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**Thunder Bay International Airport
Accessible Services**



**For further information or questions concerning Accessible Service
call
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or e-mail

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or

**Thunder Bay International Airports Authority Inc
340-100 Princess Street
Thunder Bay, Ontario P7E 6S2**

[Terminal Building](#) (hyperlink)

**[Accessible Ground Transportation \(Car Rental, Buses and Shuttles\)](#)
(hyperlink)**

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Terminal Building

As you enter the Terminal Building you are facing north with 3 entrance/exits behind you to the west, centre and east. The building is rectangular in shape with all three levels accessible by elevator. Escalators service the first and second floor. Elevators service the first, second and third floor.

On the first level, airline counters are located in the far centre of the building. Queuing stanchions are positioned in front of the Air Canada, Porter and WestJet counters. Rental cars, Customs and baggage claim are located at the west end of the building. Departure 1 is at the east end of the building.

The second level offers a Gift Shop and Departure 2 in the centre of the building. The Restaurant/Bar and phones (TTY) are located at the east end of the building. A second TTY is located in Departure 2.

The third level houses the administration office and some airline offices.

Terminal Accessibility Features

Building Access:

Designated parking spaces are available in the short term parking lot and the long term parking lot.

Common use pickup and drop-off locations are available in front of the terminal building

Service Animals:

Service animals are permitted in the terminal building.

There are no specific areas designated as relieving areas for service animals. However, there are various grass areas located outside the terminal building at the east end and the west end.

Accessibility Services:

Wheelchairs are available from each airline ticket counter

Escort Passes:

If you require that a person accompanying you to escort you to the departure gate, arrangements can be made directly with the airline

Accessible pay telephones are available:

Main Floor
Second Floor
Departure 1
Departure 2

Volume control:

All pay telephones on the main floor and the second floor offer volume control

TTY:

One is available on the second floor between the restaurant and gift shop

One is available on the second floor in Departure 2

Washrooms:

Accessible washrooms are located at the west and east ends of the Terminal on the main and second floors and in both Departure Lounges. A unisex washroom is located on the second floor adjacent to the elevator.

Elevator:

An elevator servicing all three floors is located adjacent to the Baggage Carousel 1.

Information:

City and area information is located on the main floor in the west end of the Terminal Building.

Accessible Ground Transportation (Car Rental, Buses and Shuttles)

Taxi Service:

Curb side taxi service. The taxi stand is located between the exit doors at the west end of the terminal and the centre exit doors. and If an accessible taxi is not available, request via the direct line adjacent to the baggage carousel.

Bus Service:

All Thunder Bay Transit buses are fully accessible. A city bus stop, 1709, is located on the main road at the east end of the Terminal. Go to your left as you exit the main doors.

Shuttles:

Several hotels provide shuttle service but may not have accessible vehicles

Parking

Parking:

Lots are located in front of the Terminal Building.

Short Term: for durations less than 3 hours. Designated parking spots are located adjacent to the crosswalks.

Long Term: for durations longer than 3 hours or for oversize vehicles. Designated parking spaces are located adjacent to the crosswalks.