

Nonstop

PHL

MOVING FORWARD TOGETHER

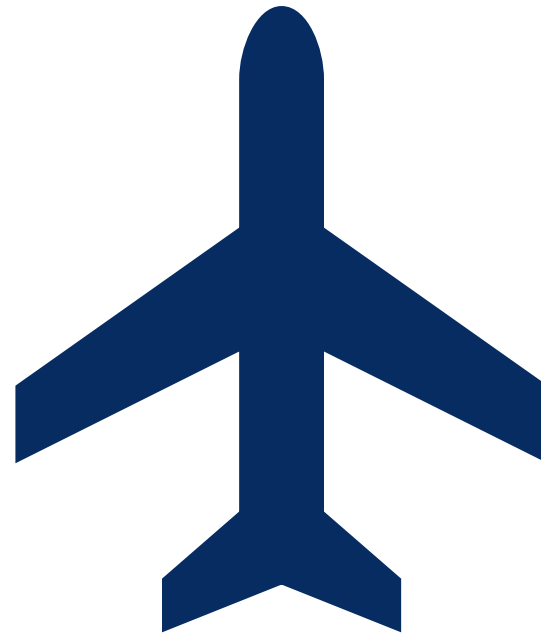
Ticketing at PHL



Version 1

PHL *Access for All* program

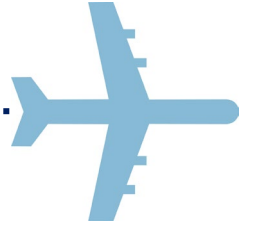
This story is part of the *Access for All* program for people with disabilities at the Philadelphia International Airport (PHL). This program can be used to assist you when you are flying to or from PHL.



Welcome to the Philadelphia International Airport (PHL)



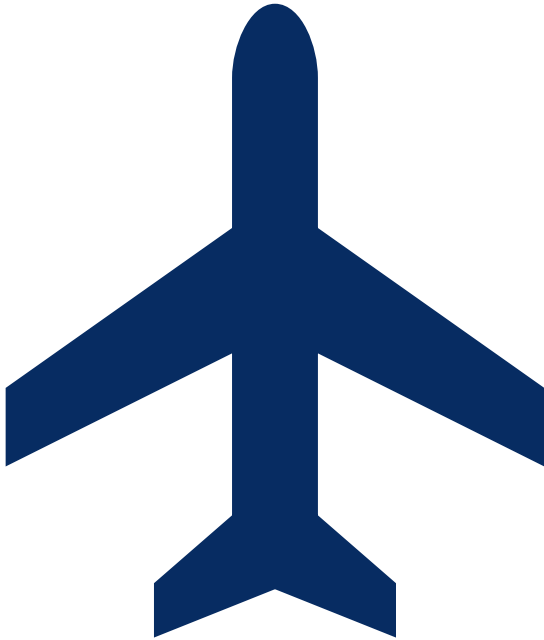
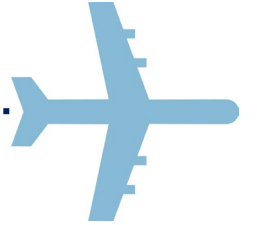
You will find a ticketing area for each terminal in the Airport.



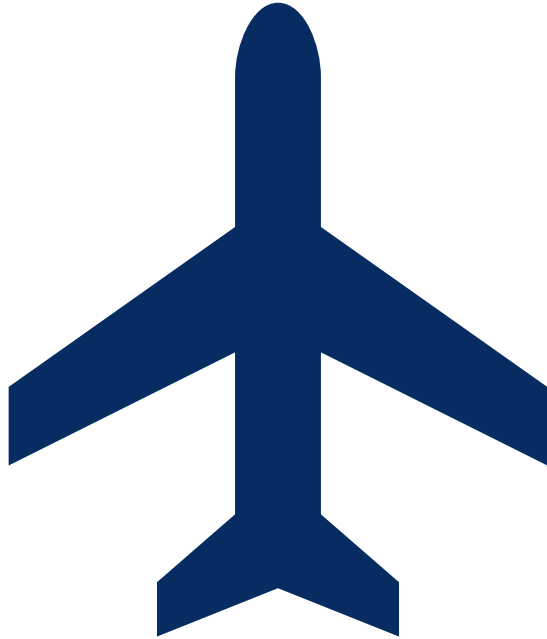
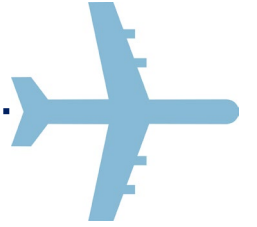
In ticketing, you will get your boarding pass and check luggage that you are not carrying on to the plane.



