



Edition January 31, 2023



Hints and Tips

*for IATA-Training delivered
in cooperation with Fraport AG*





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Please let us know, if you're missing any subjects.
Your feedback is always appreciated! 😊





Great to have 
★ ★ ★ ★ ★ YOU here!

Preface

*Please read this information
before leaving your country.*

Dear Participant,

We are very happy that you decided to attend this IATA Training seminar, which is conducted in a long-standing and proven partnership with Fraport, the owner and operator of Frankfurt Airport!

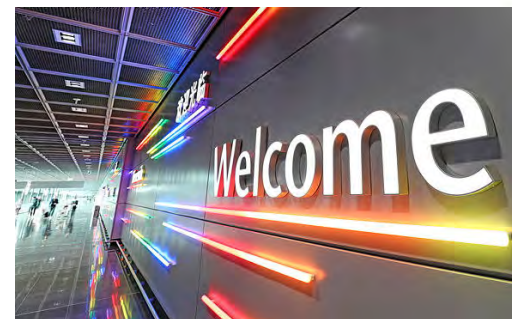
Please be assured that we are really appreciating your backing, especially after more than 2 ½ years, during which the aviation sector was hit extremely hard by the unprecedented and dramatic impacts resulting from the worldwide spread of COVID-19. We strongly believe that in a time, where recruitment of new staff has become an increasing challenge in our industry, the requirement to keep your own skills up-to-date with the latest changes, trends and developments has become more important than ever before. We therefore thank you in advance for your trust in our joint training program and that you make us part of your next career step!

“If you stop getting better, you’ve stopped being good.” (Philip Rosenthal, German entrepreneur and politician)



Local contacts

Please read this information before leaving your country.

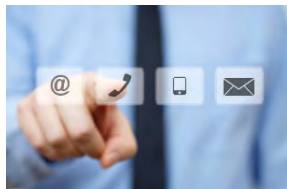


Both, IATA and Fraport's Local Training Coordinators (LTCs) have compiled some information about Frankfurt which hopefully will assist in making the upcoming course visit as easy and convenient as possible for you.

If you need further information, feel free to contact your Fraport LTCs in advance !!

Please note that this brochure does not replace any other publication about Frankfurt International Airport and/or the city of Frankfurt am Main.

If you have any suggestions for improving this brochure or updating any of its contents, please do not hesitate to contact us.



→ a.brynecki@fraport.de / +49 (0)69 690 – 78247

→ e.franke01@fraport.de / +49 (0)69 690 – 71103



COVID-19 / “Coronavirus”

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Status quo

Although the COVID-19 pandemic in Germany has not yet been officially declared "over" by the Federal Government, preparations for ending its designation as an emergency are well advanced. With the progressive immunization of a large part of the German population, most of the restrictions in place during the pandemic have been gradually lifted. Instead, the Federal Government is placing greater emphasis on the personal responsibility of each individual. This appeal to sensible behavior applies in particular to any potential contact with (high-)risk individuals.

On the following pages we compiled some general guidelines for conduct in public.
Please read all of them carefully!

All information provided in this brochure reflect the status quo as of January 2023.

Disclaimer:

Fraport will not assume any responsibility as to the correctness or validity of a specific information mentioned in this brochure. In addition, Fraport also disclaims any liability for information provided and/or damages or injuries derived from those information. This especially applies to regulations implemented and published by the Federal Government and/or by Federal State authorities in their efforts to fight the COVID-19 pandemic.



COVID-19 / “Coronavirus”

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General information (1)

Even though there are currently no indications of a renewed spread of dangerous viral mutations, thorough preparation for travel is essential these days. Applicable rules and regulations can depend to a large extent on local infection trends. **Please also take note that they may change at very short notice.**

Hence before travelling, we strongly encourage you to obtain the latest information on the website of the Federal Foreign Office.

→ <https://www.auswaertiges-amt.de/en/coronavirus/2317268>

“COVID 19: Entry regulations / Entry restrictions in Germany”



COVID-19 / “Coronavirus”

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General information (2)

Please note that travelers to the Federal Republic of Germany from so-called high-risk areas or areas of variants of concerns may be required to submit a test result before entry and undergo random testing after entry. **Classification as a risk area may change at very short notice!**

The Federal Ministry of Health has therefore compiled extensive information on the corresponding “Ordinance on Coronavirus Entry Regulations”:

→ <https://www.bundesgesundheitsministerium.de/en/service/gesetze-und-verordnungen/guv-19-lp/coronavirus-einreiseverordnung.html>

In addition, we also recommend to have a look on the following website for existing travel and safety advisories by the Federal Foreign Office:

→ <https://www.bundesregierung.de/breg-de/themen/coronavirus/faq-travel-1939244>



COVID-19 / “Coronavirus”

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General rules of conduct in Germany (1)

In general, the following protective measures apply nationwide to certain areas of everyday life:

- Access to hospitals and other healthcare facilities requires the wearing of **FFP2- masks** and **mandatory testing**.
- Wearing an **FFP2-mask** is mandatory for patients and visitors in doctors' offices, dialysis facilities and other healthcare facilities.
- Since February 02nd, 2023 **FFP2-masks** are not needed any longer when travelling on long-distance trains and public transportation.

We encourage you to behave in such a way that you do not expose yourself and others to an unreasonable risk of infection. Please always follow the general recommendations for (hand) hygiene and for wearing a medical mask on your own responsibility, especially in closed rooms and in crowded areas.



COVID-19 / “Coronavirus”

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General rules of conduct in Germany (2)

- In many medical facilities (i.e. doctor’s offices, emergency rooms etc.) entrance is only permitted after prior registration (either by phone or by e-mail). If this is not possible – for whatever reason – please ring the bell and wait until a staff member shows up and explicitly allows you to step inside. It goes without saying that wearing a certified **FFP-2 mask** is mandatory in these premises.
- Please always try to keep the minimum distance of 1,5 meters from other persons (often indicated by respective markings on the floor), especially when queuing somewhere (e.g. in front of a cashier) or when approaching busy areas of the city.
- If you feel the sneeze or cough reflex, please either use a paper tissue (which you dispose of properly later) or – if not on hand – sneeze or cough into the crook of your arm. **Avoid sneezing or coughing into the palm of your hand!**



COVID-19 / “Coronavirus”

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General rules of conduct in Germany (3)

In the event of local need or rapid deterioration of the viral load, the federal states may also adopt more extensive regulations to ensure the proper functioning of the health care system or other critical infrastructure. These may include ...

Mandatory wearing of masks (Level 1):

- on public transportation
- in indoor areas accessible to the public. This also applies to the areas of culture, sports, leisure and gastronomy. All persons who have proof of testing are exempt from the mask requirement. However, states may extend this exemption also to persons who can demonstrate that they are newly vaccinated (“boosted”) or recovered.

