

Terminal Lobby Expansion under way

Passenger Impacts Include Terminal Access

Update 2/18/2020: Doors 1, 2 and the center doors on the terminal's ticketing and baggage claim levels have all closed to accommodate the terminal lobby construction. The doors will remain closed for at least two years. Passengers should enter and exit the terminal through Doors 3 and 4.

Next week, Charlotte Douglas International Airport passengers will begin to see changes in front of the terminal as a \$600 million lobby expansion gets underway. The changes, to include door closures, means passengers should give themselves some extra time to walk from the drop off curb to the check-in counters and security screening.

As part of Destination CLT, a \$2.5 to \$3.1 billion capital investment program to meet passenger growth through 2035, the Terminal Lobby Expansion will transform the Airport entrance and create more space in departures/ticketing and arrivals/baggage claim. The Airport broke ground on the five-year signature project on Dec. 10.

Demolition is underway on the terminal's westside exterior on the upper level. Starting Jan. 6:

- Doors 1 and 2 on the upper and lower levels will close for approximately two years. Passengers will be directed by signage to enter the terminal on the east end through Doors 3 and 4. Curbside drop off will not change between Zones 1 through 4.
- Construction is also occurring in the terminal lobby near Checkpoint E. The escalators and stairs in Checkpoint E will close permanently to create a larger checkpoint. International Arrivals passengers who need to access the Ticketing/Departures Lobby will be directed to a different elevator, escalators and stairs near Checkpoint D. Signage and staff will be in place to direct and assist passengers.
- The Daily North Lot will close for approximately two years to accommodate construction on a new central energy plant for the terminal lobby. The facility will provide the necessary heated and chilled water for the terminal lobby's climate control and prepare for future Airport growth.

Airport staff will be on hand to assist and answer passenger questions. Passengers are asked to follow wayfinding signage prominently displayed throughout the terminal.

Additional assets available online:

[Photos](#) (2)

<https://stage.mediaroom.com/cltairport/news?item=122466>