

# Important Telephone Numbers

## Information and switchboard Hamburg Airport:

+49 40 5075-0

## Customer Service Office at the airport:

+49 40 5075-2222

## German Red Cross mediservice at the airport:

+49 40 5075-3353

## Baggage service:

+49 40 5075-2010

## Airport in Miniature and apron tours:

+49 40 5075-2644

## Hamburg Tourismus GmbH:

+49 40 3005 1300

## Hotels for wheelchair users:

(Hamburger Landesarbeitsgemeinschaft  
für behinderte Menschen e. V.)

+49 40 2999-5666

# Information for Persons with Reduced Mobility (PRM)



[hamburg-airport.de](http://hamburg-airport.de)

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## Dear Passenger,

We are delighted that you have chosen Hamburg Airport for your journey. Our service personnel will do their utmost to make your journey as easy and as comfortable as possible. This brochure will give you an overview of the service facilities at Hamburg Airport for people with reduced mobility (PRM).



Spacious and light: Airport Plaza

## Request assistance when you book

Please notify the airline at the time of making your reservation, if you will require assistance at the airport or in the aircraft. The airline will then take care of everything. At the Airport, specially-trained personnel from the German Red Cross mediservice will assist you.

## Getting to the Airport

### Airport shuttle service – from home to the aircraft

The German Red Cross (DRK) at the airport offers a transport service outside the airport. Upon request, they will accompany you from your front door at home all the way to the aircraft. This transport service is subject to charge. For information and bookings telephone +49 40 5075-3353

### Bus and rail

The S1 suburban rail network (S-Bahn) line operates between the airport and Hamburg's central railway station, Hauptbahnhof. The journey time is 25 minutes and the trains run every 10 minutes. From the station, passengers can use lifts, escalators or stairs at the northern and southern exits directly to the Airport Plaza and the two terminals.

### Concessions on parking fees:

For **short stay parking (up to 24 hrs)**, use the parking spaces in the parking paystation zone immediately in front of the terminals on the Departures Level – free of charge.

Your **blue disabled parking badge must be clearly visible, along with a parking disc.**

For **longer stays (over 24 hrs)**, you are entitled to a **rebate** on your parking ticket, so that you only pay the cheapest rate at the airport (currently the P8 rate).

This allows you to use the multi-storey car parks directly in front of the terminals at cheap holiday parking prices.

Please contact the **Airport Office to have the rebate applied** to your parking ticket. You will find the Airport Office on the Arrivals Level in the Airport Plaza.

The **rebate may be applied** either before or after your journey. **You must present your blue parking badge in order to receive the rebate.**

Please note that it may be possible to reserve a parking space for a better price (early-bird rates) using the **Online Parking Space Reservation service**. An additional rebate on these prices is not possible.



Reserved parking spaces are located in front of both terminals

### Holiday-Shuttle

A free Holiday Shuttle runs from P8 and P9 directly to the terminals every 10 minutes. The buses are specially equipped for the disabled with ramps and wheelchair seating positions.

### Taxi

Taxi stands are located in front of all terminals. We recommend that you book in advance with one of the taxi operators. The taxi driver can then meet you in the transfer parking area on the Departures Level adjacent to Terminal 2 or in the special lane in front of both terminals. The journey time to the city centre is approximately 30 minutes and costs around 20€. For destinations outside Hamburg, you can negotiate a fixed price.



## Passenger Assistance

### German Red Cross mediservice (DRK)

The German Red Cross mediservice at Hamburg Airport offers numerous forms of assistance to persons with restricted mobility. It is important that you request assistance (through your airline) as early as possible, preferably when making your reservation but at the very latest when checking-in, so that the mediservice personnel can provide you with the help you need at the right time. When you inform the airline at the time of making your reservation, the waiting time for a member of the German Red Cross personnel will be shorter. The Red Cross mediservice personnel have wheelchairs, wheelchair-capable



On the spot for you: the German Red Cross mediservice team at Hamburg Airport

vehicles and an air-conditioned wheelchair lift available to ensure that you reach your departure gate and board your aircraft without difficulty.



At the Service Point, you can contact DRK mediservice at the press of a button

### **Service Point:**

Red Cross personnel will meet you either at the check-in counter or at one of the Service Points (see photo), which are equipped with a call button and seating facilities. The Service Points are located:

- on the Departures Level opposite the disabled parking spaces in front of Terminal 1 and Terminal 2
- on the Arrivals Level next to the bus stop

### **Opening hours:**

The Red Cross mediservice is staffed from 5am until the arrival of the last aircraft.

### **For further information,**

telephone +49 40 5075-3353 or visit [www.drk-mediservice.de](http://www.drk-mediservice.de).

### **Hygiene facilities**

Toilets and washrooms for the disabled are located in the terminals on the Arrivals and Departures levels, and in the Passenger Pier. They are clearly signposted with the international disabled symbol. Should you require assistance in using these facilities, please ask the German Red Cross personnel.

