

TERMINAL 5

ORD O'HARE INTERNATIONAL AIRPORT TERMINAL INFORMATION

Eat, Shop & More at O'HARE

EAT

Bar Siena
Big Bowl
Burger King
Dunkin' Donuts
Farm 2 Air Market
Garrett Popcorn Cart
Garrett Popcorn Shops
Goddess on the Go
The Hampton Social
Hub 51
Metropolis Coffee
The Protein Bar Kiosk
Publican Quality Bread
R.J. Grunts Burgers & Fries
Six Points Market
Tocco
Tortas Frontera by Rick Bayless
Urban Olive
Wow Bao

M34
M11
M11
M16
M4
M10
M18
M9
M7
M16
M30
M13
M5
M16
M30
M11
M18
M16
M16

SHOP

Brookstone
Dufry
Evolve
Hudson News & Gifts
Hudson Wall Shop
I Love Chicago
InMotion

M11
M15 M20
M14
M18 M20 M26
M21
M11
M29

PRE-SECURITY

CLEAR Lane
The Goddess and Grocer
Hilton Hotel

Hudson News & Gifts
McDonald's
Nuts on Clark

Ticketing/Pre Security
Ticketing/Pre Security
Between Main Garage
and Terminals 1,2,3
Baggage Claim
Baggage Claim
Baggage Claim

SERVICES

ATM
Mother's Room
Seaway Bank -
Foreign Currency Exchange
Traveler's Aid

M18
M8 M20 M32 M37
Arrivals at Door 5E

M15, Arrivals at Door 5E,
Departures at Door 5C

As of 8/2024

GETTING AROUND O'HARE

AIRPORT TRANSIT SYSTEM (ATS)

Free 24 Hour/7 Days a Week Airport Train to:

