



Welcome to Toronto Pearson International Airport



Welcome to the future of air travel in Toronto.

Toronto Pearson provides a gateway to the world and to our city; a wonderful mosaic of cultures. This guide will help you through Terminal 1 and introduce you to some of the highlights at Canada's busiest airport.

The GTAA is proud to bring you an airport for the future. We hope you enjoy the journey.

TORONTO PEARSON INTERNATIONAL AIRPORT **TERMINAL 1**
YOUR COMPLETE GUIDE TO FACILITIES, SHOPPING AND DINING



Enhanced Customer Service

Getting help at Toronto Pearson has never been easier. Just look for the orange "i".

Information centres, directory boards and information phones are located at central points throughout the terminal, providing passengers with quick and easy assistance.

Multi-lingual Passenger Information Representatives (PIRs), identifiable in their blue uniforms, provide travellers with information on all airport services and facilities. You can access the PIR call centre, 24/7. Just pick up the handset on the Information phones and press the help button.

Enhanced assistance is also available for those who need it. Wheelchair assistance is accessible from the curb and the garage, and surrey services will help move you through the terminal.



CITY OF NEIGHBOURHOODS

Food and Beverage

211 BelAire Café

Reproduces the cultural opulence of BelAire Street through its menu of appetizers, gourmet sandwiches and pizzas.

Arts and Letters Café

A selection of bagels, muffins, sandwiches, alcoholic and non-alcoholic beverages.

Beaches Boardwalk Café

Sandwiches, salads, soups, pizzas, snacks, coffee, and smoothies for grab 'n' go convenience.

Casey's Toronto Onstage

A menu of regional favourites and signature drinks under Toronto's own Casey's Restaurant name.

Hogtown Bar and Grille

An exciting roadhouse menu with starters, main courses, desserts, alcoholic and non-alcoholic beverages.

Kensington Marketplace

Represents the rich multicultural mix of Toronto's Kensington Market with tastes from Europe, the Caribbean, the Middle East, South America and Asia.

Mozaics Café

Relives the ethnic diversity of Toronto with items such as Italian Pesto Chicken Salad, Hummus, Asian Noodles and Mediterranean specials.

Passport to Yorkville

A series of restaurants that welcome passengers and airport visitors with food and beverage reflective of Toronto's Yorkville.

Red Rockets Gourmet Deli

Made-to-order gourmet sandwiches, hamburgers, wraps, salads and pre-packaged grab 'n' go items.

Ritazza

Gourmet and international coffees, fresh pastries, sandwiches, wraps and salads.

The Exchange

A setting reminiscent of Toronto's business district offering hamburgers, hot corn beef sandwiches, soups, salads and wraps.

T.O.'s Café Bar

Small snack or light sandwiches to keep passengers fueled.

Art and Exhibitions

The art and exhibitions program at Toronto Pearson aims to culturally enrich the travel experience, evoke emotion and stimulate the senses.

Eight commissioned art works, created by Canadian and International artists, communicate the essence of flight and provide landmarks in the terminal.

Visitors will delight in exhibitions coordinated in partnership with the Royal Ontario Museum, educating and entertaining through artifacts from their collection, along with collections from other Toronto museums at future exhibitions. The Malton Gallery and the Aviation Wall showcase the history of aviation in Canada.



Retail

Destination Toronto

A store within a store featuring the Sandra Ainsley Gallery, Red Rocket Regional Gifts, Hockey Hall of Fame, Tumi for Travel, Oakley Active Apparel and Elements for Kids.

Ink

A newsstand outlet that provides customers with a quick snack or reading material.

Lush

Reflective of the popular store in Toronto, Lush features handmade toiletries.

Maclean's

A selection of newspapers, magazines, books, gifts, confectionary and cigarettes.

Reflections of Toronto

Showcases a large selection of gold, silver and amber jewelry.

Rocky Mountain Chocolate Factory

Features gift items such as chocolate, nut and confections, candy, and frozen novelties.

