

# Booking Information

Visitor Service



 Frankfurt  
Airport

# Thank you for your booking!

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

*The following information is provided to help you prepare for your 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**.

Please make sure to be there at least 30 minutes before the start of your tour.

### ***May children go on airport tours?***

There are no age restrictions for **Comeback Tours**.

### ***May physically challenged persons go on tours?***

At this time, for physically challenged persons it is not possible to take part in the tour.

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

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

### ***May beverages be taken on tours?***

You can take drinks with you.

### ***May baby carriages and strollers be taken onto the tour bus?***

We're sorry, but for safety reasons you are not permitted to take baby carriages or strollers on tours. You can leave them at the Service Point on Level 1 in Terminal 1, Concourse B at a special reduced price of one euro for three hours or seven euros for 24 hours (show your tour ticket).

### ***Can tour bookings be cancelled?***

In general, yes. Please see our attached **General Terms and Conditions** (Part II, No. 2) for details.

### ***Will the bus wait if a participant 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.

### ***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 what it costs?***

You can park your car in any of the public parking facilities at the airport. All car parks at Terminal 2 are currently closed. There is a map on the back of this flyer. For pricing information, go to [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en), scroll down and click "Parking".

### ***What parking facilities are available for buses and how much does it cost?***

Parking for buses is available on lot P36 at Terminal 1. For price information, go to [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en), scroll down and click "Parking", then "Special parking" and "Bus parking".

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# Hygiene Rules and Security Information

Please observe the hygiene rules and security information:



1. Keep at least 1.5 m (five feet) away from other people



2. Visitors with respiratory symptoms or fever may not participate in tours



3. Everyone must properly wear a face covering while on the bus



4. Do not shake hands with anyone



5. If you have to cough or sneeze, do it into your elbow



6. Do not touch your face with your hands



7. Use the provided hand sanitizer before boarding the bus



8. Only use the unmarked seats

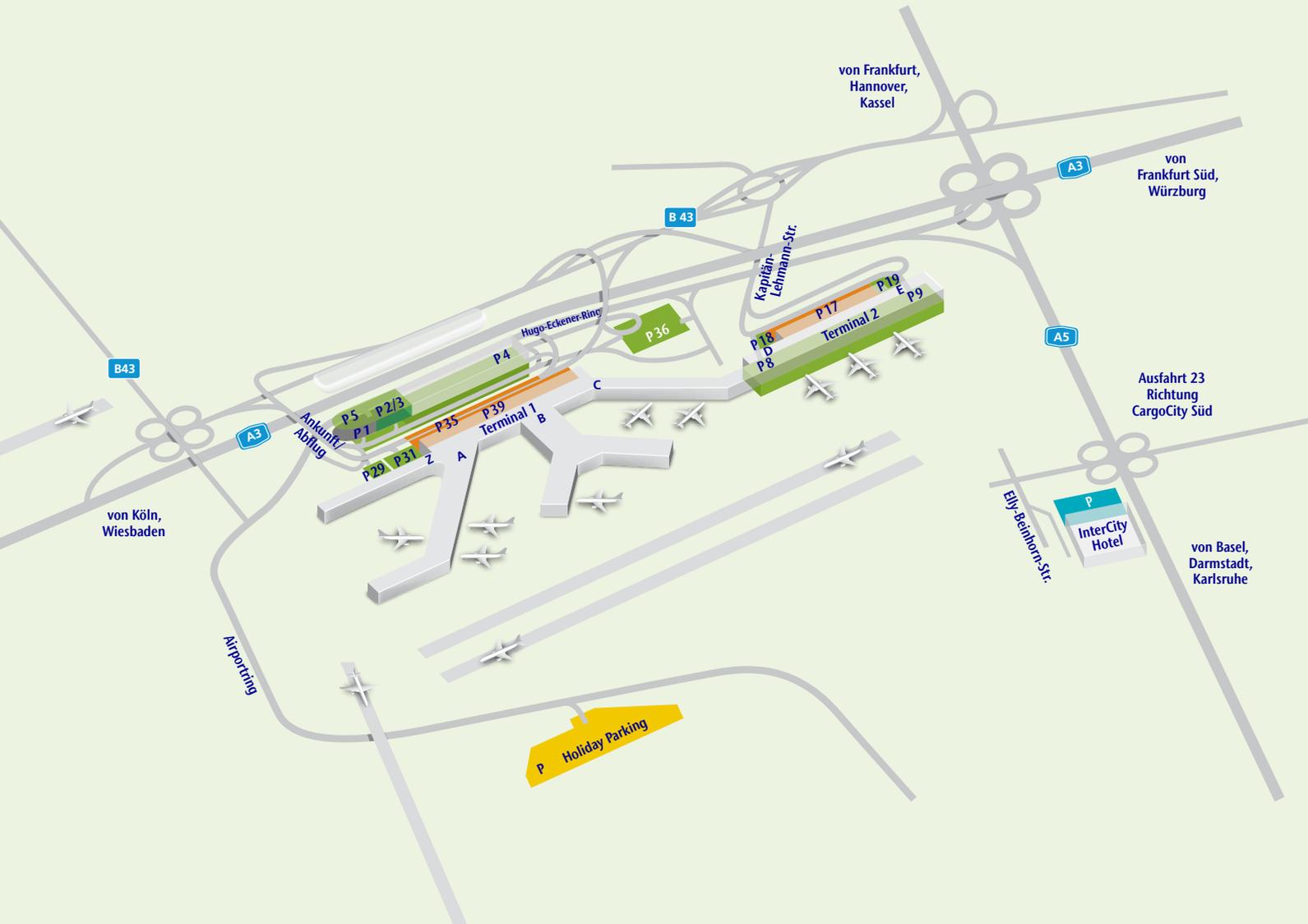
More information is available [www.FRA-Tours.com/en](http://www.FRA-Tours.com/en).

More information on the website of the Robert Koch Institute, [www.rki.de/en](http://www.rki.de/en).

- We recommend that all tour participants 16 and older carry a valid photo ID (identification card, passport or driver's license).
- Valuable objects, smartphones and cameras may be taken 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 one in their groups takes any sharp or pointed objects such as compasses or scissors.
- To speed up the security checks, we recommend that you carry as few bags, backpacks and other items as possible.
- Smoking and alcoholic beverages are absolutely prohibited within the airport's high-security areas.
- No animals are allowed on the tours; the only exception is guide dogs.
- Instructions given by personnel of Fraport AG must be followed. This applies especially to high-security areas. The Airport User Regulations must also be observed; they are posted in the terminals. Please also observe the attached **General Standard Terms and Conditions**.
- It may be necessary to limit or cancel airport tours for important reasons such as conflicting operations, special security requirements or unforeseen circumstances beyond our control such as strikes or bad weather. Thank you for your understanding.
- We attach great importance to protecting your personal data. More information is available on [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en) in our **Data Protection Statement**; sections 3.2 and 3.7 are particularly relevant.

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

# Parking at Frankfurt Airport



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