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in cooperation with Fraport AG
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Please let us know, if you’re missing any subjects.
Your feedback is always appreciated!
Dear Participant,

We are extremely 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 in these difficult and challenging times. In fact, it encourages us to put even more effort in the optimization of our training products. Staying up-to-date with the latest changes and developments in our industry becomes even more important during a period in which aviation is hit exceptionally hard by the unprecedented and dramatic impacts resulting from the worldwide spread of the Coronavirus.

Apart from striving for a best-in-class training experience, we now understandably put an additional emphasis on running this course as safe and yet as pleasant as possible. We are counting on your cooperation in order to achieve this goal!
COVID-19 / “Coronavirus”

Please read this information before leaving your country.

On the following pages we compiled essential information related to measures taken by the Federal Government and/or by Federal State authorities in their efforts to fight the COVID-19 pandemic in Germany. They also cover general guidelines as to the conduct in the public. Please read all of them carefully!

You are urged to particularly adhere to official decrees in place as any violation may be fined! Fraport LTCs will provide the latest information once the course starts.

Please take note that as a result of the highly dynamic development regarding the health situation in Germany, additional restrictions may either be implemented or old ones lifted (even on short notice and/or on a regional basis). All information provided in this brochure was compiled to the best of our knowledge and reflect the status quo as of January 2021.

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”

Please read this information before leaving your country.

General information (1)

Due to the current situation caused by the COVID-19 pandemic, making any travel arrangements nowadays requires thorough preparations. As the world still faces a very dynamic development regarding the dispersion of the virus, applicable rules and regulations can depend to a large extent on the local infection trends. Please also take note that they may change on an extremely 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

“Information on entry restrictions and quarantine regulations in Germany”
COVID-19 / “Coronavirus”

Please read this information before leaving your country.

General information (2)

The “Robert Koch Institute” (RKI) is the government’s central scientific institution in the area of biomedicine. It is one of the most important bodies for the safeguarding of public health in Germany.

One of its many tasks related to the COVID-19 pandemic is to specify the current risk areas which are updated on a continuous basis. A risk area is defined as any country or region outside of the Federal Republic of Germany for which, at the time of entry into the Federal Republic of Germany, an increased risk of infection with the SARS-CoV-2 Coronavirus exists. The latest list depicting those risk areas can be retrieved from the institute’s website:

→ https://www.rki.de/DE/Content/InfAZ/N/Neuartiges_Coronavirus/Risikogebiete_neu.html

Check this list carefully before making any travel arrangements!
COVID-19 / “Coronavirus”

Please read this information before leaving your country.

General information (3)

Since November 2020 all travelers to Germany have to register online prior to their entry if they stayed in a risk area within the last ten days.

→ https://www.einreiseanmeldung.de

The registration is not necessary if you only passed through a risk area without a stopover.

In exceptional cases where a registration is not possible through the above mentioned website, travelers must fill in a substitute registration.

Further information is available on the website of the Federal Ministry of Health.
https://www.bundesgesundheitsministerium.de/coronavirus/current-information-for-travellers.html
COVID-19 / “Coronavirus”

Please read this information before leaving your country.

General information (4)

As a result of the pandemic, in many regions of the Federal Republic of Germany restrictions are imposed which may affect everybody’s daily routine. If the level of local incidence rates turns out to be critical, restrictions will be implemented even on short notice. They might be related to the freedom of travel or involve a local curfew, but can go as far as a (temporary) shutdown of all retail shops, bars, restaurants and public offices. Services provided by sociocultural facilities (e.g. cinemas, theatres) are frequently affected as well (→ partial or total lockdown).

As a result, before you start the planning of your off-time activities, we recommend to obtain the most updated information regarding potential restrictions in Frankfurt and its surroundings (Federal State of Hesse) from your Fraport LTCs.
COVID-19 / “Coronavirus”

Please read this information before leaving your country.

General rules of conduct in Germany during the pandemic (1)

- Please take note that **FFP-2 face masks** or certified surgical masks covering both, mouth and nose must be used at all times aboard any public transport (i.e. busses, trams, metros, regional and long-distance trains etc.), including when approaching the associated infrastructure (bus, tram, metro or railway stations, tracks etc.) and while waiting there for a ride. It goes without saying that the same applies for **travel by airplane** and if you are spending time at an airport.

- Before entering public areas of buildings pertaining to government or municipal authorities and/or civil services, make sure to properly wear your approved face mask. **Hotels, restaurants, gyms** and others usually follow the same strict rules.*

- The use of face masks is required in all retail shops, department stores and when walking around a **busy pedestrian zone**, in a **roofed shopping mall** or at **public places***, where the minimum distance of 1,5 meters cannot be kept at all times.

