Aeroflot	888-686-4949	www.aeroflot.com
Aer Lingus	800-474-7424	www.aerlingus.com
Air Canada	888-247-2262	www.aircanada.ca
Air France	800-321-4538	www.airfrance.com
AirTran	800-247-8726	www.airtran.com
All Nippon Airways	800-235-9262	www.slye-ana.com
American Airlines	800-433-7300	www.aa.com
American Eagle	800-433-7300	www.aa.com
Austrian Airlines	800-843-0002	www.aua.com
Avianca	800-284-2622	www.avianca.com
British Airways	800-247-9297	www.britishairways.com
Continental Airlines	800-523-3273	www.continental.com
Copa Airlines	800-359-2672	www.copaair.com
Delta Air Lines	800-221-1212	www.delta.com
Delta Connection	800-221-1212	www.delta.com
Ethiopian Airlines	800-415-2733	www.flyethiopian.com
Iberia	800-772-4642	www.iberia.com
JetBlue	800-538-2583	www.jetblue.com
KLM Airlines	800-225-2525	www.nwa.com
Korean Air	800-438-5000	www.koreanair.com
Lufthansa Airlines	800-645-3880	www.luftansa.com
Northwest Airlines	800-225-2525	www.nwa.com
Qatar Airways	877-777-2827	www.qatarairways.com
Saudi Arabian Airlines	800-472-8342	www.saudiairlines.com
South African Airway	800-722-9675	www.flysaa.com
Southwest	800-435-9792	www.southwest.com
SAS	800-221-2350	www.flysas.com
Sun Country Airlines	800-800-6557	www.suncountry.com
TACA	800-535-8780	www.grupo.com
Ted	800-225-5833	www.tedairlines.com
United Airlines	800-241-6522	www.ual.com
US Airways	800-428-4322	www.usairways.com
Virgin America Airways	800-359-8474	www.virginamerica.com
Virgin Atlantic Airways	800-862-8621	www.virgin-atlantic.com

*This listing is current as of 8/08 and is subject of change without prior notice. The most current flight information is located on our web site at www.mwaa.com.

CUSTOMER SERVICES

Getting to the Plane

All departing passengers must pass through TSA security screening checkpoints located on the Departures Level of the Main Terminal. To reach Concourses A, B, C and D, take a shuttle from the Main Terminal. Another option to reach Concourse B is to use the moving pedestrian walkway from the Main Terminal.

Information Counters


When you've got a question or need directions, visit the Information Counters located in the Main Terminal, next to baggage carousels 4 and 15. The counters are staffed by Travelers Aid volunteers who have knowledge of hotels, restaurants, taxicabs, gates, and shops, etc. These volunteers are part of the Airports Authority's team and want to make your visit throughout our Airport as comfortable as possible. One Information Counter is also located past security prior to the shuttle docks. These volunteers also walk the concourses to help passengers. They are easily identifiable in their blue blazers.

International Arrivals Building

Many passengers arriving on international flights are transported by shuttles from the plane to the International Arrivals Building (IAB) located at the west end of the Main Terminal.

Once cleared through the IAB, passengers follow a corridor to the Baggage Claim Level of the Main Terminal. If being picked up, proceed from Baggage Claim up a ramp and out to the Arrivals Level curbside. To reach the hourly parking lot in front of the Main Terminal, walk from Baggage Claim down a ramp and out of the building.

Internet Access

 (DCA) WiFi service is available throughout the Airport. For help getting connected or for technical assistance, call 1-800-530-9960.

Lodging Around the Airport

There are numerous hotels within five miles of the Airport. Where provided, hotel/motel courtesy transportation can be arranged by using the hotel courtesy telephone boards in the Ground Transportation Centers located on the east and west end of the Main Terminal's lowest level.

Lost and Found

The Dulles Lost and Found Office is located on the Baggage Claim Level behind baggage carousel 2. Office hours are Monday – Friday, 9 a.m. to 3 p.m. and Saturdays from 10 a.m. to 2 p.m. The phone number is (703) 572-8479. The Airports Authority collects items lost in public areas of the Airport, including restrooms, shuttles, buses and restaurants. Items left at security checkpoints are collected by the Transportation Security Administration (TSA)'s Lost and Found office, which is located behind Bag Claim No. 1. The phone number for TSA Lost and Found is (703) 662-2234. Items lost on aircraft are handled by the airlines.

CUSTOMER SERVICES

Other Ground Transportation Services

Amtrak

Amtrak provides train service to several cities from Union Station in downtown Washington. You can reach Union Station via the Washington Flyer Express Bus; SuperShuttle Shared Ride Vans; or by Washington Flyer Taxi. For more details on Amtrak's times and fares, check their web site at www.amtrak.com or call 1-800-USA-RAIL.


