

LAX TRAVELERS GUIDE IN WORD DOCUMENT FORMAT FOR POSTING ONTO LAX WEBSITE
WORD DOCUMENT NEEDED FOR TEXT-TO-AUDIO MACHINES USED BY PEOPLE WITH SIGHT DISABILITIES
(June 2014 Version)

(NOTE: Some extra words are added to describe CTA map and ground transportation locations)

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| LOS ANGELES INTERNATIONAL AIRPORT TRAVELERS GUIDE |
| Effective June 2014 |
| MAP OF LOS ANGELES INTERNATIONAL AIRPORT & VICINITY |
| AIRLINE LOCATIONS |
| Tom Bradley International Terminal (Terminal B): Aeroflot Air Berlin Air France Air Tahiti Nui Alaska (Arrivals From Mexico Only) Alitalia All Nippon Airways (ANA) Asiana British Airways Cathay Pacific China Airlines China Eastern China Southern Copa (Arrivals Only) El Al Israel Emirates Airlines Etihad Airways EVA Air Fiji Airways Iberia Japan Airlines KLM Korean Air LAN Airlines Lufthansa Norwegian Air Philippine Airlines Qantas Saudia Singapore SWISS Thai Airways Transaero Airlines Turkish Airlines Virgin Australia (Arrivals Only) |
| Terminal 1: |

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| AirTran Airways Southwest |
| Terminal 2: Aeromexico (Aerolitoral Only) Air Canada Air China Air New Zealand ArkeFly (Seasonal) Avianca Hawaiian Air Sun Country Virgin Atlantic Volaris WestJet |
| Terminal 3: Allegiant Frontier JetBlue Spirit US Airways Virgin America Virgin Australia (Departures Only) |
| Terminal 4: American American Eagle |
| Terminal 5: Delta |
| Terminal 6: Alaska Copa (Departures Only) Great Lakes United |
| Terminal 7 & 8: United United Express |
| Parking Structure 4 Heliport |
| LOCATIONS ON MAP |
| Parking 1 Parking 2A Parking 2B Parking 3 |

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| Parking 4 Parking 5 Parking 6 Parking 7 Los Angeles World Airports Administration First Aid Clinic Upper Level Roadway for Departures Lower Level Roadway for Arrivals Skyway Terminal Connector (between Terminals 5 and 6) USO Airport Police Station Economy Parking Lot C LAX Cell Phone Waiting Lot Airport Medical Clinic Metro Rail Green Line Station |
| MAP LEGEND |
| Red cross icon: First Aid (inside Tom Bradley International Terminal) Umbrella and question mark icon: Airport Police Lost & Found Wheel chair icon: Special Needs Traveler Drop Off & Pick U Person, dog, and bag icon: Pet Relief Areas Badge star icon: Airport Police Station Pink parking icon: C-Bus to 96 th Street & Sepulveda Boulevard: <ul style="list-style-type: none">• Parking Lot C• Transit Center• Off-Airport Rental Car Metro icon: G-Bus to Metro Station: Green Line Black parking icon: Parking Structures Ascending plane icon: Departures/Upper Level Descending plane icon: Arrivals/Lower Level USO icon: Bob Hope Hollywood USO Numbers inside black squares icon: Terminals Helicopter icon: Heliport |
| As a covered entity under Title II of the Americans With Disabilities Act, the City of Los Angeles does not discriminate on the basis of disability and, upon request, will provide reasonable accommodation to ensure equal access to its programs, services and activities. Alternative formats in large print, braille, audio, and other formats (if possible) will be provided upon request. |
| WELCOME TO LAX |
| Welcome to Los Angeles International Airport (LAX), one of the busiest airports in the world. LAX is located at 1 World Way, Los Angeles, CA 90045 – 17 miles from downtown Los Angeles |

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and convenient to many tourist sites, business centers, and cultural hubs.

LAX is open 24 hours daily, including holidays. Depending on flight schedules in each terminal, airline check-in counters and passenger security-screening areas open between 4:00 a.m. to 9:00 a.m. and close between 12:00 midnight to 2:00 a.m. the next day.

