

Hartsfield – Jackson Atlanta International Airport

Maynard H. Jackson Jr. International Terminal

How to Navigate the New International Terminal

All airlines at Hartsfield-Jackson offering international service will use the international terminal complex. International flights for these carriers may be scheduled on either Concourse F or Concourse E.

In some cases, international flights may be scheduled on a domestic concourse. However, passengers on these flights will be required to check-in at the international terminal, Concourse F.

Airlines operating from the international terminal:

Air Canada (www.aircanada.com)	(888) 247-2262
Air France (www.airfrance.us/cgi-bin/AF/US/en/common/home/home/HomePageAction.do)	(800) 237-2747
AirTran/Southwest (www.airtran.com/Home.aspx)	(800) 247-8726
British Airways (www.britishairways.com/travel/home/public/en_us)	(800) 247-9297
Delta Air Lines (www.delta.com)	(800) 221-1212
KLM Royal Dutch Airlines (www.klm.com/travel/generic/index.html)	(800) 447-4747
Korean Air (www.koreanair.com)	(800) 438-5000
Lufthansa German Airlines (www.lufthansa.com/online/portal/lh/us/homepage)	(800) 645-3880

Passenger categories

Atlanta-bound: These are passengers whose international travel begins and ends in Atlanta.

Departing passengers:

- Check in at the international terminal.
- Pass through the international security checkpoint.
- Follow the signs to the gate, or use The Plane Train if the departure gate is on Concourse E.

Arriving passengers:

- Process through immigration and customs at the Concourse F Federal Inspection Station (FIS).
- Pick up checked luggage at the international terminal baggage claim.
- Get ground transportation — taxis; hotel shuttles; and shuttles to the domestic terminal, rental car center and MARTA train to downtown — at the center outside the international terminal.

Pre-cleared: These passengers are arriving from or traveling to countries that participate in the U.S. pre-cleared travel program.

- Pre-cleared passengers staying in Atlanta will pick up checked luggage at the international baggage carousel at the international terminal.
- For more information about preclearance locations, [click here](http://www.cbp.gov/xp/cgov/toolbox/contacts/preclean_locations.xml). Or copy/paste into your web browser: http://www.cbp.gov/xp/cgov/toolbox/contacts/preclean_locations.xml

Arrivals

The arrivals level of the international terminal serves passengers arriving in the United States. After passengers leave the aircraft, a corridor guides them to escalators down to the arrivals level.

Natural light and a high, gently curved ceiling greet passengers in the U.S. Customs and Border Protection (CBP) and immigration processing hall. This open area features 20 passport-control service counters and an art installation of ultra-high-definition video footage of the United States.

The next stop on the arrivals level is the baggage claim area. Baggage for Atlanta-bound passengers and connecting passengers who arrive at Concourse F — as well as for Atlanta-bound passengers who arrive at Concourse E — will be sent to these seven carousels.

A transition area is just past baggage claim on Concourse F. Here, Atlanta-bound passengers will turn right into the arrivals hall. Passengers with connecting flights to other U.S. destinations will turn left to the baggage recheck counters.

Family, friends and others can wait in the arrivals hall to meet Atlanta-bound passengers arriving aboard international flights at concourses E and F. The ground transportation area, passenger pickup curb and hourly parking facility are just outside the arrivals hall.

Departures

The departures level is the first stop for passengers starting their international trips in Atlanta.

Passengers traveling outside of the United States should check in at the international terminal, at Concourse F. Passengers flying within the United States should check in at the domestic terminal.

The ticketing and check-in area, which offers scenic views of the airfield and the Atlanta skyline, features two large ticketing counters. These "flow-through" islands are set diagonally and help direct passengers toward the security checkpoint and concourses F and E. The ticketing hall also has more than 70 self-service check-in kiosks.

The security checkpoint on the departures level has eight lanes, which are operated and staffed by the [Transportation Security Administration \(TSA\)](http://www.tsa.gov) (www.tsa.gov).

Just past the security checkpoint is the transition hall. From this open-air, two-story area, passengers can reach gates F12 and F14, access The Plane Train Concourse F station or find shopping and dining locations in the International Atrium. The mezzanine level, which also is accessible from the transition hall, features airline clubs and lounges as well as business and personal services locations.

Gates F1 through F10 are on the departures level just past the International Atrium.