### **Electronic check-in and fast lane**

Check-in assistants are available at all times at the electronic check-in kiosks in the terminals. You can also make use of the special Fast Lane at the boarding pass/security checkpoint. If you are flying with Lufthansa,

please go to the special counter for persons with restricted mobility in Terminal 2.

For more information on the service facilities for persons with restricted mobility, visit [www.hamburg-airport.de](http://www.hamburg-airport.de).



You may use the fast lane at the security checkpoint

## **The Airport Experience**

### **Shops and restaurants**

When it comes to shopping or indulging your tastebuds with anything from a tasty cappuccino to a complete meal, Hamburg Airport has plenty to offer. The attractive shops and restaurants are open from 9am to 9pm, seven days a week. All shops, bars and restaurants are easily accessible and fitted with lifts where necessary.



The Airport Plaza has something to suit every taste

### **Airport in Miniature and apron tour**

The airport model show, the only one of its kind in the world, offers an overview of the entire airport premises and operations at a scale of 1 to 500. Presentations are held daily at 10 am, 1.30 pm without prior booking. The Airport in Miniature model show is located between Terminal 1 and Terminal Tango.

Access is also possible via a lift.

Special presentations are available on request for airport visitors with visual or hearing impairments.

Visitors can experience flight operations first hand on a lengthy tour of the apron. These tours are only available for groups of more than 15 people registering in advance. Individuals may join pre-registered groups upon request. As the busses do not have hydraulic

floors, it is not possible to go on a tour with an electrically powered wheelchair due to the weight of the chair. Please contact the German Red Cross if you need to borrow a wheelchair suitable for the tour. For further information and bookings, telephone +49 (0) 40/50 75 - 26 44.

### **Observation decks**

The airport's observation decks offer a fascinating view over the apron and runways. The observation decks may be reached by lift and are clearly signposted.

#### **Observation deck Terminal 1:**

Tel.: +49 40 5075 - 3465  
(Olivia restaurant)

#### **Observation deck Terminal 2:**

Tel.: +49 40 5075 - 3323  
(Mövenpick restaurant)

#### **Observation deck & Airport in Miniature:**

Tel.: +49 40 5075 - 3458  
(Model show café & bar)



## General Service Facilities

### Airport Office

Airport Plaza, Arrivals Level

#### Opening hours:

6am to 11pm every day

The Airport Office can provide you with information on flying, the airport and Hamburg. Tickets for Hamburg public transport (HVV), TRAVELiner Bus and Kielius Bus, along with the Hamburg Card and hotel reservations, are also available from the Airport Office.

Tel. +49 40 5075-0

### Pharmacy

Airport Plaza, Arrivals Level

#### Opening hours:

7 am – 9pm daily

### First Aid/German Red Cross Mediservice

Terminal 2, Departures Level

Tel.: +49 40 5075-3353

### Cash dispensers (ATMs)

Terminals 1 and 2, Arrivals, Departures and Passenger Pier

### Left Luggage

Terminal 2, Departures Level

Opening hours: 4.30 am – 11 pm every da

### Porters

You may request a porter directly at the Porter Call Points or from SecuServe. This service is subject to charge.

Tel.: +49 40 5075-2010



A porter will be happy to help you with your luggage

### Information

Information counters in Terminals 1 & 2, Departures Level

Tel. +49 40 5075-0

### Internet

– Internet Café (incl. DSL access)

Terminals 2, Departures Level

Price: 1€ for 10 minutes. Coins and common credit cards are accepted.

#### Opening hours:

3.30 am to midnight daily

## WLAN

Passengers and visitors can surf the internet via WLAN at any time throughout the waiting areas, arrival areas, lounges and conference rooms in the terminals, the Passenger Pier and the General Aviation Terminal. Access is free for the first hour."

## Lounges

### – Airport Lounge

Airport Plaza, Gallery Level

The airport's own lounge is accessible by lift and equipped with disabled toilets. It is available for the use of all passengers. Payment by credit card (American Express, Diners Club, Eurocard, Mastercard, Visa).

### – Lufthansa Lounge

(Senator and Frequent Traveller)  
Terminal 2, Gallery Level

### – Emirates Lounge

(First and Business Class passengers & gold status members of the Skywards frequent flyer programme)  
Airport Plaza, Gallery Level

## Post

Located inside K presse + buch,  
Terminal 2, Arrivals Level

### Opening hours:

5.30 am – 10.30 pm daily

## We want your feedback

Your opinion of the service at Hamburg Airport is very important to us. If you have positive feedback, suggestions for improvement or a ground for complaint, please contact:

### Hamburg Airport Customer Service Office

tel.: +49 40 5075-2222,

email: [kundenbuero@ham.airport.de](mailto:kundenbuero@ham.airport.de)

### German Red Cross Mediservice

tel.: +49 40 5075-3353,

email: [drk@ham.airport.de](mailto:drk@ham.airport.de)

or **your airline.**