

## **Quick-start guide to online parking reservations:**

- 1.) **Visit our** website, [www.hamburg-airport.de](http://www.hamburg-airport.de) (Getting to the airport / Parking / Online parking space reservation) and follow the instructions there. Reservations are possible up to 48 hours before the commencement of parking.
- 2.) A one-off **registration** as a customer is necessary.
- 3.) Select your **period of travel**.
- 4.) You will be shown a list of **all available parking products**.
- 5.) If you have a voucher, enter the code when requested. If you don't have a voucher, you may request one on the website: (only available in the german language) An- und Abfahrt / Parken / Online-Parkplatzreservierung
- 6.) You may choose either **EC card or credit card** to pay for your reservation.
- 7.) Is the information you have provided correct? Do you agree to the Terms & Conditions? If so, you can make your reservation **binding**. You will **receive a confirmation of the booking by email immediately!**

## **The 10 most frequently asked questions**

### **Will I be assigned a fixed parking space?**

**No.** We guarantee you an available parking space within the multi-storey car park. You can use any free space.

### **Can I cancel a booking?**

The reservation can be cancelled up to **48 hours before parking** begins. After a successful cancellation, the prepaid parking fee will be refunded in full, minus the booking fee.

Cancellations are **only possible online**. To do so, log in again with your email address and password and go to the **bookings overview** page. Choose the booking you wish to cancel, click on "edit selected booking" and then on "cancel booking". Cancellation by email or telephone is not possible.

### **During the booking process, I am asked about a voucher code. Where can I get one and can I enter it later as well?**

If you do not have a voucher code from a travel agent or a promotional activity from Hamburg Airport, you can request a €5 voucher yourself. Right under the menu item "Online parking space reservation" (on the left of the Hamburg Airport website) you will find the section "Online reservation voucher". Request one here. The voucher code will be sent to you by email immediately. You cannot apply the voucher to a booking that has already been placed.

### **During the booking process, I get an error message about "enabling cookies". What do I have to do?**

Cookies must be activated in order to use the online parking space reservation system. This serves only to maintain the connection and thereby the security of your data. The cookie used will be deleted once you leave the online parking space reservation system. Because this is a security setting in your web browser, you will have to change the setting yourself. Please follow the instructions provided, depending on the web browser you are using, or use your browser's help function (search term: enabling cookies). Alternatively, we recommend you place your booking using the FIREFOX web browser.

### **Why are the Holiday Car Parks P8 and P9 not listed?**

There is a minimum parking period of 5 days for the reservations in the Holiday Car Parks. You can, of course, use the Holiday Car Parks without an online reservation, in which case there is no minimum parking period.

### **Is the information that I enter secure?**

A secure SSL data connection is used when you make a parking space reservation. To confirm the security of your data, both the start and payment pages include the HTTPS seal.

Because the Online Parking Space Reservation System is integrated into Hamburg Airport's website, the individual pages (e.g. product selection, payment) are not shown in the URL field.

The payment for your parking space reservation is processed by our service provider using the ParkPay system, which has a PCI certification. For more information on PCI, visit the following web page: <https://www.pcisecuritystandards.org/index.shtml>

### **I would like to fly tomorrow, why can't I select tomorrow's date?**

There is a cut-off point for online parking reservations of 48 hours. The first possible date for a booking to begin is shown in the date selector.

### **I have a different credit card to the one I nominated when I made the booking.**

\* If you still have the old credit card, please use it when entering and, later, at the exit.

\* If you have a **new credit card** (with new 16-digit number), then press the call button at the entry barrier (please make sure you don't press the ticket button). Provide the customer service officer who answers the call with your name and booking number, and explain that you don't have your old credit card with you. The barrier will then be opened for you. You will need to follow the same procedure when leaving.

### **What happens if I cannot stick to the parking period booked and have to enter or exit the car park earlier or later than planned?**

The parking products have been put together so that this situation is not a problem. Depending on the product, entering and exiting earlier or later is possible.

#### 1.) You enter earlier than booked

Depending on the type of booking, you can begin parking up to 24 hours before the planned entry time. A fee may be charged, depending on the type of booking. For further information, consult the "more information" page at product selection or read the second page of your booking confirmation.

#### 2.) You enter later than booked

Your reservation will be kept open for up to 24 hours. With no additional costs.