***See attached diagrams for Concourse E and Concourse F**

Security

The international terminal has two security checkpoints for ticketed passengers. The main security checkpoint on the departures level has eight checkpoint lanes. Passengers with boarding passes will use this checkpoint to reach gates on Concourses F and E.

The second security checkpoint, which is on the arrivals level, has five checkpoint lanes. Passengers arriving at gates on Concourse F will use this security checkpoint to reach connecting domestic flights on concourses T, A, B, C and D.

Both security checkpoints are staffed and operated by the Transportation Security Administration (TSA).

U.S. Customs and Border Protection and Immigration

The international terminal features a new U.S. Customs and Border Protection (CBP) and Immigration inspection station for passengers arriving in the United States at gates on Concourse F. The CBP inspection station on Concourse E will remain in service.

All passengers arriving at Concourse F will process through passport control and immigration on Concourse F, whether they are connecting to other flights or finishing their travel in Atlanta.

Passengers arriving at Concourse E who are connecting to other flights will process through passport control and immigration at Concourse E. Atlanta-bound passengers arriving at Concourse E will pass through a sterile corridor with moving walkways to the CBP area on Concourse F for processing and baggage claim.

Parking

Parking at the international terminal will be easy and convenient. Two new parking facilities will provide more than 3,500 spaces within minutes of the international terminal.

- **International hourly:** The hourly lot — just steps from check-in and arrivals — will contain more than 1,100 parking spaces. The international hourly parking deck will feature 14 close-in parking spaces for alternative fuel vehicles and 14 parking spaces for vanpools and carpools. Parking rates and fees will be posted on this site when they become available. From Maynard H. Jackson Jr. Boulevard, follow the signs to hourly parking.
- **Gold Reserve parking:** Gold Reserve parking will provide frequent travelers with fast, convenient, covered and guaranteed Airport parking on the lower level at the international terminal. Passengers who have spaces in Gold Reserve parking will not have to wait in line for tickets or search for open parking spaces. To get more information or to register for Gold Reserve parking at the international terminal, please [click here](http://www.atlantairport.com/parking/parking_gold.aspx) (www.atlantairport.com/parking/parking_gold.aspx).
- **International Park-Ride:** The International Park-Ride facility on Maynard H. Jackson Jr. Boulevard, just west of Loop Road, will offer 2,400 parking spaces. Passengers will take a three-minute ride on a shuttle bus to the international terminal's ground transportation center. The free shuttle will be available 24 hours a day. Parking rates and fees will be posted on this site when they become available.

For more information about Airport parking, click here (www.atlanta-parking.com/Parking/)

Ground Transportation

A passenger's journey doesn't end at the Airport. The international terminal will feature several safe, reliable ground transportation options.

Connections to hotels, downtown, convention centers, MARTA and the Airport's rental car center are conveniently located at the curb outside the main greeting area on the arrivals level. Signs inside the building will direct passengers to the ground transportation area.

Hanging signs and a color-code system will help passengers quickly identify loading and unloading zones for each ground transportation service:

- Taxis: Yellow/Zone 1
- Hotel shuttles: Green/Zone 4
- Local/regional shuttles: Red/Zone 3
- Charter buses: Purple/Zone 5
- Parking shuttles: Orange/Zone 2
- International shuttle connector: Red/Zone 3

International shuttle connector: Because Atlanta-bound passengers cannot access secured areas of the Airport after they pick up their luggage at the international terminal baggage claim, the Airport has established shuttle services to link passengers at the international terminal with existing facilities.

The international shuttle connector offers direct service from the international terminal to two locations:

1. Existing facilities — A 12-minute shuttle ride connects the international terminal with the domestic terminal's ground transportation center at the west end of the building. From here, passengers can access the domestic terminal, parking areas and MARTA train service to downtown.
2. Rental car center — A 15-minute shuttle ride links passengers with the rental car center, which houses all rental car transaction counters and vehicles.

The international shuttle connector is a free service and operates 24 hours a day.

For more information about ground transportation services, click here.
(<http://www.atlanta-airport.com/GroundTransportation/default.aspx>)

Frequently Asked Questions (FAQ)

General Passenger Information

Q: Will I still have to recheck my baggage after an international flight if I'm an Atlanta-bound passenger?