Please note, violations may be subject to severe penalties (up to 250,00 €) imposed by the regulatory authorities. **We therefore strongly recommend that you always carry a FFP-2 mask and/or your latest proof of vaccination with you.**



COVID-19 / “Coronavirus”

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General rules of conduct in Germany (4)

If a state legislature determines that there is a specific threat to the functioning of the health care system or other critical infrastructure for the entire state or a specific region, further measures may be ordered. These may include ...

Mandatory wearing of FFP2-masks (Level 2):

- at outdoor events if a minimum distance of 1.5 meters cannot be maintained.
- enforcement of distance requirement and upper limit of persons at indoor events open to the public.
- obligation to draw up hygiene concepts for wholesale and retail trade, businesses, facilities, trades, events in the leisure, cultural and sports sectors.

Again please note, violations may be subject to severe penalties (up to 250,00 €) imposed by the regulatory authorities. **We therefore strongly recommend that you always carry a FFP2-mask and/or your latest proof of vaccination with you.**



COVID-19 / “Coronavirus”

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Additional source of information for current COVID-related rules in Germany

The introduction of new restrictions, the tightening of regulations, or the endless adjustments during the COVID pandemic have affected the daily lives of almost everyone. The following website provides an easy-to-understand and clear overview of the latest developments in Germany.

→ <https://handbookgermany.de/en/live/coronavirus/coronavirus-general-info.html>

A repeated look at this website is highly recommended. All information contained is kept-up to-date and carefully checked for accuracy and relevance to avoid any misinformation.





Germany at a glance (1)

Please read this information before leaving your country.



Entry requirements



Germany is part of the so-called “Schengen” area. To enter Germany, you must hold a passport which is valid for at least four months from your date of arrival. For citizens of EU-countries a valid identity card will do.

Visa

EU citizens do not require a visa. Citizens of all other countries will generally need a visa, except for a number of countries for which the European Community has abolished the visa requirement. Citizens of these countries do not need a visa if their visit does not exceed three months in a six-month period.

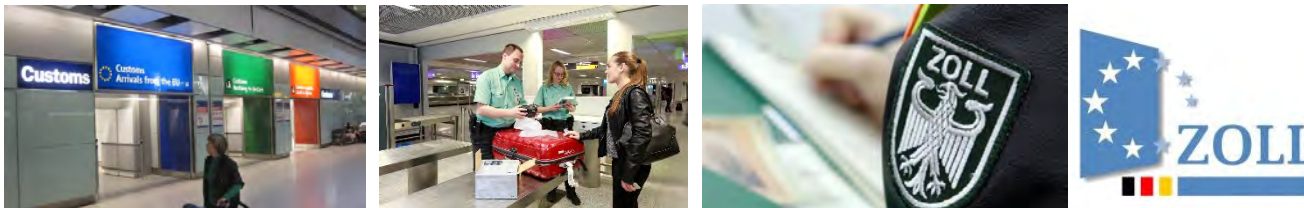


Germany at a glance (2)

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Customs



For goods from other EU countries no duties have to be paid as long as you carry them with you and they are intended for your own personal use.

Goods imported into Germany from a non-EU country are exempt from tax up to a total value of 300,00 € (respectively 430,00 € for air/sea travelers). Some restrictions apply for specific commodities such as tobacco, alcoholic beverages and perfumes.

For additional information, feel free to access the following website:

→ http://www.zoll.de/EN/Private-individuals/Travel/travel_node.html

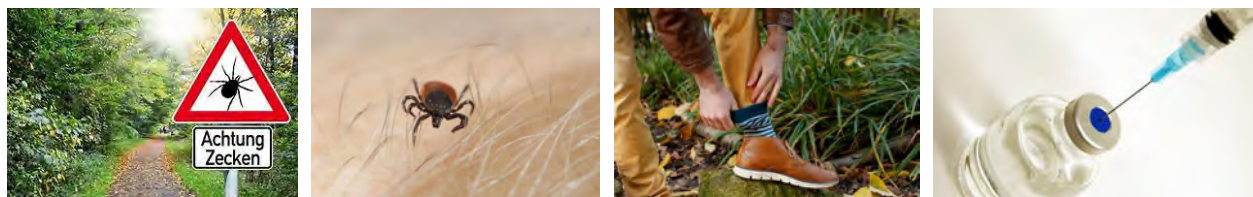


Germany at a glance (3)

Please read this information before leaving your country.



Vaccinations



In general, **no vaccinations** are required for your entry into Germany. However, between spring and autumn there is an increased risk of contracting illnesses caused by ticks, such as Lyme disease and tick-borne encephalitis (TBE). The best protection is to wear clothing that covers as much of the skin as possible.

The areas of highest risk are to be found within the Federal states of Bavaria and Baden-Württemberg, as well as in certain regions within Hesse (the Federal State where Frankfurt is located), Rhineland-Palatinate and Thuringia. TBE vaccinations are highly recommended if you intend to spend a lot of time with outdoor-activities.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. See the respective pages of this brochure.

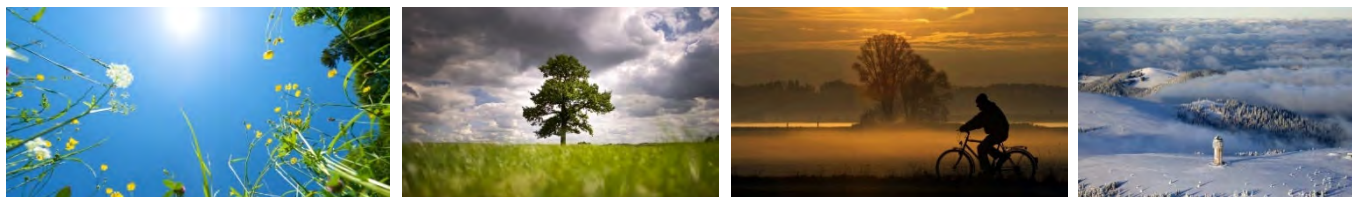


Germany at a glance (4)

*Please read this information
before leaving your country.*



Climate



Most parts of Germany have a **temperate continental climate** with cold winters with average daily temperatures around 0 °C or slightly above and warm summers with maximum temperatures between 27 and 32 °C in July and August. Extreme temperature fluctuations are rare, but do occur from time to time. Rain usually falls throughout the year.

When getting ready for your trip and choosing your apparel, we recommend to always bring along a sweater or waterproof jacket as well as sturdy shoes. You can't go wrong with a pair of sneakers either.



Germany at a glance (5)

Please read this information before leaving your country.



Language and lifestyle



In addition to "standard German", there are a variety of regional accents and dialects. Germans are quite fluent in English, especially if they work in the service sector. Young people may even speak other foreign languages, so participants in IATA trainings should not usually have major communication problems.

Life in Germany is characterized by a great variety of cultural influences. In general, you will notice a modern and cosmopolitan mindset. Germans love to meet and celebrate, whether in traditional style during carnival time, at regional wine festivals, or when attending one of the many music festivals that are taking place during the year. Sharing good food with friends is also a common pastime.