National Air & Space Museum/Dulles

Buses from the Airport to the Smithsonian's Udvar-Hazy Center are operated by VRTA. From Baggage Claim, proceed down the ramp at Arrivals Door No. 4 to curbside location "2E". For schedule and fare information, call VRTA at 1-877-777-2708.

Customer Services

Ticket counters, baggage claim and international flight arrivals for all airlines are located in the Main Terminal.

AED

 Lifesaving Automated External Defibrillators (AED) are accessible to the public to assist in the event of a sudden cardiac arrest. Look for the signs that say "Defibrillator" located throughout the Airport.

Additional Services

Skycap Service (baggage porters), and baggage cart rentals are available in the Main Terminal and the Concourses.

ATM's

ATM's are located in the Main Terminal and in all of the concourses. Please consult the Airport Directory for locations.

Baggage Claim

Baggage for arriving domestic flights at Washington Dulles International is transported by airlines to the Baggage Claim Level of the Main Terminal. Baggage on international flights is processed in the Federal Inspection areas. Baggage Information Display Boards located throughout the Airport show the location of the baggage claim area for each arriving flight.

Business Service Centers/ Foreign Exchange

Business and foreign exchange services are available in the Main Terminal on the Departures Level, on the Baggage Claim Level near the International Arrivals Building, and in Concourses B, C and D.

Chapel (Interfaith)

Available 24 hours a day. Located in Concourse B across from Gate B28. Phone 703-572-1714.

CUSTOMER SERVICES

Dulles Marketplace Great Shopping at Comparable Prices

A variety of shops, restaurants, and eateries – known as Dulles Marketplace – are conveniently located throughout the Airport and are priced comparable to Washington area malls. Most retail merchants will also ship items for you. If you're hungry and short on time, look for Express Meals, which are packaged for passengers on the move at participating eateries.

The Snack Bar in the Main Terminal is open 24 hours a day for your convenience.

Directory boards, featuring maps with food and beverage and store locations, are located near the security checkpoints and at the Shuttle docks.

If Your Flight is Cancelled. . .

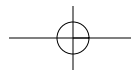
1. Check with your airline—the best source for information on what options you have for re-booking a flight and any compensation, if available. A list of airline reservation numbers is provided, on the next page.
2. If you have trouble reaching someone at the airline (ticket counter lines are long, reservation phone lines are tied up), you may try taking your ticket to one of the other airlines, or accessing their website on your computer. Depending on the circumstances and agreements airlines have with one another, some airlines will accept a ticket from another airline as payment. Keep in mind that there are no guarantees that another airline will be able to accommodate you, and if they can, you may have to make an extra stop, or take a less direct route.
3. If you need ground transportation, included is a list of local companies which may be able to provide these services. Visit our web site at www.mwaa.com for hotel contact information.
4. When many airlines experience flight delays and/or cancellations, the Airport has a plan to assist stranded passengers. A limited supply of pillows and blankets will be made available by Airport Operations (703-572-2730) on a first-come, first-served basis at various distribution sites, courtesy of the Metropolitan Washington Airports Authority. To help keep your children occupied, a limited supply of coloring books and crayons is also available.

Emergency Numbers

Fire & Ambulance	(703) 572-2980
Police	(703) 572-2951
Lost & Found (within seven days)	(703) 572-2950
Lost & Found (after seven days)	(703) 572-8479

Foreign Language Assistance

Assistance in foreign languages is available at the Travelers Aid Counters on the Baggage Claim Level at Door 1 and Door 2 in the Main Terminal, or by calling (703) 572-2536.

