



SALT LAKE CITY INTERNATIONAL
Airport Guide



Introduction

Salt Lake City has secured its position as a global aviation hub by building a brand-new, \$4.1 billion airport that will serve and grow with the region for decades to come. The first phase of The New SLC—which opened on Sept. 15, 2020, includes a new Parking Garage, with twice the capacity as the previous garage, the Gateway Center, for car rentals as well as express ticket counters, and Concourse A-west. Six weeks later on October 27, 2020, Concourse B-west opened along with the Mid-Concourse Tunnel.

Phase II will include the build-out of Concourse A-east along with the Central Tunnel—the permanent access point between both concourses—and demolition of all existing airport structures. For more information, go to www.slcairport.com.

Services and Facilities

Refer to the SLC Airport's app or www.slcairport.com for current information.

AIRPORT INFORMATION

801-575-2400 (See page 16 for additional phone numbers.)
airportinfo@slcgov.com

MAIL DROP BOXES

Drop boxes are located near the TSA security checkpoint for use by passengers with prohibited items. For more information go to airportmailers.com.

ANIMAL RELIEF AREAS

There are three animal relief areas located at the Salt Lake City International Airport. An outdoor area is located west of the Terminal. Indoor areas are located post-security in Concourse A (next to gate A9), and in Concourse B (next to gate B20).

ATMS

US Bank ATMs are located inside the airport and provide access to the following networks: CirrusP, EBT, Fastbank, FSV, Nyce, Nyce P, Plus, Pulse, Star, StarP, Shazam. ATMs are located in the Terminal-level 1, Concourse A-west, Concourse B-west, and the Gateway Center.

CASH-TO-CARD KIOSKS

Several Ready Credit Cash-to-Card kiosks are available at the SLC Airport. The kiosks are located on the third level of the Terminal (near the

elevators) and in the Gateway. Passengers can use the kiosks to convert cash into a prepaid Master Card. There is a \$5 fee to purchase the card and a \$1,000 limit. For more information go to readycreditcorp.com.

CURBSIDE CHECK-IN (SUSPENDED DURING PANDEMIC)

Delta Air Lines curbside check-in is located on the west end of the departure roadway, and Southwest Airlines curbside check-in is located on the east end of the departures roadway. Hours will vary depending on departing flights. Delta Air Lines also offers express check-in in the Gateway Center.

CUSTOMS

Customs is located in the Terminal-level 1. Hours are Monday through Friday, 8 a.m. to 4:30 p.m.

FREIGHT AND CARGO

Arrangements can be made through the airlines or with more than 30 companies that serve Salt Lake City.

INFANT CARE

The Salt Lake City International Airport (SLC) provides facilities throughout the airport to help care for infants. Diaper changing tables are located in both women's and men's restrooms, as well as family restrooms.

SLC welcomes breastfeeding anywhere the traveling public is allowed. Lactation rooms are meant for milk expression or for babies who need a quiet place to nurse. Lactation rooms are located in most of the women's restrooms.

INTERNET ACCESS

To access the airports' free Wi-Fi, go to slcairport.wifi and click connect (refer to the Wi-Fi section on page 7 for more information).

LOST AND FOUND

Items are handled by each airline unless the item is lost or found in the airport itself. For airport lost and found, call 801-575-2427, or go to www.slcairport.com and search for the Lost and Found page to fill out a lost property report. Contact the airline regarding lost luggage or other items lost or found on an airplane.

LOUNGES

Cocktails, wine and beer are served in the following locations:

- California Pizza Kitchen – Concourse A
- Gourmandise The Diner & Coffee – Concourse B
- Market Street Grill – Terminal Plaza
- Squatters Pub - Concourse A
- Uinta Brewing Co. – Concourse B
- Wasatch Brew Pub – Concourse B
- White Horse Spirits & Kitchen – Concourse A (coming soon)

LUGGAGE CARTS

Luggage carts are located in baggage claim, parking garage, curbside and in the Customs area.

