

Airlines

TERMINAL 1

Air Canada	1-888-247-2262		
Air Canada Jazz	1-800-315-1390	SAS Scandinavian Airlines	1-800-221-2350
Air Jamaica	305-670-3222	Singapore Airlines	1-800-387-0038
Alitalia	1-800-361-8336	Spanair S.A.	+39 971 74 50 20
All Nippon Airways	1-800-235-9262	Thai Int'l Airways	1-800-426-5204
Austrian Airlines	1-888-817-4444	Varig Brazil	1-800-468-2744
British Midland Airways	*		
Condor Flugdienst GMBH	*		
Lufthansa	1-800-563-5954		
Mexicana	905-612-8250		* contact your tour operator

TERMINAL 2

Air Canada	1-888-247-2262	Atlantic Coast	(703) 650-6000
Air Canada Jazz	1-800-315-1390	United Airlines	1-800-241-6522
Air New Zealand	1-800-663-5494		

TERMINAL 3

Aeroflot Russian	(416) 642-1653	HMY Airways	1-800-946-9247
Aeromexico	1-800-237-6639	Japan Airlines	1-800-525-3663
Aerosvit Airlines	1-800-237-6639	Jetsgo	1-866-440-0441
Air France	1-800-667-2747	Kelowna Flightcraft	(416) 776-5409
Air Plus Comet	1-877-999-7587	KLM	(905) 612-0556
Air Transat	1-877-872-6728	Korean Air	1-800-438-5000
Alaska Airlines Inc.	1-800-252-7522	Lacsa/TACA	1-888-261-3269
America West Airlines	(480)693-6719	Lan Chile	1-800-488-0070
American Airlines	1-800-433-7300	LOT Polish Airlines	1-800-668-5928
American Eagle	1-800-433-7300	LTU Int'l Airways	1-866-266-5588
British Airways	1-800-433-7300	Malev Hungarian	(416) 944-0093
BWIA West Indies Awys	1-800-538-2942	Martinair Holland	(416) 365-9833
CanJet Airlines	1-800-809-7777	Mesa Airlines	1-800-637-2247
Casino Express	1-800-258-8800	Olympic Airlines S.A.	(905) 676-4841
Cathay Pacific	1-888-338-1668	Pakistan Int'l	(905) 667-9479
Chatauqua Airlines	(317)484-6000	Piedmont	1-800-428-4322
Comair	1-800-354-9822	PSA Airlines	(937) 454-1116
Continental Airlines	1-800-784-4444	Qantas	1-800-227-4500
Cubana Airlines	(416) 967-2822	SATA International	(416) 515-7188
Czech Airlines	(416) 363-3174	Skyservice Airlines	1-800-701-9448
Delta Airlines	1-800-221-1212	US Airways	1-800-943-5436
EL-AL	1-800-361-6174	West Jet	1-800-538-5696
Finnair	1-800-950-5000	ZOOM	1-866-359-9666
First Air	1-800-267-1247		

LESTER B. PEARSON INTERNATIONAL AIRPORT

Greater Toronto Airports Authority
P.O. Box 6031, 3111 Convaire Drive, Toronto AME, Ontario L5P 1B2

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WEB SITE: www.gtaa.com

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Welcome to Toronto Pearson International Airport

YOUR GUIDE TO THE TERMINALS, SHOPS & SERVICES



Welcome to Toronto Pearson International Airport

This Terminal Guide will help you to navigate our three terminals, where you'll find all of the dining, shopping and facilities you need to make your trip enjoyable. Take the time to discover Canadian goods, savour a cup of coffee while you watch your aircraft come to the gate, or relax in a comfy lounge. As Canada's busiest airport, we handled 28.9 million passengers in 2000. By the year 2020, the number of passengers travelling through Pearson Airport is expected to reach 50 million. To support this growth, the Greater Toronto Airports Authority is in the midst of a \$4.4 billion redevelopment program.

While you visit us, you will notice that construction is well underway on a new terminal, which will eventually replace Terminals 1 and 2. The GTAA is also continuing work on the airside and on a new cargo area. Behind the scenes, our utilities and airport support systems are growing to keep up with operations. During this time of change, the GTAA strives to make your airport experience one you won't soon forget.



