



# bon voyage!

(Have a good trip.)



## msp<sup>TM</sup> air travel ACADEMY

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

boarding

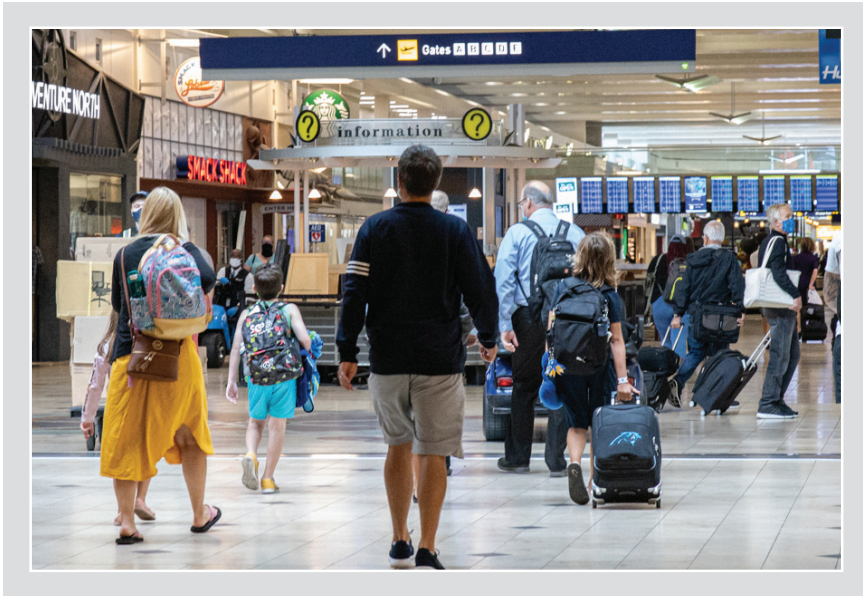
transportation

gates

luggage

airlines

security



## 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.



# 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: \_\_\_\_\_

## 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.



# 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:



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

# 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

**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.

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



# 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.

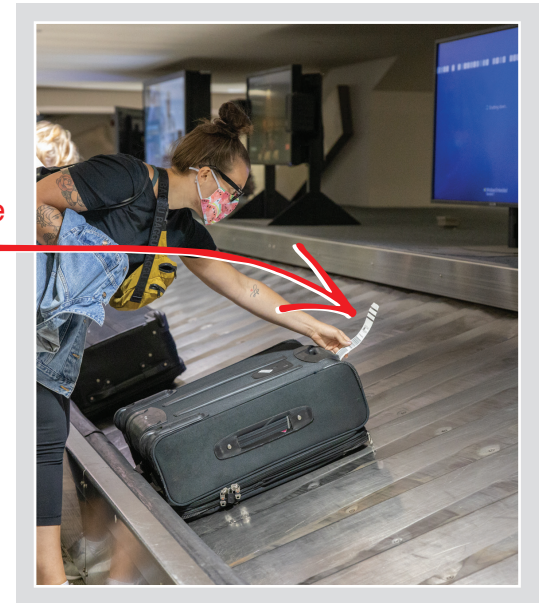


When you arrive at the airport you will follow the overhead signs to the ticketing level and look for your airline's sign.



# 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.



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.

**Important:**

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

✗ 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 may come around with drinks and snacks. Unhook and lower the tray located on the back of the seat in front of you.



# checking-in with your airline



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

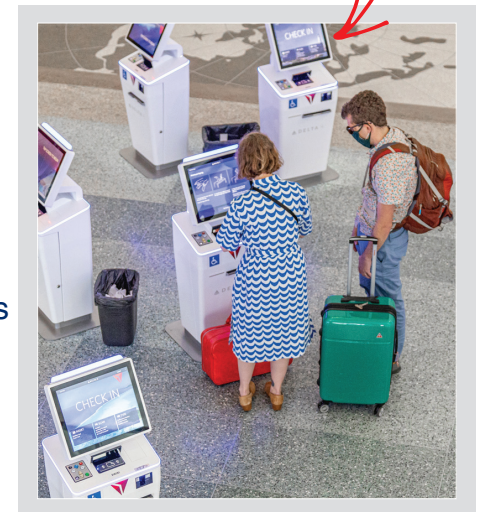
## IF you do not have bags to check:

If you did not print or download your boarding pass to your phone 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 or download your boarding pass 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.