*Note: This listing may not be complete. If in doubt, ask your Fraport LTC.
COVID-19 / “Coronavirus”
Please read this information before leaving your country.

General rules of conduct in Germany during the pandemic (2)

- In a lot of medical facilities (i.e. doctor’s offices, emergency rooms etc.) entrance is only permitted upon prior notice (either by phone or by e-mail). If – for whatever reason – this is not possible, please ring the bell and wait until a staff member shows up and an explicit permission to step inside has been given to you. It’s obvious that wearing of a certified FFP-2 or surgical face mask in those premises is compulsory.

- Please always respect the minimum distance of 1,5 meters to other persons (often indicated by respective markings on the floor), especially when queuing up somewhere (e.g. in front of a cashier) or if approaching busy areas of the city.

- When you feel the reflex of sneezing developing, please either use a paper tissue (to be disposed of properly at a later stage) or – if not on hand – sneeze into your inner elbow. By all means, avoid sneezing into your palm!
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Preface

Our warmest regards to you! We are excited to have you with us very soon. Both, IATA and Fraport’s Local Training Coordinators (LTC) have compiled some information about Frankfurt which hopefully will assist in making the upcoming course visit an enjoyable one.

In case you require further information, feel free to get in touch with your LTC*.

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

For suggestions to improve this brochure or to update part of its contents, please do not hesitate to contact us.

*E-Mail & Telephone Contacts:  
a.brynecki@fraport.de / +49 (0)69 690 - 78247  
e.franke01@fraport.de / +49 (0)69 690 - 71103
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, with the exception of some countries for which the European Community has abolished the visa requirement. Nationals of those countries do not require a visa if their visit does not last longer than three months in a six-month period.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Germany at a glance (3)
Please read this information before leaving your country.

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 tax-exempted up to a total value of 300,00 € (respectively 430,00 € for air/sea travelers). Some restrictions do 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
Vaccinations

Generally, **no vaccinations** are required for 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 does cover 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. Please consult the respective pages of this brochure.*
Germany at a glance (5)
Please read this information before leaving your country.

Climate

In most of Germany, the climate is **moderately continental**, characterized by cold winter with average daily temperatures around 0 °C (32 °F) or slightly above, and warm summers, with maximum temperatures around 27 to 32 °C (81 to 90 °F) in July and August. Extreme fluctuations in temperature are quite rare. Rain is usually falling 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 (6)

Please read this information before leaving your country.

Language and lifestyle

Apart from “standard German”, a lot of regional accents and dialects exist. Germans are quite fluent in English, especially if employed in the service sector. Young people might even speak additional foreign languages so that our guests usually should not face major communication problems.

Life in Germany is characterized by a great diversity of cultural influences. Generally, you will notice a modern and cosmopolitan mind-set. Germans love to come together and celebrate, whether in a traditional style during the carnival season, at regional wine-tasting festivities or when attending one of the many music festivals taking place throughout the year. Enjoying food is just another part of this lifestyle.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Arrival @ FRA
Welcome Center

Information material

Upon arrival at Frankfurt Airport, you may consult our airport staff at the Welcome Center which is located at Terminal 1 in Arrival Hall B and provide yourself with 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

Opening hours: Monday – Sunday from 06:00 am until 10:00 pm

IATA Training Teams and the Fraport Training Coordinators are wishing you a most successful and pleasant stay!!

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Hotel accommodation (1)
Recommendation on where to stay

For many years already, the Steigenberger Airport Hotel***** has been a valued and reliable partner for the provision of top notch accommodation services to our course participants from all over the world. Blessed by its unique location close to Frankfurt’s urban forest as well as to the city center, it always offers a wide range of possibilities to relax, to spend some time on enhancing your physical fitness or to enjoy the buzzing life in this truly international metropolis.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
**Hotel accommodation (2)**

*Recommendation on where to stay*

For further information or inquiries please contact

**Steigenberger Airport Hotel Frankfurt**  
Unterschweinstiege 16  
60549 Frankfurt Airport  
→ [https://www.airporthotel-frankfurt.steigenberger.de](https://www.airporthotel-frankfurt.steigenberger.de)

Reservations can be done …  
... by phone (→ +49 (0) 69 697 52426) or  
... by e-mail (→ reservations@airporthotel.steigenberger.de)

Upon reservation, please ask specifically for the applicable **Fraport-rate**. Bookings must be made **at least two weeks prior to the beginning of the course**, otherwise the special rate cannot be granted anymore.

**All bills have to be settled directly with the hotel upon departure.**
Hotel accommodation (3)
Impressions of the “Steigenberger Airport Hotel Frankfurt”
Hotel information (1)
How to get there by train, plane or car

Steigenberger Airport Hotel Frankfurt

Only about 1 km from the airport, the Steigenberger Airport Hotel, Frankfurt with 40 meeting rooms, is the top address for business events. You can easily reach the city center (approx. 11 km away) by public transportation.