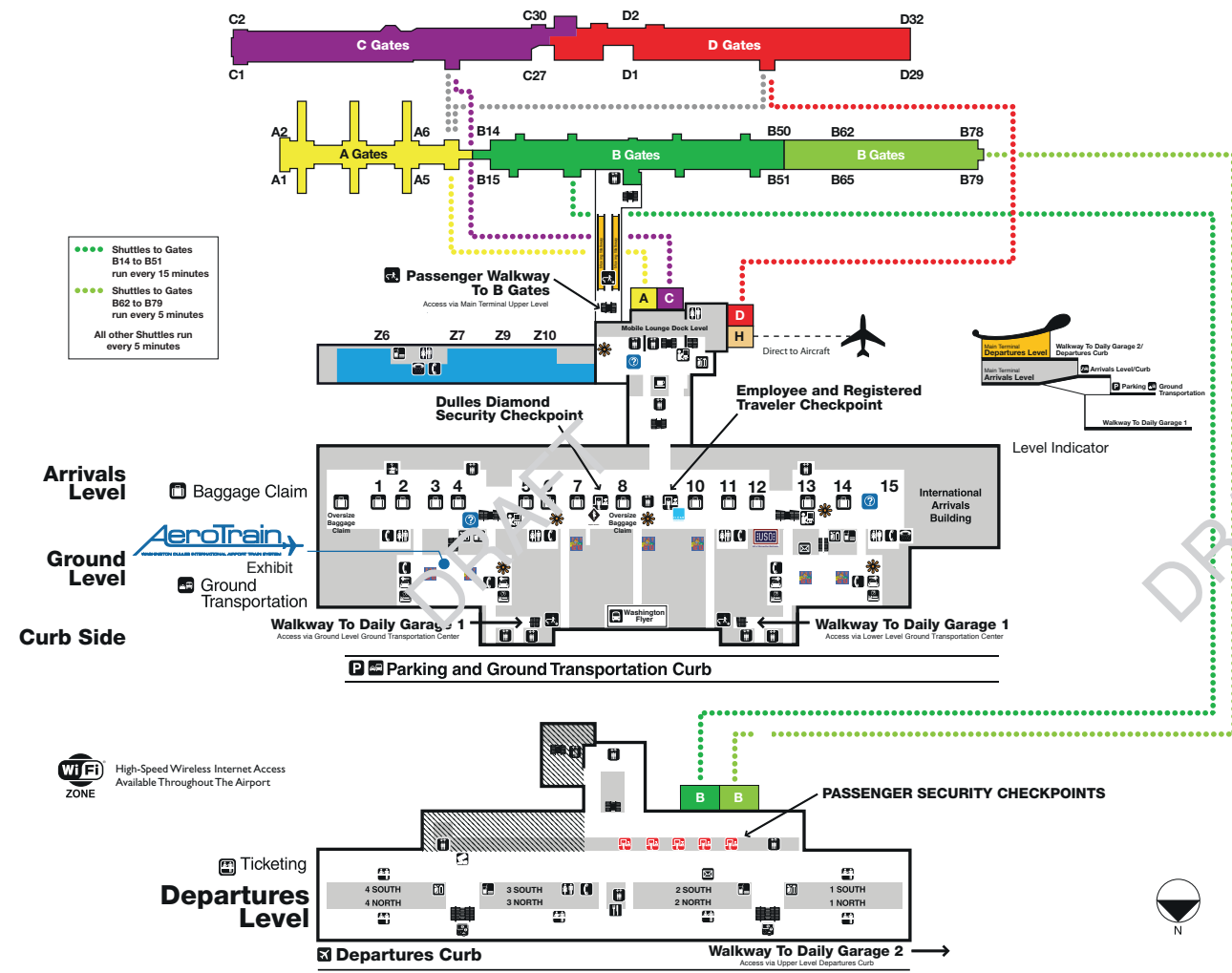


WASHINGTON DULLES INTERNATIONAL AIRPORT

GROUND TRANSPORTATION

Directory • Main Terminal

Airline	Ticket Counter	Concourse Location	Baggage Claim	Membership Clubs
Aeroflot	1 South	B	15	
Air Canada	4 South	C	1,2,3,4	
Air France	2 North	B	15	Concourse B Opposite B46
Aer Lingus	1 South	B	15	
AirTran	3 North	B	6,7	
All Nippon Airways	3 North	B	15	Concourse B Opposite B46
American Airlines	1 North	B	13,14	
American Eagle	1 North	B	13,14	
Austrian Airlines	2 North	B	15	
Avianca	2 North	B	15	
British Airways	1 North	D	15	Concourse D Opposite D19
Continental Airlines	2 North	B	11,12	
Continental Exp.	2 North	B	11,12	
Copa	2 North	B	15	
Delta	1 North	B	13,14	
Delta Connection	1 North	B	13,14	
Ethiopian	1 South	D	15	
Iberia	3 North	B	15	Concourse B Opposite B20
jetBlue	3 North	B	10	
Korean Air	2 North	B	15	
Lufthansa	3 North	B	15	
Northwest Airlin	1 North	B	13,14	Concourse B Opposite B20
Northwest / KLM	1 North	B	13,14	Concourse B Opposite B20
Qatar Airways	2 North	B	15	
Saudi Arabian	1 South	B	15	
SAS	3 North	B	15	
Sun Country	2 North	B	11,12	
South African	3 North	B	15	
Southwest	1 South	B	13,14	
TACA	3 North	B	15	
Ted	4 North 4 South	C	1,2,3,4	Concourse C & D, Opposite Gates C8, C16, D7
United	4 North 4 South	C D	1,2,3,4	Concourse C & D, Opposite Gates C8, C16, D7
United Express	4 North	A C D	1,2,3,4	
US Airways	2 North	B	11,12	
US Airways Exp.	2 North	Z	11,12	
Virgin America	1 South	B	14	
Virgin Atlantic	2 North	B	15	Concourse B Opposite B32



Map is current as of 08/08 and is subject to change. Please visit our website at www.mwaa.com for the most current information.

