



JAX

Jacksonville
International
Airport



Tour GUIDELINES

let's go!

3.29.23

Tour GUIDELINES

MISSION

Guided tours of Jacksonville International Airport (JAX) are provided as part of our mission to assist and educate the Northeast Florida community about the airport.

In order to receive a tour, the inquiring group must have a specific need our airport team will meet through the provision of a tour.

Our educational tour types include:

- Accessibility & Mobility
- Arts & Culture
- Aviation Career
- Community & Leadership Organization
- Student

TSA SCREENING

Post security tour guests must not bring any Transportation Security Administration (TSA) prohibited items. Tour guests may be subject to screening by the TSA.



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FREQUENCY & SCHEDULING

Due to the high employee cost to provide tours, no more than two tours may be scheduled per month.

Tours take place on Tuesdays or Wednesdays.

Tour time is 10:00 a.m. to 11:30 a.m.

Frequency and dates are determined based on the availability of appropriate airport staff.

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 on availability.



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SIZE

Per the TSA, one pre-approved staff member may escort up to five (5) persons at one time.

No more than three (3) employees may accompany a tour.

Therefore, tour size is limited to fifteen (15) total persons or less. This includes all guests present, i.e. chaperones, teachers, group leaders, students, etc.

COST Tours at JAX are free.

AGE RESTRICTIONS & CONDUCT

Currently while during construction, tours including post security areas are only provided to those aged twelve (12) years and up. Tours including children aged 6-11 years will be limited to the pre-security and non-restricted areas at JAX. Any misbehavior by a tour guest may result in the immediate cancellation of the tour.



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FOOD & BEVERAGE

Guests are not permitted to bring liquids or food post security and in restricted areas.

Tour groups may bring food and beverage to enjoy in the central courtyard. In this case, the group's food and beverage will be stored in the Arts & Culture Program room. Please ensure you pack your perishables in a cooler or other appropriate packaging. We do not offer refrigeration for guest meals.

Groups may also bring credit or cash to purchase lunch or snacks from our pre-security concessionaires including notable, local eateries such as Southern Grounds & Co.

All food and beverage will be enjoyed post tour due to TSA safety regulations.



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LIABILITY

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

PARKING

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

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. All vehicles must be attended at all times. Violations will result in vehicle being towed at owner's expense and access privileges being suspended and/or denied.



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PARKING DIRECTIONS TO PRE-ARRANGED GROUND TRANSPORTATION FACILITY

- 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. Drivers must check-in at the ground transportation booth with the on-duty dispatcher. 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).

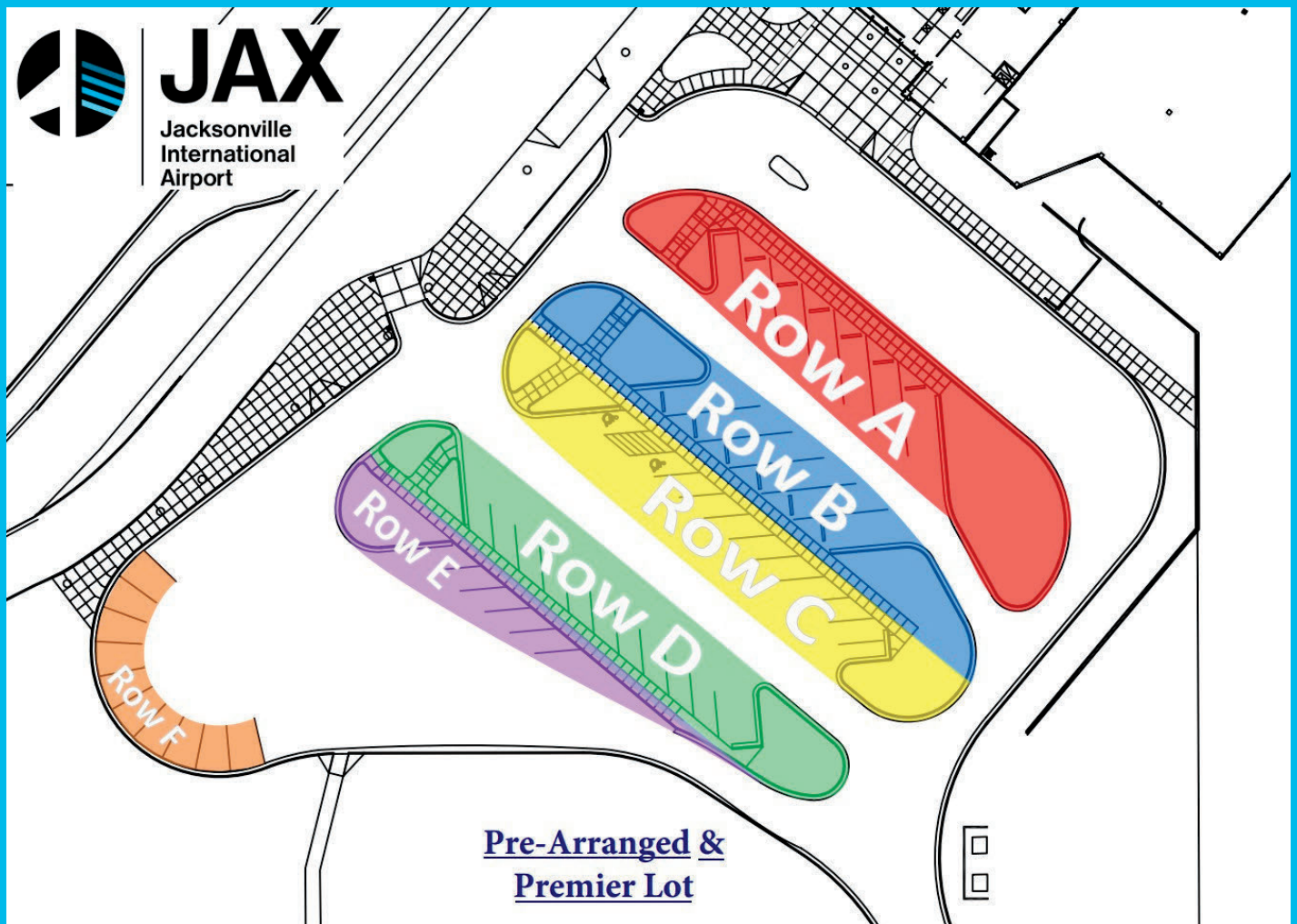


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PRE-ARRANGED GROUND TRANSPORTATION FACILITY MAP



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TOURS ARE PURPOSE-DRIVEN AND MAY INCLUDE

- Behind-the-scenes points of interest (limited availability and requires pre-approval)
- Descriptions of JAX's Arts & Culture Program
- Important mobility features
- Jacksonville Aviation Authority and JAX history
- Live music
- Navigating the security check-point
- Operational PowerPoint presentation
- Sneak-preview of JAX's expansion plans
- Walk on the tarmac
- Ways to volunteer

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



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FOR INQUIRIES & SCHEDULING CONTACT

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