550 stylish rooms and 20 suites provide a luxurious atmosphere and make you feel at home. Enjoy many amenities, including flat-screen TVs, wellness showers, air conditioning, safes, minibars as well as coffee and tea makers.

Our Amenities at the Airport Hotel, Frankfurt

- Free WiFi
- SPA
- fine dining
- fitness area
- meeting rooms
- shuttle service
- 24 hour room service
- restaurant
- bar
- swimming pool
Hotel information (2)
Hotel shuttle from/to Frankfurt Airport

Steigenberger Airport Hotel Frankfurt

STEIGENBERGER
AIRPORT HOTEL
FRANKFURT

Abfahrt · Departure
alle 20 Minuten, 24 Stunden · every 20 minutes, 24 hours

Terminal 1
Ankunftsbereich, Ausgang B5 · Arrival Area, Exit B5
Hotelbushaltestelle, 3. Fahrspur · Hotel bus stop, 3rd lane

Terminal 2
Ausgang E · Exit E
Hotelbushaltestelle, 3. Fahrspur · Hotel bus stop, 3rd lane

Bitteachten Sie auf einen anthrazitfarbenen Bus mit Steigenberger Airport Hotel Logo.
Please look out for a dark grey coloured bus with Steigenberger Airport Hotel logo.
Rufen Sie uns gerne an, wenn Sie Fragen haben.
If you have questions, please give us a call.
Etiquette

Tipping policies

Hotels

Throughout Germany **tipping is expected when staying in a hotel.**

If you receive an above-the-average service you should give your **porter** between 1,00 € and 3,00 € per bag.

Your **housekeeper** should receive between 3,00 € and 5,00 € Euros per night. The tip may be handed over personally or left on the nightstand.

If your **concierge** provides an outstanding service, you can tip up to 10,00 € or in exceptional cases even 15,00 €.
Location of training facilities

Plan overview

Fraport`s Training Center (FTC), Gate 3, Building 161

Detailed instructions on how to get to the Fraport training facility which applies to your specific IATA course have been mailed to you along with your course invitation.
COVID-19 / “Coronavirus”
Overview of guidelines (1)

General remarks for our guests

The COVID-19 pandemic is an unrivaled and global health challenge and therefore requires respect, caution and cooperation from everyone of us.

In order to keep risks for a potential infection during your stay at an absolute minimum, Fraport has issued some health related guidelines, adherence to which is strongly enforced and monitored.

Please help us not only to protect yourself and your classmates, but also your trainer and your hosts.

Thank you!!
COVID-19 / “Coronavirus”
Overview of guidelines (2)

Basic rules at a glance while visiting Fraport facilities

Tragen Sie einen Mund-Nasen-Schutz.
Wear a face mask.

Bitte halten Sie 1,5 Meter Abstand.
Please keep 1,5 meters distance.
COVID-19 / “Coronavirus”
Overview of guidelines (3)

Face masks

- Ensure to wear a face mask at all times (covering mouth and nose) when walking around Fraport’s training facilities. This applies as well on corridors, in lavatories, restrooms and when using elevators.

- A face mask must also be worn when visiting Fraport’s staff restaurants and/or cafeterias.

- When participating in a visit of Fraport’s operational areas (“monitoring session”), wearing of a face mask is compulsory. No exceptions will be permitted!

- Please note that either certified “FFP2-masks*” or “surgical masks” must be used.

* Filtering Face Piece protection level 2
COVID-19 / “Coronavirus”
Overview of guidelines (4)

Minimum distance

- Generally, always keep a minimum distance of 1.5 meters to other persons. This guideline also applies when using an elevator.

- Please note that the maximum capacity of elevators in operation at Fraport's training facilities is currently limited to two persons at a time.
Hygienic precautions

- Wash your hands as frequently and thoroughly as possible. Especially if in contact with items and/or objects that due to their widespread utilization might bear a risk of getting contaminated (i.e. door knobs, light switches).

- If – for whatever reason – this is not possible, please use a disinfectant.
COVID-19 / “Coronavirus”

Please read this information before leaving your country.

“Safety Stations”

In case you’re running out of certified face masks (FFP-2 mask or surgical mask), a hand sanitizer or a disinfectant gel, two specially converted vending machines are available in Terminal 1 to provide you with these protective articles.

You will find them in prominent locations in Terminal 1, Departure Hall B as well as in the connecting passage between Departure Halls B and C (near “Coffee Fellows” and “Relay”).