ARRIVALS

DEPARTURES

Terminal 1

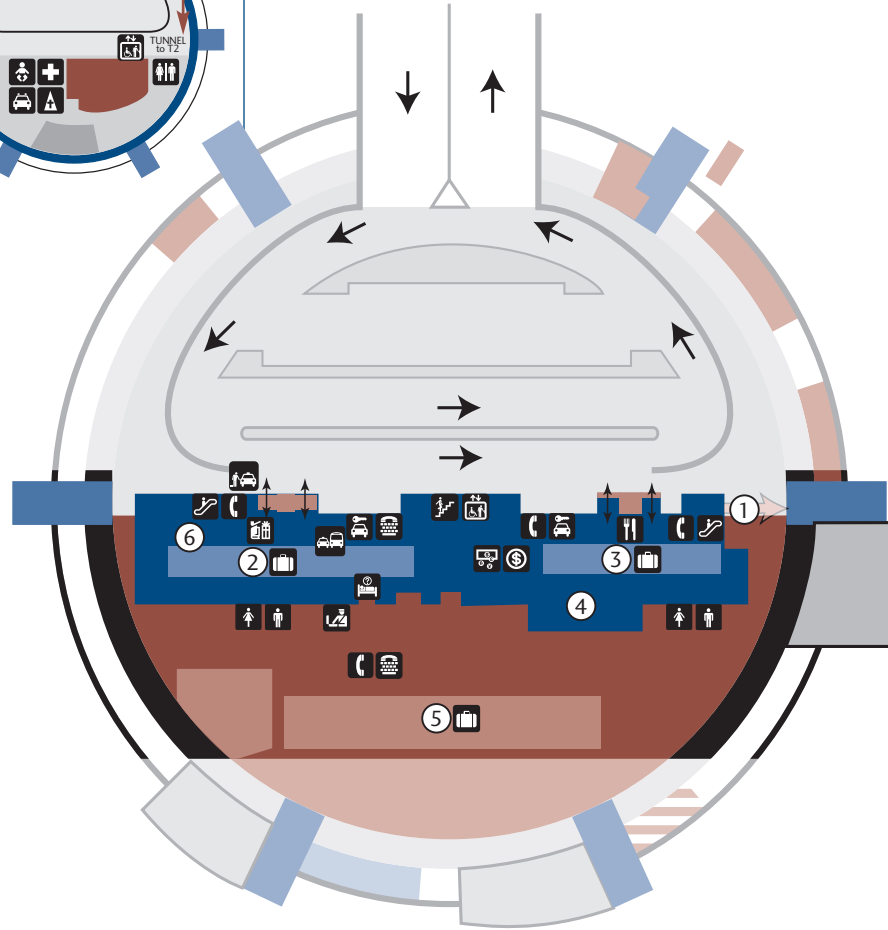
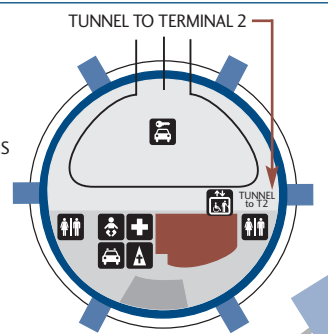
BASEMENT

LEGEND

- IMMIGRATION CANADA
- PRIMARY CUSTOMS INSPECTION
- CAR RENTAL
- CHAPEL
- ELEVATOR
- MEDICAL
- NURSERY
- POLICE STATION
- WASHROOMS

