



St. Pete-Clearwater International Airport (PIE) Q & A

Airlines & Check-in

Q - What time should I arrive at the airport for my flight?

The following is recommended by airlines; however, please note that roadway and parking construction projects in and around St. Pete-Clearwater Int'l Airport should be considered in your travel time.

Please arrive 2 hours prior to departure time for US flights, and 3 hours ahead for international flights. Check with your airline for more information.

allegiantair.com/

suncountry.com/

flsunwing.com/

Q - What can I take on the plane?

Please check the TSA website at tsa.gov/travel prior to your trip for prohibited items.

Q - Where do I get tickets, check-in for a flight?

See Airport Terminal Map - www.fly2pie.com/passenger-information/terminal-map

Allegiant Airlines Ticketing/Check-in is at Ticketing A. Sunwing and Sun Country Ticketing/Check-in is at Ticketing B.

There are two departure areas, Gates 2-6 and Gates 7-11. Please check your ticket or the flight information monitors at the airport for your boarding gate.

Q - Where does (Allegiant, etc.) fly to? What days do they fly?

Click here for our *Airlines & Destination page* - fly2pie.com/flights-airlines/airlines-destinations. For information on schedules, check the airline website.

Q - Can I buy my ticket at the airport? **Subject to Change*

Each airline has limited hours for ticket purchases. The Allegiant Ticket Counter will only be open the following hours: Monday **and** Friday, 5:00 PM - 7:00 PM, and Saturday 4:30 PM – 6:30 PM. Allegiant's website is allegiantair.com/ and phone number is 702-505-8888. A representative is available 24/7.

Arrivals & Baggage Claim

Q – Where can I greet an arriving passenger?

See Airport Terminal Map - www.fly2pie.com/passenger-information/terminal-map

To greet passengers, check flight information monitors inside the terminal for arrival gate. Gates 2-6 are between Ticketing A and B. Gates 7-11 passengers exit into Baggage Claim. Arrival Gate 1 is in Ticketing A and Arrival Gate 12 is in Baggage Claim.

The airport has a free Cell Phone Lot (located by the Air Traffic Control Tower) where you can wait until your party is ready to be picked up curbside.

Q - Can I go to the gate to meet arriving passengers without a ticket?

Generally, no, these are secured areas. Airlines can authorize a gate pass for an individual picking up an unaccompanied minor or for others that may need additional assistance only when the TSA checkpoint is open.

Q - Where will my luggage come out?

Check the lighted display signs above the 4 baggage belts in Baggage Claim for your arriving flight.

Q - Where can I pick up my pet (shipped on the plane) or oversized items?

The airline will deliver to baggage claim and may be the last items delivered.

Disabled Passenger Info

Q - How can I get a wheelchair and assistance to the plane or off the plane? And what service is available for disabled passenger assistance?

Wheelchairs and assistance for disabled passengers are available from the airlines at St. Pete-Clearwater International Airport from curbside to boarding the aircraft. Additionally, a passenger may consider requesting a gate pass from the airline at the ticket counter for a passenger's companion to assist them. This service must be requested from the airline.

St. Pete-Clearwater International Airport does not have Sky Caps or Valets and cannot be responsible for assisting disabled passengers. Please visit dot.gov/airconsumer/disability.

NOTE: Disabled passengers or those that have difficulty walking with luggage are advised to consider parking in the Economy Parking Lot and taking the free shuttle to the Terminal curbside. Long term parking is the closest to the Terminal Building, but may require walking a longer distance to the Terminal.

Q - What ground transportation services are available for wheelchair transport without an advanced reservation?

Wheelchair transport with or without a reservation may be available by contacting Wheelchair Transport Service at 727-586-2811.

Passenger Info and Services at the airport

Q – Can I get something to eat after I go through the security screening checkpoint?

Yes, cafés are in the post-security areas.

Q- What are the hours of Rental Car Offices, Restaurant, Gift Shop, and Parking Lots?

The on-site rental car offices are open 7 days per week open 30 minutes before the first scheduled flight and close 30 minutes after the last scheduled flight arrival. For hours of off-site rental car companies, contact them directly.

The restaurants in the post-security departure gates operate around flight operations and are open 2 hours before the first airline departure and until flights depart. The 2nd floor restaurant in pre-security is currently closed.

Gift shops are open 1 hour and 30 minutes before each scheduled departing flight until the flight boards.

The parking cashier booths are open 1 hour prior to the first airline departure, and 1 hour and 30 minutes after the last arrival or 15 minutes after the Terminal Building is closed.

Q - What are the hours of Airport Administration, Operations/Lost & Found?

The Airport Administration and Operations office are open Monday – Friday from 8:00 AM – 4:30 PM with the exception of County holidays. Airport Operations staff are available 24/7.

Q - Where do I go for Lost & Found items?

If your item was left on the plane, contact the airline directly. Allegiant Lost & Found can be reached by calling (866)719-3910 or go to chargerback.com/.

For items left inside the airport, contact Airport Operations at 727-453-7817 and leave a message describing the item, your name, and phone number. The Operations Office, Room 229, is located on the 2nd floor, use West Elevator, and is generally open from 8:00 AM- 4:30 PM, Monday – Friday, excluding holidays. Please call first to request assistance. Lost and Found can be claimed 24 hours a day by using a Page Phone in the Terminal. Items not claimed within 90 days are donated to charity.

Q - Is the Airport Terminal Building open all night?

Yes, our terminal is open 24/7.

Q - Where can I get change?

There are no change machines in the airport. You may request change at the gift shop or restaurant.

Q - Where can I exchange money?

