

Airport General Information

24 hour concessions

Concession locations open 24 hours.

Main Terminal

- Café Americana
- Dulles Gourmet Market: west end of baggage claim
- Dunkin Donuts: in the Z gates
- Capital Grounds: east end of baggage claim
- Starbuck's: west end of baggage claim
- Washingtonian: West end of baggage claim

Concourse B

- Washingtonian at B36

Concourse C

- Capital City Ink at C14

Concourse D

- NBC 4 at D7
- Dunkin Donuts at D5
- Dulles Gourmet To Go at D5
- Bistro Atelier (grab & go) at D14

A to D Shuttle or Mobile Lounge

There is no train stop at the D gates. Passengers still need to take a Mobile Lounge to the D gates. During peak hours there is a mobile lounge or shuttle that runs between A and D gates.

- Hours: 6:30-9:15 a.m.

- 10:45 a.m. – 6:15 p.m.

- 7:15-10:30 p.m.

When the Mobile Lounge or Shuttle is not running, passengers must take the train from the A Gates to the Main Terminal and take the Mobile Lounge or shuttle to the D Gates

AeroTrain: Crystal Movers is in charge: 703-572-6930

Aerotrain is the automated airport train system for Washington Dulles International Airport, connecting passengers between the Main Terminal and the midfield A, B and C-Gates. The Main Terminal station is located just beyond the security checkpoints.

- Mobile lounge service remains to the D Gates where there is currently no AeroTrain station.
- The H Gates and Z Gates are connected to the Main Terminal - so no train ride is needed.
- Passengers arriving on International flights will not ride AeroTrain because they must first clear U.S. customs.
- AeroTrain has improved the passenger experience at Dulles:
- Less than two minutes' travel time between stations
- Train speeds up to 42 miles per hour
- Express, underground transit between stations
- The system is expandable as the airport grows



AeroTrain: Lost and Found: 703-572-6930 (26930)

For items left on the AeroTrain please call Crystal Movers at the above number

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Airline Lounges: Information for each airline lounge can be found under the respective airline listing.

Air France: Next to Gate A19. Access is shared with KLM, Korean Air, Iceland Air and certain Skyteam partner airlines

British Airways: Across from B-gates. AeroTrain station. Access the club from the Concourse level via elevator. Access shared with Aer Lingus

Etihad: Next to Gates A14 and A16. Access shared with Saudi

Lufthansa: Next to Gates B49 and B51. Access shared with Air China, All Nippon Airways, Austrian, Avianca, Brussels, Ethiopian and United.

Turkish Airlines: Next to Gate B43. Shared with Star Alliance Gold Members
United Airlines: Next to C3 (Global First only), Gates C7, C17 and D8. Shared with Star Alliance Gold Members
Virgin Atlantic: Next to Gate A32

Airport Accommodations: use pink forms www.airportaccommodations.com

- Toll Free: 1-800-935-5995 or book on line at www.apaglobal.com
- Enter code: JSTRK. Note: if booking on-line passengers MUST HAVE a credit card number. Give the phone to the passenger so the passenger can give the credit card number to the hotel.
- Karen Rathman: Regional VP: 847-297-2134 or krathman@airportsromms.com

Airport Ambassadors: 703-572-6860 (26860)

Formally the Student Ambassadors. Ambassadors concentrate their efforts in the IAB. They wear the yellow shirts and black slacks. Peggy Fowler is the coordinator of the program.

Airport Police: 911

Dial 911 for emergencies. The non-emergency number is 703-572-2400 or 22400.

If you are calling on a cell phone you will be dispatched to Loudon County, please let the dispatcher know you are calling from the airport and the MWA police will be immediately dispatched. The Police Station is located near the Blue Economy Lot.

AirServ: 101 Executive Drive, Suite C, Sterling, VA 20166

In the Main Terminal: 703-371-3948. Provides special services for UA.

Alliant Credit Union: 1-773-462-3640 or 1-800-328-1935, ext. 3643

Midfield Terminal adjacent to Gate D5

Service Center hours: 8:30a.m.-5:00 p.m.

Accessible to badged airport employees and ticketed passengers only.

Ambassador Stamp

The Ambassador Stamp is located in the drawer at the Lower Desk 1 Information Desk.

Passenger will bring a small book (looks similar to a passport) that lists airports and tourist locations across the United States. The stamp is placed in the square for IAD. This is a national program. When a passenger completes the book, receiving stamps for all airports across the

country, they will receive a leather jacket. The stamp is only located at L1 only in the plastic bin.



(Your count sheets sit on top)

Animals in the Airport

Pets are not allowed in the airport unless they are service dogs, working dogs or on a flight. Pet relief areas are available outside at both ends of the main terminal and near gates A31 and D1.

Animals Emergency Critical Care: 703-773-5755

Fax: 703-777-9668 165 Fort Evans Road NE, Leesburg, VA 20176. Open 24/7. Full service. Emergency and critical care and specialty center.

Association of Flight Attendants for UA: 703-572-7458

Auto Assistance

Five Star Parking:

703-572-4500 or 703-572-4579 or contact a parking booth attendant or shuttle bus driver (who drives a bus to the economy or employee lot) for assistance

Call for assistance if guest has a dead battery, forgot where they parked, flat tire, needs a jump start, etc. Services are free of charge

NO AUTO ASSISTANCE FOR EMPLOYEES

Main Number: 703-572-4500 (24500)

Lost Property: 703-572-4574 (24574)

Valet: 703-572-4542 (24542)

Shuttle Bus: 703-572-4558 (24558)

Impound: 703- 572-4542 (24542)

AAA ROAD SERVICE: 703-222-5000

AMOCO Motor Club Road Service: 800-782-7887

Automatic Teller Machines: (ATM's)

Operated by Capitol One Bank and located throughout the Airport

If out of service: call 855-968-3306

Locations:

- Midfield Concourse A: Mobile Lounge Dock
 - Midfield Concourse B: adjacent to ICE kiosk (center between A&B)
 - Midfield Concourse C: near C16 and next to newsstand
 - Midfield Concourse D: Near the Duty Free and Mobile Lounge Dock
 - Main Terminal: near Baggage Claim #5 and #13
- Walkway to D, H, and Z gates (post-security)

BBC Express: 703-707-2020

Baggage Claim Kiosk for United

Passengers can key in their checked luggage number, mileage program number or name and find out on what carousel their luggage will arrive, whether their bags made an earlier flight or whether the luggage has been delayed. The kiosk is located between carousels 2 & 3.

Baggage Tracking: 1-888-689-2247

Capital One Bank

Capital One operates a full service bank in the Main Terminal across from Baggage Claim 5 on the baggage claim level. They do not handle foreign currency unless someone has placed an order in advance with the bank. Bank telephone number: 703-661-5091 option 5. Fax Number: 703-661-5140. They do not make change.

Hours of operation:

Monday-Friday: 8 a.m. – 6 p.m.

Saturday: 8 a.m. – 4 p.m.

Sunday and Holidays: 11 a.m. – 4 p.m.

Capital Cuisine Caterers: 703-981-5646

Car Seats for children

There is no rental store in the airport. Shared shuttles and Washington Flyer Taxi may provide car seats for customers if prior arrangements have been made. Below is a list of businesses that rent car seats:

Traveling Baby Company: 1-800-304-4866 www.travelingbaby.com

Delivery/Pickup fee is \$45 - \$70.

Minimum order of \$50.

Times for delivery: 8 a.m. – 8 p.m.

Will meet passengers at Baggage Claim, Curbside or Cell Phone Lot.

Travelbabees.com: 877-922-2337 www.travelbabees.com

Delivery Fee: \$55 (no free delivery for order amount)

Minimum order: \$45.

Rental fees based on items.

CDC Quarantine Station: 703-661-1320

Cell Phone Waiting Lot

Located off Rudder Road at Autopilot Road. From the Dulles Access Highway or Dulles Toll Road heading towards the Airport, merge into the far-right lane, follow the ramp and bear right onto Aviation Drive. The Dulles Marriott Hotel will be on the right. Stay in the right lane until you reach the stoplight at the intersection of Aviation Drive and Autopilot Drive. Turn right onto Autopilot Drive and continue straight. The Cell Phone Lot entrance is on the right.

The cell phone lot is an ideal place to wait for arriving passengers. Just have the arriving passengers call the meet/greeter with a door number and level (departure or arrivals). It is important that the arriving passengers are outside and ready for pickup. There is no waiting at the curb while arriving passengers wait for luggage. Parking at the curbs may result in a parking ticket and/or towing. The cell phone lot is free of charge and can be used for up to one hour.

Things to Know about the Cell Phone Lot

- This is a free lot
- Maximum waiting time is one hour
- Vehicles must not be left unattended
- No commercial vehicles are allowed
- No restroom facilities



Change Machines

There are no change machines within the Airport.