Services

Services	Main Terminal	Concourse Location
ATM/Cash Machine		A B C D
Car Rental	Ground Level	
Baggage Claim	Ground Level	
Chapel/Meditation		B
Coffee Shop	Throughout the Airport	
Currency Exchange	Departures Level	B C D
Dulles Diamond Lanes	Ground Level	
Duty Free Shop		
Elevators	Throughout the Airport	
Food/Beverage	Throughout the Airport	
Gift Shop	Throughout the Airport	
Ground Transportation	Ground Level	
Hotel Information	Ground Level	
Information Counter	Throughout the Airport	
Information Directory	Throughout the Airport	
Lost and Found	Arrivals Level	
Mail	Ground Level	
Parking	Ground Level	
Passenger Pickup	Arrivals Level	
Pay & Go	Ground Level	
Registered Traveler	Ground Level	
Restroom Facilities	Throughout the Airport	
Security Checkpoints	Departures Level	
Shoe Shine	Departures Level	C
Smoking Lounge		B C D
TTY	Throughout the Airport	
Telephones	Throughout the Airport	
Ticketing	Departures Level	
United Services Organization	Arrivals Level	
Washington Flyer	Arrivals Level	
High-Speed Wireless Internet Access	Throughout the Airport	
Air & Space Museum Shuttle Bus	Curb Side 2E	
Metrobus Route 5A Service To/From L'Enfant Plaza	Curb Side 2E	
Under Construction	Throughout the Airport	
Terminal Agents Office	Arrivals Level	
Mobile Lounge Routes		*****

Ambulance / Fire	703-572-2980
Police	703-572-2951
Travelers Aid	703-572-8296
Airport Operations	703-572-2730

Hotel/Motel Shuttles

Hotel/Motel courtesy transportation can be arranged by using the phone hook-ups attached to the hotel courtesy boards located on the Lower Level of the Main Terminal. To meet the hotel shuttle, proceed out of the building to curbside.

National Air & Space Museum/Dulles

Buses are operated by VRTA. From Baggage Claim, proceed down the ramp at Arrivals Door No. 4 to curbside. Look for curbside location "2E". For schedule and fare information, call VRTA at 1-877-777-2708.

Rental Car Agencies

Alamo	1-800-327-9633
Avis	1-800-331-1212
Budget	1-800-527-0700
Dollar	1-800-800-4000
Enterprise	1-800-736-8222
Hertz	1-800-654-3131
National	1-800-227-7368
Thrifty	1-800-367-2277

Rental car patrons are transported to rental car agencies via shuttle buses. From Baggage Claim, go down a ramp to the Lower Level and out of the Main Terminal curbside to wait for the rental car shuttle bus.

SuperShuttle Shared Ride Van Service

SuperShuttle provides door-to-door shared-ride van service operating under the Washington Flyer family of ground transportation to destinations throughout the Metropolitan Washington area. Visit the Ground Transportation Information Centers on the Lower Level of the Main Terminal, or call 1-800-BLUEVAN, or visit their website at www.supershuttle.com. Disabled-accessible vehicles are available upon request.

Taxis

Washington Flyer Taxis serve Washington Dulles International Airport exclusively. Taxis are available on the Lower Level exits of the Main Terminal. From the Baggage Claim Level, go down a ramp to the Lower Level and proceed to the dispatcher in the Ground Transportation Information Centers who will direct you out of the Main Terminal to curbside. Washington Flyer Taxis are equipped with electronic meters and accept Visa, MasterCard, American Express, Discover and Diners Club. Disabled-accessible vehicles are available upon request. To arrange for transportation to Dulles and taxi service inquiries, call (703) 572-TAXI (8294).

Washington Flyer Coach Service

Washington Flyer Coach Service provides direct transportation from Washington Dulles International Airport to the Metrorail subway system (West Falls Church Metro Station on the orange line). All buses are disabled-accessible. For schedules and reservations, call 1-888-WASHFLY or visit their website at www.washfly.com.