

Accessible Services

Mineta San José
International Airport



At Norman Y. Mineta San José International Airport (SJC), it is our priority to provide outstanding customer service amenities, ease of access, and a safe and pleasurable travel experience for all our valued customers.



Accessible Restrooms are located throughout the terminals. They are designed without entrance and exit doors, allowing easy access for wheelchairs. Restrooms include larger, private stalls with railings to accommodate wheelchairs and other aided equipment.



Baggage Handling assistance is available at both terminals for departing and arriving passengers. For assistance, ask your airline representative or dial 5100 from any white courtesy phone.



Car Rental Companies on-site at the airport can make arrangements to provide disabled accessible vehicles with 24-48 hour notice. Please call your rental car company to make a reservation. For a list of on-site rental car companies, please visit www.flysanjose.com.



Cell Phone Waiting Area near the airport provides free parking for 30 minutes while you wait for your passengers to arrive. Due to security measures, parking is prohibited curbside at the terminals.



Courtesy Shuttle Cart is located in the Terminal A Garage just outside baggage claim. The courtesy shuttle cart provides transportation from baggage claim to the ground transportation area.



Elevators are available throughout the terminals and in the Terminal A Parking Garage.



Emergency Assistance is alerted by dialing 5100 from a white courtesy phone at any of the terminals. The Airport Police and Fire Department is on call 24-hours a day, seven days a week, to assist with minor first aid needs and emergency assistance.



Ground Transportation is available at both terminals. Free airport blue shuttle buses provide continuous service between the two terminals with stops at Long Term Parking and the Rental Car Center. The blue shuttle buses display their destination on the front of the



bus. All blue shuttle buses are wheelchair accessible.

Shuttle van and taxi arrangements can be made prior to your arrival or at the ground transportation areas at both terminals. The ground transportation areas are located just outside the baggage claim areas.



Hotel Courtesy Phone Board provides passengers with an easy and convenient way to make hotel and/or dining reservations using the TTY phone.

Information Booths are located in the baggage claim areas of both terminals. Volunteers who host the booths provide passengers with information about



airport services, ground transportation options, accommodations, visitor attractions, dining choices, points of interest, maps and directions to destinations, and general city information. You may also contact the information booth for assistance: Terminal A (408) 277-4500; Terminal C (408) 277-5900.

Luggage Carts are located on the departure and arrival sides of the airport. The cost to use a luggage cart is \$3.00. Customers receive a quarter when they return their cart to any of the Smarte Carte locations.

Paging Services at the airport are available by picking up a white courtesy phone located throughout the terminals and dialing 2611.

Parking for customers with mobility disabilities is located in the short-term parking facilities located at both terminals. The long-term parking rate of \$15 per day will apply when you present your state-issued disabled placard to the cashier upon exiting. The Terminal A Parking Garage has an entry clearance of 8'0" to accommodate heightened vehicles that utilize mobility aids. There are several disabled parking spots in the entry area. The remainder of the facility has a clearance of 7'0".

Public Transportation provides free access from the airport to the Santa Clara Caltrain Station and the VTA Light Rail Metro Station by taking the VTA Flyer #10. The VTA bus stops are located curbside at the south end of Terminal A and Terminal C. All VTA Flyer buses are wheelchair accessible.

TTY Phones are available in baggage claim and post-security areas of both terminals.

- Terminal A:**
- In baggage claim near the Information Booth
 - On the second level near the parking garage entrance
 - Near Gate A1

- Terminal C:**
- At the north end of the ticketing area
 - In baggage claim near the Information Booth

Wheelchair Service is provided by the airlines for their customers. Please call your airline to pre-arrange wheelchair service. Upon arrival, if there are issues regarding wheelchair service, please check with your airline or contact Airport Customer Services at 0979 using one of the the white courtesy phones located throughout the terminals.



Airline Contact Information and Terminal Location

Terminal A

American Airlines
1-800-433-7300
www.aa.com

Hawaiian Airlines
1-800-367-5320
www.hawaiianair.com

Mexicana Airlines
1-800-531-7921
www.mexicana.com

Southwest Airlines
1-800-435-9792
www.southwest.com

Terminal C

Alaska Airlines
1-800-426-0333
www.alaskair.com

Continental Airlines
1-800-525-0280
www.continental.com

Delta Airlines
1-800-221-1212
www.delta.com

Frontier Airlines
1-800-432-1359
www.frontierairlines.com

Horizon Air
1-800-547-9308
www.horizonair.com

JetBlue Airways
1-800-538-2583
www.jetblue.com

Northwest Airlines
1-800-225-2525
www.nwa.com

**United Airlines/
United Express**
1-800-241-6522
www.ual.com

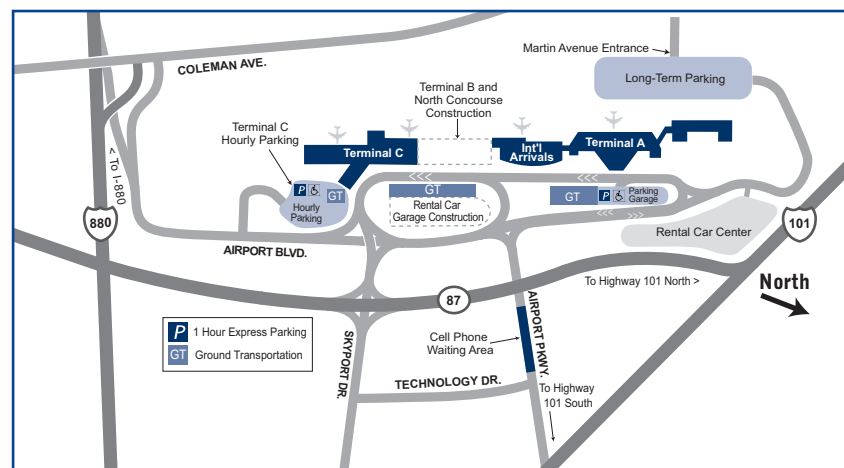
US Airways
1-800-428-4322
www.usairways.com

We are building a new airport that will be more comfortable and convenient.

Amenities to come...

- Family Restrooms
- Ambulatory and Wheelchair Accessible Restrooms
- Infrared touchless paper towels and faucets
- Visual Paging
- Service Animal Relief Areas—artificial turf, water fountain, bench, and disposable doggie waste bags
- Illuminated signage
- Tactile Guides from departure curb ADA drop off to the terminal front door

Upgrades to Terminal A will be completed in fall 2009. The new Terminal B will open in mid 2010.



NORMAN Y. MINETA
SAN JOSE
INTERNATIONAL
AIRPORT

www.flysanjose.com

Airport Addresses

International Arrivals Building

2065 Airport Boulevard
San José, CA 95110

Terminal A

2077 Airport Boulevard
San José, CA 95110

Terminal C

1661 Airport Boulevard
San José, CA 95110

Long Term Parking Lot

325 Martin Avenue
Santa Clara, CA 95050

Important Phone Numbers

Airport Customer Services

24-hour customer service
(408) 501-0979

Airport Information –recorded information

(408) 277-4SKY (4759)

Construction Updates

(408) 501-0630

Lost & Found

(408) 277-5419