LEGEND

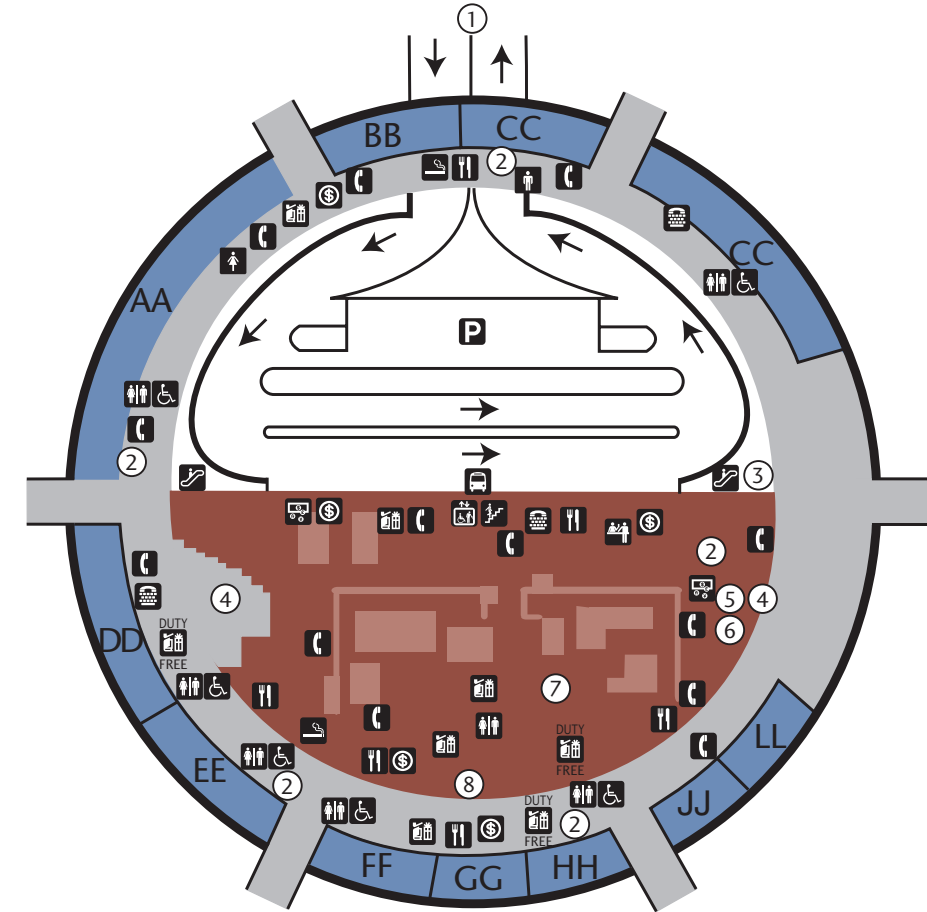
- PUBLIC AREA
- SECURITY AREA



- | | | | |
|--|----------------------------|-----------------------|------------------|
| ① ESCALATOR DOWN TO TUNNEL TO TERMINAL 2 | ATM | ELEVATORS | PHONES |
| ② DOMESTIC BAGGAGE CLAIM | BAGGAGE CLAIM | ESCALATORS | RETAIL |
| ③ TRANSFER BAGGAGE BELT | CANADA CUSTOMS INFORMATION | FOOD & BEVERAGE | STAIRS |
| ④ PUBLIC AREA | CAR RENTAL | GROUND TRANSPORTATION | TAXI/LIMO |
| ⑤ INTERNATIONAL BAGGAGE CLAIM | CURRENCY EXCHANGE | HOTEL RESERVATIONS | TTY PHONES |
| ⑥ TRAVELLERS AID | | MEN'S WASHROOM | WOMEN'S WASHROOM |

LEGEND

- PUBLIC AREA
- SECURITY AREA
- DEPARTURE LOUNGES

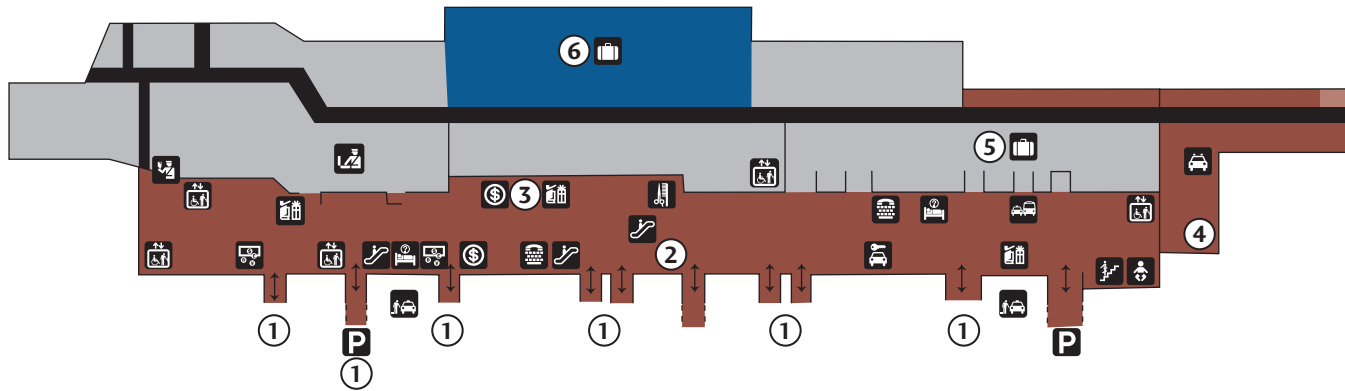


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|---------------------------------|----------------------|---------------------------|------------------|
| ① ENTRANCE & EXIT | ACCESSIBLE WASHROOMS | FOOD & BEVERAGE | SMOKING AREA |
| ② TRAVEL INSURANCE | ATM | INTERTERMINAL SHUTTLE BUS | STAIRS |
| ③ CUSTOMER CARE CENTRE | CURRENCY EXCHANGE | MEN'S WASHROOM | TICKET PURCHASE |
| ④ SECURITY CHECKPOINT | DUTY FREE | PARKING | TTY PHONES |
| ⑤ BAGGAGE STORAGE | ELEVATORS | PHONES | WASHROOMS |
| ⑥ LOST & FOUND | ESCALATORS | RETAIL | WOMEN'S WASHROOM |
| ⑦ GAMES | | | |
| ⑧ ELEVATOR TO MAPLE LEAF LOUNGE | | | |