This brochure briefly describes services available at LAX. Detailed information on these services and more is available at www.lawa.org/lax. The public can also follow developments at LAX at www.Twitter.com/@flyLAXAirport, at www.facebook.com/LAInternationalAirport, and at www.YouTube.com/laxairport1.

LAX SERVICES PHONE DIRECTORY

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|------------------------------------|----------------------------------|
| Emergencies..... | (310) 646-7911 |
| LAX General Information..... | (310) 646-5252 |
| TTY CA Relay Service..... | (800) 735-2929 |
| Airport Police Station..... | (424) 646-6100 or (310) 646-4268 |
| FlyAway® Bus..... | (866) 435-9529 |
| Lost and Found-LAX..... | (424) 646-5678 |
| Lost & Found-TSA..... | (310) 242-9073 |
| Medical Services | |
| First Aid Station-TBIT..... | (310) 215-6000 |
| Reliant Medical Center..... | (310) 215-6020 |
| Parking Services..... | |
| Lot C Lift-Equipped Vans..... | (310) 646-6402 or (310) 646-8021 |
| Passenger Information | |
| Office..... | (424) 646-8471 |
| Terminal 1..... | (310) 646-2271 |
| Terminal 2..... | (310) 646-2272 |
| Terminal 3 | (310) 646-2273 |
| TBIT..... | (424) 646-8078 |
| Terminal 4..... | (310) 646-2274 |
| Terminal 5..... | (310) 646-2275 |
| Terminal 6..... | (310) 646-2276 |
| Terminal 7/8..... | (310) 646-2277 |
| U.S. Customs & Border | |
| Protection Public Information..... | (310) 665-4560 |
| USO..... | (310) 645-3716 or (310) 645-5830 |

SERVICES

All terminals are equipped with restaurants, snack bars, cocktail lounges, news and gift shops, specialty stores, public telephones, luggage carts, restrooms, free charging stations for personal electronic devices, automated teller machines (ATMs), and free Wi-Fi. Foreign currency exchange is available in all terminals except Terminal 8. There are no mailboxes or luggage storage lockers in any of the terminals.

Information Counters

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| <p>Passenger information counters are located in all terminals on the Lower/Arrivals Level near baggage claim, and are open from 7:00 a.m. to 10:00 p.m. Monday through Friday, and from 9:00 am to 9:00 p.m. on Saturday and Sunday. The Tom Bradley International Terminal has a second information counter on the Upper/Departures Level. Each counter has telephone access to foreign-language interpreters for non-English-speaking passengers seeking assistance.</p> |
| <ul style="list-style-type: none">■ Self-service, touch-screen Interactive Visitor Center kiosks, located in baggage claim areas of all terminals, provide information on airport-area hotels, ground transportation, rental cars, and other services. The kiosks are equipped with phones connected directly to services listed.■ U.S. Customs & Border Protection Public Information Office, located on the Upper/Departures Level of the Tom Bradley International Terminal, is open from 7:00 a.m. to 11:00 p.m. daily for inquiries about its programs, regulations, and forms. |
| Airport Police |
| <p>Los Angeles Airport Police Station, located two blocks from the airline terminals at 6320 West 96th Street, is open 24 hours daily. For Airport Police assistance, contact any airport employee.</p> |
| Medical Services |
| <ul style="list-style-type: none">■ First Aid Station, located in the Tom Bradley International Terminal on the Upper/Departures Level, is open from 10:00 a.m. to 10:00 p.m. daily, including holidays.■ Reliant Medical Center, located two blocks from airline terminals at 9601 South Sepulveda Boulevard (intersection of 96th Street), is open 24 hours daily, including holidays, for travel immunizations and other non-emergency needs. For further information, visit www.reliantimmediatecare.com. |
| Passengers with Disabilities |
| <p>Detailed information about LAX's accommodations for passengers with disabilities is available on the airport's website at www.lawa.org/lax. In addition to airlines providing wheelchairs and other services, LAX's accommodations include:</p> |
| <ul style="list-style-type: none">■ FREE lift-equipped LAX Shuttle buses and special vans transport passengers between LAX Economy Parking Lot C and airline terminals, as well as between terminals. Shuttle buses operate frequently 24 hours daily, including holidays. The van service is available on-call and operates daily from 5:00 a.m. to 12:30 a.m. the next day.■ Relief areas for service animals strategically located on the Lower/Arrivals Level.■ Telephone/teletypewriter for the deaf (TTY), accessible restrooms, elevators, and other services in each terminal.■ Transportation Security Administration (TSA) Notification Cards for passengers who discreetly want to alert security screeners about medical devices they may have. Cards are available from airlines, wheelchair providers, or at www.tsa.gov. |
| Lost and Found |
| <p>Passengers may contact several sources for assistance in recovering lost items:</p> |
| <ul style="list-style-type: none">■ Check with airlines for lost suitcases and items left on aircraft. For airline contacts, visit www.lawa.org/lax, then click on <i>Airlines & Flights</i>.■ Check with the TSA for items left at passenger security-screening stations. TSA Lost & |

