



Airport Guide

Your Guide for Easily Discovering

Frankfurt Airport



All About Flights

The most important information for passengers

- You can find a list of all of the airlines that operate at Frankfurt Airport on the monitors and posters in the terminals, on our website at www.frankfurt-airport.com, or in the FRA App.
- Please be at your flight's departure gate at the time your airline has indicated for the start of boarding.
- You can find up-to-date information on the anticipated waiting times at the security checkpoints in the FRA App and at our information kiosks.
- You are entitled to use the fast lanes if your flight appears on the monitors at the security checkpoint.



Do you need assistance?

- **Information kiosks:** Scan your boarding pass, and all the information relevant to your flight will be displayed (including terminal maps, shops, restaurants and lounges) in four different languages.
- **Service Points:** Our multilingual service staff will be happy to help you.
- **Mobile Service Guides** can be identified by their red uniforms.
- **Frankfurt Airport App:** Available for iOS & Android.

At the security checkpoint

- Take advantage of the wait to unpack tablets, e-books, laptops and other electronic devices and place them in a separate tray.
- After clearing the security check, consult the monitors to see if your boarding gate has been changed at the last minute.
- Passengers with a biometric passport (e-passport) or German ID card can use the automated border control system EasyPASS.



What may be packed in checked luggage?



Dangerous Goods

- As opposed to hand luggage, lithium-metal batteries containing up to 2 g of lithium and rechargeable lithium-ion batteries with up to 100 watt-hours may only be placed inside checked luggage if they are installed in an electronic device such as a laptop, tablet or camera (not loose).



Not allowed

- Powerbanks, E-Cigarettes
- Self-Balancing Scooters (Hoverboards)
- Lighters (Gas, gasoline and Zippo-type lighters), Matches



What can you carry into the aircraft cabin?



Liquids

- Liquids, gels, creams, pastes and aerosols only in individual 100ml or smaller containers, which must be placed inside a transparent, reclosable 1-liter plastic bag.
- Only one bag is allowed per passenger.



Medications and special food (e.g. baby food)

- You must prove that they will be needed during the flight.
- They do not need to be placed inside a plastic bag, and the containers may be larger than 100 ml.



Duty-free articles

- Duty-free liquids purchased at airports or on board from airlines may be carried in a sealed duty-free bag together with the receipt (limited to one per passenger; may not be placed inside carry-on luggage).



Dangerous Goods

- Lithium-metal batteries containing up to 2 g of lithium and rechargeable lithium-ion batteries with up to 100 watt-hours
- E-Cigarettes
- Powerbanks
- Gas lighters/Matches (limited to one per passenger; may not be placed inside carry-on luggage)



Not allowed

- *Dangerous items* (Sharp or pointed items with blades up to 6 cm long)
- *Sports equipment* (golf clubs, ski poles, baseball bats etc.)
- *Weapons* (including components and imitations such as play weapons)

For information on exceptions and possibilities for transporting other items or hazardous substances, please contact your airline or visit www.frankfurt-airport.com.

Relaxed Transfers



- You'll find information on your *onward flight* on the monitors at the arrival gate. Follow the *signs* to the indicated pier and gate and take the displayed walking times into account.
- You can obtain a *boarding pass* for your connecting flight (in case you don't already have one) at your airline's transfer counters (in Terminal 1 only), at the information counter at your departure gate, or (in the pre-security part of the terminal) at your airline's check-in counter.

Baggage and security checks

- In most cases, your checked luggage will be automatically forwarded to your final destination. If not, you must collect it at the baggage claim and then recheck it.
- Depending on where you have arrived from and your final destination, you may have to clear another *security and/or passport check*.
- If you do any *duty-free shopping*, please follow the rules on carry-on items.

Service Highlights



Baggage wrapping

T1 and **T2** at the luggage storage facilities in T1 and T2 and at the mobile luggage plastic wrapping stations in Concourses B and D

Chapels and Prayer Rooms

T1 and **T2** To find the worshipping rooms for Christians, Jews and Muslims, consult the FRA App, the airport website, or an information kiosk.