Your arrival at Frankfurt Welcome Center



Information material

When you arrive at Frankfurt Airport, you can stop by the **Welcome Center** in Arrivals Hall B of Terminal 1 and pick up a free copy of the following brochures:

- City Map of Frankfurt / City Guides
- Proposals for sightseeing tours in/around the area
- Public Transport Network (“RMV”)
- Phone cards
- “Frankfurt Card” urban explorers program



Business hours:



IATA Training Teams and Fraport’s Training Coordinators wish you a successful and enjoyable stay!



Hotel accommodation

Where to stay at Frankfurt Airport



After your course, relax in one of our quality-approved hotels, many of which are located in close proximity to your training venue. Whatever your budget allows, you will find the right accommodation at Frankfurt Airport. The hotels either have direct access to Terminal 1 (just a seven-minute walk from Gate 3/"Tor 3") or they provide a regular (free-of-charge) bus-shuttle allowing for an easy and punctual arrival at your training location in the morning.

However, to get the best price, we strongly recommend that you make your hotel booking as early as possible, at the latest when your participation in the course has been officially confirmed and the invitation has been sent to you by e-mail.

Since Frankfurt is well known as a trade fair city, hotel rooms – even those located at or nearby the airport – tend to sell out quickly!

Have a look at the following link for an overview of the options available:

→ <https://www.frankfurt-airport.com/en/services/hotels.html>



Hotel shuttles

How to get to your hotel



Many hotels in the vicinity of Frankfurt Airport offer a direct connection to the airport. The bus stops at the airport are signposted.

Bus stops for hotel shuttles are located ...

- ... → in front of Terminal 1, Level 1 (Arrival) between Exit 5 and 6, respectively
- ... → in front of Terminal 2, Level 2 (Arrival) between Exit 8 and 9.



ACHAT Comfort Airport Frankfurt

Hampton by Hilton Frankfurt Airport

Holiday Inn Frankfurt Airport

Ibis Hotel Frankfurt Airport

IntercityHotel Frankfurt Airport

Mercure Frankfurt Airport Langen

NH Frankfurt Airport

NH Frankfurt Airport West

Steigenberger Airport Hotel

Styles Hotel Frankfurt Airport



Etiquette

Tipping policies



Hotels

Throughout Germany, tipping is expected when you stay in a hotel. The following applies as a rule of thumb:

If you receive above average service, you should give your porter between €2.00 and €3.00 per bag.

Your housekeeper should receive between 2,00 € and 4,00 € Euros per night. The tip can either be presented in person or left on the nightstand.

If your concierge provides excellent service, you can tip up to €5.00 or even €10.00 in exceptional cases.



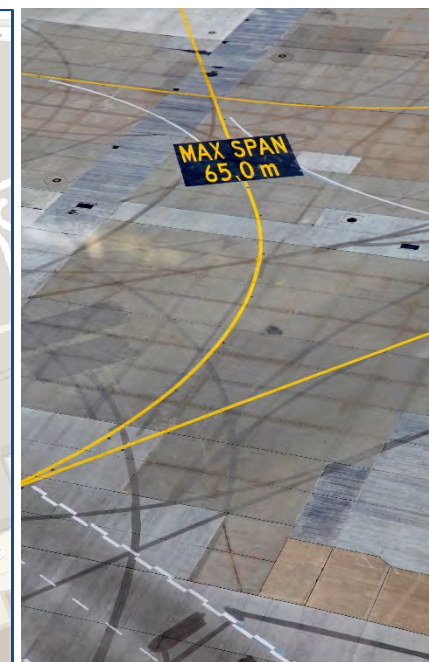
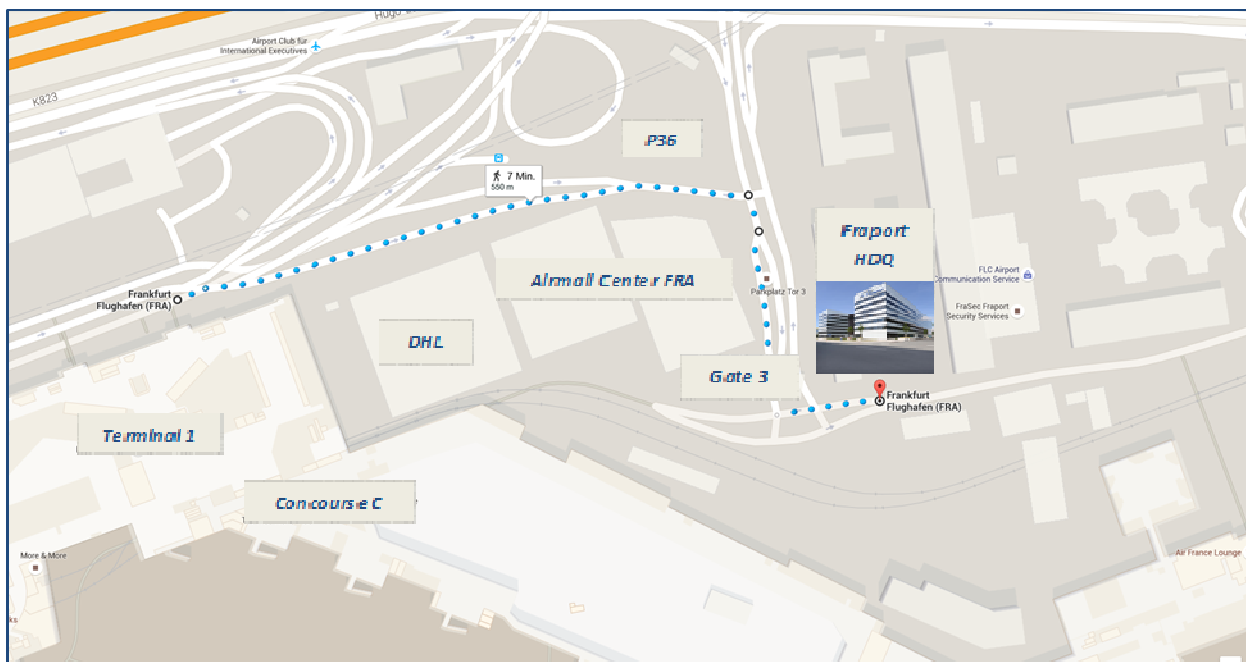


Location of training facilities

Plan overview



Fraport Headquarters (HDQ)



Detailed instructions on how to get to the Fraport training facility applicable to your specific IATA course were sent to you along with your course invitation.



COVID-19 / “Coronavirus”

Behavioral recommendations



Currently, there are no particular regulations in place when you are visiting our training facilities during your course. However, we ask you to behave in such a way that you do not expose yourself and your fellow students to an unreasonable risk of infection. Please always follow the general recommendations for (hand) hygiene and for wearing a medical mask on your own responsibility, especially in closed rooms and in crowded areas. In other words: Use your common sense!





COVID-19 / “Coronavirus” Safety Stations



If you run out of certified face masks (FFP-2 mask or surgical mask), hand disinfectant or disinfectant gel, two specially converted vending machines are available in Terminal 1 to supply you with these protective items.