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Found, located at 5757 West Century Boulevard, Suite GF06, is open 8:00 a.m. to 3:00 p.m. Monday through Friday.

- Check with the transportation company for items left in taxis, buses, vans, rental cars, and other public vehicles. For transportation contacts, visit www.lawa.org/lax, click on *Ground Transportation*.
- Check with LAX Airport Police Lost & Found for items lost elsewhere at LAX such as restaurants, stores, parking lots, and sidewalks. Airport Police Lost & Found, located at 5600 West Century Boulevard, is open from 8:00 a.m. to 2:00 p.m. Monday through Friday. Passengers may also file an on-line search request at www.lawa.org/lax, click on *Passenger Information & Services*, then click on *Lost and Found*.

Bob Hope Hollywood USO

This state-of-the-art USO Center, located on the Lower/Arrivals Level across the roadway between Terminals 1 and 2, is open 24 hours daily, including holidays. Military personnel and their families may take advantage of many FREE services including: snack bar, big-screen TV lounge with extensive DVD library, Internet computer center, Disney-inspired family room, nap room, luggage storage, men's and women's restrooms and showers, outdoor patio and barbeque, and displays of memorabilia of famed comedian and USO entertainer Bob Hope.

Parking

Parking Services Office, located in Parking Structure 2A across the roadway facing Terminal 2, is open 24 hours daily, including holidays. Additional information about parking is available at www.lawa.org/lax, then click *Parking*.

- Central Terminal Area has eight parking structures across the roadway from airline terminals. Parking for the Tom Bradley International Terminal is available in Parking Structures 3 and 4. All parking structures may be accessed from either the Upper/Departures or the Lower/Arrivals level. Fees are \$3 for the first hour or fraction thereof, then \$2 for each additional 30 minutes or fraction thereof, up to a maximum of \$30 for each 24 hours. Credit cards accepted.
- Economy Parking Lot C is located at 96th Street and Sepulveda Boulevard. FREE LAX Shuttle buses marked *C-96th Street* operate 24 hours daily, including holidays, on a frequent schedule between Lot C and the airline terminals. LAX buses drop off and pick up passengers on the Lower/Arrivals Level under the blue sign, *LAX Shuttle– Airline Connections*. Fees are \$4 for the first hour or fraction thereof, then \$4 for each additional hour or fraction thereof, up to a maximum of \$12 for each 24 hours.
- FREE Cell Phone Waiting Lot is located at 96th Street and Vicksburg, adjacent to the southwest corner of LAX Economy Parking Lot C and one-fourth mile from the 96th Street Bridge entrance into LAX's passenger terminal area. Motorists meeting arriving passengers can wait for free, up to two hours, until passengers call to say they are ready to be picked up in front of their terminal.

GROUND TRANSPORTATION

Visitors to LAX should only use authorized ground transportation services located at designated stops in front of each terminal on the Lower/Arrivals Level. Passengers are dropped off in front

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of each terminal on the Upper/Departures Level, except LAX Shuttle bus *A-Airline Connection*.