Free use of strollers

T1, Service Point in public area B and Information 10 in transit area B

T2, Service Point between areas D and E

Gaming Worlds

T1, near Gate A52 and Z56

T2, near Gate D23

Leisure zones

T1, at Gate A26, A50, B20, B43 and Z11

T2, at Gate D1 und E2

Lost & Found

T1, area A, level 0, Airport City Mall

Luxx Lounge

T1, public area C, level 3

Movie Worlds

T1, near Gate A58, Z58 and B42

My Airport Guide

Guide and porter services can be booked at: <https://serviceshop.flughafen-frankfurt.de/en> or +49 69 690-25200

MY CLOUD Transit Hotel

T1, at Gate Z25

Pharmacy

T1, area B, level 2, Shopping Boulevard and near Gate Z13

T2, area D/E, level 3, Shopping Plaza

Play areas

T1, near Gate A50, Z24, Z50, B22 and C16

T2, at Gate D1, E4 and in the public area at McDonalds

Quiet Room

T1, at Gate Z11

Rooftop open air deck

T1, Located above Gate B42

SkyLounge

T2, at Gate D8

Yoga rooms

T1, at C14-16 / **T2**, at D1-4

FRA App



For help finding services, you can also use the navigation function of the FRA App.

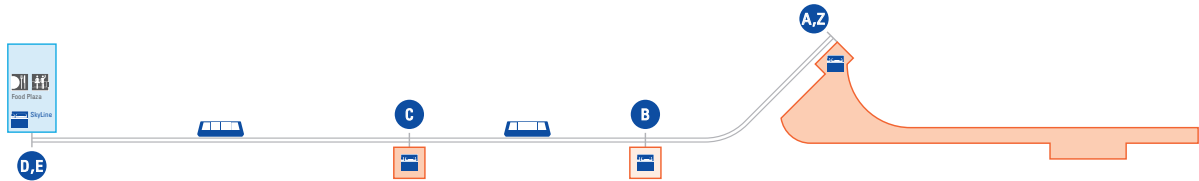
Shopping & Dining Guide

Your overview of all shops, restaurants, and services at Frankfurt Airport. You can get a printed copy at any of the brochure stands around the airport.