They are located in prominent locations in Terminal 1, in Departure Hall B and in the connecting corridor between Departure Halls B and C (near "Coffee Fellows" and "Relay").

These "Safety Stations" accept cash payments in € as well as major credit cards and Apple Pay.

Note:

Various stores at the airport also sell protective masks, disinfectant gels and disinfectant wipes.





COVID-19 / “Coronavirus”

In case of symptoms ... (1.)

Typical symptoms include:

- Fever or chills
- Cough
- Shortness of breath or difficulty breathing
- Fatigue
- Muscle or body aches
- Headache
- New loss of taste or smell
- Sore throat
- Congestion or runny nose
- Nausea or vomiting
- Diarrhea

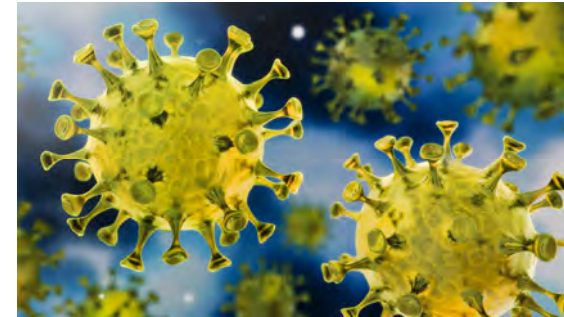
Please note that this list does not cover all potential symptoms!





COVID-19 / “Coronavirus”

In case of symptoms ... (2.)



Recommended procedure for suspected cases

If you show any symptoms which might indicate a potential COVID-19 infection...

- PLEASE do not show up for the training anymore!
- Isolate yourself immediately (i.e. stay in your hotel room and do not leave it)!
- Ask for medical assistance (i.e. contact Fraport’s → **Medical Center**).



On duty 24/7

Phone: +49 (0) 69 – 690 66767

E-Mail: med-Aufnahme@fraport.de

- Alternatively, you can also contact the **medical on-call service**. It is available throughout Germany day and night by dialing **#116 117**.
- Inform the IATA Trainer and/or one of Fraport’s LTCs.



COVID-19 / “Coronavirus”

In case of symptoms ... (3.)



COVID-19 Testing facilities


If you show any symptoms which might indicate a potential COVID-19 infection during your stay, there are currently two public testing facilities available right in the heart of Frankfurt. Please note however that a pre-registration required!

- Covid-19 Testcenter Frankfurt, Hauptwache, B-Ebene 25
- Covid-19 Testcenter Frankfurt, Konstablerwache, Zeil 48



Both locations are easily accessible by using the suburban trains (“S-Bahn”) from the subway station at Frankfurt Airport, Terminal 1.

For further information, please see → <https://www.corona-testcenter-frankfurt.de>

The testing facilities of  EcoCare in T1 and T2 may only be used by arriving or departing passengers!



Fraport training facilities

General Information (1)



Procedure upon arrival

When you arrive at Fraport headquarters, please go to the INFO desk. Our staff will provide you with further information about the designated training room and how to get there. As a rule, the venue is located on the ground floor of the building.

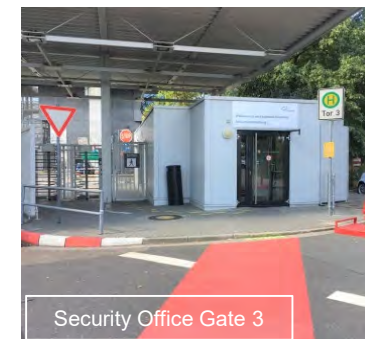
Cash withdrawal

If you run out of money, there is an ATM next to the entrance to the "FRABar". You can withdraw money with debit or credit cards. Please note that depending on your bank's regulations, additional charges may apply. .

Security advice

Please make sure that you wear your airport identification card at all times clearly visible. Strictly adhere to this rule, especially when entering non-public airport areas.

At the end of the course do not forget to return your badge to Fraport's LTC!





Fraport training facilities

General Information (2)



Smoking policy

Unfortunately you may not smoke anywhere in the building. However, smoking is permitted in designated areas of the patio, including the shelter.

Storage of luggage

It is possible to deposit/store your luggage in the classroom. However, please note that Fraport is not liable for any damage or loss of items if you leave your personal belongings unattended (e.g. during lunch break).

Wireless internet access

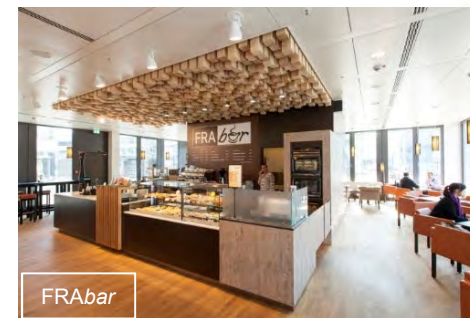
You can log into the WLAN network "airport-frankfurt" and surf the Internet free of charge via T-online.





Catering

Food, refreshments & beverages



Training rooms

During the morning and afternoon sessions, coffee, tea, water, juices and baskets of fruits or sweets are offered free of charge to all course participants.

FRAbar

This self-service cafeteria is located in the lobby of Fraport headquarters next to the main entrance. It offers a wide selection of specialty coffees in addition to delicious snacks (hot or cold) such as freshly prepared panini, crispy baguettes, muffins, donuts or fresh salads. Payment can be made in cash or by credit card.

For lunchtime we suggest to visit:

Fraport's Staff Restaurant, Building 164

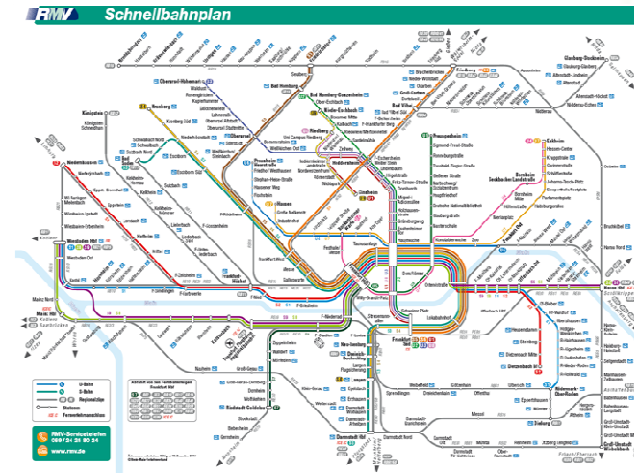
One of several catering facilities used by airport staff is located close to Fraport's Headquarters. At least three freshly prepared menus are offered daily (incl. halal dishes). Apart from that, an extensive salad bar, desserts and various fruits are available. **Please note that you can only pay for your meals with cash (€)!**



City information

How to get around (1)

Public transportation system Suburban trains (“S-Bahn”), Metro



Frankfurt has a very extensive and efficient public transportation system. Please make sure **to obtain a ticket before boarding**, either by using vending machines or the **RMVgo** app. As an indication, currently the following fares apply:

- FRA Airport - City center (oneway): 5,80 €
- FRA Airport - Day ticket (recommended): 11,30 €
- FRA Airport - Weekly pass: 28,10 €





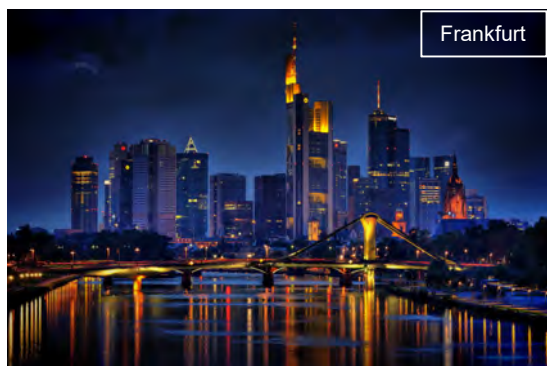
City information

How to get around (2)

Suburban Trains (“S-Bahn”), Metro

You can take lines **S8** and **S9** from the airport (regional railway station at T1) straight to the cities of Frankfurt am Main, Wiesbaden, Mainz, Offenbach, Mainz, Offenbach and Hanau.

A hint: If your course ends in the afternoon, the nearby cities of **Wiesbaden** and **Mainz** also offer many nice attractions you can discover during your leisure time.





City information

How to get around (3)

The fastest way from Frankfurt's central station ...

... to the airport:

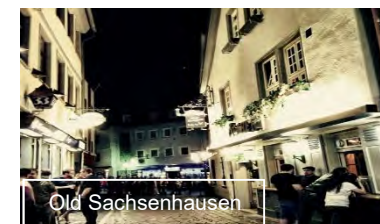
S8/S9 → Wiesbaden or Mainz to “**Frankfurt Flughafen Regionalbahnhof**” (Terminal 1). Travel time is approximately 13 minutes.

... to Sachsenhausen (Frankfurt's pub district):

S3/S4 → Darmstadt or Langen to “**Lokalbahnhof**”

S5/S6 → Frankfurt Süd to “**Lokalbahnhof**”

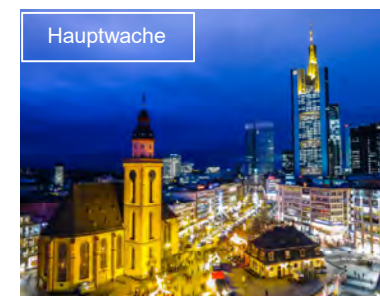
Travel time is approximately 8 minutes.



... to the “Zeil” (Frankfurt's main shopping district):

All S-Bahn lines (except for line S7) → Hanau, Rödermark, Ober-Roden, Dietzenbach, Offenbach, Frankfurt Süd or Darmstadt to station “**Hauptwache**”.

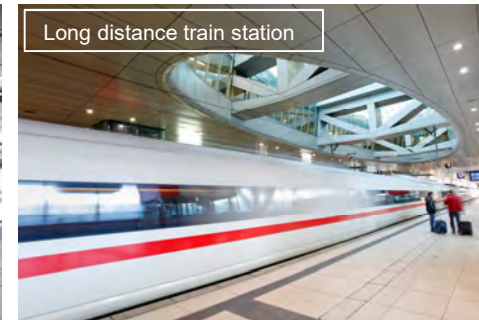
Travel time is approximately 3 minutes.





Travel information

How to get around (4)



Long-distance trains

Frankfurt Airport is perfectly integrated into the Deutsche Bahn ("DB") high-speed rail network. Every day, around 200 ICE- and IC-trains stop at the airport's long-distance train station, located just across from Terminal 1.

As an example, major German cities such as **Bonn**, **Cologne** or **Stuttgart** can be reached in just one hour's drive. A weekend trip to European metropolises such as **Brussels** and **Amsterdam** will not take you more than 3,5 hours.

Travel Centers and Service Points of "Deutsche Bahn (DB)" are located at both, the regional train station in Terminal1, Level 0 and in the patio of "THE SQUAIRE", which is directly connected to Terminal 1 via a pedestrian bridge. Business hours of the Travel Center are as follows:

| | |
|-----------|---------------------|
| MON – FRI | 07:00 am – 09:00 pm |
| SAT | 08:00 am – 06:00 pm |
| SUN | 07:00 am – 00:00 pm |



Travel information

How to get around (5)



Regional train station



Long-distance train station

In general, please note that **regional trains** serving the city of Frankfurt and the metropolitan area of Rhein-Main are leaving from the regional train station (→ **“Regionalbahnhof”**) located in Terminal 1, Level 0.

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



Whereas all **long distance trains** serving major cities in Germany and a few neighboring countries are departing from the long-distance trains station (→ **“Fernbahnhof”**) located across from Terminal 1. It is easily accessible via a pedestrian bridge which is linking the two buildings.

Fernbahnhof T4-7
 Long-distance trains T4-7





City information

Shopping suggestions



Downtown Frankfurt

The **Zeil** is Frankfurt's best-known shopping-mile. Located right in the heart of the city, you may find all kind of department stores, retail chains and specialty shops. Whether clothing or footwear, jewelry or consumer electronics, everything can be discovered at this vibrant spot.

Those with even more exclusive tastes, should visit **Goethestraße**. Here you will find everything from Armani to Versace: luxury labels and top designer brands from all over the world.



Shopping malls:

“MyZeil”
“Skyline Plaza”





City information

Opening hours



Downtown Frankfurt (cont.)

In general, the business hours of stores in Frankfurt are as follows:

MON – SAT 09:30 am – 08:00 pm.

SUN usually *CLOSED* (with only a few exceptions, e.g. souvenir stores).

However, please note that different rules may apply in certain locations, at certain times of the year (e.g. Christmas) or in certain stores. Therefore ...

... we strongly recommended to check the applicable opening hours in advance.





City information

Sightseeing

Frankfurt am Main (cont.)

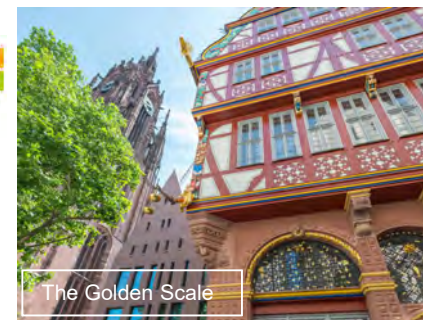
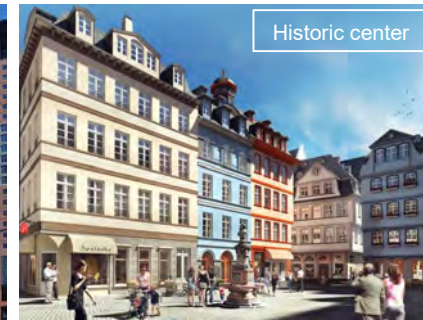
Since the city is a truly multi-cultural metropolis, there is a lot to see – even in a relatively short time.