Roots

The well-known clothing retailer, inspired by the natural beauty of Canada.



Streetcar

A newsstand that offers a variety of newspapers, magazines, CD's and DVD's.

Sunglass Hut

Sunglasses and associated merchandise.

tsx

Business accessories, ties, scarves, socks and hosiery.

Watermark

A bookstore designed to recreate the quintessential feel of Toronto's waterfront, offering passengers a quiet place to sit and shop (two locations).

Duty Free Operator

Duty free, operated by the Nuance Group (Canada) Ltd., for passengers going overseas.

Foreign Exchange Operator

Currency exchange provided by Ice Currency Services.

ATM Operator

Sixteen strategically placed ATM's for your banking needs. Provided by The Stanley Works (formerly Frisco Bay Industries Ltd.).



TELEPHONE NUMBERS

Airport-General Information

416-247-7678

Canada Customs

905-676-3640

Canada Immigration

905-612-7928

Peel Regional Police

905-453-3311 Ext. 3104

Lost and Found

416-776-7749

Medical Clinic

416-776-9892

Air Canada Domestic

1-888-247-2262

Air Canada International

1-888-247-2262

Air Canada Jazz Domestic

1-800-315-1390

Air Jamaica

1-800-523-5585

Alitalia

1-800-361-8336

All Nippon Airways

1-800-235-9262

Austrian

1-800-843-0002

BMI

1-800-788-0555

Condor Flugdienst

1-800-524-6975

Lufthansa

1-800-563-5954

Mexicana

1-800-531-7921

Royal Jordanian

1-800-363-0711

Singapore Airlines

1-800-387-0038

Spanair S.A.

+ 34 971 74 50 20

Thai International Airways

1-800-426-5204

Varig Brazil

1-800-468-2744

For information on checking valuable goods, call Canada Customs 905-676-3640.

Getting Around

Use AUTOPAY — conveniently pay for parking before exiting the garage at payment stations located in the garage lobbies on levels four and five.

For passengers transferring between terminals, take the blue LINK interterminal shuttle. The LINK is free and can be caught on the Arrivals level, at columns C1 or E3.

Taxis and limousines are available for hire curbside, Level 1. Taxis and Limousines must have a special permit to operate at the airport. For your safety and comfort, look for vehicles and drivers displaying GTAA authorization.

Public transit is available on Level 1.

Rental cars are conveniently located in the new Terminal 1 parking garage, Level 1.



New Terminal 1 Highlights

- Phase 1 completed: Phase 2 coming in 2006
- Strategically placed skylights and extensive glass walls
- Wide-open spaces and a modernized spacious baggage claim area
- 40 information phones on 4 levels
 - 450 flight and baggage information displays
 - 50 Express check-in machines
- Automated People Mover to connect between terminals coming in 2006
- 9,000 spaces in Canada's largest indoor parking garage

Terminal 1 Directory Répertoire de l'aérogare 1

LEVEL 3 – Departures NIVEAU 3 – Départs

Gates/Portes 138 - 141

Gates/Portes 129 - 137

Gates/Portes 120 - 128

LEVEL 1 – Arrivals NIVEAU 1 – Arrivées

to gates/vers les portes
200 - 299 & 500 - 550

Gates/Portes 101 - 112

LEVEL 2 NIVEAU 2

to gates/vers les portes
500 - 550

to gates/vers les portes
500 - 550

GROUND LEVEL REZ-DE-CHAUSSÉE

- Information Centres / Centres d'information
Directory Boards / Panneaux-répertoire
- ATM / GAB
- Currency Exchange / Bureau de change
- Elevators / Ascenseurs
- Interfaith Centre / Centre multiconfessionnel
- TTY / ATME
- Washrooms / Toilettes
- Future Development / Aménagement futur
- Government services / Services gouvernementaux
- Pre-board Screening / Contrôle préembarquement
- Restaurants/shopping / Restaurants/boutiques