Chapel/Chaplain

The interfaith chapel is located post-security, directly across from Gate A32 and is open 24 hours daily.

Contact: Director of Ministry for MWAA: Chaplain Phil Wright, 612-250-2072

Phillip.Wright@mwaa.com

Senior Chaplain for Dulles: Chaplain Eugene Kraybill, 703-572-1714 (21714)

Eugene.Kraybill@mwaa.com or eckraybell@hotmail.com

717-332-9689 (cell) 540-955-1711 (home)

Services:

Daily: 12:00 p.m.: Jewish Prayer: non clergy led

Sunday: 9:30 a.m.: Christian Worship

Wednesday: 7:00 p.m.: Christian Prayer Service

Friday: 1:30 p.m.: Muslim Prayer Service

Saturday: 5:45 p.m.: Catholic Mass

Chapel Office Phone: 703-572-1714

Mailing Address: MWAI Chapels

PO Box 16365

Washington, DC 20041-6365

Chapel office for Ronald Reagan National Airport: 703-417-1750 (71750)

Checkpoint locations and hours

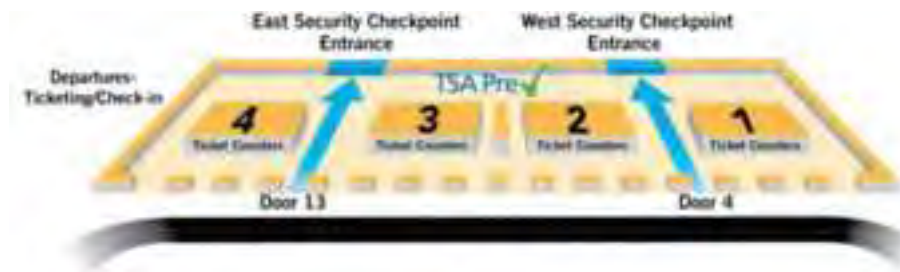
East and West Mezzanines: Downstairs

East Mezzanine Hours of operation: 4:45 a.m. – 9:45 p.m.

West Mezzanine Hours of operation: 3:45 a.m. – 9:45 p.m. (may close early)

Pre-check is located on the ticketing level. It is only for Domestic passengers as well as military as long as the soldier has their CAC card.

Hours of operation: 4:30 a.m.-9 p.m.



Known Crew Member Checkpoint: By the Employee Check-point

Hours of operation: 4:30a.m. – 9 p.m.

Area 50/51: on the Departure level

Hours of operation: 24 hours

CLEAR Checkpoint: CLEAR checkpoint: located on the departure level next to the TSA pre-check line.

Law enforcement officer Checkpoint: (FIREARMS) behind the Employee checkpoint

Hours of operation: 5 a.m.-9 p.m. 703-662-2276

FIS: located in the C concourse

Hours of operation: very fluid, when first flight arrives and last flight in is determined.

Employee checkpoint: located between baggage claim 7 and 8

Hours of operation: 4:30 a.m.-9:00 p.m. After 9:00 p.m. use Area 50/51 checkpoint

Checkpoint for passengers or law personnel carrying Firearms

Located behind Baggage Claim Carousel No. 7 or behind the employee checkpoint on the south wall. Send the person to the Employee checkpoint if you are unsure of the location.

Children's Play Area

Located in Concourse B near B 70. For passengers with extended layovers there are play areas at Dulles Town Center Mall, Tyson's Mall, and the Udvar-Hazy Center.

Clean up of Spill/Housekeeping/Janitorial Services

American Building Maintenance: ABM for janitorial services 703-572-2587 (22587)

CLEAR 571-722-0041

www.clearme.com. CLEAR provides an additional option for passengers, who become CLEAR members, to speed past the security screening queues. The services provided by CLEAR are being offered under TSA's register traveler program guidance. There will be three CLEAR verification kiosks located at the TSA Pre-check security screening checkpoint, and two CLEAR enrollment kiosks located near the entrances to the East and West Security Checkpoints. These new verification kiosks will use biometric technology to expedite the traditional TSA travel document check process; and with confirmation from TSA, CLEAR members will advance directly into the TSA security screening checkpoint. CLEAR's operating hours are from 4:30am to 9pm (daily). CLEAR's administrative office is located in the Main Terminal, Baggage Claim Level, behind Bag Claim 7, next to the LEO Door. CLEAR's general manager for Dulles operations can be reached on (571) 722-0041.



Verification Kiosks on Ticketing Level

Companion Restrooms

Located in Main Terminal outside of each set of restrooms.

In Concourse B: they are available at each set of restrooms

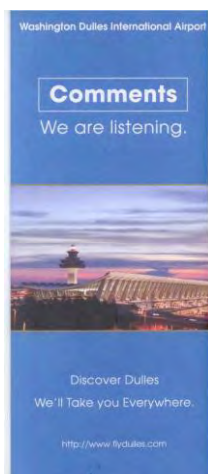
In Concourse A: one at the first set of restrooms

In Concourse C: C7 and C23

In Concourse D: D7 and D12

Comments/Complaint Forms

These are to be used if passengers come to you with complaints or suggestions or compliments regarding the airport.



Computer Repair

MWAA IT Help Desk: for internet computers: Dell computers at the desks.

Phone number: 703-572-8698 (28698) Be prepared for automated message.

MUFIDS IT (Departure and Arrival Boards): Call IT for Main Terminal, Concourses B and A. For Concourses C & D and A1-6 please call United: 703-572-5510

Congressional Parking/Members of Senate/Diplomat Parking

Members of Congress and Senate must show their Congressional plates issued by their home states or by the U.S. House of Representatives Sergeant-at-Arms or appropriate paperwork to the cashier upon exiting any parking lot at IAD. There is no charge for parking. Locations: can park anywhere for free except the Valet Parking Lot

Diplomats can park anywhere for free except the Valet Parking Lot.

The license plate must have the letter E on it or have a Diplomat license plate. Can also present appropriate paperwork to the cashier. E plates are issued from the State Department. Designated spaces are Rows 18 and 19 in the Hourly Lot and Rows 1H in each garage but can park anywhere except the Valet Parking Lot.

For **Congress**, Senators and Supreme Court Justices: No Signature on their parking ticket is required but write the ID plate number on the ticket: Example: Congress 103

For **Diplomats**: Name, Embassy, signature and license plate number with E, or D for Diplomat, C for consular and A for Secretariat are eligible. Plates with the letter S represent “staff members” and are not qualified.

Congressional Switchboard: 202-224-3121

Credit card lost or stolen

American Express: 1-855-407-0445 www.AmericanExpress.com

Diners Club: 1-800-234-6377 www.dinersclub.com

Discover Card: 1-800-347-2683 www.discovercard.com

Master Card: 1-800-826-2181 www.mastercard.com

Visa: 1-800-336-2472 www.visa.com

Crew Member Checkpoint: Known Crew Member Checkpoint (KCM)

Program is entitled **Known Crew Member checkpoint**. The location is just west of the Employee Checkpoint (near bag carousel: 8). It is for Domestic Crew only and the crew member must be signed up for the program with TSA. Hours: 4 a.m. – 10 p.m. All other crew member must use the Employee Checkpoint.

Currency Exchange: (ICE) 703-572-3335 (23335)



Ticketing Level Branch Number: 703-572-3336

Locations and Phone numbers:

Ticketing level: East: 2-2963; West: 2-2969

Concourse A and B: Center: A31: 2-5781

Concourse C: C8: 2-8239 and C12: 2-2931

Concourse D: Rotunda: 2-2934

IAB in the Main Terminal

Customs and Immigration: www.travel.state.gov

Located inside the International Arrival Building (for passengers whose destination is the Washington, DC area) Hours of operation: 8 a.m.-10 p.m.

To Speak to an Agent inside of the IAB: 703-661-2800

Mid-Field at C7 (where passengers exit to connect flights)

The Midfield International Arrivals/Customs area is open:

8 a.m. – 9 p.m. Times are modified as needed

Phone number for midfield in C concourse: 703-661-1610

Immigration and Naturalization Service:

Dulles Office: 703-661-2800

Port Director: 703-661-7143

Arlington Office: 703-525-8141

Washington DC office: 202-307-1501

Passport Service: 1-877-487-2778

Passport Services: 1-877-487-2778

www.travel.state.gov/passport/passport_1738.html

Washington Passport Agency

1111 19th Street NW (between L and M Streets)

First Floor, Sidewalk level

Washington, DC 20036

Hours: 8 a.m.- 3 p.m. M-F, excluding Federal holidays. Must have appointment:

Automated Appointment Number: 1-877-487-2778

The passport requirement does not apply to U.S. citizens traveling to or returning directly from a U.S. territory. U.S. citizens returning directly from a U.S. territory are not considered to have left the United States and do not need to present a passport. U.S. territories include Guam, Puerto Rico, The U.S. Virgin Islands, American Samoa, Swains Island, and the Commonwealth of the Northern Mariana Islands. For passengers waiting for passports: if their trip is scheduled to begin within three days and they haven't received their passport they must make an appointment with the Washington Passport Agency by calling 877-487-2778 and get a confirmation number to guarantee entry. Must bring proof (flight itinerary) that they are leaving in 72 hours or less.