Walking between terminals takes approximately 3 to 5 minutes. Walking across the Central Terminal Area takes approximately 15 minutes.

LAX Shuttle Buses marked *A-Airline Connection* transport passengers for FREE between airline terminals. Passengers board and disembark from LAX Shuttles under the blue sign *LAX Shuttle-Airline Connection*.

LAX FlyAway® Bus provides nonstop service daily, including holidays, at four locations:

- **Union Station in downtown Los Angeles** – Connect to Los Angeles County Metro Light Rail, Metrolink regional rail, Amtrak rail, and to numerous public bus networks. FlyAway® buses operate 24 hours generally on the hour and half-hour. Fare is \$8 one way. Van Nuys in the San Fernando Valley -- Buses operate 24 hours generally on the hour and half-hour. Fare is \$8 one way.
- **Van Nuys in the San Fernando Valley** – Buses operate 24 hours generally on the hour and half-hour. Fare is \$8 one way.
- **Westwood/UCLA in West Los Angeles** – Buses operate on the hour between 6:00 a.m. to 11:00 p.m. Fare is \$10 one way.
- **La Brea Avenue Station on the Metro Expo Light Rail Line** -- Buses operate on the hour between 6:00 a.m. to 11:00 p.m. Fare is \$7 one way.

Most major credit cards are accepted. Cash is NOT accepted. Cash may be used to purchase FlyAway® tickets from all Metrolink ticket vending machines for the service at Union Station. Further information is available at ww.lawa.org/flyaway. FlyAway® buses pick up passengers under the green sign *FlyAway, Buses & Long Distance-Vans*.

Airport-Area Hotels and Private Parking Lots provide courtesy vehicles under the red sign *Hotel & Parking Lot Shuttles*.

Long-Distance Vans and Scheduled Buses serve specific areas of Southern California. These services pick up passengers under the green sign *FlyAway, Buses & Long-Distance Vans*.

Metro Light Rail Green Line connects to other Metro rail lines and buses serving Los Angeles County. Passengers board LAX Shuttle buses marked G-Aviation under the blue sign *LAX Shuttle-Airline Connection* to reach the Green Line Aviation Station.

Public Buses are available at the LAX Transit Center at 96th Street and Sepulveda Boulevard, adjacent to Parking Lot C, which can be reached by boarding LAX Shuttle buses marked C-96th Street under the blue sign *LAX Shuttle-Airline Connection*. The Transit Center serves Los Angeles Metro, Culver City Bus Lines, Santa Monica Big Blue Bus, and Torrance Transit.

Rental Car offices are located away from airline terminals. Rental car courtesy vehicles pick up passengers under the purple sign *Car Rental Shuttles*. Some rental car companies are required to meet customers at the Off-Airport Rental Car Terminal adjacent to Parking Lot C, which can be reached by boarding LAX Shuttle buses marked C-96th Street under the blue sign *LAX Shuttles-Airline Connection*.

Shared-Ride Vans, Prime Time Shuttle and SuperShuttle, serve all Southern California counties. Vans pick up passengers under the orange sign *Shared Ride Vans*.

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| <p>Taxis can be found curbside on the Lower/Arrivals Level under the yellow sign <i>Taxis</i>. Only authorized taxis displaying an official seal from the City of Los Angeles Department of Transportation are permitted at LAX.</p> |
| <p>DRAWING SHOWING LOCATIONS OF GROUND TRANSPORTATION STOPS</p> |
| <p>Ticketing is on Departures Level</p> |
| <p>Baggage Claim is on Arrivals Level</p> |
| <p>Taxi stop is at terminal curbside on Arrivals Level</p> |
| <p>The following ground transportation providers pick up passengers on the outer curb: Shared Ride Vans LAX Shuttle Airline Connection FlyAway, Buses & Long Distance Vans Hotel & Parking Lot Shuttles Car Rental Shuttles</p> |