Famous sights, museums, shopping miles and the large commercial center are not far from each other. The various districts and outskirts of Frankfurt offer many interesting locations to visit. They can easily be reached by using the dense and efficient network of the public transportation system (“RMV”).

A very useful website that provides a comprehensive overview of the sights worth visiting in Frankfurt is the following:

→ <https://www.frankfurt-tourismus.de/en/Discover-Experience/Points-of-Interest>

If you wish, your Fraport LTCs will be happy to help you with even more hints and suggestions on where to go in Frankfurt during your leisure time. Just ask them!





Etiquette

Seating & tipping



Restaurants

In restaurants you usually seat yourself. If you are a party of two sitting at a table which may accommodate up to four persons, don't be offended if another couple joins you. It may be considered kind of a strange behavior if you would refuse to let anyone sit next to you. On the other hand, it is also common to share a table with complete strangers, especially if the location is full and busy. Before doing so however, always point to the free seat and kindly ask whether "*...this seat is still available?*". In addition, look out for tables which are marked as '**Stammtisch**' because these are reserved for regulars.

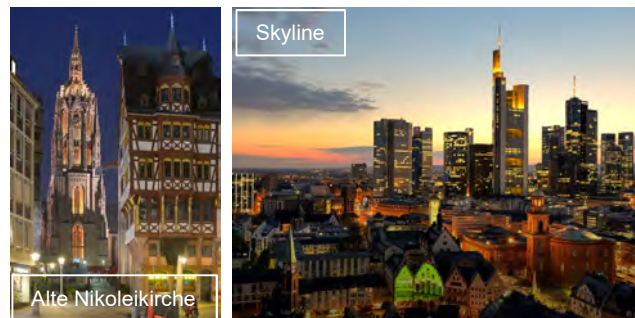
In most cases, water is not offered free of charge in restaurants and bars. In many locations, it is considered improper behavior to ask for tap water.

When you pay your bill, simply round up to the next Euro or add a few Euros (by rule of thumb 10% - max. 15% for truly exceptional service). **Do not exaggerate!**



City information

Places and attractions not to be missed



Here are a few **suggestions** of what to see and where to go in “Mainhattan”:



Venue

1. Alte Nikoleikirche
2. Dom (Cathedral)
3. Liebfrauenkirche
4. Goethehaus
5. Paulskirche
6. Römer/Historic Center
7. Alte Oper
8. Palmengarten
9. Zoologischer Garten
10. Banking District
11. “Maintower”
12. Museumsufer
13. Alt-Sachsenhausen



Location

- Am Römerberg
- Am Domplatz
- Liebfrauenberg
- Großer Hirschgraben
- Paulsplatz
- Römerberg
- Opernplatz
- Siesmayerstraße
- Alfred-Brehm-Platz
- Downtown
- Neue Mainzer Straße
- Schaumainkai
- Klappergasse



Category

- Churches
- Churches
- Churches
- Historic sights
- Historic sights
- Historic sights
- Arts & Culture
- Botanical Garden
- Zoo
- Architecture
- Observation Platform
- Museum District
- Pub District

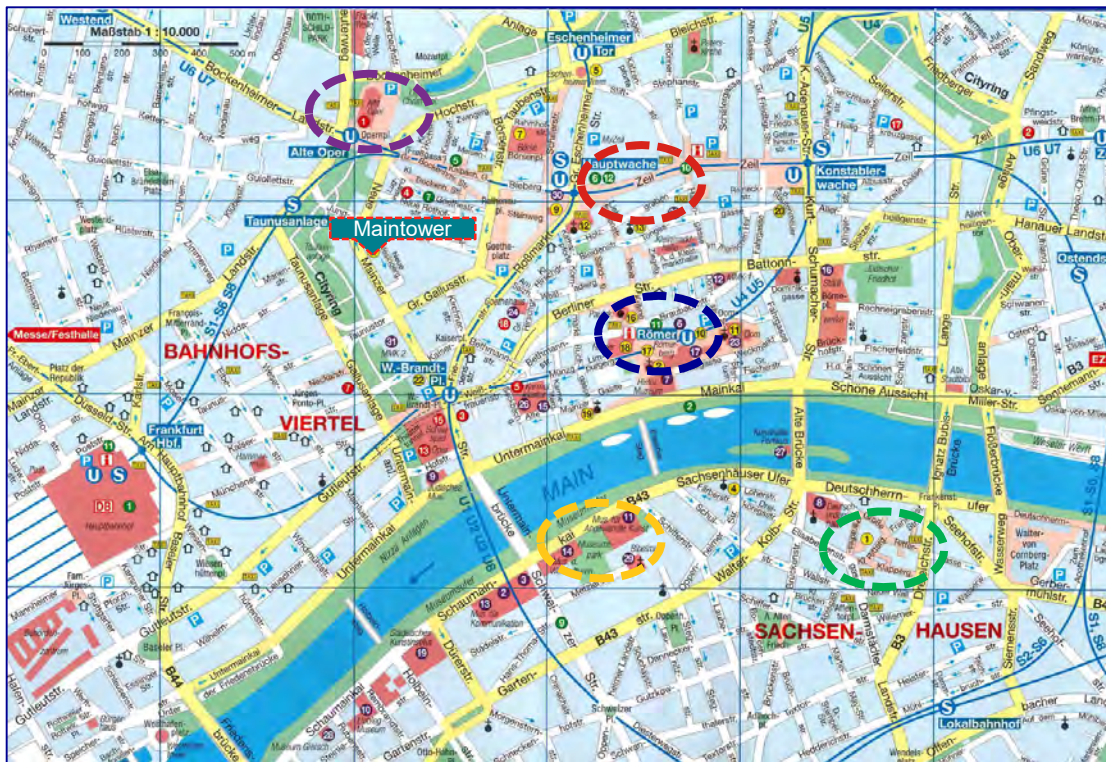


City information

Sightseeing



Map of Downtown Frankfurt



 Historic District

Tourist Information
 Römerberg 27
 MON – FRI
 09:30 am – 05:30 pm
 SAT – SUN
 09:30am – 04:00 pm

 Shopping District

 Pub District

 Museum District

 Old Opera House



City information

Restaurants – local specialties



Frankfurt am Main

Frankfurt is not exactly known for being one of the cities with lots of world-famous gourmet temples. And yet, the city offers a diverse gastronomic scene that should surprise even the most discerning visitor.

The population is certainly one of the most cosmopolitan to be found in Germany. Citizens from more than 170 different nations not only contribute with their specific cultural heritage to the truly international flair that makes Frankfurt so unique, but also enrich a predominantly simple and down-to-earth cuisine (local specialties include "**Frankfotter Grie Soß**" or "**Handkäs' mit Musik**") with flavors from all over the world. A typical drink that always goes well with these local dishes is the "**Stöffche im Gerippte**", a glass of the world-famous "**Äppelwoi**" (cider).