Due to the PRIVACY ACT (5 USC and 522a) U.S. Customs and Border Protection (CBP) CANNOT AND WILL NOT release any information regarding an arriving passenger, please contact the airline for assistance. The airlines are required to send a representative into the CBP area to check on passengers.

Dulles travelers enjoy the latest advances in processing international air travelers quickly and efficiently. Here's how:

UPON ARRIVAL at IAD

·**Dulles Passport Express Automated Kiosks** - Citizens of the U.S. and Canada, Lawful Permanent Residents ("Green Card") and Visitors from 38 other countries are eligible to scan their passport or ESTA* card at automated kiosks when arriving at Dulles for a faster trip through primary Customs inspection lanes. **No paper forms need to be completed.**

·*ESTA = **Electronic System for Travel Authorization**

·**Global Entry Kiosks** - Arriving passengers go straight to one of Dulles's automated Global Entry kiosks instead of waiting in line to see an agent.

How to enroll - Visit www.globalentry.gov and submit an application. It could take a few weeks until the in-person interview appointment is scheduled. Upon approval the passenger will receive a Global Entry ID card that is valid for five years.

Clearing Customs and Border Protection into the United States:

We have two U.S. Customs and Border Protection locations: The International Arrivals Building (IAB) in the Main Terminal and a transfer facility in the C-Gates (FIS).

·All International passengers whose destination is Washington will board a mobile lounge and ride to the International Arrivals Building (IAB) at the Main Terminal to clear U.S. Customs. If someone is meeting a passenger upon arrival, he/she can wait on the Arrivals (baggage claim) level near the carousel #15 sign.

·In general, international passengers arriving in the C-Gates who are connecting to another flight will be directed from the gate to U.S. Customs in the C-Gates. Some connecting passengers may be directed to the IAB depending on the time of day of the airline's procedures.

·International passengers arriving in the A or B-gates who are connecting to another flight will board a mobile lounge to U.S. Customs in the C-Gates or to the International Arrivals Building (IAB) at the Main Terminal to clear U.S. Customs, depending on their airline's procedures.

·Note: International passengers arriving from select countries may have already pre-cleared U.S. Customs at the point of departure. Through this system, travelers are treated as domestic passengers upon arrival and will deplane directly into the concourse. From there passengers can go directly to their connecting flight or to the Main Terminal and exit the airport.

At U.S. Customs and Border Protection there are two queue lines: one for U.S. Citizens/Permanent Residents and one for Non U.S. Citizens (Visitors). Passengers from 40 countries are eligible to use **Dulles Passport Express** automated kiosks. Wait times vary depending on the number of arriving international flights at that time. If the passenger is enrolled in Global Entry they can proceed directly to the kiosk without waiting in line. Passengers can use their smartphone if the mobile passport app has been installed and passport & flight information has been entered.

After clearing U.S. Customs at Dulles, passengers must claim their checked luggage before proceeding in to the Main Terminal or to a connecting flight. All luggage in the U.S. Customs area is subject to inspection. To check-in luggage for a connecting flight, passengers simply hand it to an agent in the baggage recheck area before exiting.

Passengers transferring to a connecting flight will need to clear screening by the U.S. Transportation Security Administration (TSA). If a passenger has cleared Customs from the C-Gates (FIS), they will go through TSA screening immediately afterwards then go up one level to the C-Gates Concourse. If they cleared Customs in the IAB, a passenger will enter the Main Terminal where they can follow signs "TO ALL GATES" for **TSA screening**.

CDC Quarantine Station: 703-661-1320

D Gates

The AeroTrain does not stop at the D Gates. Passengers must take the D Mobile Lounge/Shuttle to the D Gates. Mobile Lounges can be boarded in the Main Terminal at the shuttle docks. During peak hours there will be a Mobile Lounge that runs between A and D gates. Hours:

6:30-9:15 a.m.

10:45 a.m.- 6:15 p.m.

7:15-10:30 p.m.

Debit Card Machine

Located on the ticketing level near the United ticket counters (east end of ticketing level) for passengers who only have cash. Passengers are able to exchange cash for a Debit Card.

Department of State (DOS) for IVLP (International Visitors Leadership Program) participants

This phone number is for random questions regarding IVLP participants. Please call 202-647-1512 and ask for the ECA Duty officer. Travelers Aid conducts several meet and greets with IVLP passengers but those passengers are from countries requiring special escort services through the IAB or FIS.

Diapers

Some sizes are available at the newsstands throughout the airport and at L1

Diners Club Passes

Accepted by British Airways lounge between 7 a.m. – 2:30 p.m.

Disasters

If a disaster occurs at IAD, refer all questions to the airline involved. If a media representative approaches you for a comment, please decline and refer them to the Airport Manager's Office. Call Airport Operations and Off-Duty Support for procedures. 703-572-2730 (22730)

Door Alarms

If a door alarm sounds please call Door Locks: 703-572-2400 (22400)

DOT Aviation Consumer Complaints Phone and email

202-366-2220 www.airconsumer@dot.gov

Duty Free Shops

Tax and Duty Free Shops locations and phone numbers:

Near Gate A 32: 703-572-0124 (20124)
Near Gate A 14: 703-572-0178 (20178)
Near Gate C 14: 703-572-0162 (20162)
Near Gate C 4: 703-417-0245 (70245)
Near Gate D 1: 703-572-4495 (24495)
Near Gate D 12 : 703-572-1745 (21745)

E-cigarettes

Can no longer be consumed in the airport or passengers can smoke in the smoking lounges at B40, B73, C4 and D30.

Electric Vehicle Charging Stations

Dulles International Airport has four electric vehicle (EV) charging stations on Level 3 of Parking Garage 2. They service eight parking spaces which are convenient to the walkway connecting the garage to the Main Terminal. The spaces are reserved for “electric vehicles only” with special signage. The charging stations feature two types of charging: Level 1, which is a 120-volt outlet, and Level 2, which is a 240-volt connector. The station is activated onsite via ChargePoint smartphone app, ChargePoint “Charge Pass,” RFID-enabled credit card (free - for identification purposes only) or tollfree call to a 24/7 service center. To contact the service center for assistance, call 1-888-758-4389. **There is no fee to use the stations**, but regular parking rates apply as you exit the garage. The charging stations are available on a first-come, first-served basis.



Employee Shuttle

Runs from Door 4 on the Ground Transportation Level. Any lost and found items are taken to the transportation office then after a week to the MWAA Lost and Found office. If this item is a backpack or bag the police will be called and they will confiscate the item after its been checked.

Dispatch: 703-572-7639 (27639)

ESTA (Electronic System for Travel Authorization)

www.esta.cbp.dhs.gov/esta/ International travelers who are seeking to travel to the United States under the Visa Waiver Program (VWP) are now subject to enhanced security requirements and will be required to pay an administrative fee. All eligible travelers who wish to travel to the

US under the Visa Waiver Program must apply for authorization then pay the fee using the following process:

To strengthen the security of travel to the United States under the Visa Waiver Program, requirements to travel visa-free have been enhanced. Nationals of Visa Waiver Program countries will still be eligible to travel without a visa but will have to obtain an approved Travel Authorization prior to their travel to the United States.

The Department of Homeland Security and the United States Customs and Border Protection have provided a secure public Web site: www.esta.cbp.dhs.gov/esta/, with an automated form for a passenger, or a third party to complete in order to apply for a travel authorization. Once the required biographic, travel, and credit card information are entered on the secure Web site, the application is processed by the system to determine if the passenger is eligible to travel to the United States under the Visa Waiver Program without a visa. The system will provide the passenger with an automated response, and prior to boarding, a carrier will electronically verify with the United States Customs and Border Protection that the passenger has an approved travel authorization on file.

Who is required to have a travel authorization? All passengers traveling under the Visa Waiver Program are required to have an approved travel authorization prior to traveling to the United States by air or sea. Even non-ticketed infants are required to have an approved travel authorization, if they do not have a visa for travel to the United States.

What countries participate in the Visa Waiver Program?