#### 3.) You leave earlier than booked

There are no restrictions on leaving the car park early. The prepaid parking fee will not be refunded.

#### 4.) You leave later than booked

Do you want to extend your parking reservation by up to 7 days? No problem. Just use your EC or credit card at the exit barrier. The surcharge

will automatically be charged to your EC or credit card. A fee may be charged, depending on the type of booking. For further information, consult the "more information" page at product selection or read the second page of your booking confirmation.

**I entered the wrong vehicle registration number when I made the booking / I want to use the booking with a different vehicle. What do I have to do?**

The vehicle registration number entered when you place a booking is voluntary information. You do not need to change your booking because of a different vehicle registration number.

## General questions on reservations:

**How can I reserve a parking space?**

Reservations can **only be made via the internet**. Reservations made by post, fax, email or telephone can not be processed.

**How far in advance do I need to reserve a parking space?**

You must make your reservation at least **48 hours** in advance.

**Which parking spaces may be reserved?**

**Depending on the season, various parking products** are available for booking. The available parking products for the **dates of travel** will be displayed, sorted **by car park**. The service can only be used when there are enough parking spaces available.

**I want to place two reservations for the same period!**

It is, of course, possible to place further reservations for the same period, e.g. for other people travelling with you but coming to the airport in their own vehicle. You need to place a new booking for each vehicle. Please make sure that a different entry identification is chosen for the new booking, e.g. a different EC or credit card.

**Why is the car park I want to use not available for booking during my trip?**

Depending on the **season, various parking products** are offered for reservation online. A **predetermined quota** of parking spaces are allotted for booking. If a car park is **not available during** your journey, or if the **allocated spaces are already booked**, then **no bookings can be made** for that car park. This also applies to products subject to a specific **advance booking requirement**. If the **advance booking requirement is not met**, a reservation is not possible.

**What happens, if I do not make use of a reservation?**

Bookings are kept open for a **maximum of 24 hours** after the arrival time specified with the booking; after this period, the booking expires. The parking fee paid will be refunded after deducting the booking fee and a processing fee. We therefore recommend that you cancel the booking. Cancellations are possible up to 48 hours before the commencement of parking. For further information on cancelling a booking, see the "10 most frequently asked questions."

**Is it possible to change my booking?**

**No**, a booking cannot be changed. If you have to enter or leave earlier or later than planned, a change or cancellations is in most cases not necessary. For further information on entering or leaving earlier or later than planned, consult the "more information" page at product selection or read the second page of your booking confirmation. If, however, the specified times cannot be kept, you will need to cancel the booking and make a new one.

**Can I cancel a booking?**

The reservation can be cancelled up to **48 hours before parking** begins. After a successful cancellation, the prepaid parking fee will be refunded in full, minus the booking fee.

Cancellations are **only possible online**. To do so, log in again with your email address and password and go to the bookings overview page. Choose the booking you wish to cancel, click on "edit selected booking" and then on "cancel booking". Cancellation by email or telephone is not possible.

## **System questions during the booking:**

**I am getting an error message about "allowing cookies". What do I have to do?**

Cookies must be activated in order to use the online parking space reservation system. This serves only to maintain the connection and thereby the security of your data. The cookie used will be deleted once you leave the online parking space reservation system. Because this is a security setting in your web browser, you will have to change the setting yourself. Please follow the instructions provided, depending on the web browser you are using, or use your browser's help function (search term: enabling cookies).

**What happens if I forget my password?**

You can use the "**forgotten password**" function to have a new password sent to the **email address** associated with your customer account.

After you enter the password you have been sent (all lower case), you will be required to change your password immediately. The new password must have between 7 and 13 characters, including at least 1 letter and at least 1 number, and may not include special characters. We recommend that you only use lower-case letters.

**Is the information that I enter secure?**

A secure SSL data connection is used when you make a parking space reservation. To confirm the security of your data, both the start and payment pages include the HTTPS seal.

Because the Online Parking Space Reservation System is integrated into Hamburg Airport's website, the individual pages (e.g. product selection, payment) are not shown in the URL field.

The payment for your parking space reservation is processed by our service provider using the ParkPay system, which has a PCI certification. For more information on PCI, visit the following web page: <https://www.pcisecuritystandards.org/index.shtml>

## **Questions on fees and payment:**

### **How much does a parking space cost?**

The parking fees depend on the product you reserve and the length of your stay. The products available for your **dates of travel** will be displayed, along with the relevant **parking rates**. A booking fee will also be charged.