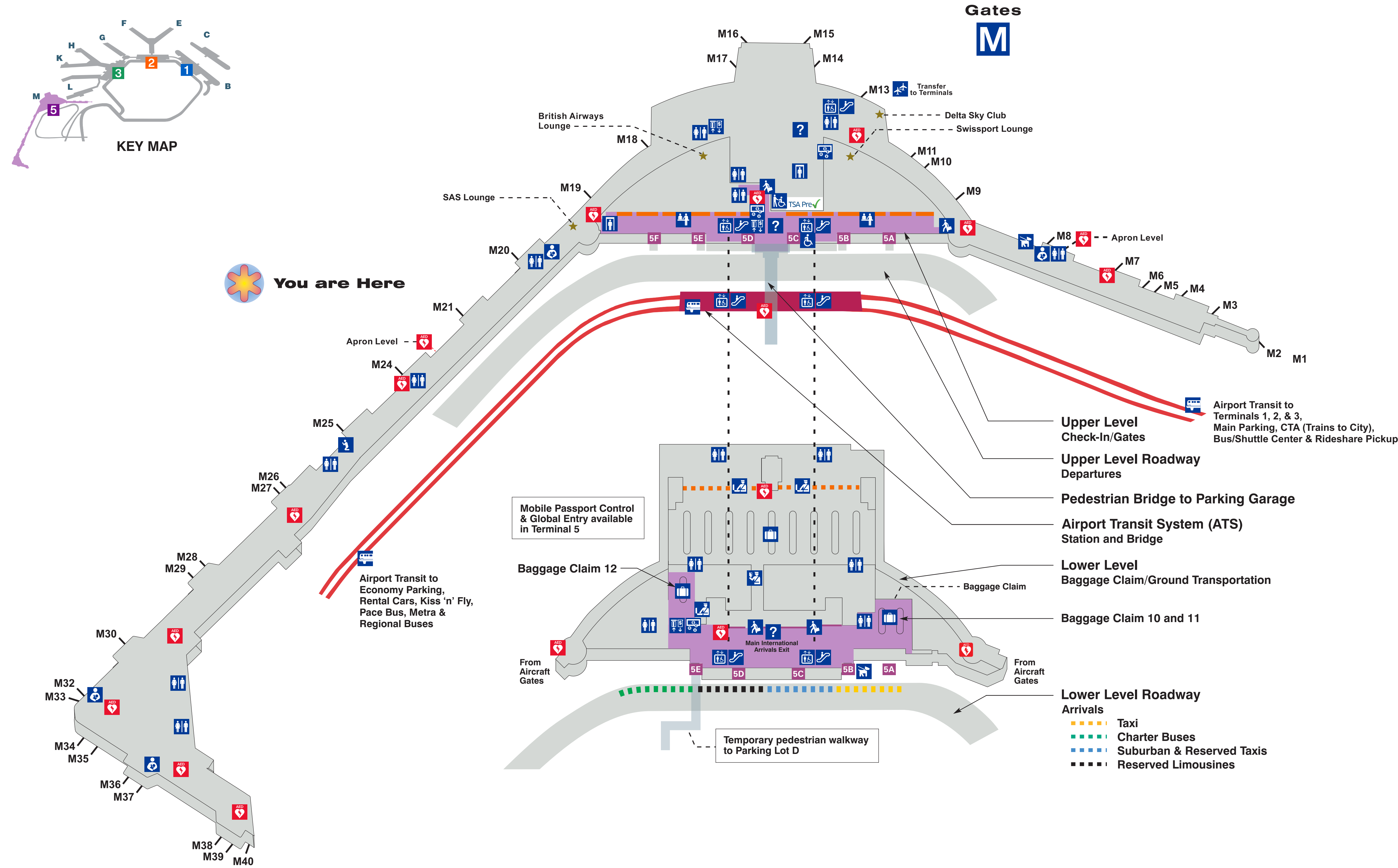
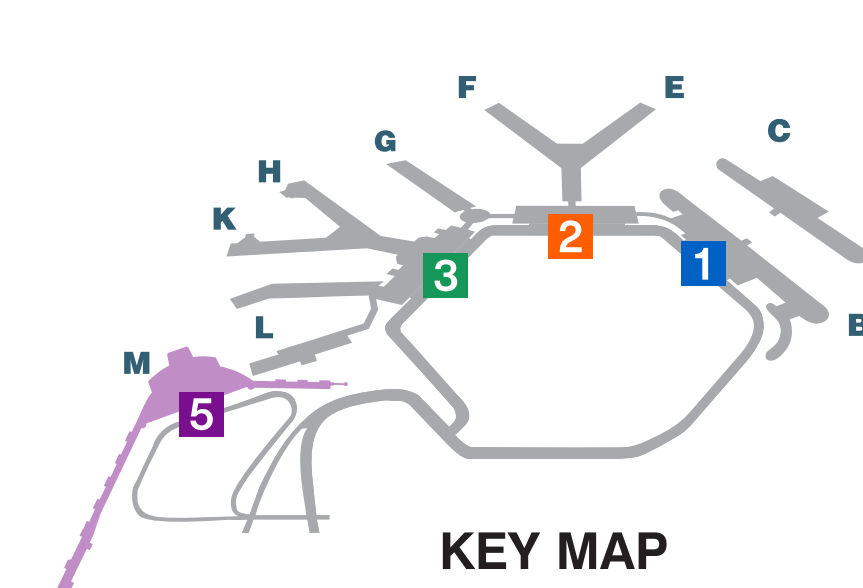
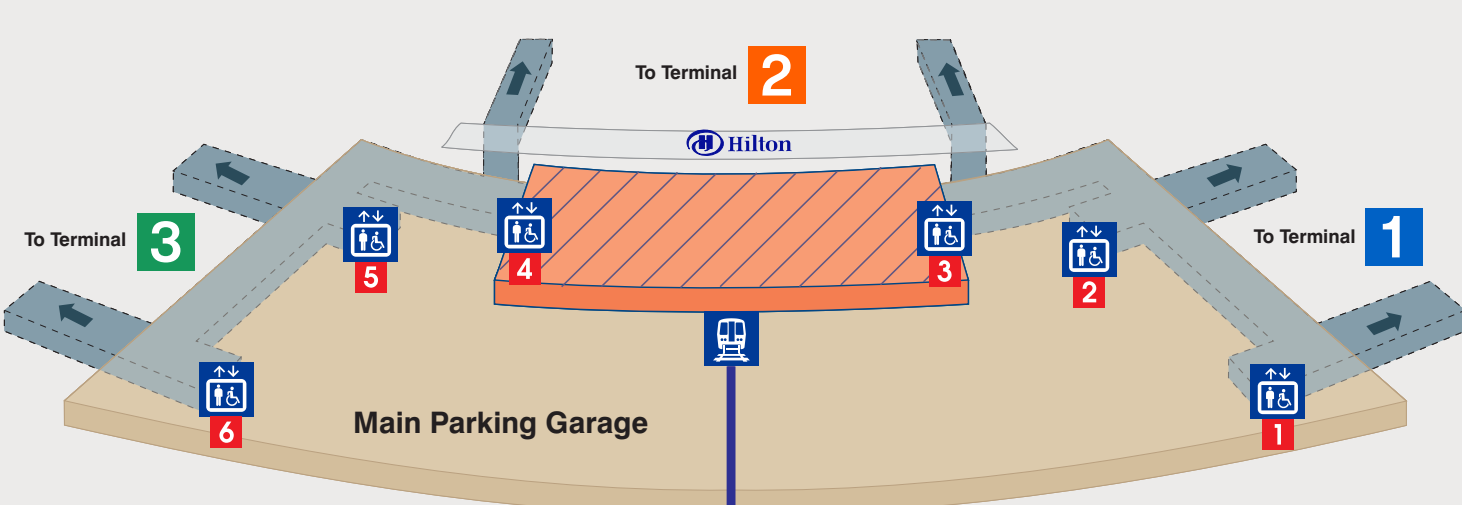
- Terminals 1, 2, 3
- Main Parking Garage (Lot A) and Outside Lots B & C
- Economy Parking
- Multi-Modal Facility (MMF)
- Kiss 'n' Fly (Drop-off Location)
- Pace Bus Stop
- Metra O'Hare Transfer Station
- CTA (BlueLine Trains to City)
- Regional Buses
- Off-Site Parking Shuttles

CTA (BLUELINE TRAINS TO CITY)

From Terminal 5, take ATS to Terminal 3 and follow signs for CTA (BlueLine Trains to City) through the pedestrian tunnel level below. Travel time to downtown Chicago is approximately 45 minutes.