Andorra, Denmark, Hungary, Liechtenstein, Norway, Sweden, Australia, Estonia, Iceland, Lithuania, Portugal, Switzerland, Austria, Finland, Ireland, Luxembourg, San Marino, Taiwan, Belgium, France, Italy, Malta, Singapore, United Kingdom, Brunei, Germany, Japan, Monaco, Slovakia, Chile, Greece, Latvia, Netherlands, South Korea, Czech Republic, New Zealand, Spain

Exit Stamp: no longer required

Fear of Flying

Soar: Connecticut based company offers several on-line home-study courses. The whole package runs approximately \$500.00 and includes a half-hour of counseling over the phone. Contact through the website: www.fearofflying.com

Flight App VALK: Tips on practical aspects of flying, as well as de-stressing exercised. Available in several languages. www.valk.org

Safe Journey: Prayers and Comfort for Frightened Flyers and Other Anxious Souls: Julia Cameron's book is partly a memoir of the author's odyssey in dealing with the fear of flying and partly a prescriptive book of prayers that readers can use to cope with their own aeronautic anxieties. Contact Penguin Press. Published in 2013.

Federal Aviation Administration

Airport Tower: 703-661-6031 – for internal use only (**Do not give out**)

Administration Office: 571-323-6350 (**Do not give out**)

Federal Aviation Administration Consumer Hotline: 1-800-322-7873 www.faa.gov

Federal Express

There is no drop off box in the airport. Federal Express cargo area is in Building #5

FEMA Federal Emergency Management Institute

Emergency Management Institute: 16825 S. Seton Ave., Emmitsburg, MD 21727

301-447-1000 Admission Fax: 301-447-1658 For further information on EMI programs and to access training, exercise, and application information, visit: www.training.fema.gov The National Emergency Training Center (NETC) in Emmitsburg, MD is located 12 miles south of Gettysburg, PA, 75 miles north of DC and 50 miles northwest of Baltimore, MD. Training Transportation is at Door 6 around 5:00 p.m.

Flyers Rights Hotline and website

877-FLYERS6 (877-359-3776) www.flyersrights.org

Food Vouchers

All restaurants accept airline food vouchers.

G2

Offers wheelchair services for Delta and Southwest. 703-572-1877 (21877) or 703-507-0537. Office location is at D15 (post security).

Gate Gourmet

703-661-6599

Address: 44845 Package Court

Global Entry Program

Only available to U.S. citizens for international travel. To apply: www.globalentry.gov. There is a \$100.00 non-refundable processing fee per applicant. If approved, this program is valid for 5 years. This voluntary program is open to U.S. Citizens and Lawful Permanent Residents who are able to pass a background check. When returning from an international flight, the scanning kiosks are located in Customs. This expedites a passenger's journey through Customs.

The Global Entry office is located down the hall near the entry door for CBP. The IAD office hours are: Sunday-Friday: 10:00 a.m. – 7:00 p.m., Saturday: 10:00 a.m. – 2:00 p.m.

Phone: 703-661-2854 Learn about the eligibility requirements on-line

Application Process: Follow these steps

1. Apply on line: www.globalentry.gov
2. Schedule an interview: 703-318-5900
3. Interview determines eligibility
4. Provide Identification

Global Security

703-953-2886 www.globalsecurity.com 24/7

Golf Cart Transportation by United

Only provided between gates D1-D30 on a first come, first served basis. Passengers cannot request transportation by the cart in advance. If a passenger is in route between D1-D30 they can “flag” down the cart if transportation is needed.

Ground Control 703-572-2750

Inquiries for charter flight information should be directed to Ground Control.

Handicap Services/Wheelchair and Sky Cap Services

Wheelchair Services within the Airport, page for sky cap or wheelchair for assistance

AirServ: 703-371-3948 Takes care of Aeroflot, British, Brussels, Etihad, Porter, Scandinavian and United.

Huntleigh: 703-572-6050 Takes care of Air China, Air France, American, Austrian, Avianca, Emirates, Ethiopian, jet Blue, KLM, Korean, Lufthansa, Oatar, Saudi Arabia, South African, Turkish, Virgin America and Virgin Atlantic

G2: 703-572-1877 Takes care of Delta and Southwest

Ground Transportation Disability Services: Airport shuttle buses are equipped with wheelchair lifts. Specially equipped courtesy bus service is available for transportation between parking facilities and the Main Terminal by calling: 703-572-4558.

HMS Host 703-572-4610

Runs some of the concessions.

International Currency Exchange (ICE)

Main Number: 703-572-3335 (23335)

Locations:

Ticket level Branch number: 703-572-3336 (23336)

Ticketing East: 7a.m.-9p.m. 703-572-3336

Has stamps, shone cards and currency exchange

Notary: \$5.00 per signature

Copy: \$1.00 first copy than \$0.25 each additional copy

Fax: Locally: \$3.00 first page, \$2.00 each additional page

Long Distance within the U.S.: \$4.00 first page, \$3.00 each additional page

International: \$7.00 first page, \$3.0 for each additional page

Ticketing West: 1:30 – 9:30 p.m. 703-572-2969 (22969)

Concourse A at A32

Concourse C at C8 and C12

Concourse D at the Rotunda

IAB in the Main Terminal as passenger exit customs

Concourse locations have SIM cards and travel insurance

Internet/WIFI Now Free

The Metropolitan Washington Airports Authority offers complimentary Wi-Fi Internet access throughout Washington Dulles International Airport. Just follow the simple step-by-step instructions:

Step 1: Turn on your computer, tablet or smartphone that is WiFi enabled and open the WiFi settings. Select the complimentary Washington Dulles WiFi network

Step 2: Enter email address & zip code. You may use your own or Volunteer@mwaa.com & 20166

For assistance in connecting or for technical questions, please call 703-572-8698

Internet Kiosk

IAD no longer has Internet kiosks. With the rise of personal devices, usage declined to the point where no one was using them. The kiosks have all been removed.

International Organization of Migration: IOM (Refugees)

Refugees will be wearing an IOM sticker and plastic sleeve (lanyard) with pertinent information.

If you should run across stranded refugees please have them call:

Local Operations: 703-572-4400 (24400)

Room: G333-333A (back hallway on baggage claim level)

Email: IOMIAD@iom.int

Website: www.iom.int

IOM New York Operations Office: 212-681-7000, ext. 252.

Call local number first before calling New York. IOM now has an office in IAD.

Janitorial

Please call American Building Maintenance: 703-572-2587 (22587)

Lithium Batteries

Passengers may not pack loose (or “spare”) lithium batteries in checked luggage. Instead the batteries must be installed in the electronic device or packaged to reduce the risk of overheating. Samsung Note 7 phones are specifically excluded from checked or carry-on luggage.

Lockers/Luggage Storage

Since 9/11 LOCKER SERVICE HAS BEEN DISCONTINUED AT IAD. FAA has no plans to reintroduce this service. Options for passengers who want to spend a layover in the city are:

- rent a small car for the day
- Go to Union Station and rent a locker:
- Tiburon Lockers: 202-898-1592
- Amtrak: Passenger must take baggage to the windows: \$2.00 per hour with a maximum of \$18.00 per day
- Smithsonian Institution: There are a few lockers available at the African Art Museum, Freer and Sackler Galleries, Natural History Museum, Hirshhorn Museum and the Udvar-Hazy Air and Space Museum. The Udvar-Hazy lockers can store up to a medium size piece of luggage, 14” x 17” x 17” or 14” x 17” x 36”. The cost is 25 cents, returned when the luggage is removed. Luggage can be stored as long as the museum is open.

Lost and Found

Central Lost and Found for IAD is located next door to the TSA Los and Found office behind Baggage Claim No. 1.

Phone number: 703-572-8479 for passengers

703-572-6524 Do not give out, this number is for internal use only

Fax: 703-572-6512

Hours: 9 a.m.-3 p.m. Monday-Friday

10 a.m.-2:30 p.m. on Saturday

Closed Sundays and Federal Holidays

Email: IADlostandfound@mwaa.com

For items left or brought to the Travelers Aid Desk:

1. Take the item to the Lost and Found office. After hours: Please phone the police for pickup of the item.
2. The lost and found baskets at the three desks on the Baggage Claim level are for your use during your shift but you should be taking items to lost and found as soon as you receive them, if that is not possible, place in the basket and take to Lost and Found after your shift is completed. If the police do come while you are working an after-hours shift, leave the item in the basket or in a secure location. If you had to move the basket or item to a more secure location, please call the office so we can inform the morning volunteers. Please leave a message on the office phone if the office is closed for the evening. **The morning shift is responsible for taking the item to the Lost and Found Office. PLEASE CHECK THE BASKETS IN THE MORNINGS. Any bag, box or piece of luggage that is turned in or left unattended should not be handled and the Police should be called immediately.**

Lost and Found - other than central Lost and Found

1. For items left on **the Aero Train:** 703-572-6930 (26930)

2. For items left at the **TSA Security Checkpoint:** Call TSA: 703-662-2234. The Transportation Security Agency's (TSA) Lost and Found Office is located in the Main Terminal on the Lower Level behind Baggage Claim Carousel No. 1.