### **How much is the booking fee?**

A booking fee of 4€ is charged for every reservation made.

### **How do I pay?**

You can pay with an **EC card or a credit card**. Parking and booking fees will be **charged** to your EC or credit card **immediately after** the reservation is made. You do not need to make a transfer or pay at the payment machines.

### **Will I receive confirmation of the booking?**

**Yes.** Immediately after completing the reservation, you will receive a booking confirmation which includes important notes and a map of how to get to the car park. We recommend that you keep the booking confirmation with you as long as the vehicle is parked.

### **Will I receive a receipt for the fees I pay?**

**Yes.** When you complete the booking, your receipt will automatically be sent to you by email. Please note: the amount on the receipt includes the parking fees already paid.

### **I have not received a booking confirmation!**

The booking confirmation is automatically generated and sent to you in PDF format. There are a various possible reasons that you have not yet received your booking confirmation. Please check:

- that you used the correct email address when creating your customer account;
- that the booking confirmation has not been placed in your spam folder by mistake.

All booking confirmations and receipts are also available online. Log in with your customer data (please do not register again) and click on the option for your bookings overview.

If there is no confirmation there, your booking did not complete properly. Possible reasons are:

- you did not confirm your acceptance of the Terms & Conditions during the booking process;
- the booking was not completed with the "confirm booking" button on the final page.

## Questions on entering and leaving the car park:

### **What do I have to do to enter the car park? Do I need to take a parking ticket?**

Please drive your vehicle **directly** to the **entry**. **Note:** Do **not** take a ticket from the machine when you enter!

Use the EC or credit card nominated when you placed your booking to enter and leave the car park. **Insert the card with the magnetic stripe facing down and on the right.**



**Please do not forget to take your EC or credit card back out of the machine. Please do not take a parking ticket!**

### **What happens if the EC or credit card I have selected for entering and leaving the car park is no longer valid or does not work at the time of travel?**

The selected EC or credit card must be valid **until at least the end of the reserved parking period**. If you have problems with your EC or credit card when entering or leaving the car park, you need to contact personnel via the **information button**. Once you **provide your booking number**, the reserved parking will automatically commence and the barrier will open for you. Customers are therefore **strongly advised** to carry the booking confirmation with them for the entire journey.

### **What happens if I take a ticket at the entry barrier?**

If, however, you take a ticket at the entry, that ticket has to be paid separately and the booking is invalid.

**Tip:** If you have taken a ticket, please **drive straight back out of the car park**. Please note that you may have to pay a parking fee. **Then, re-enter the car park using the access card nominated for the booking.**

### **What should I do if the car park is full when I arrive?**

If a parking space has been booked, we guarantee its availability. Even when the car park is displayed as full, access with your nominated access card (EC, credit card) is still possible.

### **What can I do if I have forgotten my EC card or credit card?**

If you have forgotten the EC/credit card nominated when you placed your booking, press the **information button** at the entry. Once you **provide your booking number**, the reserved parking will automatically commence and the barrier will open for you. Customers are therefore strongly advised to carry the **booking confirmation** with them for the entire journey. You will need to follow the same procedure when leaving.

### **What can I do if I have problems entering the car park?**

If you have a problem entering the car park, **please press the information button**. You will be connected with the control centre. Staff are available to assist you 24 hours a day. If your call is not answered immediately, please be patient.



**Online Parking Reservations**  
**Frequently Asked Questions**  
Valid from January 2012



**Do I need to go to the payment machine before leaving?**

**No.** You do not need to go to the payment machine. Please drive your vehicle **directly to the exit** and use the EC/credit card nominated when you placed your booking. **Insert the card with the magnetic stripe facing down and on the right.**

**May I enter and exit the car park more than once during the period of my booking?**

**No.** The booking entitles you to **single entry and exit** of the car park.

**Is there a refund if I leave the car park earlier than booked?**

**No.** There are no restrictions on leaving the car park early. The prepaid parking fee will not be refunded.

**What can I do if I have problems leaving the car park?**

If you have a problem at the barrier, **please press the information button**. You will be connected with the control centre. Staff are available to assist you 24 hours a day. If your call is not answered immediately, please be patient.