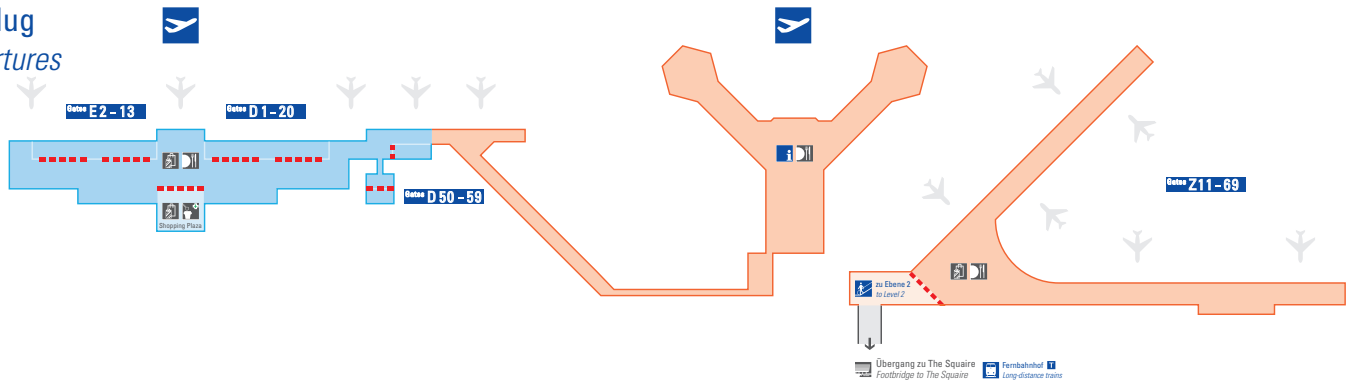




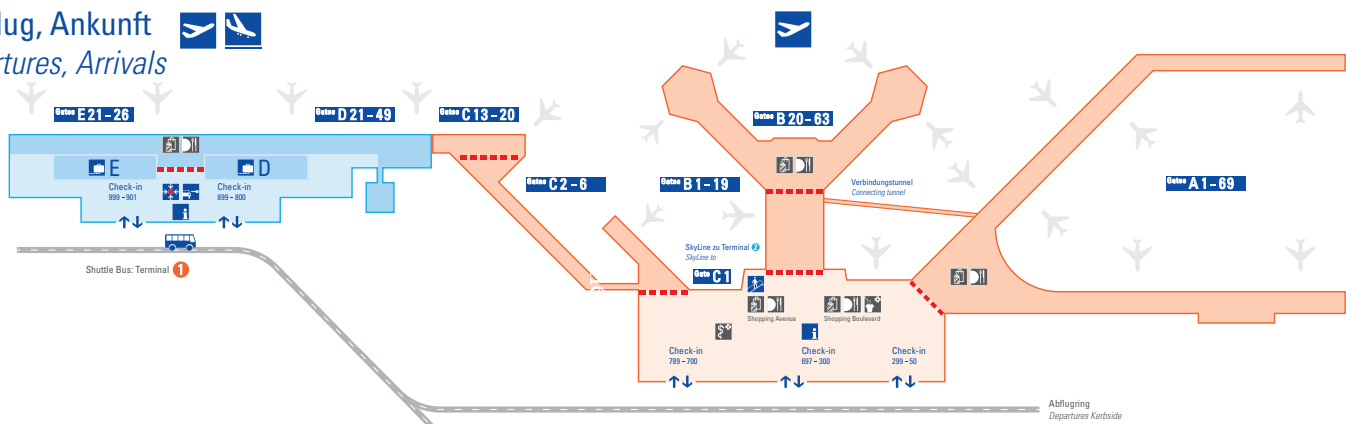
Ebene 4 SkyLine
Level 4



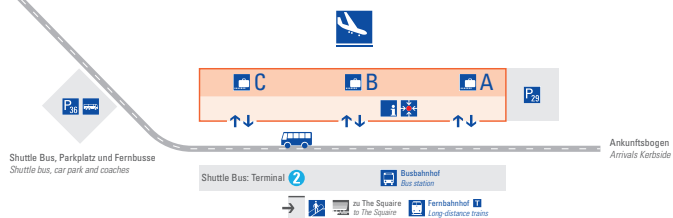
Ebene 3 Abflug
Level 3 Departures



Ebene 2 Abflug, Ankunft
Level 2 Departures, Arrivals



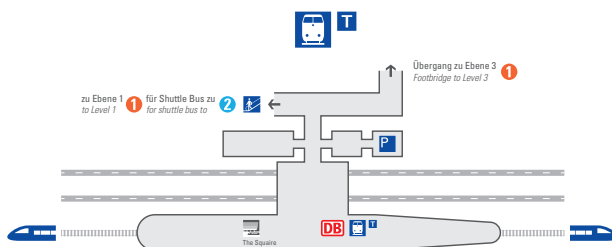
Ebene 1 Ankunft
Level 1 Arrivals



Ebene 0 Regionalbahnhof S1-3
Level 0 Regional trains S1-3



Fernbahnhof T4-7
Long-distance trains T4-7



Legende
Key

- Kontrollstellen
Border or security controls
- Terminal 1 Landseite
Terminal 1 landside
- Terminal 1 Luftseite
Terminal 1 airside
- Terminal 2 Landseite
Terminal 2 landside
- Terminal 2 Luftseite
Terminal 2 airside
- Gepäckausgabe
Baggage claim
- SkyLine
- Information
- Treffpunkt
Meeting point
- Parken
Car park
- Mietwagen
Car rental
- Busbahnhof
Bus station
- Fernbusse
Coaches
- Bahnhof
Train station
- Fernbahnhof
Long-distance trains
- S Regionalbahnhof
Regional trains
- DB DB Service Center
- Medizinische Dienste
Medical services
- Apotheke
Pharmacy
- Fundbüro
Lost & found
- Restaurants
- Besucherterrasse
Visitor's terrace
- Shopping
- The Square

Useful Contact Data

Fraport Communication Center

You can obtain general information and information on flights at

Phone: +49 180-6 FRAINFO

[+49 180 6372-4636]*

Lost & Found, Phone: +49 69 690-66359

Police, Phone: +49 69 755-11900

Emergencies/medical care

If you have an acute emergency, call 112 from any public phone inside the airport or +49 69 690-112 from a cell or external phone.

Airport clinic, emergency medical facility, vaccinations for travelers

Phone: +49 69 690-66767

Information at: www.fraport.com/airport-clinic

Terminal 1, arrivals level

Christian Social Service for Passengers

Support for all passengers in need

Terminal 1 C, opposite of entrance 8, room 200.2039 & 2029

Phone: +49 69 690-50201 or - 47131

Social Media,    

Internet, frankfurt-airport.com

Fraport AG

Frankfurt Airport Services Worldwide

60547 Frankfurt am Main

info@fraport.de

www.frankfurt-airport.com

* €0.20 per call from a German landline phone; up to €0.60 per call from a German mobile phone



Get the free
Airport App

