



## Thank You for Your Booking

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

Please observe the following important information in connection with your airport tour.

### Invoice Address

If you would like the invoice to be sent to a different address than the tour confirmation or need it to include any additional information (e.g. a cost center, name, etc.), please let us know beforehand by email or fax.

### Q&As on Your Booking

#### Where does the tour start?

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

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

Yes, provided that they are accompanied by a parent or legal guardian, or, in the case of a school class, a teacher who takes responsibility for them.

#### May physically challenged persons participate?

Of course. Please contact us to clarify the details.

#### May I take photographs and videos?

In general, yes. Your tour guide will call your attention to any exceptions; please follow his or her instructions.

#### May I take a purse, bag, or backpack on the tour?

Yes. However, to speed up the security checks we recommend that you carry as few items as possible.

Fraport AG  
Frankfurt Airport Services Worldwide  
Corporate Communications  
Visitor Service

Tel.: 069 690-70291  
Fax: 069 690-53341  
E-Mail: [rundfahrten@fraport.de](mailto:rundfahrten@fraport.de)

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

**May drinks be taken on the tour?**

Yes. You can purchase a wide variety of food and beverages in the airport terminals.

**Are any items prohibited?**

Yes. The current security rules prohibit you from carrying any potentially dangerous objects such as knives, weapons, manicure kits or self-defense-sprays. We also ask all teachers to make sure that the students they are supervising don't take any sharp or pointed instruments such as drafting compasses, scissors, etc.

**Is smoking permitted?**

No. Smoking is only allowed in specially designated areas. It is not permitted inside the terminals or during tours.

**Is it mandatory to carry a valid ID?**

No. However, we strongly advise all persons 16 and older to take a valid photo ID (identity card, passport, or driver's license) with them.

**May baby carriages or strollers be taken on board the tour bus?**

No. For safety reasons, baby carriages and strollers may not be taken on tours. You can leave them at the Service Point in Terminal 1, Concourse B, Level 1 for a specially reduced fee of €1 for the first 3 hours plus €7 for another 24 hours by presenting your tour ticket.

**May animals be taken on the airport tours?**

No. Unfortunately it is not allowed to take animals on tours. Exceptions are only made for guide dogs.

**Is it possible to cancel bookings?**

Yes. You may cancel bookings free of charge up to 15 days prior to the date of the tour. After that you will be charged a fee of €100. This rule also applies to groups invited by Fraport AG.

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

No. We therefore strongly advise you to call ahead if you expect to arrive late. We will then make every effort to accommodate you if the tour booking situation permits.

**What other visitor attractions are there at the airport?**

Our popular Visitors' Terrace has been reopened on the 28<sup>th</sup> of July. You can enjoy great views, attractive new seating, pavilions for protection from the sun, and other amenities. [www.visitorsterrace.frankfurt-airport.com/en](http://www.visitorsterrace.frankfurt-airport.com/en).

**What else is there to experience at Frankfurt Airport?**

You can also look forward to many other fascinating activities and events at the airport. Our popular AirXperience Days series will also be continued in 2016. For more information, please visit [www.events.frankfurt-airport.com/en](http://www.events.frankfurt-airport.com/en).

**How can I get to Frankfurt Airport by local public transportation?**

Individuals and groups can take suburban trains S8 or S9 from Frankfurt to the airport.

**What parking facilities are available for cars, and where can I find detailed information on the parking fees?**

You can use any of the publicly accessible parking structures and lots at the airport. An overview of the current parking fees for cars is available at [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en).

**What parking facilities are available for buses, and where can I find detailed information on the parking fees?**

Tour buses and coaches can be parked on lot P 36. An overview of the current parking fees for buses is available at [www.frankfurt-airport.com/en](http://www.frankfurt-airport.com/en).

**We wish you an enjoyable and interesting stay at Frankfurt Airport!**

## Attachment

### Parking Facilities at Frankfurt