RIDESHARE PICKUP

at Terminal 2, Departure Level



AIRLINE LOCATIONS Listed by Terminals

1

- ANA (departures only)
- Lufthansa (departures only)
- United (domestic; international departures only)

2

- Air Canada
- Alaska
- JetBlue Airways

3

- Aer Lingus
- American (domestic; international departures only)
- British Airways (departures only)
- Contour Airlines
- Denver Air/Key Lime
- Iberia (departures only)
- Japan Airlines (JAL) (departures only)
- Southern Airways Express
- Spirit Airlines

5

- AeroMexico
- Air France
- Air India
- Air New Zealand
- Air Serbia
- American (international arrivals only)
- ANA (arrivals only)
- Austrian Airlines
- Avianca
- British Airways (arrivals only)
- Cathay Pacific
- China Eastern
- Connect Airlines
- Copa Airlines
- Delta

- Emirates
- Ethiopian
- Etihad Airways
- EVA Air
- Finnair
- Frontier
- Iberia (arrivals only)
- Icelandair
- ITA Airways
- Japan Airlines (JAL) (arrivals only)
- KLM Royal Dutch
- Korean Air
- LOT Polish Airlines
- Lufthansa (arrivals only)

www.flychicago.com
EFFECTIVE 12.17.2024

- Qatar Airways
 - Royal Jordanian
 - SAS
 - Southwest
 - Spirit Airlines (international arrivals only)
 - Sun Country
 - SWISS
 - TAP Air Portugal
 - Turkish Airlines
 - United (international arrivals only)
 - VivaAerobus
 - Volaris
 - WestJet
- Airlines with international arrivals in Terminal 5

The Bus Shuttle Center has ceased operations. For Hotel Shuttles and Off-Site Parking Shuttles, please proceed to Terminal 2, Lower Level Arrival Lanes. For Regional Buses, please connect to the Multi-Modal Facility aboard the Airport Transit System (ATS).

PASSENGER SERVICES

- Airport Information
- All Gender Toilet
- Automated External Defibrillator Unit (AED)
- Automated Teller Machine (ATM)
- Baggage Claim
- Butch O'Hare Plane Exhibit (Terminal 2, Main Hall)
- Chapel (Terminal 2, Mezzanine)
- Door/Vestibule
- Elevators
- Escalators
- Exit
- Foreign Currency Exchange
- Interfaith Room (Terminal 5)
- Mother's Room/Lactation Pod
- Security Checkpoint
- Service Animal Relief Area (Lower Level)
- Service Area Wheelchair Assistance Contact Airlines
- Stairs
- Ticket Counter
- Toilets
- Transfer to Terminals 1 & 3 from Gate M13
- Travelers Aid (773)894-2427
- USO (Terminal 2, Mezz & Terminal 3, Rotunda Mezz)
- US Customs & Border Protection (CBP)
- Wheelchair Drop-Off

GROUND TRANSPORTATION

- Airport Transit System (ATS)
- Auto Pound on Bessie Coleman Dr. (773)686-2958
- Blue Line Trains to City
- Cell Phone Lot 560 N. Bessie Coleman Dr.
- Kiss 'n Fly at Multi-Modal Facility
- Limo
- Metra O'Hare Station on Zemke & Mannheim Rds.
- Pace Bus at Multi-Modal Facility (847)364-7223
- Parking
- Parking Elevator Center
- Regional Buses at Multi-Modal Facility
- Rental Cars at Multi-Modal Facility
- Rideshare Pickup (Terminal 2, departure level)
- Taxi

SPECIAL NUMBERS

- Chicago Police (773)894-9111 Non-Emergency (773)894-5000
- Customer Service (800)832-6352
- Fire (773)894-9111
- Travelers Aid (773)894-2427
- Lost & Found
 - For items lost near ticket counter, in gate area or on an airplane, contact airline.
 - For items lost in public areas of terminal, contact Chicago Police at (773)686-2385.
 - For items lost at security checkpoints, contact TSA at www.tsa.gov/form/lost-and-found.
 - For items lost on the ATS train, email lost@ohareats.com.
 - For items lost in the parking facilities, contact Standard Parking at (773)686-7532.
 - For items lost in the common spaces of the Multi-Modal Facility (MMF), contact the dispatch office at (773)462-9515.