



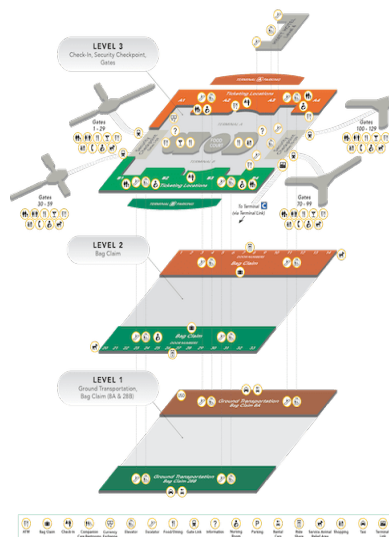
COTD - Meeting Instructions (MCO Terminals A and B)

Ok so you've flown all this way and have safely landed – now what? Well rest assured we have been tracking your flight and if there have been any delays we have accounted for them and will still be waiting for you. Make sure you have your phone turned on (if you have one) as soon as you can – just in case you want to text us for any reason.

Here are instructions on where to meet at Orlando International. You should also have this information on your pre-arrival documentation but it's handy to know it's on-line as well just in case.

TERMINAL A B MAP

ORLANDO INTERNATIONAL AIRPORT (MCO)



Familiarise yourself with the Orlando International terminal map. It may look confusing but just follow our guidelines and you'll be on your way in no time!

Situated over three floors the terminal building is at the centre of the airport. Whilst your flight may be designated to land at either terminal A or terminal B – either way both sides / terminals merge into the same **central hub on level 3**. These instructions apply no matter which stand or side you have landed at – you will at some point have to exit into the main hall on level 3.

Let's go back a step. Once you have landed and exited the aircraft you will be directed towards immigration and then to a carousel to collect your bags in the normal way. The gates are some way from the terminal building though so you will now have to board the monorail system to take you to the main building. You have the option to drop your bags off again, before you ride the monorail, and have them delivered to the terminal (where you will have to collect them off a second carousel). Unless you are really struggling to carry your luggage we would suggest just taking it onto the monorail. The ride is only a few minutes long and it will save you a lot of time waiting at the other end for your bags again.

Once you disembark the monorail you will exit into the main hall of the terminal building – **you are on level 3**. You should see a fountain in the center of the terminal in front of the Hyatt hotel (unless it's late November/December when there will be a Christmas tree instead).

You now need to make your way to the 1st floor of TERMINAL A (the orange side in the above map).



As you look at the Hyatt hotel, to your left, you will see a large neon orange 'A' on the wall. Head under this towards the elevators.

Use the elevators or escalators (on side A) to take you down to **level 1** - it should be sign posted '**Ground Transportation**'.

Once you exit the escalator/elevator you will see a baggage carousel for side A (8A) – if you loaded your bags up prior to riding the monorail this is where you will collect them. **Again – for ease and speed we do not recommend using the baggage transfer service.**

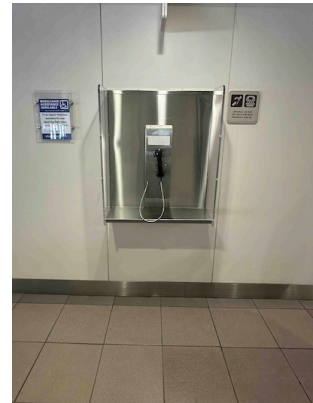
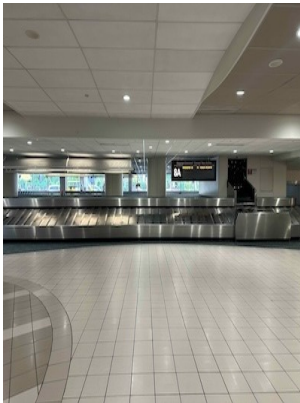
Once on level 1 look for the **Alamo** rental desk and directly opposite you will find a public use phone on the wall in the centre of the concourse. This phone is free to use, no charges are incurred.

Depending how busy the terminal is your driver may have already parked and be waiting by the baggage carousel for you but if they have had to park further away they will be waiting for your call. Use the phone to call **407 900 3433** to let them know you have arrived. They will then tell you which pickup bay they will be pulling into outside (usually A26 or A27).



Guests who have opted in to our WhatsApp service, prior to traveling, can also just use the drivers contact number they were given.

If the number is engaged please give it a minute and try again. The number is also monitored by our office staff.



Please remember, payment is due for your vehicle upon your arrival at your destination. This will take place once you are safely at your accommodation. Please ensure you have called your Credit / Debit card company (before you leave home) to inform them that your card will be charged a substantial amount from a company in Florida USA. You will usually find the customer service number on the back of your card.

This will alleviate some issues that have occurred in the past when the card company refuses payment, being cautious that your card may have been compromised.