Still looking for some ideas on where to go for dinner? Then check out this page:
 → <https://www.timeout.com/frankfurt/restaurants/best-Frankfurt-restaurants>



General information

Emergencies (1)



First aid / Ambulance

Fraport's own Medical Center is considered as the central point of contact for all acute medical problems. It provides first aid and emergency care on a 24/7 basis*.
*(*including weekends and public holidays)*

Regular consultation hours are MON – FRI 07:00 am – 04:00 pm.

The **Medical Center** is located in Building 226 next to Terminal 1, Arrival Hall A.



For medical assistance, you can contact the Medical Center by phone:
+49 (0) 69 – 690 66767

For emergencies, please always dial:

112 from any telephone

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. See the respective pages of this brochure.



General information Emergencies (2)



Dentist

In case your teeth should suddenly cause you problems, you will also find a dental clinic located right at the airport:

**Zahngesundheit
am Flughafen**

Address: Frankfurt Airport Center (FAC), Level D4 (4.21)



Phone during business hours: +49 (0) 69 – 693469
Mobile outside business hours: +49 (0) 1805 – 607011
E-Mail: info@dentist-airport.com

**PRAXIS TOBIEN
und KOLLEGEN**

Business hours: MON – THU 08:00 am – 06:00 pm
FRI 08:00 am – 04:00 pm



General information

Emergencies (3)



Pharmacies

The **Metropolitan Pharmacy** operates three landside branches at the airport. One can be found at the “Shopping Boulevard” in **Terminal 1**, Departure Hall B, another one at the “Shopping Plaza” in **Terminal 2**, Departure Area D/E, Level 3, whereas the latest store has been set up at “THE SQUAIRE” West, Level 3.

Apart from common medicines, nutritional supplements are also available, as well as homeopathic items and first aid kits.

Please note that in Germany many drugs are only sold on prescription!

Business hours: Terminal 1 MON – SUN 06:30 am – 09:00 pm
Terminal 2/THE SQUAIRE MON – SUN 07:00 am – 09:00 pm

Phone: +49 (0) 69 – 695807 – 0
E-Mail: FRA@metropolitan-pharmacy.com



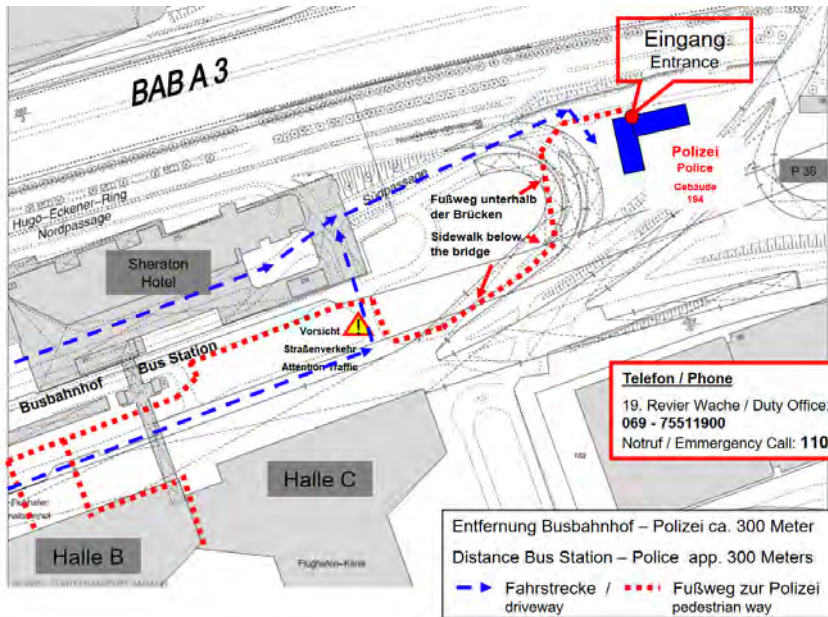
General information

Emergencies (4)



Police

The Police Headquarters of the city of Frankfurt maintains an official airport police station, which is located in walking distance from Terminal 1 (Building 194).



In case of emergencies, please dial:
110 from any telephone

If any assistance is needed, call 24/7:
Phone: +49 (0) 69 – 755 – 11900










General information

Overview of emergency numbers



- **What** has happened?
- **Who** is involved?
- **How** did it happen?
- **When** did it happen?
- **Where** did it happen?

| Service | Telephone |
|--|--|
| Police  | Tel: 110  |
| Fire Service  | Tel: 112 |
| Ambulance  | Tel: 112 |
| Non Emergency Medical – Doctor on Call  | Tel: 116 117 |
| Toxic Substance Emergency  | Tel: 192 40 |
| Pan-European emergency number  | Tel: 112 |



General information

Power supply



Electricity / Voltage

The electrical current used throughout Germany is 220 volts, alternating current (AC), 50 cycles. The sockets are of the standard European type (as shown in the pictures above).

If your plug doesn't fit an European socket, your hotel will most probably be able to borrow you an appropriate (travel) adapter. Just ask the receptionist on duty.



By the way, retailers of consumer electronics in the public areas of Terminal 1 are selling such devices as well.



Airport information

Services (1)

Postal services

A post office providing all “traditional” services is located within walking distance (about 300 meters east of Terminal1) in the International Postal Center (IPZ).

Business Hours: MON – FRI 08:00 am – 06:00 pm
SAT 08:00 am – 12:30 pm

Apart from that, there is an integrated post office, which is part of an official store for press products and books. It offers a comparable range of postal and banking



services to “Deutsche Post – DHL Group” and is easily accessible in the “Airport City Mall” next to the regional train station in Terminal 1, Level 0.

Business hours:
MON – SUN 09:00 am – 05:00 pm





Airport information

Services (2)



Banks and money exchange

Staffed branches of major financial institutions and currency exchange offices are located in Terminals 1 and 2. Please find the following selection of main providers:

- Deutsche Bank (incl. ATM facilities), Terminal 1, Airport City Mall, Hall B, Level 0
- Reisebank (incl. ATM facilities), Terminal 1, Arrival Hall A, Level 1
- Reisebank (incl. ATM facilities), Terminal 1, Departure Hall A, Level 2
- Reisebank (incl. ATM facilities), Terminal 2, Halls D & E, Level 2
- Travelex (incl. ATM facilities), Terminal 1, Departure & Arrival Halls B & C
- Travelex (incl. ATM facilities), Terminal 2, Hall E, Level 3

Business hours of banks are usually from 09:00 am until 04:00 pm but may vary slightly, depending on the branch. In comparison, exchange offices tend to be open between 06:00 am and 09:00 pm. ATM-facilities for a 24/7-use are either located close to the banks or evenly spread throughout the terminal buildings.



Airport information ***Services (3)***



Dry cleaning / Laundry

Euroclean offers reliable, fast dry cleaning and laundering services. If necessary, even a shoe repair or a tailoring can be arranged on short notice.

