



JAX

Jacksonville
International
Airport



Tour GUIDELINES

Let's go!

Tour GUIDELINES



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SELF-GUIDED TOURS

Jacksonville International Airport (JAX) is a public facility. Visitors may come inside the terminal to the pre-security and nonrestricted areas to tour the space at your convenience.

Individual and group self-guided tours are a great way to experience your airport and will also prepare you for flying.

We recommend parking and entering through the central entrance. Upon entering the facility, you will be greeted by a museum quality display of JAX's aviation history, as well as one of the most important collections of public art in North Florida. Once past Ticketing, you will view arts and cultural heritage exhibits on your way to the central Courtyard.

In the central Courtyard, just in front of the Security Checkpoint, you can enjoy Southern Grounds cafe with full coffee, bar, and food service while listening to professional musicians performing on the JAX Stage. Also, be sure to visit the concessionaires, galleries, and other community displays in the pre-security area.

Finally, speak with JAX's volunteer Ambassadors at the main information kiosk. They serve the public as guides and providers of travel information, and will enhance your visit.

GUIDED GROUP TOURS

Guided group tours of JAX are provided twice per month as part of our mission to manage and operate the Jacksonville airport system for our community.

AVAILABILITY & FREQUENCY

In order to receive a guided group tour, its purpose must fall into one of two categories:

- Accessibility & Mobility
- Airport Workforce Development

Individual tours of JAX are not available.

Tours take place on Tuesdays or Thursdays between 10:00 a.m. to 11:30 a.m.

Tours must be scheduled no less than two weeks in advance of the requested date.

If a tour group does not arrive within 20 minutes of the scheduled start time without prior notification, the tour will be cancelled and rescheduled based upon staff availability.

Tour GUIDELINES



TOPICS MAY INCLUDE

- Accessibility and mobility features at JAX
- Behind-the-scenes points of interest
- Concourse B construction plans
- Jacksonville Aviation Authority and JAX history
- JAX's Arts & Culture Program
- Live music
- Navigating the security checkpoint
- Presentation of how the airport operates
- Ways to volunteer

Contact us to discuss the most impactful JAX tour experience for your group. Please note, we offer walking tours only.

INQUIRIES & SCHEDULING

Jen Cook
Arts & Community Programs Manager
Jacksonville Aviation Authority
jennifer.cook@flyjacksonville.com



TSA SCREENING

Tour guests should not bring any Transportation Security Administration (TSA) prohibited items. Tour guests may be subject to screening by the TSA. The entire prohibited items list can be found at [tsa.gov/travel/security-screening/whatcanibring/all](https://www.tsa.gov/travel/security-screening/whatcanibring/all).

FOOD & BEVERAGE

Groups may bring credit or cash to make purchases from our pre-security concessionaires. All food and beverages will be enjoyed post-tour in the pre-security courtyard due to TSA safety regulations.

Tour guests are not permitted to bring beverages or food post-security and in restricted areas. For questions about medical and special exemptions, please contact TSA Cares at 855-787-2227.

TOUR COST

Tours at JAX are complimentary.

LIABILITY

Prior to tour commencement, guests may be asked to sign and return a JAA Hold Harmless Agreement.

AGE RESTRICTIONS

Airport workforce development tours include post-security areas and therefore are only provided to those aged 16 years and over. Accessibility and mobility tours can include exemptions from age restrictions, please inquire for further details.

CONDUCT

Misbehavior by a tour guest may result in the immediate cancellation of the tour.

PARTICIPATION LIMIT

Tour size is expressly limited to fifteen total persons or less. This includes all guests present, i.e. chaperones, teachers, group leaders, students, etc.

PARKING

Buses or commercial vans may utilize our free Pre-arranged Ground Transportation Facility at the northside of the terminal building near baggage claim.

Temporary parking is a privilege and authorized to facilitate commercial ground transportation and special vehicle movements at the airport. It does not grant blanket permission to violate parking laws, or disregard airport and/or law enforcement officials.

Drivers must stay with vehicles in the Pre-arranged Ground Transportation Facility and vehicles must be attended at all times. Violations will result in vehicles being towed at the owners' expense and access privileges being suspended and/or denied.

Personal vehicles must utilize the public parking facilities and pay posted rates.



PARKING DIRECTIONS TO JAX PRE-ARRANGED GROUND TRANSPORTATION FACILITY

2400 Yankee Clipper Drive, Jacksonville, FL 32218

- From I-95, take the Airport exit.
- Stay in the far right lane.
- Turn right on Pecan Park Road North at the Economy Lot 1-2 parking signage.
- Turn left at the first street (Barnstormer Road). Follow Barnstormer Road all the way down until you see the security booth.
- Approach the vehicle entrance of the Pre-arranged Ground Transportation Facility area (left side of the roadway).
- Push intercom button located on the driver's side. You will be connected to the Parking Office.
- Identify yourself (name of school/organization).
- If for any reason you are unable to make contact through the intercom system, you can reach the Parking Office via telephone at 904-741-2277.
- Once you have received clearance to access the lot, proceed to the curb to offload tour guests. All motor coaches/buses must park at Row "F" of the facility.
- As an emergency number, you can contact the Parking Office at 904-741-2277 and a message can be dispatched to the necessary person(s).

