

Assistance at the Airport

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

Valid from 1.7.2008



Betreuungsservice
Passenger Service

Background

EU-Regulation No. 1107/2006 concerning the rights of disabled passengers and passengers with reduced mobility when travelling by air will be effective as of July 26, 2008. Due to this EU-Regulation the overall responsibility for assistance services at the airports will be transferred from the individual airlines to the airport operators. The regulation demands a uniform service level at all European airports.

At Frankfurt Airport, the owner and operator, Fraport AG, has assigned the company FraCareServices GmbH with the provision of the assistance services as of July 1, 2008. FraCareServices GmbH is a newly founded subsidiary established by both Fraport and Lufthansa AG. The assistance is free-of-charge for disabled passengers and passengers with reduced mobility.

How to apply 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.

International and standardized service codes in civil aviation

Please inform your travel agent or airline when booking to which extent you need help. In civil aviation international and standardized service codes are used.

You may quote the service code you consider appropriate for yourself to your airline or your travel agent if you wish to do so.

- WCHR** Passenger can walk stairs but cannot walk longer distances
- WCHS** Passenger cannot walk stairs
- WCHC** Passenger cannot walk and cannot walk stairs
- BLND** Passenger is partially sighted or blind
- DEAF** Passenger is hard of hearing, deaf or deaf-mute
- DPNA** Passenger with intellectual or developmental disability needing assistance

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.



Help points

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 by the icon above.

Locations

Terminal 1

1. Level 0, between railway station for regional trains and the multi-story car park near the German Rail (DB) information desk.

Due to construction work the help point in level 0 will be installed at a later date (expected 2009).

2. Level 3, in the passageway between railway station for long-distance trains and Frankfurt Airport Conference Center (FAC)
3. Level 1, Arrival Hall B, near the meeting point
4. Level 2, Departure Hall B (next to entrance 6)

Terminal 2

5. Level 1, between arrivals and departures area D/E
(please enter the building through entrance 5 or 6).

Further Information

Internet: www.airportcity-frankfurt.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)

Important information for arrival/departure at the airport by train

The Mobility Service Centre of the Deutsche Bahn AG (German Railways) 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

14 ct/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

14 ct/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.

Tips for picking up arriving passengers

Please inform the person picking you up as to where you want to meet and at what time. The agreed upon location should preferably be easy to find for the person picking you up. For that reason, we suggest to choose one of the designated meeting points in the terminals which are marked in the terminal maps.



Meeting Points

Terminal 1

– Arrival Hall B

Terminal 2

– Centrally in arrivals and departures D/E.

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

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