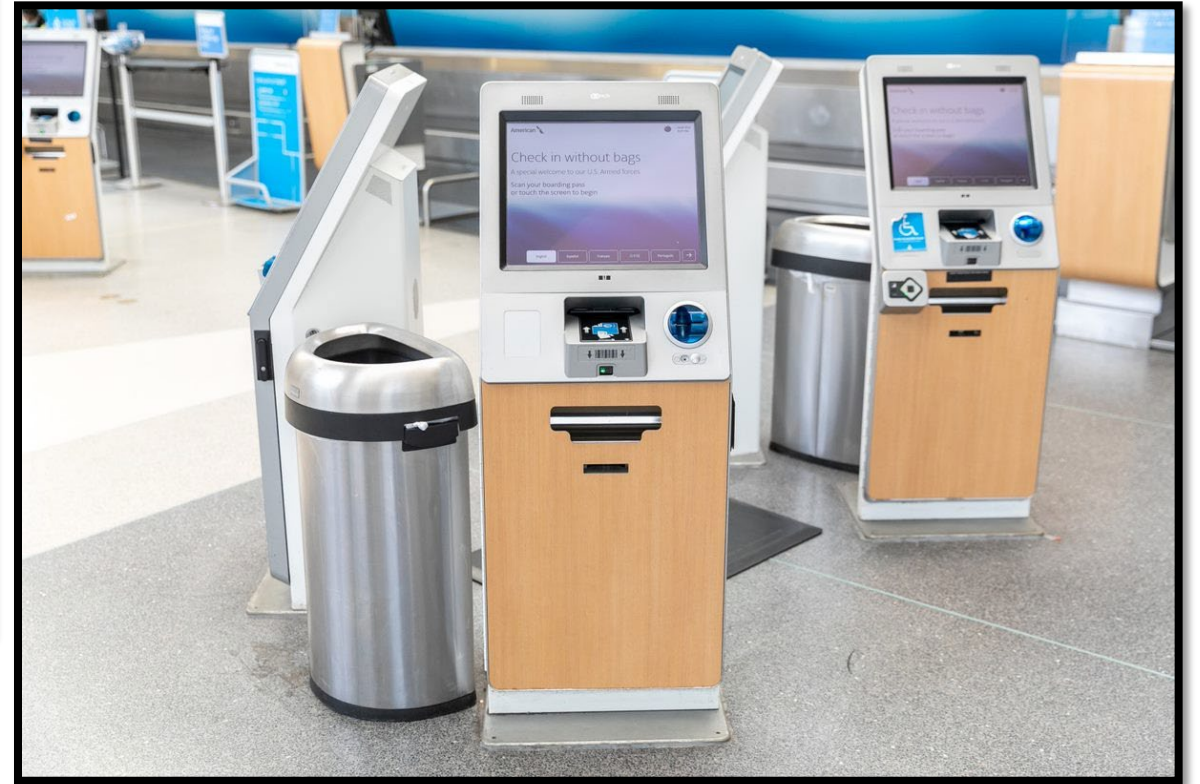
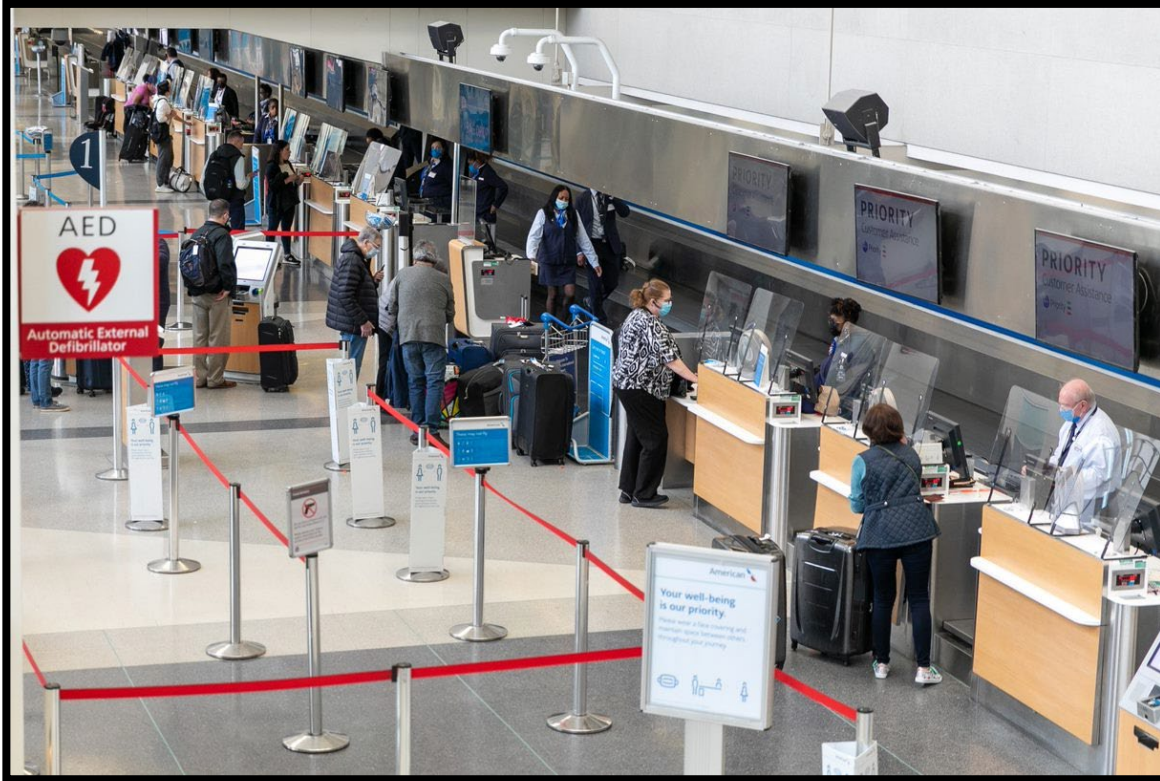
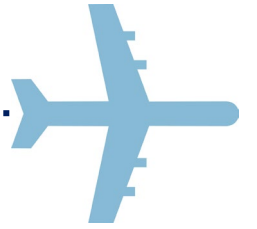
The ticketing areas are large open rooms.