Hours of operation: 10 a.m. – 2:30 Monday-Saturday

Closed Sundays and Holidays

Phone: 703-669-2234

Fax: 703-661-6914

Email: www.lostandfoundtsa.iad@tsa.dhs.gov

3. For items left on **Aircraft or Jetway:** passenger must contact the airline

4. For items left on **Taxis:** passenger must contact the Washington Flyer 703-572-8439

5. For items left on **Shared Vans:**

- a. SuperShuttle: 800-258-3826

6. For items left on the **Parking Shuttles:** call 703-572-7690. You can also try 703-572-4558 or 703-572-4574

7. For items left on Mobile Lounges or shuttles: call 703-572-5724, items are to be taken to IAD Lost and Found.

8. For items left in the **bathroom:** Contact IAD Lost and Found: 703-572-8479

9. United Airlines Lost and Found: Individuals wishing to report lost articles may do so by signing onto the following website: www.united.com Go to the icon titled *Travel Information*, click on the category of *Baggage Information*, click on the icon *Report Lost Items*. Reports may

also be made by calling the Lost Article Phone Line: 1-800-335-2247. Or send the passenger to the Baggage Claim Office behind Baggage Claim carrousel #2 and #3.

Lottery Tickets

Lottery tickets are no longer sold in the airport.

Lounge Club Passes

Priority passes are accepted by British Airways, Air France and Turkish Airlines.

LSG Sky Chefs

703-471-4611 or 703-995-5762

Address: 45051 Compass Court

Luggage Left in the IAB

When working the International Desk outside of the IAB, you cannot go into the IAB and retrieve luggage for a passenger (even if you are custom sealed). If an international passenger approaches you at the International Desk and sadly expresses they forgot their luggage and left it in the IAB, you cannot go in the IAB and get it for them. IT IS AN AIRLINE ISSUE. The passenger has to wait for the airline to take care of it. Either send the passenger to the ticket counter or the baggage claim office of the airline.

Luggage wrap

NOT offered in this airport via TSA.

Marketplace Development: in charge of concessions

Office is located in the Main Terminal across from Baggage Claim #7. 703-572-5080.

www.marketplacedevelopment.com or www.dullesfoodandshops.com

Medical Emergency Procedures

Medical Emergencies call: 911

The only medical item we can dispense is a Band-Aid. If the injury or illness needs more than a Band-Aid, **CALL THE PARAMEDICS**. We cannot pass out aspirin, attend to a wound, or share medical information, etc. **CALL THE PARAMEDICS**. If you suspect someone of having a medical issue, **CALL THE PARAMEDICS**. If use of the AED machine is required – this procedure may be started after you or your partner have made the above call so that additional, professionally trained personnel are in route. The AFD's are computerized and once the placement of the pads is correct on the victim, instructions will be given. If in doubt – DON'T.

Meet and Greet /Passenger Assist

What is a "meet and greet"? It is when we go to the gate and meet a passenger and either assist them to their connecting gate, waiting family, or Ground Transportation. The general request received is usually from families with international travelers who do not speak English or from families of unaccompanied minors. Requests for celebrities please refer the client to the airline or to **special services with TSA: 703-662-2330**. You can also call **Perq Soleil: 202-361-0377**. This company provides arrival and departure assistance, curbside meets, baggage porter service, check in assistance, VIP lounge access and lost luggage tracking. Tinu Ige is the airport contact.

If a meet and greet request occurs during your shift please determine if it is possible to leave the desk to assist the passenger. With most meet and greet requests there is usually time for staff to contact and schedule a volunteer without disrupting the shift volunteers.

Mobile Lounge Office

703-572-5724 Mobile Lounges run from the Main Terminal to the D concourse. Lounges run between concourses A and D during prime hours, please see A-D shuttle, and when the AeroTrain is down.

MUFIDS: Arrival and Departure Boards

For repair to the arrivals and departure boards in Baggage Claim, Concourse A, Concourse B and the Departure Level: Call the Work Order Desk: 703-572-2813 or 22813. For repair of the arrivals and departure boards in Concourses C & D please call United at 703-661-0295

NSEERS Program

In 2011 the Department of Homeland Security ended this program.

Notary Public

ICE (International Currency Exchange) provides this service for a fee at the East Ticketing Level location. Please refer to ICE in the manual for costs.

Nursing Moms/Breast Pumps

Nursing Rooms locations: A22, B70, C11, D1, and there are four on the Baggage Claim level at each set of restrooms. All Nursing Rooms will be locked with a cypher lock, just like at the desks. **The combination (if someone comes up to you) to get in is 4-2-5 and they must push the door handle down and push the door open at the same time. DO NOT GIVE THIS COMBINATION TO ANYONE BUT NURSING MOMS.** If the room is vacant, the cypher lock will show green if someone is using the room it will be red. There will be a sign on the door with a phone number for nursing moms to call OPS if they need access to the room. BUT you will probably be asked for the combination and you may be asked to assist a mom with the door.

Oversize Baggage

Oversized baggage/luggage for United (carousels 1-6) can be picked up against the east wall on the baggage claim area next to baggage claim #1. Delta & Southwest Airlines use their regular carousels (13-14) to handle oversized luggage. All other airlines (carousels 7-12), use baggage claim No. 8.

Paging System

Repairs for the paging system please contact the Work Order desk at 703-572-2813

Paradies Book Return

There are 5 locations in the airport: the 2 Forbes Stores, the 2 Washingtonian Stores, and the 1 NBC 4 store. Passengers must have the original receipt, and returns will be accepted in 6 months of the original purchase. The return will be 50% of the amount.

Parking: Five Star U-Street Parking

Hourly, Daily, Economy and Valet Parking are available on-site. Five Star Parking oversees this operation and Standard Transportation oversees the shuttles that run to/from the lots. They can be reached at 703-572-3955 or 703-572-4580 or 703-572-7690.

Valet Parking: 703-572-4540 or 703-572-4544

Parking Advisor Radio Updates

AM 530 when approaching the airport to obtain up-to-the-minute information regarding parking conditions or call for a pre-recorded message: 703-572-4500 or 703-572-3955.

Parking Rates:

Hourly: \$6/hour, \$30/day Located in Rows 2-30

Daily Lot: \$6/hour, \$22/day

Daily Garage 1 & 2: \$6/hour, \$17/day

Economy: \$10/day: Blue, Green or Gold lots

Valet: 703/572-4540 \$30/day but \$35 on first day (available 24 hrs/day)

Cell Phone Waiting Area at Rudder Road and Autopilot Drive: No Charge. Can wait for up to one hour. Must stay with car.

Washington Dulles International Airport's parking facilities are accessible for persons with special needs. Specially designated parking spaces are available for the disabled in vehicles displaying a government-issued plate or placard for use by the disabled. Spaces have been designated in the Airport's public parking facilities:

- Garage 1 – On Level 1, Rows L and N, closest to the walkway to the Main Terminal and convenient to the shuttle stop.
- Garage 2 - On Level 1, Row H, convenient to the shuttle stop. On Level 3, Rows B, C and D closest to the walkway to the Main Terminal.

All airport parking shuttles are wheelchair accessible and free of charge to all patrons.

· **Vehicles parked in any parking lot more than 45 days** will be towed at the owner's expense and risk.

· **Dulles Flexpark:** Dulles offers unlimited parking for one monthly payment. Depending on the level of services selected, members park in general spaces or reserved spaces in premium locations. The FlexPark access card also provides quick, easy entry and exit gate and streamlined account maintenance on line.

· **Handicap parking** is available in the Hourly lot, first level of the Daily Parking Garages and the Economy Parking Lots in spaces adjacent to the shuttle bus stops. Can use the other parking lots with courtesy service available 24 hours per day. Can call the Customer Assistance Call Boxes in the parking lots or by calling 703-572-7690 or 4568 or 3955.

· **Vehicle Location Service** can be reached at 703-572-4580 or 8568 or 3955

· **Electric Vehicle charging stations:** There are four electric vehicle charging stations on Level 3 of Daily Parking Garage No. 2. They service 8 parking spaces which are convenient to the walkway connecting to garage to the Main Terminal. The spaces are reserved for "electric vehicles only" with special signage.

Passport Express

Eligible users can be expedited through passport control by using the Automated Passport Control (APC) machines in the IAB.

