Ticketing at PHL
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.
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.
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!