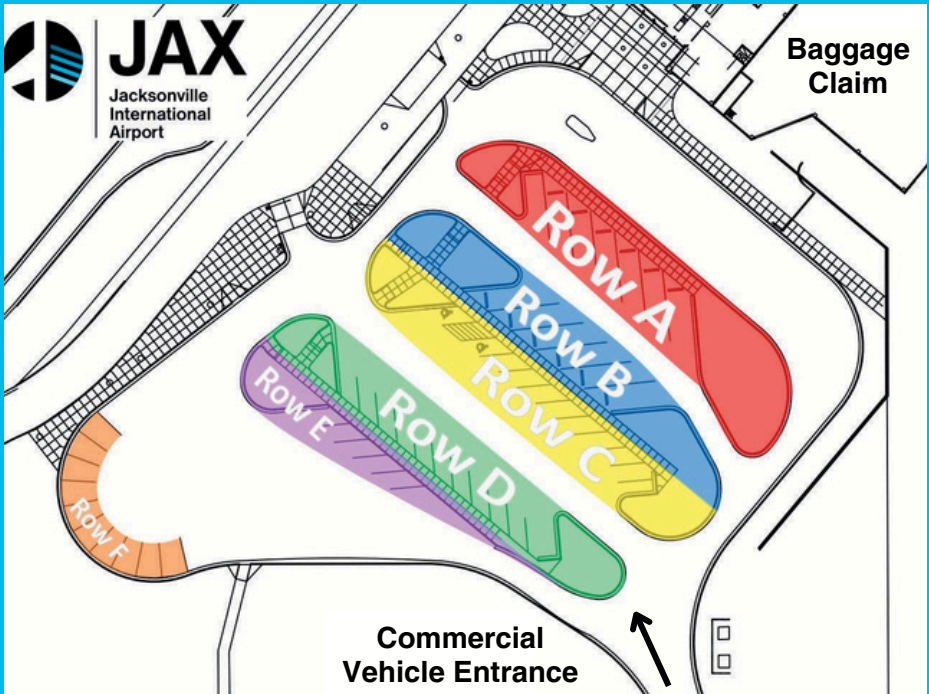
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PRE-ARRANGED GROUND TRANSPORTATION FACILITY MAP



VIEWING AIRCRAFT

You are welcome to watch aircraft come and go at the airport. JAX has over 100 daily departures!

Our most active flight times are early in the morning between 6:00 a.m. to 7:00 a.m. when the first airplanes leave, again from 10:00 a.m. to 12:00 p.m. for the second big push, and last between 2:00 p.m. to 4:00 p.m. Our busiest days are Sunday, Monday, Friday, and Thursday, in that order. Tuesday, Wednesday, and Saturday are the slower days.

Approximately one quarter mile from the terminal, JAX has an Observation Area near the end of the runway on South Pecan Park Road located between Cole Flyer Road and Terrell Road. It features a parking lot with a fence and speaker where you can listen in live as air traffic controllers talk to aircraft.

Immediately outside the JAX terminal, the best place to plane watch is on the Departures Curb (upper level curb). Walk to either end past the terminal building until you can see the airfield. This is where the news media often captures video for their newscasts. **No parking is allowed on the curb and visitors must park in a designated airport parking area.**

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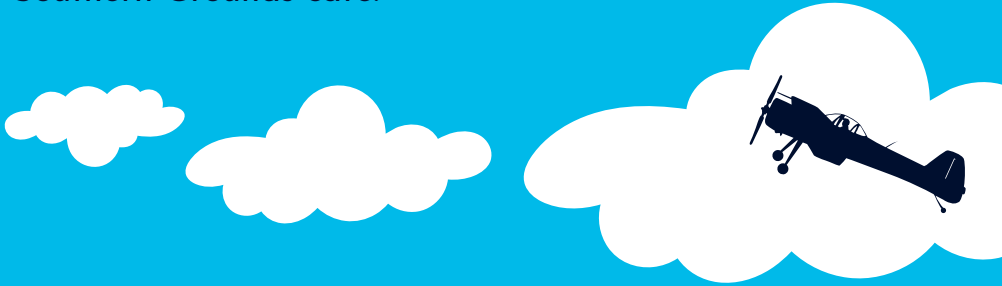


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VIEWING AIRCRAFT

Inside the JAX terminal, aircraft can be viewed from the comfort of both the Sky Gallery and pre-security Southern Grounds cafe.



Jacksonville Executive at Craig Airport (CRG) also offers a self-serve aircraft viewing area for the public right in the heart of our city.

The James E. Craig Memorial Pavilion is located next to the airport's air traffic control tower. It is a perfect place for airplane watching while listening to transmissions between the tower and pilots. The covered pavilion has information about the airport's namesake, James E. Craig, as well as information about JAXEX's rich aviation history. The pavilion is open 24/7 and lit during evening hours. Its address is 855-1 St. Johns Bluff Road North, Jacksonville, FL 32225.



AIRLINE CONTACTS

The air carriers with service from JAX are the go-to contacts for arranging accessibility needs such as wheelchairs, escorts, and other special accommodations. Please contact your airline directly with questions.

Air Canada: 888-247-2262
Allegiant Air: 702-505-8888
American Airlines: 800-433-7300
Avelo Airlines: 346-616-9500
Breeze Airways: text 501-273-3931
Delta Air Lines: 800-221-1212

Frontier Airlines: 801-401-9000
JetBlue Airways: 800-538-2583
Southwest Airlines: 800-435-9792
Sun Country: 651-905-2737
United Airlines: 800-864-8331

ADDITIONAL RESOURCES

- Center for Autism and Related Disabilities (CARD): 904-633-0760, pediatrics.med.jax.ufl.edu/autism
- JAA: 904-741-2000
 - Cecil Airport (VQQ): 904-573-1611
 - Herlong Recreational Airport (HEG): 904-783-2805
 - JAXEX at Craig Airport (CRG) offers a self-service aircraft viewing station for the public. See page 11 for more details.
- TSA Cares: 855-787-2227, tsa.gov/travel/tsa-cares



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JAA

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Arts & Culture Program

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