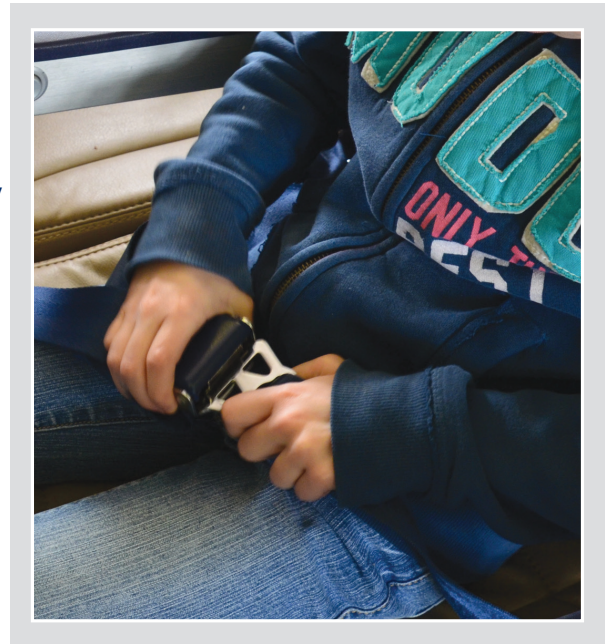
See next page.

# 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.



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

**EAT!**

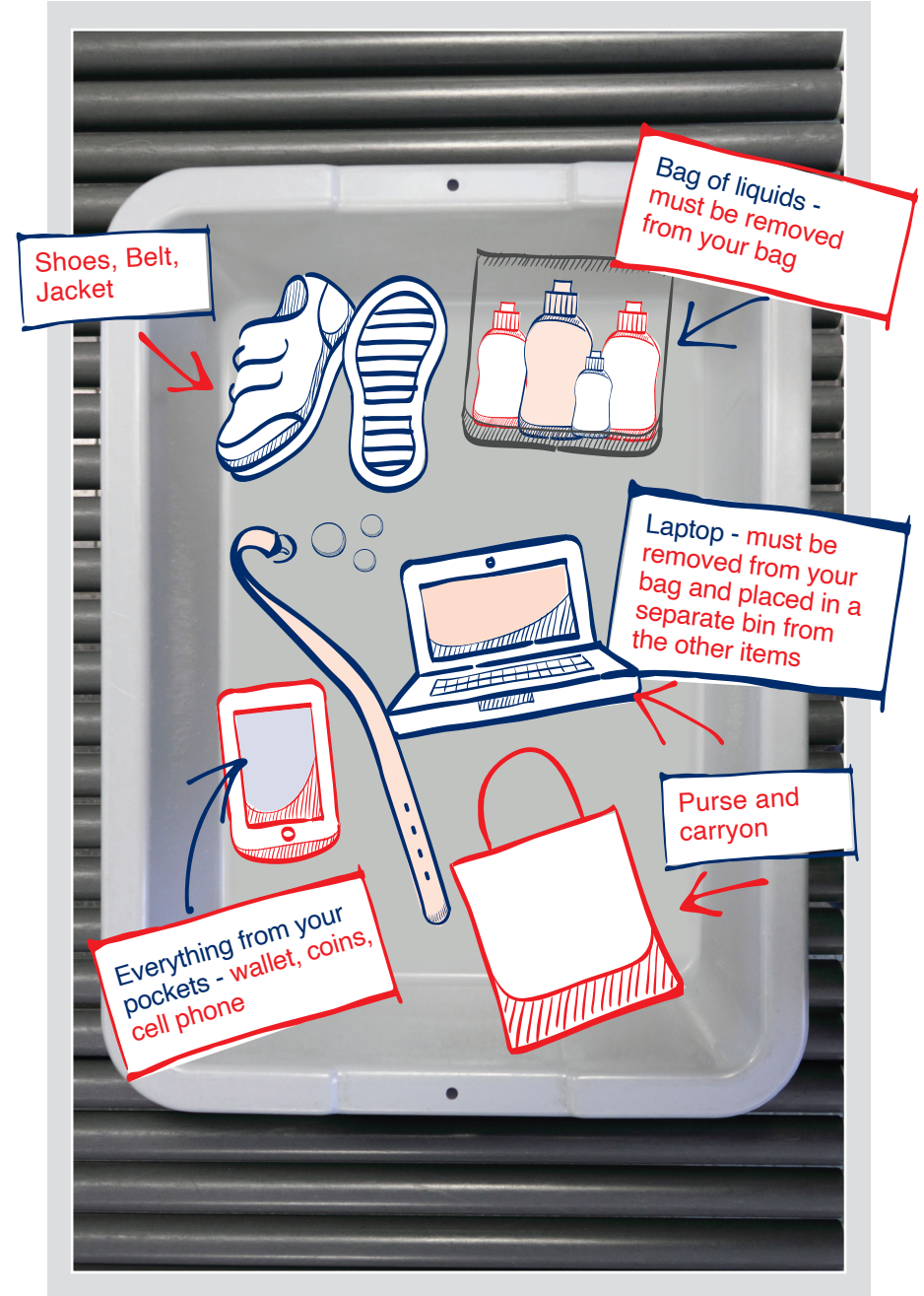


**SHOP!**



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

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(s) with your belongings that went through the scanner and take them out.

**Important:**

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



# 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: G2 = concourse G, 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.