MEDICAL EMERGENCIES

To call for assistance, dial 801-575-2405, 801-575-2911, or "0" on a black paging phone.

Automated External Defibrillators (AEDs) and Emergency Trauma Packs are located throughout the airport. Look for the AED symbol for the location of the nearest device.



NEWSSTANDS

- CNBC – Terminal Plaza
- Deseret News – Concourse A
- Hudson News – Terminal pre-security
- KSL TV/King’s English – Concourse A
- Maverik – Terminal-level 1 (coming soon) and Concourse B
- The Salt Lake Tribune – Concourse B

PAGING

To page dial "0" on a black paging phone located throughout the airport or by dialing 801-585-2600

PARKING

See pages 12-13

POLICE

The police can be summoned by dialing 801-585-2401 or "0" on a black paging phone or 801-585-2911 for emergencies.

RESTAURANT AND FOOD CONCESSIONS

TERMINAL - Pre-security

- Blue Lemon (coming soon)
- Starbucks (level 1)

PLAZA

- Fillings & Emulsions – Food Court (coming soon)
- Granato’s Gourmet Market
- Market Street Grill
- Panda Express – Food Court (coming soon)
- Pizzeria Limone (coming soon)
- Shake Shack – Food Court
- Starbucks

CONCOURSE A-WEST

- Beans & Brews
- Bruges Belgian Bistro (coming soon)
- Café Rio
- California Pizza Kitchen
- Garbanzo Mediterranean Fresh (coming soon)



- Panera Bread (coming soon)
- Pulp Lifestyle Kitchen (coming soon)
- SLC Life Market/Creminelli Fine Meats (coming soon)
- Squatters Pub
- Starbucks (coming soon)
- White Horse Spirits & Kitchen

CONCOURSE B

- Gourmandise The Diner
- Pick Up Stix (coming soon)
- Smashburger (coming soon)
- Uinta Brewing Company
- Wasatch Brew Pub

SPECIALTY RETAIL, NEWS, AND GIFT CONCESSIONS

TERMINAL - Pre-security

- Hudson News
- Maverik (level 1, coming soon)

TERMINAL - Post-security

- CNBC
- Frye (coming soon)
- Giftology
- Hip & Humble
- Johnston & Murphy
- MAC (coming soon)
- No Boundaries
- Rocky Mountain Chocolate Factory
- Tech on the Go/Wicked
- Trip Advisor/King's English
- TUMI (coming soon)
- Uno de 50 (coming soon)



CONCOURSE A-WEST

- Central Pointe Market
- Coach (coming soon)
- Deseret News
- Durfy Duty Free
- iStore
- KSL/King's English
- Land Speed Depot
- LEGO Store
- Visit Salt Lake
- XpressSpa

CONCOURSE B-WEST

- @ease
- Briggs & Riley (coming soon)
- InMotion
- Liberty Park Market with Hip & Humble
- Maverik
- The Salt Lake Tribune
- Utah! (coming soon)
- XpressSpa (coming soon)



RESTROOMS

Restrooms are located in the Terminal, Concourses A and B, and the Gateway Center. Restroom banks include a men's and women's restroom, as well as a family restroom. Each women's restroom has lactation room.

Terminal: Customs on level 1, baggage claim on level two, past the TSA security checkpoint on level two, and on level three.

Concourse A-west: Between gates A6 and A8, A12 and A14, A16 and A18, A20 and A22, and next to gate A24.

Concourse B-west: Between gates B6-8, B10-12, B14-16, and B20-22.

SALT LAKE CITY AND UTAH INFORMATION

An information desk is located in the Terminal by the baggage claim area on level 2 near the escalators. Visit www.visitsaltlake.com, www.visitutah.com, or www.visitsaltlake.mobi for visitor information

SECURITY SCREENING CHECKPOINTS

The security screening checkpoint is located on level 2 of the Terminal. The checkpoint is managed by the Transportation Security Administration (TSA). Visit TSA.gov to learn more about items that are prohibited. The main TSA security checkpoint is open 24 hours a day. International screening is open as needed for international flights.