Premises are located in Terminal 1, “Airport City Mall”, Hall B, Level 0.



Business Hours:

| | |
|-----------|---------------------|
| MON – FRI | 09:00 am – 05:00 pm |
| SAT | 10:00 am – 03:00 pm |
| SUN | *CLOSED* |



Airport information

Services (4)



Baggage storage and shrink-wrapping services

Service Points for the left luggage services are available at the following locations:

Terminal 1, Arrival Hall B, (open 24/7)

Terminal 1, between Departure Hall B and Hall C, (open 08:45 am – 05:15 pm)

Terminal 2, Arrival Hall D, (open 08:45 am – 05:15 pm)

Not only can you temporarily store your bulky or heavy baggage, but you may also leave your heavy winter coats or important documents at the airport's designated storage facilities. For additional luggage protection during your trip, a fast shrink-wrapping service is offered.

During peak travel periods, you will find various mobile stations for this service near the check-in areas of Terminals 1 & 2 as well as next to the landside tax refund counters.



Airport information

Services (5)



Lost property

Since September 2021, Fraport and Lufthansa have joined their forces and are operating the “Lost and Found”- office together. It means that you will no longer have to worry about at which specific point of your journey or your stay at Frankfurt Airport you’ve lost an item. All of them are automatically brought to and stored at one central spot.

In case you’ve lost any personal belongings, just go and visit the office, located in Terminal 1, “Airport City Mall”, Hall A, Level 0. Please note that items found are only kept for a maximum period of three months before they will be auctioned off. Perishable products such as foodstuff are disposed of immediately.

Business Hours (office): MON – SUN 07:00 am – 05:00 pm
 Telephone inquiries*: +49 (0) 69 – 690 32600 (MON – SAT 08:00 am – 04:00 pm)

**You need to generate a lost item inquiry in advance, otherwise it will not be possible to help you over the phone.*



Airport information Services (6)



SIM cards

If you need a temporary German SIM card during your stay (and supposed you have a simlock-free cell phone), there are several shops where to buy one.

There is a multi-branded telecommunication store located in Terminal 1, Arrival Hall B, near to the main “**Meeting Point**”. Among the special services offered in the shop are repairs and fast charging of cell phones.

Business Hours: MON – FRI 09:00 am – 07:00 pm
 SAT 10:00 am – 06:00 pm
 SUN 11:00 am – 06:00 pm

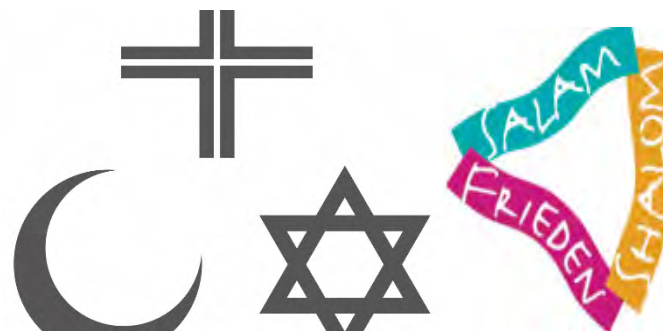
An “O₂”-shop can be found in the “**Samsung Store**”, in Terminal 1, Hall B, Level 0.

Business Hours: MON – FRI 09:00 am – 07:00 pm
 SAT – SUN 10:00 am – 05:00 pm



Airport information

Services (8)



Chapels and Prayer rooms

The airport provides chapel and prayer rooms in Terminal 1. They are located in the public area (before reaching security checkpoints) and are fairly easy to find.

The chapels of the Roman Catholic and Protestant airport missions can be found in Departure Hall B, Level 3 (→ Departure Gallery). The Catholic Chaplaincy celebrates a Holy Mass on a daily basis (at 09:00 am), whereas the Protestant Chaplaincy holds a prayer service on Fridays at 12:00 pm as well as meditative breaks and lunchtime concerts, usually on Wednesdays (Room 3038).

Just a few steps away, Muslims gather for the Jumu'ah or Friday prayers (Room 3014). During Ramadan, they also end their daily fast in these premises.

Facilities for the Jewish prayer services are located in Terminal 1, Departure Hall C, Room 2042 (across from the "Condor" check-in counters).



Airport information

VAT refund



Information

Most goods purchased within the European Union (EU) are subject to value-added tax (VAT). However, when leaving the EU you are entitled to reclaim the VAT. To do this, ask the dealer for a tax refund form at the time of payment.



The confirmation of export documents is done by customs.
Terminal 1, Departure Hall B, Counters 553-556
Terminal 2, Departure Hall D, opposite check-in counters



VAT payout operator "Global Blue":
Terminal 1, Departure Hall B, Counters 643-646
Terminal 2, Departure Hall D, opposite check-in counters



VAT payout operator "Planet Payment":
Terminal 1, Departure Hall B, Counters 647-651
Terminal 1, Departure Hall A



Airport information

Convenience stores (1)



Food / Groceries

- 1) The **REWE CITY** market is centrally located in “THE SQUAIRE”, an extensive shopping and business complex built on top of the ICE high-speed train station directly across from Terminal 1.

In addition to the usual assortment of a German supermarket, REWE CITY also offers an impressive variety of freshly prepared deli products, exotic fruits, chocolates and sweets for a demanding clientele.

A salad and pasta bar is likewise available, so that all customers can conveniently take their food to go.

Location: “THE SQUAIRE” West, Level 3
Business Hours: MON – SUN 07:00 am – 11:00 pm



Airport information

Convenience stores (2)



Food / Groceries

- 2) The latest addition to the vast offer of deli groceries available at Frankfurt Airport is **tegut QUARTIER**

Based on a completely new shopping concept, this store provides its clientele with fresh trendy meals and snacks. The range includes sandwiches and breads, sliced fruit, vegetable snacks with matching dips, snack trays, as well as freshly prepared juices, smoothies and meal trays either for consumption on site or to go. Fresh paninis, salad bowls and sushi complete the offer.

Location: Terminal 1, Airport City Mall, Hall C, Level 0
Business Hours: MON – SUN 06:00 am – 10:00 pm



Airport information

Convenience stores (3)

Food / Groceries



- 3) Within an approx. 15 minute walking-distance from Terminal 2 (or alternatively only a 2-minute train ride from Terminal 1 in the direction of Frankfurt Central Station), yet another **REWE Market** is offering its services. It is located in FRA's Airport City called "Gateway Gardens".

Highlights of this store include a vast selection of fruits, vegetables and fresh, local products. A salad bar is also available, allowing customers to take away lunch or dinner meals. In the fresh food section the assortment covers a wide range of dairy products, cheese and cold cuts.

Location: Gateway Gardens, Katherine-Stinson-Weg 3
Business Hours: MON – SAT 07:00 am – 10:00 pm
SUN *CLOSED*



Legal notice

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Fraport Ground Services

BVD-BL

Office: Gate 3, Building 181.6335

60547 Frankfurt am Main

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Gute Reise!



We make it happen