Passenger will follow these steps:

1. Scan travel documents
2. Scan fingerprints (not required for US citizens)
3. Take photo
4. Answer the declaration questions
5. Present receipt and travel document to the U.S. Customs agent to exit the IAB.
6. Eligible users traveling to the U.S. for pleasure or temporary business do not need to fill out a written declaration card.

Passengers can use their smartphone if the mobile passport app has been installed and passport, photo & flight information have been entered.

Pay Phones

Because of the on-set of electronic devices, pay phones are no longer in the airport. Phones at the listed locations allow 5 minute free domestic calls in the immediate area but no international calls. International calls may be made from our desks.

Locations: C4, across from C8, across from C23

D1, across from D4 and next to D7

A14-16, A21 and A31

B43 and B39

Main Terminal: near all public restrooms

Pay and Go Machines

Machines are located throughout the Main Terminal of the airport with concentration on Baggage Claim level at Doors 1-7 and on the Ground Transportation Level Doors 1&7.

Instructions are displayed in 4 languages: French, German, Spanish and English. Only U.S. currency and major credit cards are accepted. For further assistance, call 703-572-3955. Parking Lot designated codes: Daily 2: West Garage, Daily 1: North Garage, Economy: Economy Lot, any color, Hourly: Hourly Lot

PAY & GO is an automated system designed for quick and easy exiting from the parking facilities at Dulles Airport. PAY & GO is available in all Economy parking areas. PAY & GO machines are located in the lower level of the Terminal near the east and west exit doors and on the pedestrian bridge, which connects the Terminal to the Daily Parking Garage.

Pay & Go is the automated system designed for quick and easy exiting from the parking facilities at Washington Dulles International Airport.

1. **TAKE** the parking ticket and keep it with you. Do not leave in vehicle.



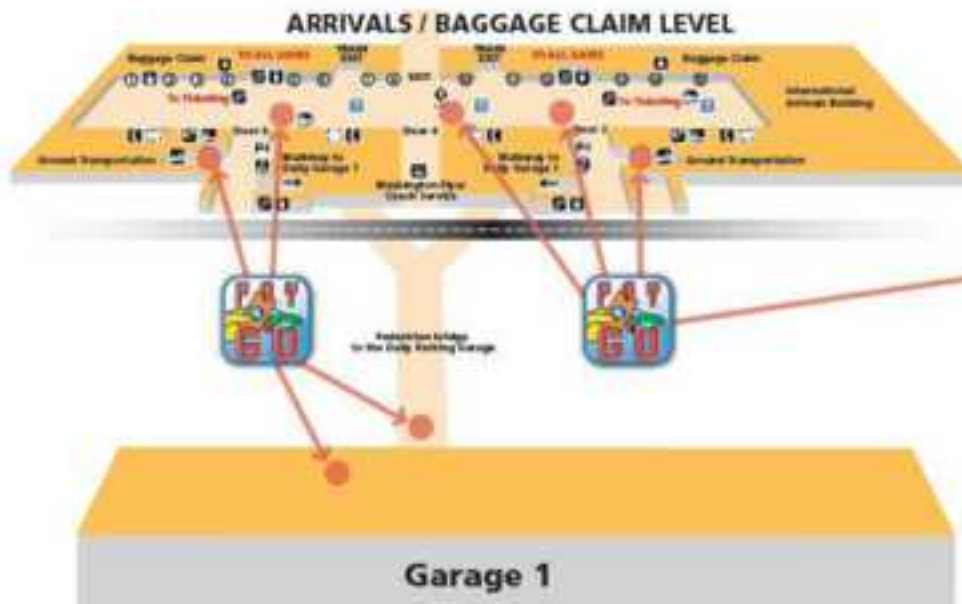
2. PAY for parking with your ticket at a Pay & Go machine located in the lower level of the Terminal or along the pedestrian walkways to the parking garages.



3. GO to prepaid Pay & Go lanes to exit parking quickly & easily. Insert your ticket at gate machine. Gate will rise and off you go.



Pay & Go Machine Locations Map - [printable version](#)



Steps for Paying at Machines

1. Insert parking ticket to calculate amount owed
2. Insert cash or credit card
3. Wait for receipt
4. Take the pre-paid ticket to your vehicle for exiting the parking lot

Perq Soleil

Provides special meet and greet services for a fee. Company offers arrival and departure assistance, curbside meets baggage porter service, check in assistance, VIP lounge access, and lost luggage tracking. 202-361-0377

23411 Autopilot Drive, Suite 211

Dulles, VA 20166

www.perqsoleil.com

PetAir: flying pets

Pet Air has been shipping animals for over 28 years. They provide services of breeders, hobbyist, zoos, rescue organizations, individuals relocating or vacationing and many other groups. Airport to airport service is available for clients who deliver their animals to the airport and have the receiver pick up at the destination airport. A list of airports that offer this service, to and from, can be found under their website at www.flypets.com. For clients that may need boarding, pickup, or delivery service call 816-471-3852 for price quote.

Pet Boarding

Dulles Executive Pet Center: 703-709-1111 can usually take last minute boarders provided proper paperwork regarding vaccinations is available. Location: 44931 Lane Court, Sterling, VA 20166. Hours: Monday-Saturday: 7:00 a.m. - 6:30 p.m.; Sundays and holidays: 1:00-4:30 p.m.

Pet Friendly Hotels

Listed are some hotels in the DC and the Virginia area that allow pets. Please go on line for additional hotels www.officialpethotels.com Call the hotel first as all information is subject to change.

Washington, DC

Capital Hilton: 202-393-1000 Pets are allowed on request. No extra charge

Capital Hill Suites: 202-452-1270 Rooms available on request, extra charge may apply.

Crown Plaza Hamilton: 202-682-0111 Pet must be less than 50 pounds. A refundable pet deposit of \$250.00 required.

Donovan House: 202-737-1200 Pets stay free.

Embassy Inn: 202-234-7800 20 pound limit

Fairmont Washington, DC in Georgetown: 202-429-2400 Pet-friendly rooms are available on request. Extra fees may apply.

Four Seasons Hotel: 202-342-0444 Rooms available upon request.

Helix: 202-462-7777 Pets are allowed on request. Charges may be applicable.

Howard Johnson Express Inn: 202-546-9200 Charges are applicable

Loews Madison: 202-862-1600 Review Pet Policy on website

Madera Hotel: 202-296-7600 An extra charge may apply.

Monaco Washington: 202-628-7177 Pets stay free.

Motel 6: 202-722-1600: Pet-friendly room may be available with an extra charge.

Omni Shoreham Hotel: 202-234-0700 Pets allowed up to 25 pounds with a \$50 non-refundable fee. Extreme or wild animals not allowed (i.e. snakes, pitbulls, etc.)

Palomar Washington: 202-448-1800 Pets stay free.

Park Hyatt Washington: 202-789-1234 No extra cost.
 Residence Inn Washington DC: 202-484-8280 \$200.00 non-refundable pet fee, plus \$10.00 per day cleaning charge. Maximum weight: 100 pounds
 Residence Inn – Dupont Circle: 202-466-6800 Limit of one pet per room, 100 pound Maximum per suite. Maximum pet weight: 50 pounds
 Rouge: 202-232-8000 Pets always stay free.
 Savoy Suites Hotel: 202-337-9700 Pets allowed. No extra charge!
 Sofitel Lafayette Square: 202-737-8800. Pets are allowed on request. Charges may apply.
 St. Regis Hotel: 202-638-2626 Pet-friendly rooms available on request. An extra fee may be charged.
 The Dupont Circle Hotel: 202-483-6000 1 dog up to 25 pounds allowed. \$150.00 per stay fee.
 The Embassy Row Hotel: 202-265-1600 Pets are allowed on request. Charges may apply.
 The Fairfax Hotel at Embassy Row: 202-293-2100 Pets are allowed on request. Charges may apply.
 The George: 202-347-4200 Pet friendly
 The Graham at Georgetown: 202-337-0900 No additional fees for booking a room but rooms are available upon request.
 The Liaison Capitol Hill: 202-638-1616 There is a \$25.00 pet fee per stay. No breed or size restrictions. However notify hotel if traveling with exotic animal for prior approval. Prior approval is also needed if traveling with more than one pet.
 The Mayflower Renaissance: 202-347-3000 Small pets with non-refundable \$100.00 deposit. Service animals maximum pet weight: 15 pounds.
 The Melrose Hotel: 202-955-6400 \$100.00 pet fee
 The Quincy Hotel: 202-223-4320 One-time \$150.00 charge.
 The Ritz-Carlton Georgetown: 202-912-4100 Maximum weight 25 pounds. Non-refundable pet fee of \$125.00 per stay
 The Ritz-Carlton Washington: 202-835-0500 No restrictions
 The River Inn: 202-337-7600 Charges may apply
 The Westin Georgetown: 202-429-0100 Extra charge may apply.
 The Westin Washington, DC: 202-429-1700 Dogs weighing 40 pounds or less permitted. Guest must sign a waiver and will be responsible for any damages and cleaning required.
 The Windsor Inn: 202-667-0300 No extra charge.
 Topaz: 202-393-3000 Pets are allowed on request. No extra charge.
 Washington Court Hotel: 202-628-2100 Pets are allowed on request. Charges may apply.
 Washington Guest Suites: 202-785-2000 Maximum weight is 75 pounds. Pet Service non-refundable fee: \$20.00 per pet per day.
 Washington Hilton: 202-483-3000 Pets up to 75 pounds. \$75.00 per animal. Dog bowl and bed provided.
 Washington Marriott Wardman Park: 202-328-2000 Non-refundable sanitation fee of \$50.00.
 Willard Intercontinental: 202-628-9100 Pets up to 40 pounds accepted with pet waiver and a \$100.00 non-refundable fee.