DELTA AIR LINES SKY CLUB

Delta Air Lines' Sky Club is located on the level 3 of the Terminal.

The entrance is located on level 2, post security and adjacent to the Plaza.

SMOKING

Smoking is permitted only in designated areas located outside of the Terminal. Passengers should exit the terminal and look for designated smoking area signs curbside.

TRANSPORTATION SECURITY ADMINISTRATION (TSA)

Visit TSA.gov for packing tips and information on clearing the security checkpoint. TSA also offers a free smartphone app My TSA that provides passengers with helpful tips and information.

TRANSLATION

Assistance with translating languages is available by dialing "0" on a paging phone.

WI-FI

Free wireless internet service is available through the airport. Here's how to access the airport's Wi-Fi network:

1. Open your computer's wireless network connection window and select slc.airport.wifi, then click CONNECT.
2. Once connected, start your computer's browser.
3. A security pop-up will open. Click YES to accept the terms and proceed.
4. Then click CONNECT to receive free airport Wi-Fi.
5. The Salt Lake City International Airport homepage will open.



Airport Art

The Salt Lake City International Airport has a number of large-scale art installations—including *The Canyon* and *The Falls*—as well as Whimsy Wall art wraps in each restroom. The airport's art collection also includes "You Are Here," in the Gateway Center, "Near Distance," near the exit in the TSA screening area, "The Flying Machines," in Concourse A-west and the "Four Seasons" murals in the Mid-Concourse Tunnel. To learn more about a particular piece of art, scan the QR code located on the plaque associated with each piece of art.

Accessibility

Salt Lake City International Airport has facilities and services to accommodate those with functional needs or individuals who need extra help.

- Wheelchairs with attendants are arranged through individual airlines.
- Restrooms, shops and restaurants are accessible.
- Elevators are located near the stairs and escalators.

Airport personnel are available to assist customers. Use a paging phone and dial "0" or call 801-575-2400 or 801-647-5159 to request assistance. Arrangements can also be made in advance by calling 801-647-5159. TSA Cares is a program to help travelers with disabilities through security checkpoints. Passengers can call TSA Cares at 1-855-787-2227.

Airlines Serving Salt Lake City International Airport

AIRLINE

FLIGHT INFORMATION

AeroMexico aeromexico.com.....	800-237-6639
Alaska Airlines alaskaair.com.....	800-252-7522
American Airlines aa.com.....	800-433-7300
Delta Air Lines delta.com.....	800-221-1212
Frontier Airlines flyfrontier.com.....	800-432-1359
JetBlue Airways jetblue.com.....	800-538-2583
KLM KLM.com.....	866-434-0320
Southwest Airlines southwest.com.....	800-435-9792
United Airlines united.com.....	800-241-6522

Please pay careful attention to the air carrier information on your ticket. The airline with whom your reservation was made, may not be the airline operating the flight.