A: *No! The international terminal eliminates the baggage recheck. Atlanta-bound passengers will go through immigration, collect checked baggage, clear customs and leave the international terminal.*

Q: How do I get to the international terminal?

A: *The international terminal has an entrance separate from the domestic terminal. The international terminal entrance is accessible from Interstate 75 at Exit 239. See Directions. (www.atlanta-airport.com/internationalterminal/passenger/directions.html)*

Q: Can I still check in for international flights in the domestic terminal?

A: *Passengers traveling outside of the United States should check in at the international terminal. Please check with your airline for specific check-in requirements.*

Q: Can I check in for domestic flights in the international terminal?

A: *Passengers flying within the United States should check in at the domestic terminal. Please check with your airline for specific check-in requirements.*

Q: I accidentally went to the domestic terminal to check in for my international flight. What should I do?

A: *A free shuttle service will be available to the international terminal. Shuttles are available at the ground transportation center at the west end of the domestic terminal.*

Q: There are Customs and Border Protection (CBP) areas on Concourse E and the new international terminal (Concourse F) Which one should I use?

A: *All passengers who arrive at Concourse F will process through CBP on Concourse F, whether they are connecting to other flights or finishing their travel in Atlanta. Passengers arriving at Concourse E who are connecting to other flights will be processed by CBP on Concourse E. Atlanta-bound passengers arriving on Concourse E will pass through a sterile corridor with moving walkways to the CBP area on Concourse F for processing.*

Q: Where should I pick up an arriving international passenger?

A: *Arriving international passengers will exit to the lower-level roadway at the international terminal. Roadway signs will direct motorists to the arrivals level.*

Q: Where do I drop off departing international passengers?

A: *Passengers traveling outside the United States should check in at the international terminal. Passengers whose ultimate destination is outside the United States but whose flight out of Atlanta is bound for a domestic airport must check in at the domestic terminal.*

Services

Q: Are there places to eat at the international terminal (before and after the security checkpoint)?

A: *Yes. There will be plenty of dining options before and after the security checkpoint screening area.*

Q: What shopping options are available?

A: *Many retail, food and beverage, and business services concessions will be available on Concourse F. Store details and locations will be posted on the international terminal's website as they become available. [Click here](http://www.atlanta-airport.com/internationalterminal/passenger/concessions.html) (<http://www.atlanta-airport.com/internationalterminal/passenger/concessions.html>) for more information about existing Airport concessions.*

Q: What family services and facilities are available in the new facility?

A: *The international terminal complex will feature several new, innovative amenities for families and children. More information will be provided as it becomes available.*

Q: Are there any accommodations if I have a long layover before my flight?

A: *Yes. There are restaurants, shops and business service centers throughout the Airport. There are also spas and places to sleep. For more information, [click here](#). (www.atlanta-airport.com/internationalterminal/passenger/concessions.html)*

Q: Is Wi-Fi available in the international terminal?

A: *Yes. The Airport's hybrid Wi-Fi program offers reliable, secure Internet access at competitive rates. For more information, [click here](#). (www.atlanta-airport.com/forms/passenger/frmPassengerInformation_WIFI.aspx#splash)*

Q: Is smoking permitted?

A: *Smoking is prohibited throughout the Airport. However, there are designated smoking areas throughout the Airport. At the international terminal complex, there will be smoking areas on the Concourse F mezzanine level and on Concourse E at E8, E16 and E29.*

Q: Is there a place to watch airplanes?

A: *There are no officially designated viewing areas, but the international terminal's unique architecture and vast windows offer many opportunities to view aircraft and airfield operations.*

Q: Can I ride The Plane Train from Concourse F to Concourse T?

A: *Yes, The Plane Train, the Airport's people mover, has been extended to Concourse F. Passengers who arrive at Concourse F can ride The Plane Train from Concourse F to all concourses, including T. The pedestrian walkway also has been extended to Concourse F.*

Parking

Q: What parking options does the international terminal have?

A: *The international terminal has hourly, Gold Reserve and Park-Ride options as well as designated spaces for alternative fuel vehicles, carpools and vanpools.*

Q: How much does it cost to park?

A: *Parking rates and fees are being determined and will be posted on www.atlanta-airport.com/Parking/ before the international terminal's grand opening.*

Q: Is there valet parking service in the parking lot?