ARRIVALS

LEGEND

- PUBLIC AREA
- SECURITY AREA



- ① ENTRANCE & EXIT
- ② TRAVELLERS AID
- ③ LOST AND FOUND
- ④ OFFSITE CAR RENTAL PICK-UP
- ⑤ DOMESTIC BAGGAGE CLAIM
- ⑥ TRANSBORDER BAGGAGE CLAIM

- ATM
- CANADA CUSTOMS
- CAR RENTAL
- CHANGE ROOMS
- CURRENCY EXCHANGE
- BAGGAGE CLAIM
- ELEVATORS
- ESCALATORS
- GROUND TRANSPORTATION

- HAIR SALON
- HOTEL RESERVATIONS
- IMMIGRATION
- PARKING
- POLICE STATION
- RETAIL
- STAIRS
- TAXI/LIMO
- TTY PHONES

- Security screening areas are identified with green flashing lights
- Washrooms and Telephones are located throughout the Terminal

DEPARTURES

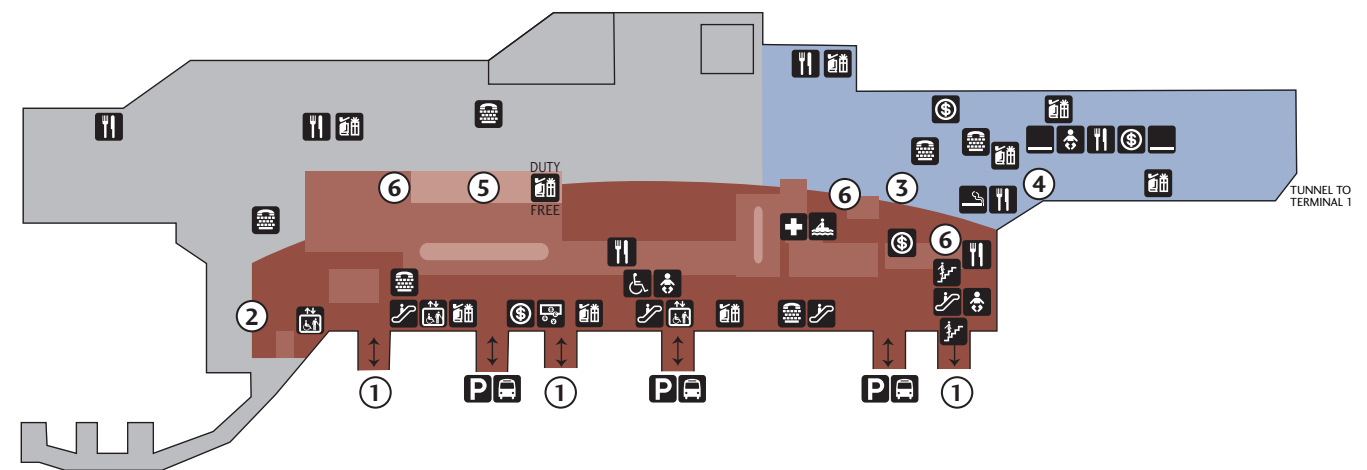
LEGEND

- SECURITY AREA
- U.S. PRE-CLEARANCE
- PUBLIC AREA

- ① ENTRANCE & EXIT
- ② GROUP CHECK IN
- ③ LCBO
- ④ PLAY AREA
- ⑤ U.S. INSPECTIONS
- ⑥ SECURITY CHECKPOINT

- ACCESSIBLE WASHROOMS
- ATM
- CHANGE ROOMS
- CHIRO, MASSAGE, MEDICAL CLINIC
- CURRENCY EXCHANGE
- DUTY FREE
- ELEVATORS
- ESCALATORS