General Aviation

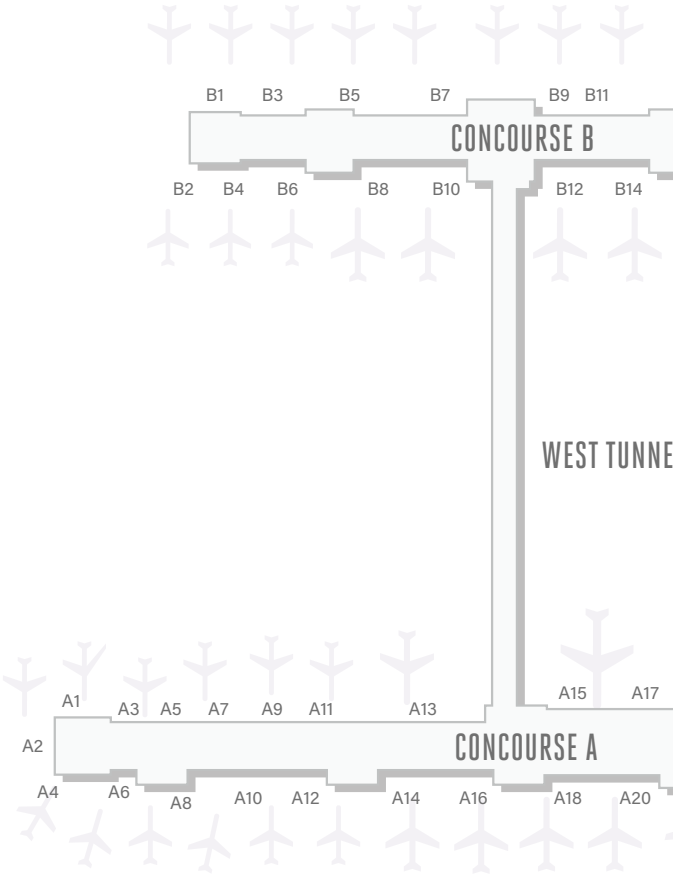
The general aviation facilities are housed on the east side of Salt Lake City International Airport and at South Valley Regional Airport in West Jordan. Fixed base operators (FBO) serve the flying needs of private aviators at Salt Lake City International Airport. Services include aircraft sales and leasing, air charter service, aircraft parts and maintenance, fuel sales, and aircraft storage. For more information, contact the FBOs listed below:

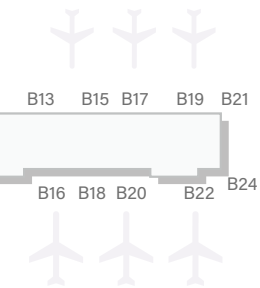
SALT LAKE CITY INTERNATIONAL AIRPORT (EAST SIDE)

Atlantic Aviation	385-715-7192
TAC Air	801-359-2085
For hangar rental	801-575-2957

