



## **Frequently Asked Questions**

### **What time does the Airport open?**

Passenger terminal opens at 3:30 a.m.

#### **Airline ticket counters open at:**

- American Airlines 4:00 a.m.
- Delta Air Lines 4:00 a.m.
- Silver Airways 4:00 a.m. Monday–Friday; Saturday 8:15 a.m.; Sunday 2:45 p.m.

### **What airlines serve TLH Airport?**

American Airlines, Delta Air Lines, and Silver Airways.

### **How long before my flight should I arrive at the Airport?**

Air carriers recommend passengers arrive at least 2 hours prior to departure time and at the boarding gate at least 30 minutes prior to departure.

### **How do I check on the current status of my flight?**

For the most current information, please click the applicable link below:

Arrivals: <http://www.talgov.com/airport/arrivals.aspx>

Departures: <http://www.talgov.com/airport/departures.aspx>

Flight Tracker: <http://www.talgov.com/airport/flightracker.aspx>

### **What is the physical address of the airport?**

The address is 3300 Capital Circle Southwest, Tallahassee, FL 32310

### **What are the parking options and rates at the Airport?**

Click here for parking rates <http://www.talgov.com/airport/airportparking.aspx>.

### **What forms of payment are accepted for parking?**

Cash and credit cards (American Express, Discover, MasterCard and Visa).

### **What are the parking options available at TLH?**

Public parking, valet parking and cell phone waiting lot (drivers will be required to remain in their vehicles, while parked in the cell phone lot).

### **What hours are parking available at TLH?**

The public parking lot is available 24-hours a day.

### **Do you have “Express” pay parking lanes at TLH?**

Yes, Lanes are labeled “Express Lane”

### **Can I reserve a parking space?**

There are no reserved parking spaces. Parking is on a first-come, first-serve basis.

### **How can I learn about employment opportunities at TLH?**

The Aviation Department is operated by the City of Tallahassee. For inquiries about positions available at the Airport or other City departments, please visit [www.talgov.com](http://www.talgov.com) click on Browse City Job Openings for positions currently available.

For information about job opportunities at businesses located at the Airport (i.e. airlines, rental car agencies and food & beverage concessions, etc.), you may contact the businesses directly or visit their websites.

### **Does TLH have currency exchange?**

TLH currently does not offer currency exchange services; however, there are ATMs located pre-security and post-security in the terminal.

### **How can I volunteer at TLH?**

Volunteer through the Airport Volunteer Ambassador Program. For more information, visit [airport.ambassador@talgov.com](mailto:airport.ambassador@talgov.com)

### **Does TLH have free Wi-Fi service?**

TLH does provide free Wi-Fi internet services to its customers

To get online, follow these simple steps:

- Launch your internet browser
- Click on "TLH Free Wi-Fi"
- Accept the Terms and Conditions

If you have trouble making a connection, call (850-891-7818) for customer support.

### **Where do I find statistics about TLH?**

Click here for Airport Facts & Figures: Yearly and Monthly Statistics  
<http://www.talgov.com/Aiport/AirportStatistics.pdf>

### **Can I accompany a minor child or an elderly traveler or physically challenged passenger to their gate?**

Yes, please visit your airline's ticket counter to request an Authorized Escort Pass.

### **What can I take in my carry-on baggage?**

Please click here for more information: <http://www.talgov.com/airport/travelsmart.aspx>

### **Where do I go to pick up my pet or other live cargo?**

Live cargo arrivals at are handled by the individual airlines; please contact your airline directly to make live cargo arrangements.

### **Who do I contact to retrieve Lost and Found items?**

- Airline(s) click here: <http://www.talgov.com/airport/airlines.aspx>.
- Tallahassee Police Department (TPD) Lost and Found at 850-891-7567

- Transportation Security Administration (TSA) at 850-504-6200; for items left at security checkpoint

### **Are there rental car agencies on-site or near the Airport?**

Rental car agencies (RAC) are located in the Main Terminal, across from baggage claim. Available RAC's are: Alamo/National, Avis/Budget, Dollar/Thrifty, Enterprise and Hertz. Click here for more information: <http://talgov.com/airport/ground.aspx>.

### **What forms of public transportation serve the Airport?**

Taxis, transportation network companies, limousines, shuttles, and car rental companies provide alternative transportation. Click here for more information on ground transportation at the Airport: <http://talgov.com/airport/ground.aspx>.

### **Travel Tips**

The tips and informative materials found below will ensure a brief and thorough security experience at any of the airports served by TSA.

- [Prepare for Takeoff](#)
- [Prohibited Items](#)
- [Transporting Special Items](#)
- [Traveling with Children](#)
- [Persons with Disabilities & Medical Conditions](#)
- [Security Awareness](#)