Contact a local bank or Florida Currency Exchange 727-474-3775 or 813-786-5119; the closest is located in the Westfield Countryside Mall, located in Clearwater.

Q - Where do I get a refund for the vending machines and/or Smarte Cartes?

For vending machines, visit the restaurant on the 2nd floor at the east end of terminal. For Smarte Cartes, call 1-800-328-9006.

Q - Is there Wi-Fi access at the airport?

Yes, free Wi-Fi is available, identified as “Public Access”. A wireless use policy appears which must be accepted and may be followed by a survey.

Transportation & Parking

Q - Where are the taxis, shuttles, limos, and hotel courtesy vans?

Directly out the west side of Baggage Claim in the ground transportation lot. For hotel shuttles, contact the hotel directly.

Q – Where are ride sharing services (Uber, Lyft) located?

Ride sharing services stage in the Cell Phone Parking Lot and pick-up curbside, either at Ticketing or Arrivals.

Q - Where is Dollar, Thrifty, and Ace Rental Cars?

They are located offsite, call for shuttle pickup in the ground transportation Lot. Dollar and Thrifty 727-573-1507, Ace 727-451-9660.

Q - Do you have shuttle service to Tampa International Airport?

No. Taxi service is available in our ground transportation lot.

Q - May I leave my car at the curbside for a few minutes to pick up bags, check flight arrival, assist a passenger, etc.?

No. Vehicles may not be left unattended at any time for security reasons. It will be ticketed and may be impounded. We have a free Cell Phone Lot adjacent to the Air Traffic Control Tower. You may park there until your party is ready to be picked up at the curbside.

Q - What if I lose my parking lot ticket?

The policy is to charge the maximum daily rate for a lost ticket. If the passenger tells the attendant of the lost ticket, the amount owed can be estimated. The attendant may ask to view the airline ticket information. The parking attendant records tag numbers nightly and can determine if overnight parking was used. Republic Parking can be reached at 727-536-5311.

Q - Is the parking lot secure?

Republic Parking checks the airport parking lots while on duty. Pinellas County Sheriff's Deputies are on duty 24 hours/7 days a week at the Terminal and periodically check the parking lots. Please read the exclusion of liability on the rear of your parking lot ticket.

Q - Can I use credit or debit cards to pay for parking?

Yes, all major credit, debit cards, and cash are accepted.

Q – Where is the Economy Parking Lot? When is it open? Does the shuttle only go to the Economy Parking Lot? Is it free?

The Economy "Key Lime PIE" parking lot is located directly across Roosevelt Blvd. (look for the orange awning). A free shuttle serves all airport Economy lots. The shuttle runs continually during flight operation times and drops off and picks up passengers directly outside of Baggage Claim in front of the terminal. In addition, the Economy "Strawberry PIE" Lot #2 (on Fairfield Drive) is open only when needed. See parking map for more information.

Airport Terminal

Q - Where are the restrooms?

Public restrooms are shown on the map located at the west end of Baggage Claim, closest to Baggage Belt D and in Ticketing A, next to the Gate 2 - 6 entryway. There is also a public restroom on the second floor adjacent to the Fuel Bar. Additional restrooms are available to passengers in the departure gate areas.

Q - Can I charge my phone, laptop in the airport?

There are charging stations in the Departure Gates. There are additional electrical outlets throughout the Terminal and at the Visitor Information Booth in Baggage Claim.

Q - Where are Automated Teller Machines (ATM) located?

ATM is located at the end of Baggage Claim and in the outer concourse by Ticketing A.

Q - Where are the gift shops and restaurants?

News & Gift shops are located pre-security between Ticketing A and B for the public and post-security for passengers in the departure gate areas.

Mazzaro Italian Market is located post-security in Departure Gates 7-11 and **The Market Café and Bar** is located post security in Departure Gates 2 – 6. Cafes offer fresh coffee, breakfast/deli sandwiches, and salads. Beer, wine, and liquor are also available.

The Fuel Bar is currently closed and no reopening date is scheduled at this time. Located on the second floor above the main airport entrance by Ticketing A, Fuel Bar offers seating for the public in pre-security area of the airport.

Q - Where is a mailbox?

There is an outgoing mailbox located in the stairwell across from the public telephones in the outer concourse. The wood door is marked "US Mail Drop". A post office is located across Roosevelt Blvd. in the Airport Business Park (4600 140th Ave N.).

Q - Where are payphones?

Pay phones are located at the west end of Baggage Claim and in the outer concourse by Ticketing A and by the West Elevator.

Visitor Info and Directions

Q - What is the physical address of the St. Pete-Clearwater International Airport (PIE)?

14700 Terminal Blvd., Suite 221 (for mailing)

Clearwater, FL 33762

Lat: 27.906774, Lon: -82.691715



Q - Do you have visitor information at the airport?

Yes. The airport has a Visitor Information Booth in Baggage Claim stocked with local information, maps, and guides. It is staffed part-time by airport volunteers. Our website includes valuable information about our area – *click on [Visiting St. Pete-Clearwater](#)*.

Q- How far is it to St. Pete Beach, Clearwater Beach, Sarasota, Ft. Myers, Tampa?

See [Directions](#) page for maps and directions. St. Pete-Clearwater International Airport is the closest airport to our award winning beaches.

Q- Where is Sheltair, Signature, Coast Guard, etc.?

Click here for [airport property map](#). Signature Flight Support is located directly across from the Air Traffic Control Tower, as is National Aviation Academy. Sheltair and the US Coast Guard are located on Fairchild Drive to the right before the traffic light exiting the airport.

Signature Flight Support can be reached at 727-531-1441. Sheltair can be reached at 727-530-3453.