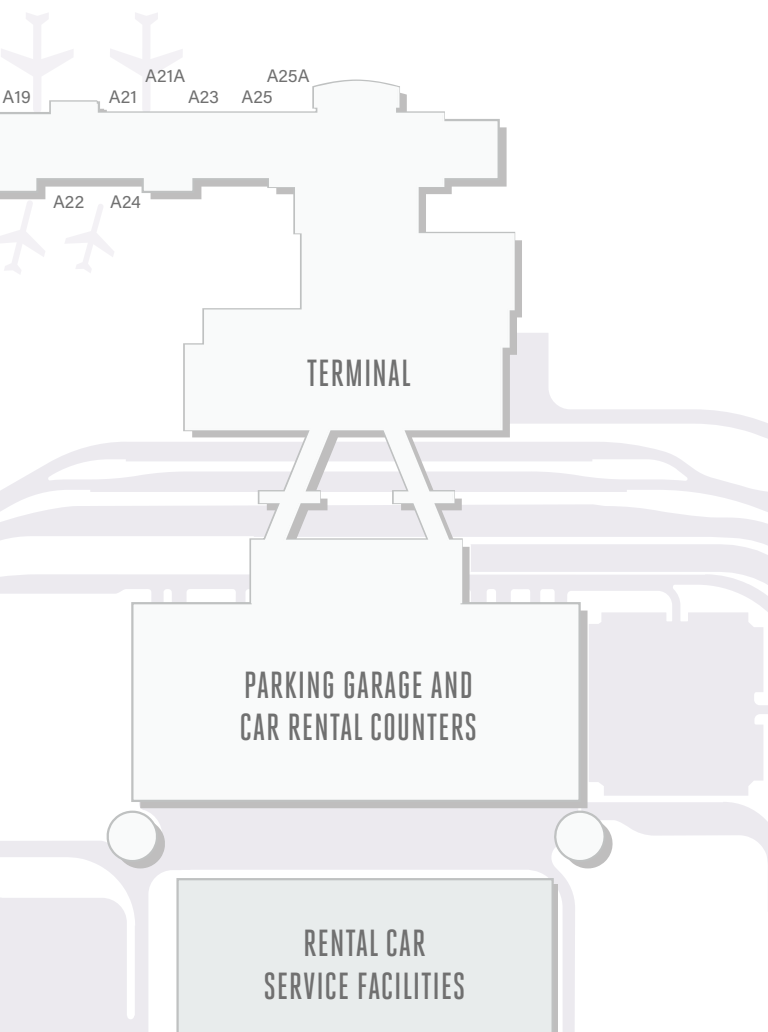
SOUTH VALLEY REGIONAL AIRPORT

Located at 7536 South 4470 West in West Jordan 801-575-2060





INTERNATIONAL



Fast Facts About SLC

- One Terminal
- Two Concourses
- 46 Gates (25 Concourse A, 21 Concourse B)
- Four runways
- Runway 16L/34R – 12,003 ft. long
- Runway 16R/34L – 12,000 ft. long
- Runway 17/35 – 9,506 ft. long
- Runway 14/32 – 5,295 ft. long
- SLC served more than 26 million passengers in 2019.
- The airport is within 60 miles of 10 world-class ski resorts.
- SLC provides convenient access to five national parks and 46 state parks.
- SLC is a gateway to 100 golf courses statewide, 24 in Salt Lake County, and 25 more within an hour's drive. Alpine courses in the nearby Wasatch Mountains are world famous.
- Salt Lake City is in the Mountain Standard Time Zone.

Parking

Hour/daily and economy parking facilities are provided at the airport for passenger convenience, depending on the length of stay. For current parking rates, call 801-575-2886 or visit slcairport.com/parking-and-transportation.

The economy parking lot is located south of the terminal. The airport provides free shuttle service between the parking lot and the terminal.

The hourly/daily parking garage is located directly south of the terminal. The first level is restricted to hourly parking only. Disabled parking is available on all four levels of the garage and around each shuttle stop in the economy lot.

Lot E is located east of the Parking Garage and provides uncovered parking at a reasonable rate.

PARKING AMENITIES

Parking Guidance System

Salt Lake City International Airport has installed a Parking Guidance System (PGS) in the Parking Garage to assist passengers in locating a parking space. The PGS indicates where parking spaces are available on each level of the garage. Color lights define the type of parking available:

Green – General parking available

Blue – Handicapped parking available

Yellow – Electric vehicle parking available

Red – Parking not available

In addition, PGS can help locate a lost car. To use this function, download the PARK ASSIST mobile app. Search for Salt Lake City International Airport in the app and enter the car's license plate number to find the vehicle location.

Epark

Epark is a feature that allows customers to use a major credit card to pay for parking. Customers swipe a card at the entrance to record the start time and, using designated exit lanes, swipe the same card as they leave. Parking fees are automatically charged to the card.

Premium Reserved Parking

Premium Reserved Parking provides travelers with a guaranteed covered parking space adjacent to the airport terminal. To reserve a space, go to www.slcairport.com/parking and to the "Click and Park" option.

Click and Park

Click and Park is a service that allows passengers to reserve parking in advance of travel. To learn more, visit www.slcairport.com/parking and to the "Click and Park" option.

Call the parking system administrator for more information at 801-585-2886.

EV Charging Stations

SLC Airport has electric vehicle (EV) charging ports for the public in both the Economy Parking Lot (4 dual ports) and on each level of the Parking Garage (28 dual ports). In addition, the Touch n' Go Convenience Store has one EV charging station.

Access to all electric vehicle charging stations is on a first come basis. There is currently no charge to use the stations.

Fuel Efficient Vehicle Parking

As part of SLC Airport's LEED Gold Certification efforts, 126 Fuel Efficient Vehicle parking spaces are located in the Parking Garage adjacent to the EV charging stations. Vehicles must have a green score of 40 or more to qualify as a fuel efficient vehicle.

