

Visitor Service

# Booking Information



# Thank You for Your Booking!

We're looking forward to welcoming you at Frankfurt Airport soon!

The following information is relevant to your upcoming airport tour.

## FAQs on Bookings

### Where is the meeting place?

Terminal 1, Concourse C, Level 2 (Departures).  
Follow the signs for "FRA Airport Tours & Shop".

### May children go on airport tours?

There are no age restrictions for Starter Tours and Mini Tours.

The minimum age for all Fire Department Tours is 16 (exceptions are only made for members of junior fire brigades).

The minimum age for all other tours is 12.  
Parents or guardians are responsible for minors accompanying them, or teachers in the case of school classes.

### May physically handicapped persons go on tours?

Yes, please contact our booking office in advance in case any special arrangements need to be made. The only exceptions are the Fire Department Tours and Ready for take off-Tours

### Is it allowed to take photographs and videos?

In general, yes. Your tour guide will call your attention to any exceptions.

### May drinks be taken on tours?

Yes. You can also purchase a wide range of food and beverages in the terminals.

### May baby carriages and strollers be taken on board the tour bus?

Unfortunately, for safety reasons it is not permitted to take baby carriages and strollers on tours. You can leave them at the Service Point in Terminal 1, Concourse B, Level 1 for a special price of one euro for three hours or seven euros for 24 hours by presenting your tour ticket.

### Is it possible to cancel tour bookings?

In general, yes. Please consult the attached General Terms and Conditions (Part II, No. 4) for details.

### Will the bus wait if a group is late?

Unfortunately, no. We therefore strongly advise you to call ahead if you anticipate arriving late. We will then make every effort to accommodate you if the tour booking situation on that day allows.

### What other facilities and attractions are there for visitors at the airport?

The extensively modernized Visitors' Terrace now once again offers exciting views of planes landing and taking off on the airfield and of the bustling activity on the apron of one of the world's most important international aviation hubs.

You can find updated information at:  
[www.visitorsterrace.frankfurt-airport.com](http://www.visitorsterrace.frankfurt-airport.com).

### For Souvenirs and Gifts, Check Out the Airport Shop!

You can find a variety of airport-themed fan merchandise and souvenirs in our Airport Shop. The selection ranges from a coloring book for children across Fluggi the airport mascot as a cuddly toy all the way to a model aircraft tug. The Airport Shop is located in Terminal 1, Concourse C on Level 2 (Departures) and is open daily from 10 a.m. to 6 p.m. Follow the signs to "FRA Airport Tours & Shop".

### How do I get to Frankfurt Airport by public transportation?

Individuals and groups can take suburban train (S-Bahn) S8 or S9 to the airport.

### Where can I park my car at the airport, and how can I get detailed information on the prices?

You can park your car in any of the public parking facilities at the airport. There is a map on the last page. Details of current prices can be found at [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en).

### What parking facilities are available for travel coaches, and how can I get detailed information on the prices?

Buses may only be left on parking lot P36 at Terminal 1. Current prices can be found at [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en).

As of November 2017

Fraport AG  
Frankfurt Airport  
Services Worldwide  
Corporate Communications  
Visitor Service  
Phone: +49 (0)69 690-70291  
Fax: +49 (0)69 690-53341  
E-Mail: [rundfahrten@fraport.de](mailto:rundfahrten@fraport.de)  
[www.visitorsservice.frankfurt-airport.com](http://www.visitorsservice.frankfurt-airport.com)



# Security Information

When embarking on an airport tour, you must clear exactly the same security checks as all passengers. Please observe the following:

- In case you booked an After Work, Fire Department, Ready for take off, or Sunset Tour, along with the booking information we send you a form for listing the participants. Please complete it at least one week before the event and return it to us. When booking online, please enter the full names and addresses of all participants. The following applies to the Fire Department Tour only: Any person who is not on the list, or whose name or address have not been completely provided, will unfortunately not be allowed to go on the tour. You provide these data to us for your own safety, and they are protected by the German Data Privacy Law.
- There is no need to provide a list of participants for any other tour.
- We recommend that all tour participants 16 and older carry a valid photo ID (identification card, passport or driver's license). This is mandatory for all Fire Department Tours; anyone who fails to comply will be unable to participate.
- The adults accompanying members of junior fire brigades are responsible for their charges.
- It is permitted to take valuable objects, smartphones and cameras on tours.
- Please don't carry any pointed or sharp-edged objects (such as knives or nail kits), weapons of any kind, or irritants such as pepper spray. We also ask all teachers to help make sure that no member of their groups takes any sharp or pointed objects such as compasses or scissors with them.
- To speed up the security checks, we recommend that you carry as few bags, backpacks and similar items as possible.
- Smoking and alcoholic beverages are absolutely prohibited in the airport's high-security areas.
- It is not allowed to take animals on the tours; the only exception are guide dogs.
- Instructions given by personnel of Fraport AG must be followed. This applies especially in high-security areas. The General Airport Regulations must also be observed; they are posted in the terminals and online at [www.fraport.com](http://www.fraport.com).
- It may be necessary to limit or cancel airport tours for important reasons such as conflict-ing operations, force majeure, special security requirements or bad weather (dense fog etc.). Thank you for your understanding.

**Please also observe the attached General Terms and Conditions.**

***We wish you an enjoyable stay and a fascinating tour at Frankfurt Airport!***

# Permission to Use Your Data



Fraport AG  
Frankfurt Airport  
Services Worldwide  
60547 Frankfurt am Main  
Germany

Name: \_\_\_\_\_

Street and number: \_\_\_\_\_

Town or City: \_\_\_\_\_

Country: \_\_\_\_\_

Customer number: \_\_\_\_\_

## Permission to Use Your Data

We would like to save your data to facilitate future bookings. If you give your consent, we will store them in compliance with the strict requirements of the German Data Privacy Law in order to prevent any misuse. Your data will not be divulged to any third parties or used for advertising or other commercial purposes.

☐ I consent to having my data stored for future bookings.

☐ I do not wish my data to be stored for future bookings.

Place

Date and signature

# Parking Facilities at Frankfurt Airport

## Parking map

[www.frankfurt-airport.com](http://www.frankfurt-airport.com)



Terminal Parking P2, P3, P8, P9	Business Parking P4	Premium Parking P4	Bus Parking P36	Drop-off Area P35, P39, P17
Short-term Parking P29, P31, P18, P19	Secure Parking P4	Corporate Parking Terminal 1 & 2	Holiday Parking	Park, Sleep and Fly