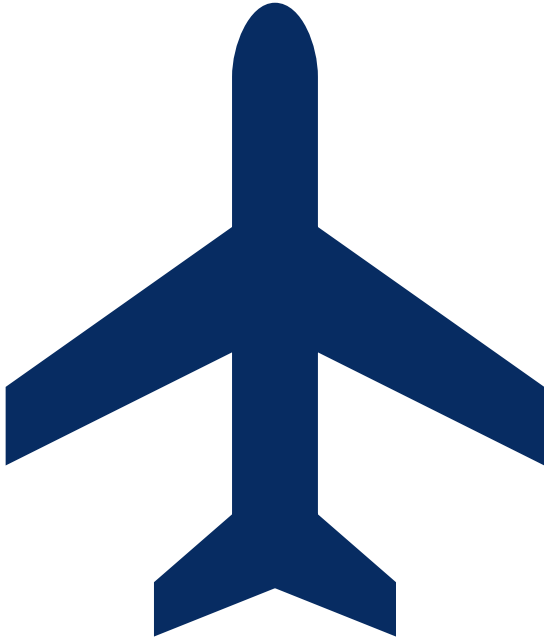
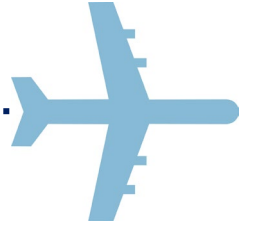
The Airport can become very full of people and noisy on busy days.



You can get your boarding pass and baggage tag at either the kiosk or ticket counter.



Let's talk about baggage, first!



If you need assistance through security or the airport, you have options.

1

- You can request a “guest pass” at ticketing to have someone you know assist you through security and to your gate. Not all airlines offer this, but many do!