Park and Wait Lot

The Park and Wait Lot is located on the roadway entering the airport. Here, drivers can wait, free of charge, for passengers to arrive curbside. To access the Park and Wait Lot, stay in the left-hand land after exiting the freeway and watch for the directional signs. Flight information display boards are located in the parking lot to monitor flight status as well as in the convenience stores on site. Once a passenger arrives, they should plan to call the driver once they have picked up any luggage and are waiting curbside.

A Touch 'N Go convenience store is located in the Park and Wait Lot. The store includes a Chevron gas station, an electric charging station, a Beans & Brew Coffee House, Burger King and Costa Vida.

Transportation

There is a wide variety of ground transportation options from Salt Lake City International Airport.

Major ground transportation providers have a presence at ground transportation desks in the baggage claim area of the terminal. Ground transportation rates and fares, including taxicab rates, are not regulated within Salt Lake City limits. Ground transportation customers may want to obtain or negotiate secure pricing for transportation prior to actual transport.

Rental car companies are located in the Gateway Center. Rental car companies and their phone numbers are also listed.

TRAX, a light rail system operated by the Utah Transit Authority (UTA), runs between the airport and downtown approximately every 15 minutes during the week and every 20 minutes on the weekends. The current schedule, subject to change, is listed below. Contact UTA (with the information listed under buses) for an exact schedule, route details, and fare information. Fares currently start at \$2.50.

Weekdays The first train arrives at 5:42 a.m. and the last departs at 11:27 p.m.

Weekends The first train arrives at 6:31 a.m. and the last train departs at 11:11 p.m.

GROUND TRANSPORTATION PROVIDERS WITH AIRPORT COUNTERS

Alta Shuttle	toll free 866-274-0225 www.altashuttle.com
Express Shuttle Canyon Transportation	801-255-1841 www.canyontransport.com

RENTAL CARS COUNTERS

Located in the Gateway Center

Alamo	844-942-0335
Avis	801-258-5237
Budget	801-736-0890
Dollar	800-800-5252
Enterprise	844-942-0337
Hertz	800-654-4173
National	844-942-0336
Payless	801-322-6330
Thrifty	800-334-1705

OFF SITE RENTAL CARS

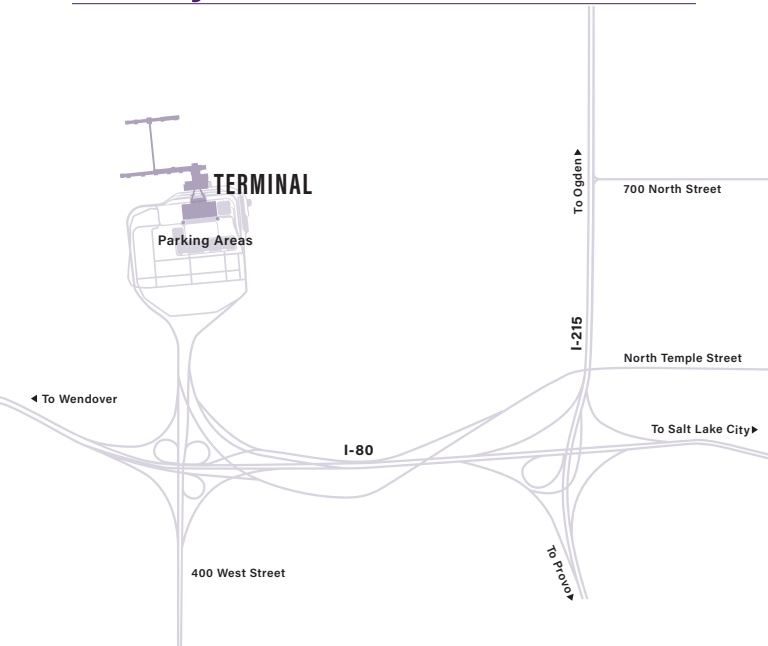
Shuttle service pick up and drop off is located on the west side of the Parking Garage.