Virginia

ALOFT Dulles: 703-723-6969
 Comfort Inn Dulles Airport: 703-437-7555
 Embassy Suites Dulles Airport: 703-723-5300
 Hyatt House Falls Church: 571-327-2277
 Hyatt Regency Crystal City: 703-418-1234

Morrison House: 703-684-6283
Residence Inn Alexandria: 703-548-5474
Residence Inn in Arlington: 703-415-1300
Residence Inn at Dulles: 703-421-2000
Residence Inn Fairfax City: 703-267-2525
Residence Inn Herndon – Reston: 703-435-0044
Sheraton Premiere at Tysons Corner: 703-448-1234
The Governor House Inn: 703-532-8900
The Mason Inn Conference Center and Hotel: 703-865-5705

Pet Relief Areas and Service Dog Relief Areas

In accordance with federal regulations, Dulles has designated animal relief areas for service animals that accompany passengers. Here is a description of the animal relief area locations:

- Outside of the Main Terminal on the east end of the Departures level. Go out the doors closest to the UA ticket counter and turn right.
- Outside of the Main Terminal on the west end of the Departures level near the walkway to Daily Garage 2.
- Outside of the Main Terminal on the east end of the baggage claim level. Look for signs near Baggage Claim :1.
- Located at A31 and D1. Doors are unlocked.

Post Office

There is a mail slot for **dropping off mail only** located near Door 2 on the Ground Transportation level. Go down the ramp to the Ground Transportation level and turn left. Take 2 lefts at the mailboxes. Pick up is Monday-Friday at 9:00 a.m. ITEMS MUST BE STAMPED. A full service US Post Office can be found at 45005 Aviation Drive, Suite 120. Hours of operation are Monday-Friday 8:30-4:30 (closed for lunch 1-2 p.m.) To walk from the airport, take the underground walkway to Garage 1, go up the ramp and towards the back of the garage, go up the ramp and toward the back of the garage, near the stairwell are steps out of the garage and into a parking lot. You will face the back of 3 black buildings; the Post Office is in the building on the left. Phone number: Local carrier: 703-433-1790
Info Line: 800-275-8777
Zip Codes: www.usps.com
The post office website: www.usps.com
Stamps: some of the ATM's throughout the airport sells stamps. The ICE location on the East Ticketing level sells stamps.

Priority Pass

As of Feb 2017, British Airlines, Air France and Turkish Airlines are the only lounges to accept the Priority Pass

Rent-a-Cellular: No longer available

Return Key Systems: No longer available

Same Sex Couples in customs

CPB expands filing of joint customs declarations. “Members of a family residing in one household” includes long-term same-sex couples and other domestic relationships, allowing more travelers to file a joint customs declaration for items acquired abroad.

Service Dog Relief Area: See Pet Relief Area

Shoeshine

Locations:

Main Terminal – pre security: Near Door 2 by the escalators on the baggage claim level and on the ticketing level near Steller News store.

Post-security: in Concourse C at the top of the escalators leading to the AeroTrain station near C14.

Shared Vans

Super Shuttle and Supreme Shuttle no longer have counters. Located at curbs 2G and 2B

Showers in Airport

Showers are available at: Be Relax Spa - near gate A31

Smarte Carte: the main office is located in Minneapolis

Office: 703-661-0426

Fax: 703-661-1388

www.iadap@smartecartes.com

Equipment problems call: 703-661-0426 or 800-328-9006. If you get a voice mail, leave a message and staff will respond and investigate the issue. For customer complaints OR refunds, passengers must contact Smarte Carte Headquarter: 1-800-838-1176. Smarte Cartes are available throughout the main terminal, carts are not allowed post security or on the AeroTrain and Mobile Lounges or on the concourses. The cost is \$5.00. Machines accept coins, cash and credit cards. Carts are free in the IAB.

Smoking

Smoking is permitted in smoking lounges only. Smoking is also permitted outside of the Main Terminal. Smoking Lounges are located near Gates B40, B73, C4 and D30.

E-cigarettes are no longer permitted in the airport. A person will need to use the smoking lounges or go outside.

Star Alliance Members at IAD

Members: Air Canada, Air China, ANA, Austrian Airlines, Avianca, Lufthansa, Brussels Airlines, COPA, Ethiopian, SAS, South African Airways, Turkish Airlines.

Student Ambassadors: now called Airport Ambassadors

Provide help in the IAB and FIS. Peggy Fowler is the coordinator of the program; she can be reached by phoning: 703-572-6860.

Sunoco Gas Station

Located at 44950 Rudder Road off of Aviation Drive - Car wash and convenience store
703-661-2164

Tax Refunds for Foreign Travelers

IAD does not offer tax refunds. While some foreign countries do refund Value Added Tax (VAT) for unused goods purchased by visitors when they depart with the goods in their possession, there is no national rate VAT or sales tax in the US that could be refunded. Sales taxes are a state and local matter. Only the jurisdiction that imposes the tax could offer a rebate for visitors, and attempting to administer such a rebate on a national scale would be a logistical nightmare.

Taxis: DC to Dulles

www.dctaxi.dc.gov This website will give numbers to all the DC taxis. It is very useful when a passenger loses an item upon arrival at the airport that was transported by a DC taxi.

Telephone Repair

Call 703-417-8300 (78300) for repairs to the desk phone only. Because some repairs can be made remotely you will be required to provide them the number that is out of service, not just where its located.

Telephone Services

Complimentary phones are available throughout the airport. Passengers may make a domestic call for 5 minutes. For long distance calls please allow passengers to use the phone; however there is a 5-minute time limit on those calls. (Please use your discretion.)

TDD Telephone: Wheelchair accessible TDD/TTY phones are located throughout the airport in all the phone banks. No TDD phone in the D concourse. Passengers can also call a relay from any phone by dialing 1-800-955-8770 first.

TTD/TTY Telephone Instructions for use:

1. Place handset on the shelf or holder
2. Choose method of payment
3. Dial phone number
4. Watch signal light on the drawer to see if the phone is ringing or busy
5. To use TTY Voice Announcer press * three times
6. When other person types, the drawer will automatically open.
7. Begin conversation
8. Hang up handset when complete and the TTY drawer closes on its own.

Towed/Impounded Vehicles

If a person suspects their car has been towed, they must contact the airport police. 703-572-2400. If the car was towed, the police will provide the person with the details regarding how to have the car released.

Translator Services/Language Identification Line (LLE)/VOIANCE

Make a general page announcement asking for a translator, the language needed and to come to your location/desk. Or call the airlines and see if they can assist. **Or use VOIANCE. The language Interpretation Service can be accessed by:**

1. Call 1-800-234-0780
2. Enter access code 40251 followed by the # sign, then
3. Press "0" to be connected with an Operator who will direct your call to the correct

interpreter. Or you may enter the language code if known. You should be connected with an interpreter within 30 seconds.

Transportation Security Administration (TSA) www.tsa.gov.tsa

Contact Numbers: TSA Incident Command Center /Emergency: 703-662-2276, 703-662-2281, 202-302-7419, 571-289-2305 (phone number for TSA evening employee): **Do not give out.**

FOR INTERNAL USE

PHONE NUMBERS TO GIVE TO THE PUBLIC FOR TSA:

☐ TSA Contact Center: 1-866-289-9673: For general inquiries such as questions on items that can be taken through the checkpoint.

☐ TSA Cares: 1-855-787-2227: For passengers with disabilities or families with special needs who would request assistance at the airport.

Public Number (for IAD only): 703-662-2222 (recorded message) for volunteers only

Complaint Hotline (FAA): 1-800-255-1111

Email: www.tsa-consumerresponse@tsa.dot.gov

Lost and Found: 703-662-2234 (See Lost and Found section for details, anyone looking for employment should be directed to the TSA website: www.tsa.gov .