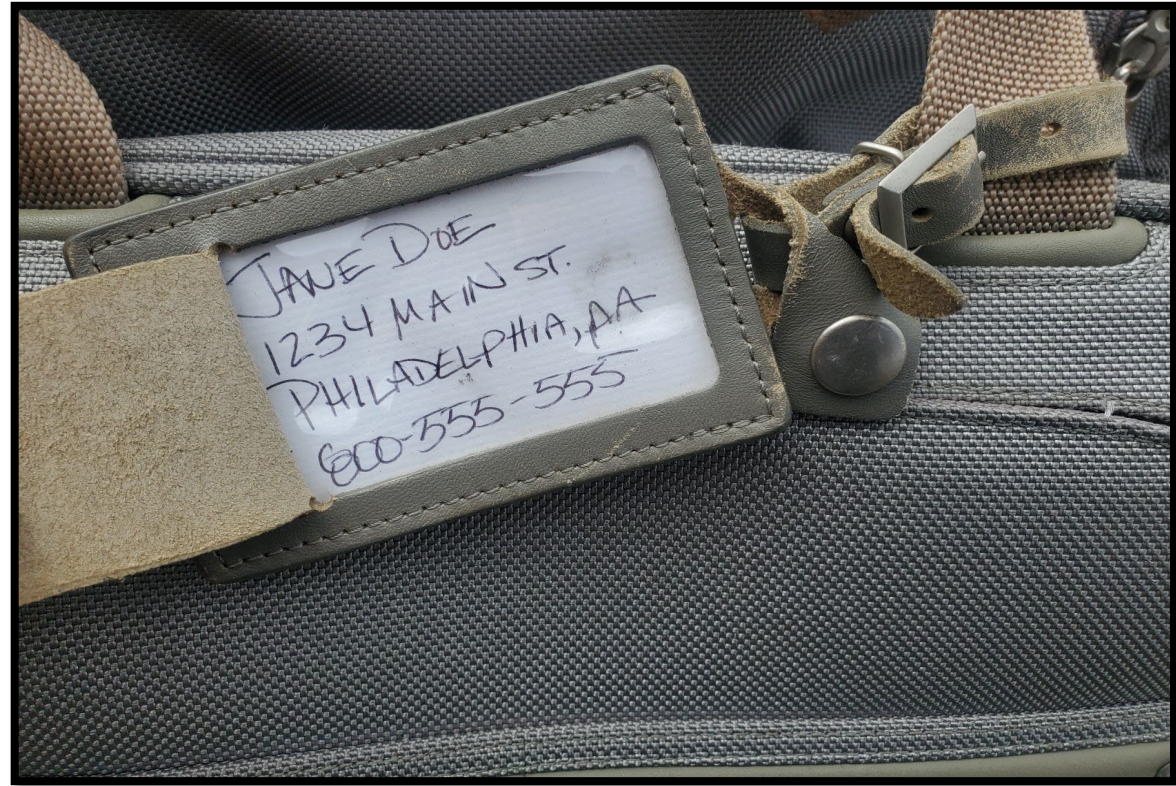
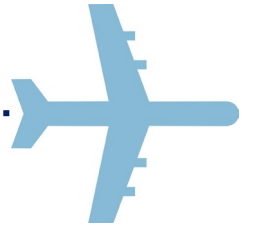
2

- Contact TSA Cares to ask for an assistant through security.

3

- Call your airlines to request wheelchair assistance or an escort to go with you from ticketing, through security, and to your gate.

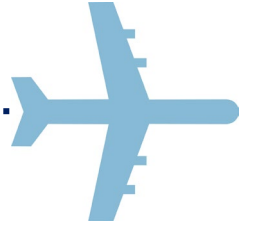
Label your bags with your name, address, and phone number.



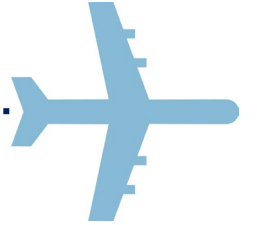
Obtain and add a bag tag to luggage you want to check.



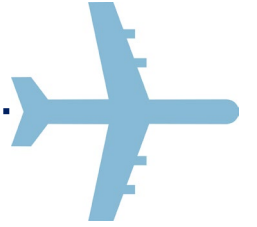
You might need to stand in line to check your bags.



Give your checked bag to the airline.

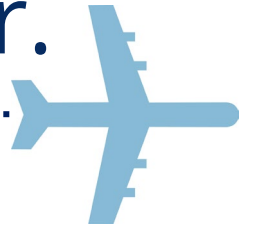


Next, we will discuss the boarding pass.