Ace	800-977-9111
Advantage	801-521-1761
Affordable	801-288-2277
EZ	801-521-1761
Fox	855-849-4209
Go Rentals	801-893-9263
Rugged	800-977-9111

BUSES

Greyhound Bus	800-231-2222 or 801-355-9579	www.greyhound.com
Utah Transit Authority (UTA)	1-888-RIDE-UTA (743-3882)	or 801-RIDE-UTA www.rideuta.com

Freeway Access





Travel Tips

- Weather conditions may affect travel plans. Please call the airline ahead of time to check conditions and status of flights. Allow extra time on rainy, snowy or foggy days and during holidays. Salt Lake City weather conditions are available from the National Weather Service at www.wrh.noaa.gov/slc.
- Check with the airline regarding the time to arrive at the gate for departure. Airlines have different guidelines, but a general rule to follow is to be in the terminal at least two hours prior to the published departure time for domestic flights, and at least three hours prior to the published departure time for international flights.
- Use luggage identification tags on all pieces and be sure bags are marked with a legible name and address. Remove destination tags attached to luggage by the airlines after every flight.
- Carry all prescription medicine, jewelry, currency and important documents in carry-on luggage.
- Park in the correct lot or level of the garage. The parking garage is for shorter visits and the economy lot for longer stays.
- Make sure to turn off headlights, lock the car and take the keys.
- Write down the section and area the car is parked, or take a cell phone picture to easily locate a car when returning.
- Don't leave valuables or any visible packages, stereo equipment, telephones, etc. in the car.
- When a child travels alone, please thoroughly check the guidelines each airline provides. Be sure to inform the airline that the passenger the ticket is for is a child and ask for special assistance.
- Do not leave luggage unattended.
- Check the Transportation Security Administration (TSA) web page for the latest security screening information at www.tsa.gov.



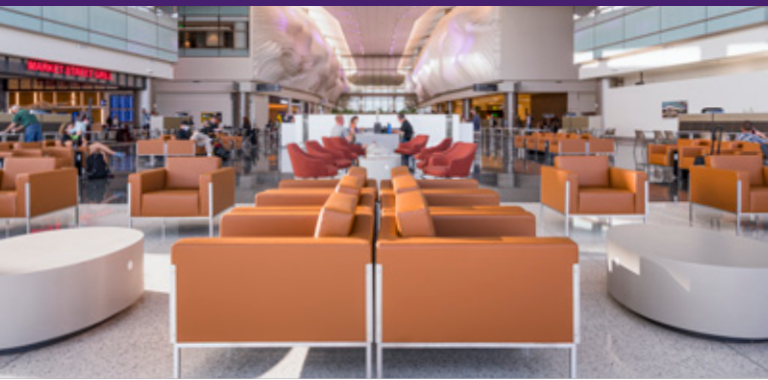
Helpful Phone Numbers

24-hour Control Center	801-575-2400
Emergency	801-575-2405 or 801-575-2911
Environmental Information	801-575-2991
Hangar Rental	801-575-2957
Lost and Found	801-575-2427
Medical Services	801-575-2405 or 801-575-2911
Paging	801-575-2600 (or "0" on a paging phone)
Parking	801-575-2886
Police	801-575-2401
Special Needs or In-Terminal Assistance	801-647-5159
Weather	801-524-3057

Concessions by Category

ALL FOOD AND DINING OPTIONS

Beans & Brews.....	Concourse A
Blue Lemon (coming soon)	Terminal pre-security
Bruges Belgian Bistro (coming soon).....	Concourse A
Café Rio	Concourse A
Fillings & Emulsions (coming soon)	Terminal Plaza
Garbanzo Mediterranean Fresh (coming soon)	Concourse A
Gourmandise The Diner	Concourse B
Granato's Gourmet Market	Terminal Plaza
Market Street Grill	Terminal Plaza
Panda Express (coming soon)	Terminal Plaza
Panera Bread (coming soon)	Concourse A
Pick Up Stix (coming soon)	Concourse B
Pizzeria Limone (coming soon).....	Terminal Plaza
Pulp Lifestyle Kitchen (coming soon).....	Concourse A
Shake Shack	Terminal Plaza
SLC Life Market/Creminelli Fine Meats (coming soon).....	Concourse A
Smashburger (coming soon)	Concourse B