TSA Security Checkpoints Phone numbers:

☐ East Mezzanine: 4:45 a.m.-9:45 p.m.: 703-662-2392

☐ West Mezzanine: 3:45 a.m.-9:45 p.m. (may close early) 703-662-2315 or 703-662-2394

☐ FIS: 6 – 10 a.m.

☐ Area 50/51: Lanes to the right of PreCheck open 24 hours daily

☐ Employee Checkpoint: 4:30 a.m. – 9 p.m.

☐ Law enforcement officer door (LEO Door): 4:30 a.m.-9 p.m. (Door is located behind the Employee Checkpoint.)

☐ Know Crew Member (KCM Door): 5 a.m.-9 p.m. (Door is located to the east of Employee Checkpoint)

☐ Pre-check: 4:30 a.m.-9 p.m.

TSA Special Service: 703-662-2286 (for celebrities and other government officials) DO NOT GIVE OUT THIS IS FOR INTERNAL USE ONLY.

Pre-check Enrollment Center is located on the ticketing level of the Main Terminal, just west of the East Security Checkpoint. The enrollment center is operated by MorphoTrust USA, which operates under a contract with TSA. Phone number: 1-855-347-8371

Lost ID: Passengers must arrive early to the TSA checkpoint, explain the situation to the officer at the document-checking station. The passenger will need to fill out a form. If necessary, local police and TSA behavior-detection officers will interview the passenger and the passenger may have to undergo additional screening.

Urgent Care**INOVA Emergency Care Center**

11901 Baron Cameron Ave.

Reston, VA 20190

703-668-8333

Open 24 hours

Directions: Route 267 east to Fairfax County Parkway, north to Baron Cameron, located on the right: 4.9 miles from the airport.

Pediatrics @ Nite: Near Wegman's in Leesburg off Route 7

571-434-0400 5:00-10:00 p.m. Monday-Friday & noon -10:00 p.m. Saturday & Sundays

Holiday Hours: Christmas Day and Thanksgiving Day: 10:00 a.m. – 1:00 p.m. & 6:00-10:00 p.m. New

Year's Day: 10:00 a.m. – 10:00 p.m.

Labor Day, Memorial Day & the 4th of July: 10:00 a.m.-8:00 p.m.

U.S. Federal Government

US Customs and Border Protection Service: 703-661-7100

TSA VIP Special Services Liaison (for diplomats and injured military passengers):

Office: 703-662-2286

Fax: 703-661-6342

Email: www.IAD.VIP@dhs.gov

Hotline for American Travelers: 202-647-5225

Foreign Travel Advisories: 202-647-5225

Federal Emergency Management Agency (FEMA):

24 hour emergency hotline: 202-646-2400

General Information: 202-646-2500

National Weather Service: Baltimore/Washington office: 703-996-2200

www.nws.noaa.gov/

Passport Services: 202-647-0518 or 1-877-487-2778

WASHINGTON Passport Agency

1111 19th Street, NW (between L and M Streets)

First Floor, Sidewalk Level

Washington, DC 20036

Hours: 8:00 a.m.-3:00 p.m., M-F, excluding Federal Holidays

Automated Appointment Number: 1-877-487-2778

Overseas Citizens Services:

Toll Free: 888-407-4747

From Overseas: 202-501-4444

Death of an American citizen abroad

Arrest/detention of an American citizen abroad

Robbery or an American citizen abroad

American Citizen missing abroad

Crisis abroad involving American citizens

Visa Services (Department of State)

Visa cases and application process: 202-485-7699

Immigrant visa inquiries: National Visa Center: 603-334-0700

www.NVCINQUIRY@state.gov

Visa or Electronic Travel Authorization will be required of all foreigners visiting the

United States except for citizens or nationals of Bermuda, Canada, the Marshall Island and Micronesia. This will affect mostly those from countries that participate in the Visa Waiver Program. Previously they were able to enter the United States without a visa but now must obtain a visa or a travel authorization. Travel authorizations are free and available by registering online at www.travel.state.gov at least 72 hours before traveling here. The affected countries are Andorra, Australia, Austria, Belgium, Brunei, Czech Republic, Denmark, Estonia, Finland, France, Germany, Hungary, Iceland, Ireland, Italy, Spain, Sweden, Switzerland and the United Kingdom. For more information a passenger can call U.S. Customs and Border Protection at 877-72-5511 or write them at: www.cbp.gov/xp/cgov/travel.

U.S. Department of State: www.state.gov

U.S. Embassies, Consulates and Diplomatic Missions: www.usembassy.state.gov

Bureau of Consular Affairs: www.ravel.state.gov

Office of Children's Issues: 1-888-407-4747 (toll free)

202-501-4444

Internal parental child abduction

International adoption

Recorded information on custody and adoptions

Denial of passports to minors in certain circumstances such as abductions

Unaccompanied Minors

Your best bet is to send the meeter/greeter to the airlines. Some of the airlines will issue a pass to the party meeting the minor to get through security and meet the minor at the gate. In order to do this the person must be listed in the passengers' ticketing information with the airline prior to departure. Some of the major domestic carriers will also issue such passes for departure as well, allowing the parent/guardian to stay with them until they board the aircraft. Most airlines charge an unaccompanied minor fee for airline personnel escort. Most airlines require advanced notification.

United Parcel Service (UPS)

UPS does not have a drop box in the airport. The closest pick up box is located in the middle black building behind Daily Parking Garage 1, Bay :48.

UPS Phone number: 703-260-0330

UPS Cargo Number: 800-535-2345

USO

The USO offers a variety of services to active military personnel and their dependents. The USO is located on the Baggage Claim Level of the Main Terminal, **located across from Baggage Claim**

Carousel :12. All guests must have a DOD issued ID card to utilize this facility.

Hours: 6:00 a.m. – 10:00 p.m. – daily

Phone number: 703-572-4876

Services: wireless internet, free phone calls anywhere in the world, copy/fax capability, sitting/reading area, books and magazine, cable TV, movies, complementary snack bar and beverages, quiet area for sleeping.

Point of contact: USO Airport Services Coordinator: Andrea Tassan.

Vehicle Location Service

If a passenger cannot find their car or forgot where they parked, Five Star Parking can

search by license plate and provide lot and row number. Ask any attendant or call 703-572-4580 or 703-572-4568 or 703-572-3955

Verizon: 703-572-2655

Wheelchair Assistance

Wheelchair Services within the Airport, page for sky cap or wheelchair for assistance

AirServ: 703-371-3948 Takes care of Aeroflot, British, Brussels, Etihad, Porter, Scandinavian and United.

Huntleigh: 703-572-6050 Takes care of Air China, Air France, American, Austrian, Avianca, Emirates, Ethiopian, jet Blue, KLM, Korean, Lufthansa, Oatar, Saudi Arabia, South African, Turkish, Virgin America and Virgin Atlantic

G2: 703-572-1877 Takes care of Delta and Southwest

Ground Transportation Disability Services: Airport shuttle buses are equipped with wheelchair lifts. Specially equipped courtesy bus service is available for transportation between parking facilities and the Main Terminal by called: 703-572-4558.

HMS Host 703-572-4610

Runs some of the concessions.

International Currency Exchange (ICE)

Main Number: 703-572-3335

Locations:

Ticket level Branch number: 703-572-3336 (23336)

Ticketing East: 7:00 a.m.-9:00 p.m. 703-572-3336

Has stamps, phone cards and currency exchange

Ticketing West: 1:30 a.m. – 9:30 p.m. 703-572-2969

Concourse A at A32

Concourse C at C8 and C12

Concourse D at the Rotunda

IAB in the Main Terminal as passengers exit customs

Concourse locations have SIM cards and travel insurance

Service offered at EAST end only:

Notary: \$5.00 per signature

Copy: \$1.00 first copy then \$0.25 each additional copy

Fax: Locally: \$3.00 first page, \$2.00 each additional page

Fax: Long Distance within the U.S.: \$4.00 first page, \$3.00 each additional page

International Fax: \$7.00 first page, \$3.00 for each page

Money wiring

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WIFI

Passengers can access WIFI throughout the Dulles Airport for free. After an hour the passenger will need to log back in. Free WIFI is 1 hour increments.

Wire Transfers

Send passenger to the ICE east end location in the Main Terminal on the Ticketing/Departure level.

Work Order Desk

All requests for repairs to out-of-order fixtures goes through the Work Order Desk at 703-572-2813 (2813) I.e.: broken locks/keys, lightning, electricity, TV volume. You will be asked to give you full name when reporting the need for repair

IT Help Desk for Internet computers: 703-572-8698 (28698)

MUFIDS/FIDS Repair: please call work order desk: 22813 or 703-572-2813