You need a boarding pass to take a flight. You can get a paper boarding pass in ticketing. You can also check-in and get a boarding pass on a mobile device.

The boarding pass tells you the gate number, boarding time, and your seat number.



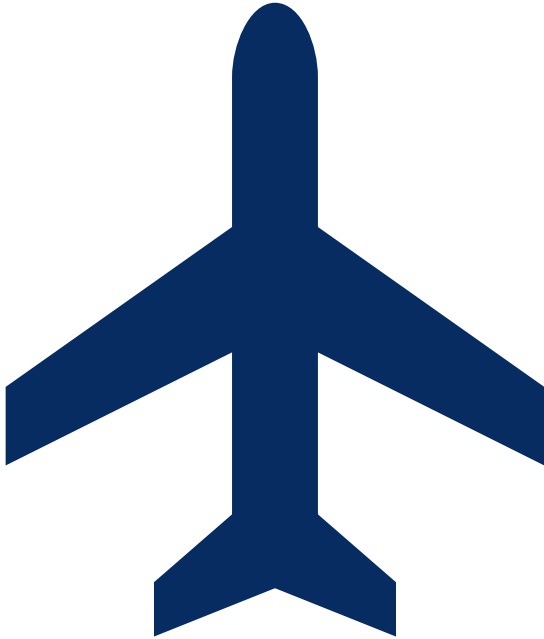
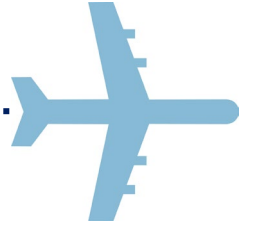
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American Airlines  **BOARDING PASS** **American Airlines**

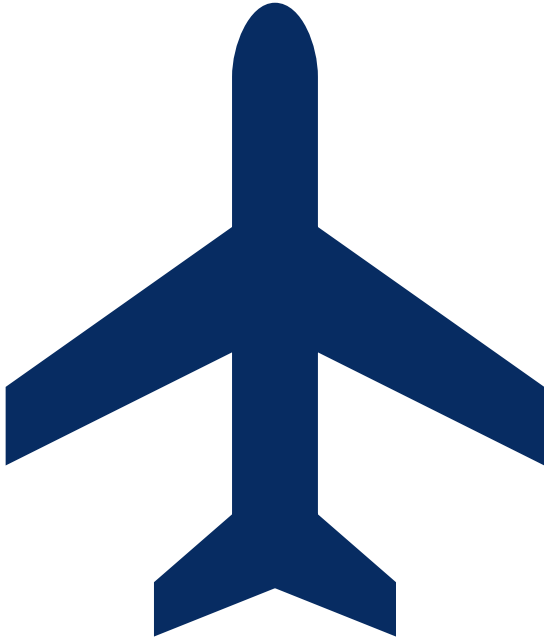
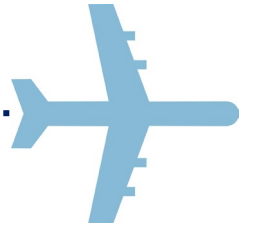
PASSENGER NAME M / 0	FREQUENT FLYER #	RECORD LOCATOR GWGIQR	BOARDING PASS M / 0
FROM: NEW YORK JFK	FLIGHT AA198	CLASS G	FROM: NEW YORK JFK
TO: MILAN	DATE 02JAN	DEPARTS 555P	TO: MILAN
GROUP 3	GATE 12	BOARDING TIME 515P	FLIGHT AA 198
		SEAT 36J	SEAT 36J
	0012298566148		GROUP 3
			DATE 02JAN
IT497			CLASS G
			DEPARTS 555P

[Handwritten signature]

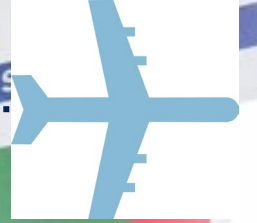
If you need a wheelchair or guided assistance you can ask for that in ticketing.



When you have finished in ticketing you will take an elevator or escalator up to security.



Want more info?



You can learn more about accessibility at
PHL by visiting
<https://www.phl.org/about/accessibility>

— Saron McKee

PHL Director of Access and Accessible Programs



Thank you!



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