A: *There is no valet parking service available at the Airport.*

Q: Is there a cell phone lot?

A: *There is no designated cell phone lot planned for the international terminal.*

Ground transportation

Q: Will there be ground transportation at the international terminal?

A: *Ground transportation options — including shuttles, taxis and limousines — will be available at the curb outside the main greeting area on the arrivals level.*

Q: How do I get to the rental car center?

A: *A designated shuttle will transport passengers from the arrivals level of the international terminal to the rental car center.*

Q: How do I get to MARTA?

A: *A designated shuttle will transport passengers from the arrivals level of the international terminal to the domestic terminal ground transportation center, which includes a MARTA train station.*

Q: If I ride MARTA, how do I get to my departure flight on Concourse F?

A: *If your airline cannot check you in for an international flight at the domestic terminal, a designated shuttle will take passengers from the domestic terminal ground transportation center to the international terminal.*

Q: How do I get to my hotel (or downtown)?

A: *There will be hotel and local shuttles at the international terminal's ground transportation center at the curb outside the main greeting area on the arrivals level.*

Directions

The international terminal has its own entrance, separate from the domestic terminal. **The international terminal entrance is accessible from Interstate 75 at Exit 239.**

New and existing signs will direct motorists to the international terminal via interstates 75, 85 and 285. Surface street signs also will be updated to direct motorists to the new facility.



Address

Maynard H. Jackson Jr. International Terminal
2600 Maynard H. Jackson Jr. Blvd.
Atlanta, GA 30354

From Downtown Atlanta

- Take Interstate 75/85 south
- Bear left, continuing south on Interstate 75 (pass Exit 242 for Interstate 85)
- Continue south on Interstate 75, following signs to **↑**International
- Take Exit 239 (U.S. 19/41; Central Avenue; **↑**International; C.W. Grant Parkway)
- Following signs to **↑**International, turn right at the top of the exit ramp onto C.W. Grant Parkway
- Continue straight and proceed through the intersection at Loop Road onto Maynard H. Jackson Jr. Boulevard, following signs to Departures, Arrivals, Parking or M.H. Jackson Service Road

From Macon

- Take Interstate 75 north
- Continue north on Interstate 75, following signs to **↑**International/Atlanta

- Take Exit 239 (✚International; Air Cargo; Hapeville)
- Following signs to ✚International, turn right at the top of the exit ramp onto C.W. Grant Parkway
- Continue straight and proceed through the intersection at Loop Road onto Maynard H. Jackson Jr. Boulevard, following signs to Departures, Arrivals, Parking or M.H. Jackson Service Road

From Birmingham

- Take Interstate 20 east
- Exit onto Interstate 285 south
- Interstate 285 south becomes Interstate 285 east; stay on Interstate 285 east, following signs to ✚International
- Take Exit 58 to Interstate 75 north
- Take Exit 239 (✚International; Air Cargo; Hapeville)
- Following signs to ✚International, turn right at the top of the exit ramp onto C.W. Grant Parkway
- Continue straight and proceed through the intersection at Loop Road onto Maynard H. Jackson Jr. Boulevard, following signs to Departures, Arrivals, Parking or M.H. Jackson Service Road

From Augusta

- Take Interstate 20 west
- Take Exit 67 to Interstate 285 south
- Continue south on Interstate 285, following signs to ✚International
- Take Exit 58 to Interstate 75 north
- Take Exit 239 (✚International; Air Cargo; Hapeville)
- Following signs to ✚International, turn right at the top of the exit ramp onto C.W. Grant Parkway
- Continue straight and proceed through the intersection at Loop Road onto Maynard H. Jackson Jr. Boulevard, following signs to Departures, Arrivals, Parking or M.H. Jackson Service Road

From Montgomery

- Take Interstate 85 north
- Take Exit 68 to Interstate 285 east (Atlanta Bypass; ✚International)
- Stay on Interstate 285 east, following signs to ✚International
- Take Exit 58 to Interstate 75 north
- Take Exit 239 (✚International; Air Cargo; Hapeville)
- Following signs to ✚International, turn right at the top of the exit ramp onto C.W. Grant Parkway
- Continue straight and proceed through the intersection at Loop Road onto Maynard H. Jackson Jr. Boulevard, following signs to Departures, Arrivals, Parking or M.H. Jackson Service Road