- FOOD & BEVERAGE
- INTERTERMINAL SHUTTLE BUS
- MOVING SIDEWALK
- PARKING
- RETAIL
- SMOKING AREA
- STAIRS
- TTY PHONES

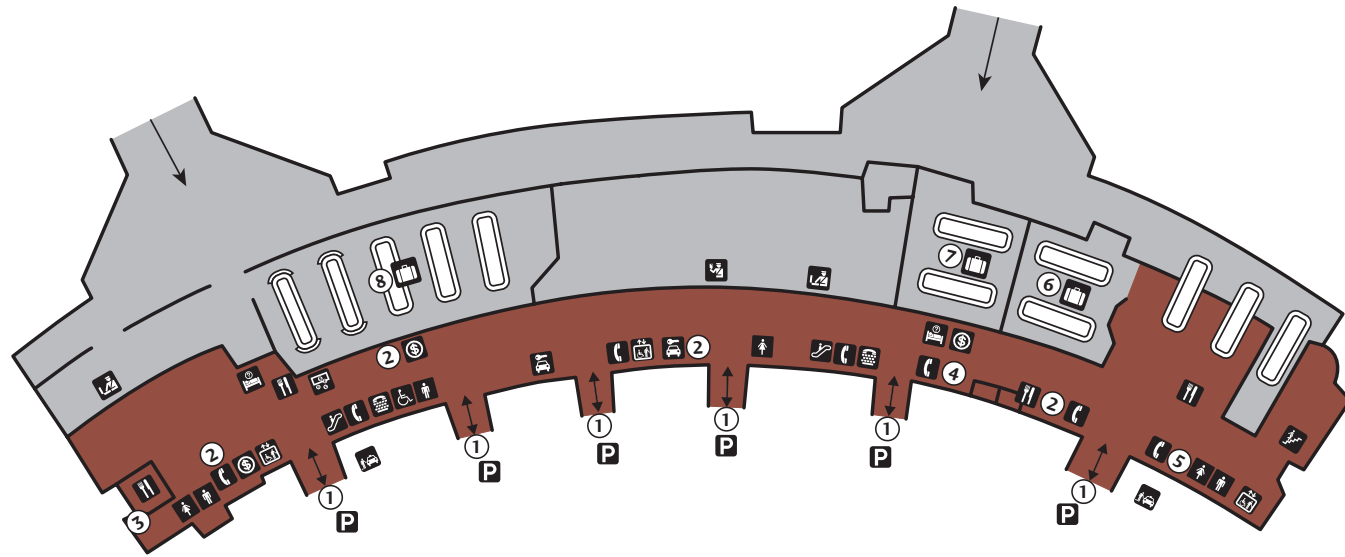


- Security screening areas are identified with green flashing lights
- Washrooms and Telephones are located throughout the Terminal

ARRIVALS

LEGEND

- SECURITY AREA
- PUBLIC AREA



- | | | |
|---------------------|----------------------|--------------------|
| ① ENTRANCE & EXIT | ACCESSIBLE WASHROOMS | HOTEL RESERVATIONS |
| ② COURTESY PHONE | ATM | IMMIGRATION |
| ③ LOCKERS | CANADA CUSTOMS | MEN'S WASHROOM |
| ④ TRAVELLERS AID | CAR RENTAL | PARKING |
| ⑤ LOST AND FOUND | CURRENCY EXCHANGE | PHONES |
| ⑥ BAGGAGE CLAIM "A" | BAGGAGE CLAIM | STAIRS |
| ⑦ BAGGAGE CLAIM "B" | ELEVATORS | TAXI/LIMO |
| ⑧ BAGGAGE CLAIM "C" | ESCALATORS | TTY PHONES |
| | FOOD & BEVERAGE | WOMEN'S WASHROOM |

DEPARTURES

LEGEND

- SECURITY AREA
- PUBLIC AREA

- | | | |
|-----------------------|---------------------------|------------------|
| ① ENTRANCE & EXIT | ACCESSIBLE WASHROOMS | MEN'S WASHROOM |
| ② COURTESY PHONE | ATM | NURSERY |
| ③ SHERATON HOTEL | BAGGAGE CLAIM | PARKING |
| ④ SECURITY CHECKPOINT | CHAPEL | PHONES |
| | CURRENCY EXCHANGE | POLICE STATION |
| | ELEVATORS | RETAIL |
| | ESCALATORS | TTY PHONES |
| | FOOD & BEVERAGE | U.S. CUSTOMS |
| | INTERTERMINAL SHUTTLE BUS | U.S. IMMIGRATION |
| | MEDICAL CLINIC | WOMEN'S WASHROOM |