Squatters Pub	Concourse A
Starbucks	Terminal pre-security, Terminal Plaza, Concourse A
Uinta Brewing Company	Concourse B
Wasatch Pub	Concourse B
White Horse Spirits & Kitchen (coming soon)	Concourse A

FULL SERVICE RESTAURANTS

Market Street Grill	Terminal Plaza
Squatters Pub	Concourse A
Uinta Brewing Company	Concourse B
Wasatch Pub	Concourse B
White Horse Spirits & Kitchen (coming soon)	Concourse A

COFFEE SHOPS

Beans & Brews	Concourse A
Starbucks	Terminal pre-security, Terminal Plaza, Concourse A

LOUNGES

Market Street Grill	Terminal Plaza
Squatters Pub	Concourse A
Uinta Brewing Company	Concourse B
Wasatch Brew Pub	Concourse B
White Horse Spirits & Kitchen (coming soon)	Concourse A

SERVICES

ATMs	Terminal-level 1, Concourse A, Concourse B and Gateway Center
Information Desk	Terminal baggage claim area, Terminal-level 2 near escalators
XpressSpa	Concourse A and Concourse B

SHOPPING

@ease	Concourse B
Briggs & Riley (coming soon)	Concourse B
Central Pointe Market	Concourse A
Coach (coming soon)	Concourse A
CNBC	Terminal Plaza
Deseret News	Concourse A
Dufry Duty Free	Concourse A

Frye (coming soon)	Terminal Plaza
Giftology	Terminal Plaza
Hip & Humble	Terminal Plaza
Hudson News	Terminal pre-security
InMotion	Concourse B
iStore	Concourse A
Johnston & Murphy	Terminal Plaza
KSL/King's English	Concourse A
Land Speed Depot	Concourse A
LEGO Store	Concourse A
Liberty Park Market with Hip & Humble	Concourse B
MAC (coming soon)	Terminal Plaza
Maverik	Terminal pre-security (coming soon), Concourse B
No Boundaries	Terminal Plaza
Rocky Mountain Chocolate Factory	Terminal Plaza
Tech on the Go/Wicked	Terminal Plaza
The Salt Lake Tribune	Concourse B
Trip Advisor/King's English	Terminal Plaza
TUMI (coming soon)	Terminal Plaza
Utah! (coming soon)	Concourse B
Visit Salt Lake	Concourse A
Uno de 50 (coming soon)	Terminal Plaza

AMERICANS WITH DISABILITIES ACT (ADA)

In accordance with the requirements of Title II of the Americans with Disabilities Act of 1990, Salt Lake City Corporation does not discriminate against qualified individuals with disabilities on the basis of disability in the City's services, programs or activities or employment practices.

Information, comments and/or complaints concerning the accessibility of Salt Lake City International Airport's programs, services or activities as they relate to people with disabilities should be directed to the Airports ADA Coordinator, Mark Cheminent, P.O. Box 145550, Salt Lake City, Utah, 84114, 801-575-2909, 801-575-2786 (fax), mark.cheminent@slcgov.com.

For matters relating to employment, contact the Human Resources Management Division, 451 South State, Room 115, Salt Lake City, Utah, 84111, 801-535-7900, 801-535-6614 (fax).





SLC

Contact Information:

Salt Lake City International Airport

3920 West Terminal Drive

Salt Lake City, Utah 84122

Salt Lake City Dept. of Airports

P.O. Box 145550

Salt Lake City, Utah 84114

800-595-2442 | 801-575-2400

www.slcairport.com



Helpful Websites:

Utah Office of Tourism

www.visitutah.com

Ski Utah

www.skiutah.com

Visit Salt Lake

www.visitsaltlake.com

www.visitsaltlake.mobi



The information contained in this publication is current as of January 2021

