Frequently Asked Questions

General

Q: When did the Northwest Florida Beaches International Airport (ECP) open?
A: The Northwest Florida Beaches International Airport (ECP) officially opened on May 23, 2010 as the first international airport built in the United States post-September 11.

Q: Where is ECP located?
A: ECP is located in Bay County on 4,000 acres, with a large amount of real estate surrounding the airport available for commercial development. The address for ECP is 6300 West Bay Parkway, Panama City Beach, FL 32409.

Q: Who owns ECP?
A: The Airport is owned and operated by Panama City-Bay County Airport and Industrial District.

Q: What are ECP’s hours of operation?
A: The ECP Terminal is operational 24 hours a day, 7 days a week.

Q: What time do the airline ticket counters open and close at ECP?
A: Ticket counter times vary. Ticket counters open 2 hours prior to the first departure and remain open until after the airline’s last departure. They usually open @ 4:15-4:30 a.m.

Q: What airlines serve ECP?
A: ECP is serviced by four major airline partners including American Airlines, Delta Air Lines, Southwest Airlines and United Airlines.

Q: Where can I fly non-stop to and from ECP?
A: Visit our Where We Fly page.

Q: How do I check on my flight status?
A: There are two ways to check your flight status. Contact the airlines or visit our Flight Tracker tool. For all other flight inquiries, please contact your airline directly.

Q: What is the difference between a non-stop flight and a direct flight?
A: Non-stop service flies straight from one Airport to another, with no stops along the way.

Direct service is different. The plane may make one or more stops along its route, but the flight number doesn’t change. While other passengers may leave and others board, you do not have to leave the plane until you reach your destination.

Q: How far in advance do I need to arrive at the Airport before my flight?
A: Airlines recommend passengers arrive at least two hours prior to departure time and at the boarding gate at least 30 minutes prior to departure time. Skip the line and sign up for TSA PreCheck!

Q: Does ECP have a Military Welcome Center?
A: Yes. The Military Welcome Center at ECP offers a quiet place for active duty, retired military personnel and Department of Defense employees to relax. Open daily from 8 a.m. – 8 p.m., the Center offers snacks, drinks, television, Wi-Fi and a children’s play area.

Q: Does ECP have a Service Animal / Pet Relief Area?
A: Yes. Conveniently located just outside the Terminal building on the north end near the ground transportation area is a fully fenced pet relief area complete with waste disposal unit, a fire hydrant, an automatic water dish, bench and is ADA Accessible. Another smaller area (not fenced in) is located at the south side.

Q: Does the Airport offer Wi-Fi?

A: Yes. ECP is pleased to offer passengers free Wi-Fi. The Public network is named IFly Beaches and there is no password required. If you’re using a device set up for a secure, Home (Private) network, the discovery and access to the Public network will be limited unless you change your settings.

Q: Who do I contact to retrieve Lost and Found items at ECP?

A: There are three Lost and Found departments.

1. The Airport Police Department handles all lost and found items on ECP property. You may reach Airport Police at (850) 769-6033.

2. The TSA handles all items left in the TSA Checkpoint line. You may reach the TSA Checkpoint Staff at 850-636-9468.

3. If you realize you’ve left an important item onboard your plane, please notify your airline carrier’s customer service department:
   - American Airlines
   - Delta Air Lines
   - Southwest Airlines
   - United Airlines

Q: What if my luggage made it to ECP, but I didn’t?

A: Contact the airlines. There is a phone number on the back of your Baggage Claim Ticket.

Q: How can I learn more about employment opportunities at the ECP Airport Authority?
A: To view employment opportunities at ECP, visit our Employment page. For employment with any of the tenants at the Airport (airlines, rental car agencies, gift shop, etc.), please contact them directly.

Q: Where do I find statistics about ECP?
A: Visit our Aviation Statistics page.

Q: Does ECP have storage lockers for luggage?
A: No.

Q: Do you have an area to wrap my luggage?
A: No.

Q: How can I ship a pet?
A: Different airlines have different policies. Check with the airlines directly.

Q: Does ECP have a cellphone lot?
A: Yes. Just before reaching the Terminal, there is a semicircle parking lot where you can wait until the passenger you are picking up calls you on your cellphone letting you know they are ready and waiting at the curb. You must remain with your vehicle at all times.

Q: How can I get wheelchair assistance at the Terminal curb, or to and from my Gate?
A: When making your flight reservations, inform the airlines. If you are at the curb and you don’t see anyone ready to help, you can call the Airport Police at 850-769-6033 and they can radio for a wheelchair.

Q: Does ECP have an FBO (Fixed Base Operator) for general aviation?
A: Yes. Sheltair’s phone number is 850-233-4717.

Q: Does ECP have any restaurants?
A: Yes. A restaurant is located on the first floor before you go through Security, and there is a restaurant and a coffee shop on the second floor after you’ve gone through Security.

Q: Does ECP have conference rooms to rent?
A: Yes. There is one conference room that seats @ 40 people when set up classroom style. Contact the Airport Administration Office Monday through Friday, 8:00 a.m. to 5:00 p.m. at 850-636-8950, ext. 201 for more details.

