

Arrival and Departure

Information for disabled passengers and passengers with reduced mobility at Frankfurt Airport

Valid from 1.9.2011





Please note, that due to ongoing construction works within the terminals, diversions and obstacles may occur at short notice.

Advance Reservation for Assistance

Should you require assistance at the airport, please notify

- **your airline or**
- **your travel agent**
- **at least 48 hours prior to departure.**

This early notification, as required by the EU Regulation, serves the purpose of forwarding the information about your assistance needs to the service provider on time.

Please note, that for security and safety reasons direct booking with the service provider is not possible.

On Departure Day

On the day of departure please make your way directly to the check-in-counter of your airline as usual or alternatively use one of the help points installed within the terminals.

The help points are dedicated spots within all terminal areas for passengers needing assistance. For assistance, please push the button to contact the assistance service provider.

You can recognize the help points through the following icon:



Arrival at the airport by limousine service or by car

If you are brought to the airport by another person in a car or by a limousine service, it is possible to stop at curbside free of charge to get in or out of the vehicle. Please display a special handicapped parking sticker or your disability identification card (“G” or “aG”).

To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

In Terminal 1 you find the nearest help point in Departure Hall B (next to entrance 6 on level 2).

In Terminal 2 the next help point is located between departures areas D and E (please use entrance 5 or 6).

Car Parking

Terminal 1 in parking garage P4

Parking rows assigned to passengers with reduced mobility can be found in parking garage P4 in section U2, row 25.



These parking rows can be reached via underground access to parking garage P4, directly at the Frankfurt Airport Conference Center (FAC) opposite of Terminal 1. At the ticket automat you can contact the desk via call button to get access.

To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

You will find the nearest help point on level 0 next to the German Rail (DB) Travelcenter. Please follow the signs in the direction Terminal 1, departures area B. On the same level (level 0) in area B you will see the German Rail (DB) Travelcenter. On the right side you will find the help point.

Terminal 2 in Parking Garage P8

Parking rows assigned to passengers with reduced mobility can be found in the underground parking garage P8 at Terminal 2, in level U4, row 17. Maximum vehicle height is 2.10 meters. At the barrier you can contact the desk via call button to get access.

To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

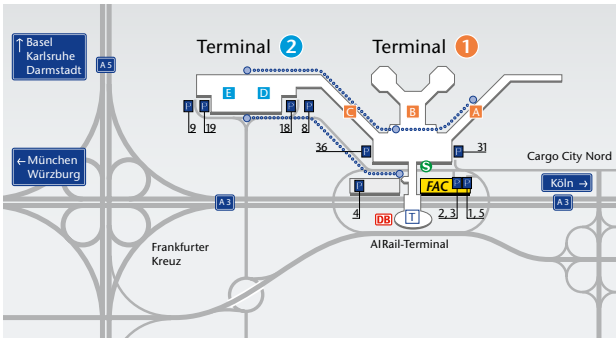
The next help point is located centrally in the middle of the hall between departure areas D and E. Please take the elevator to get to the level arrivals and departures area D/E.

Special Parking Areas for High Vehicles

Larger vehicles or high vehicles must use parking lot "P 36" which is located near Terminal 1. Here the parking rates are

different than those for parking garages and underground parking garages.

Traffic routing to the parking lots



Information on Car Parking

Further parking information is provided under www.frankfurt-airport.de or by calling +49 (0)69 690-79437.

By Cab/Taxi

Cabs are allowed to stop directly at the curbside.

To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

In Terminal 1 you find the nearest help point in Departure Hall B (next to entrance 6 on level 2).

In Terminal 2 the nearest help point is located between departure areas D and E (please use entrance 5 or 6 to enter the terminal).

Arrival and Departure by Train

The Mobility Service Centre of Deutsche Bahn AG (German Rail) provides support for passengers with reduced mobility when planning their journey and assistance when boarding, deboarding or changing trains in stations. Contact:

Phone: 01805-512 512

*14ct/min from German landlines; charges for mobile calls may vary;
Mondays to Fridays from 08:00 to 20:00 h, Saturdays from 08:00 to 16:00 h,*

closed on Sundays and national public holidays – exceptions: Easter Monday, Whit Monday, 3 October and 26 December from 08:00 to 20:00 h.

Fax: 01805-159 357

14ct/min from German landlines; charges from mobile phones may vary.

E-mail: msz@bahn.de

Please use the notification form at www.bahn.de/handicap for advance notifications of boarding, interchange and de-boarding assistance. Early notification (at least one working day in advance) to the Mobility Service Centre is recommended so that the assistance can be arranged reliably by the Deutsche Bahn AG service staff.

By Regional Trains

Regional trains (S, RE or RB) arrive on tracks 1 to 3 (on level –1). If you arrive at track 2 or 3 please follow the dedicated signs with the wheelchair symbol to take the elevator 2 levels up to the departures area or use the escalators. In case you arrive at track 1 an elevator in area B is available. Next to this elevator it is possible to request assistance from employees of German Rail via the intercom system.

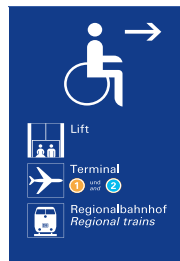
To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

You will find the nearest help point on level 0 of Terminal 1 next to the German Rail (DB) Travelcenter. From the train platform take the elevator or escalator one level up to level 0. On this level (level 0) follow the signs in the direction departures B where you see the German Rail (DB) Travelcenter. On the right side you will find the help point.

By Long-distance Trains

In the train station for long distance trains (IC, EC or ICE) there are elevators at all platforms (tracks 4 – 7).

To the check-in-counter please follow the general airport signs to the corresponding check-in hall. Wheelchair users please follow the dedicated signs as shown here.



The nearest help point is located in the passageway between the long-distance train station and Terminal 1. Please head in the direction of Terminal 1. At the very end of the long passageway connecting the long-distance railway station with Terminal 1 turn right. The help point will be within eyeshot.

By Bus

By Bus at Terminal 1

You arrive at the bus station opposite the Terminal 1 arrivals area.

To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

The nearest help points are located

- a) **In Arrival Hall B:** Please cross the street between the busstation and Terminal 1 and go straight ahead to Arrival Hall B (same level). The help point is located inside opposite entrance 6.
- b) **In the passageway between long-distance train station and Terminal 1:** Take the elevator in the building at bus stop 24 to level 3. When you get off the elevator you arrive at the passage-way between long-distance train station and Terminal 1. Straight ahead you will find the next help point.

By Bus at Terminal 2

At Terminal 2 you arrive by bus opposite the departures/ arrivals area.

To the check-in-counter please follow the general airport signs to the corresponding check-in hall.

Please use entrance 5 or 6 to enter the terminal. Via these entrances you can already see the next help point, which is located between departures areas D and E.

Further Information

Internet: www.frankfurt-airport.de or at one of the **staffed information counters** or at the **stationary information monitors** with touchscreen within the terminals.



Information counters within the terminals

Terminal 1

- Airport information counter 1, area B (departures)
- Airport information counter 14 area B (arrivals)
- Service point T1, area B center

Terminal 2

- Airport information counter: area D/E, level 2 (arrivals/departures)

Further Contacts

For general inquiries please contact the Fraport Communication Center

Phone national: 01805-FRAINFO
(= 01805-3724636, 14 ct/Min)

International: +49 69 690-0

Please feel free to give us your ideas and recommendations concerning the assistance services

E-mail: feedback@fraport.de

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