Q: Does ECP have hangar space available to rent?
A: Contact the Airport Administration Office Monday through Friday, 8:00 a.m. to 5:00 p.m. at 850-636-8950, ext. 201 for sizes, rates and availability.

Q: I have a very late flight arrival, and a flight leaving very early the next day. Can I stay overnight in the Terminal?
A: Yes. Contact the Airport Police at 850-769-6033 to let the Officers know so they can be aware of your situation.
Q: I will be picking up my unaccompanied grandkids who are minors. How can I meet them at the Gate when they land (or accompany them to the Gate for their departure)?

A: Go to the airline ticket counter to get a pass. Please note that you will be required to go through the TSA Checkpoint.

Q: What if I’m running late for my flight? Can you ask the plane to wait for me?

No, the airplane will not wait. If you already have your boarding pass on your mobile device and you will not be checking luggage (only have a carry on), go directly to the TSA Checkpoint line if the plane has not yet departed. Keep in mind that the airline ticket counters close 30 minutes prior to the plane’s departure, and the Gates close 10-12 minutes prior to departure.

Q: Does ECP offer group tours of the Airport?

A: Yes. Contact the Airport Administration Office Monday through Friday, 8:00 a.m. to 5:00 p.m. at 850-636-8950, ext. 201 for more details.

Q: Is there a safe place we can watch the planes take off and land?

A: Yes. Along the fence on the south side of the Terminal, you may stand and watch planes arrive and depart.

Q: Is there only one Airport in Panama City?

A: ECP is the only Airport in the Panama City area. Our address is 6300 West Bay Pkwy., Panama City, FL 32409.
Q: How far is it from the Airport to/from….?
Visit our Directions page.

Q: Are there any hotels nearby?
A: The nearest hotel is approximately a 20-minute drive. However, we expect hotels to be built in the area in the future.

Q: Does ECP have a foreign currency exchange?
A: No.

Ground Transportation

Q: What forms of public ground transportation serve ECP?
A: To view Ground Transportation options, visit our Ground Transportation page.

Q: Does ECP have rental cars available onsite?
A: Yes.

Q: What if my late flight arrival is delayed? What time do the rental car agency counters close?
A: The rental car counters remain open 30 minutes after the arrival of the last flight.

Q: I wanted to make a rental car reservation online, but my flight arrives later than the latest appointment available. What can I do?
A: Make the latest reservation available and be sure to include all of your flight information. They will track your arrival and stay until all the reserved vehicles have been picked up.

Parking

Q: What are the parking options available at ECP and how much does it cost?

A: ECP offers convenient covered, long-term and short-term parking facilities. The parking facility is patrolled 24-hours a day by the Airport Police Department. All parking facilities accept cash, check, Visa, MasterCard, Discover and American Express. Curbside parking at the terminal is limited to loading and unloading only.

Standard Parking Rates*
First 20 minutes are free, after that:
$1 for 20 minutes
$2 for 40 minutes
$3 per hour

Maximum Daily Cost*
$9 for long-term lot
$11 for short-term lot
$13 for covered parking

*Rates do not include sales tax

For more parking details, visit our Parking page. For inquiries, contact Republic Parking at (850) 636-8971.

Q: Is there special parking available for the disabled?

A: Yes. If you are a 100% disabled veteran and have a disabled veteran I.D. or license plate tag, you can park in the designated disabled parking spaces in the short-term
parking lot. If you are not a 100% disable veteran, you can park in the designated spaces for the disabled in the short-term parking lot at the long-term parking rate.

Q: If I need assistance getting to/from the Terminal to/from my vehicle, is there a shuttle?

A: Yes. The parking lot attendants drive around looking for passengers needing a ride. If you don’t see one, you can call 850-636-8971, but keep in mind that if there were just multiple flight arrivals, they may be busy and not answer the phone. Be sure to allow extra time.

Q: Is there a parking rewards program offered at ECP?

A: Yes, the ECP Traveler Rewards Program enables passengers to earn 1 airline mile per dollar spent when parking at ECP.

Register any credit or debit card at http://www.thanksagain.com/ECP or on your mobile phone by texting “FLYECP” to 82257.

TSA

Q: What time does TSA Checkpoint open and close at ECP?

A: Hours of operation at the ECP TSA Checkpoint vary depending on the first and last departure time. They usually open @ 4:15-4:30 a.m.

Q: Can I apply for TSA PreCheck at ECP?
A: TSA PreCheck is done online, but you will need to go to the Port of Panama City, at the foot of the Hathaway Bridge directly across from the Gulf Coast State College, to have a background check and get fingerprinted.

Click below for responses to frequently asked TSA specific questions.
https://www.tsa.gov/travel/frequently-asked-questions

Q: Is there a TSA phone number I can call?
A: TSA Cares can answer your questions, including ones relating to your disability or medical condition at 855-787-2227.

Q: Is CLEAR available at ECP?
A: CLEAR is not currently available at ECP.

Other

Q: I have a question not answered here. Who can I contact?
A: Contact the Airport Administration Office Monday through Friday, 8:00 a.m. to 5:00 p.m. at 850-636-8950, ext. 201.

Or, 24 hours/day, 7 days/week contact the Airport Police at 850-769-6033.