These “Safety Stations” accept cash payment in €, as well as major credit cards and Apple Pay.
**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 comprise all potential symptoms!*
COVID-19 / “Coronavirus”

In case of symptoms … (2.)

Recommended procedure for suspected cases

In case 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 don’t leave it!)
- Ask for medical assistance (i.e. contact Fraport’s → Medical Center).

Available 24/7:
Phone: +49 (0) 69 - 690 66767
E-Mail: med-aufnahme@fraport.de

- Alternatively you can contact the on-call medical service. Throughout Germany it is available by dialing #116 117, including at night, during weekends and even on public holidays. Your hotel will gladly assist you as well.
- Inform the IATA Trainer and/or one of Fraport’s LTC.
**COVID-19 / “Coronavirus”**

*In case of symptoms … (3.)*

**COVID-19 testing facilities**

We urge all our course participants to obtain detailed information on the immigration regulations currently in force for the Federal Republic of Germany and get tested well in advance if this is required (→ https://www.auswaertiges-amt.de/en/einreiseundaufenthalt/coronavirus).

If you show any symptoms which might indicate a potential COVID-19 infection during your stay, there is a public testing facilities available right in the heart of Frankfurt. The **CENTOGENE COVID-19 Test Center** is located in the “MyZeil” shopping mall. You can get there easily, both by using a taxi or any public transport. Don’t hesitate to ask your Fraport LTCs for further advice.

Prior online registration under → https://www.corona.centogene.com is required.

Please note that **testing opportunities at Frankfurt Airport** are for exclusive use by arriving and departing passengers!
Arrival procedure
Upon arrival, please check the electronic information board in the lobby to determine your designated class-room for the IATA/Fraport seminar. Usually, these rooms are located on the 2nd or 3rd floor of the building.

Cash withdrawal
In case you’re running out of money, there is an ATM-facility available on the ground floor of the building which is located just across from the FTC (Building 162). You may retrieve money by debit or credit cards. Please note that additional costs may incur, depending on the policy of your bank.

Security advice
Please make sure that you’re wearing your airport badge at all times and in a clearly visible way. Strictly adhere to this rule, especially when entering non-public airport areas and … Do not forget to return your badge to Fraport’s LTC at the end of the course!

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Fraport training facilities
General Information (2)

Smoking policy
Unfortunately you’re not allowed to smoke anywhere in the building. However, smoking is permitted in designated areas outside.

Storage of luggage
It is possible to place/store your luggage inside the classroom. However, please take note that Fraport may not be held liable for any damage or loss of items, in case you leave your personal belongings unattended (e.g. during lunch-breaks).

Wireless internet access
At the beginning of the course, you will be provided with a complimentary voucher to access the W-LAN network. This voucher can be used for a single device only and covers a maximum period of 7 days. Please note that strictly only one voucher per person is distributed! Further instructions on how to log in or on how to configure the equipment will be given locally.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Where to go for lunchtime …

Food & beverages

Training rooms
During morning and afternoon sessions, coffee, tea, water, juices and cookies will be offered free of charge to every course participant.

Self-catering vending machines are available in the lobby of Fraport’s Training Center. They offer an easy and convenient way to provide yourself with a variety of snacks and drinks on the go. Make sure to hold enough €-coins for your purchase.

For lunchtime, we suggest to visit:

Staff Restaurant Building 164
One of several catering facilities used by airport staff is located right next to Fraport’s Training Center. Every day, at least three freshly prepared menus are on offer (incl. Halal dishes). Beyond that, an extensive salad bar, desserts and various fruits are available. Please note: cash payment only (€)!

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
City information
How to get around (1)

Public transport system
Suburban trains ("S-Bahn"), Metro

Frankfurt disposes of a vast and efficient urban public transport network. Please make sure to provide yourself with a ticket before boarding by either using automated vending machines or the RMV application.

Fare indication:
Airport-Downtown o-w: 5,00 €
Day-Pass (recommended): 9,75 €
Weekly-Pass: 26,50 €

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

By the way, once your course ends in the afternoon the nearby cities of **Wiesbaden** and **Mainz** also offer lots of nice spots to visit during your leisure time.

*Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.*
City information
How to get around (3)

The fastest way from Frankfurt’s central station …

… to the airport:
S8/S9 in the direction of → Wiesbaden or Mainz to “Frankfurt Flughafen Regionalbahnhof” (Terminal 1). Travel time is approximately 13 minutes.

… to Sachsenhausen (Frankfurt’s pub district):
S3/S4 in the direction of → Darmstadt or Langen to “Lokalbahnhof”
S5/S6 in the direction of → 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) in the direction of → Hanau, Rödermark, Ober-Roden, Dietzenbach, Offenbach, Frankfurt Süd or Darmstadt to station “Hauptwache”.
Travel time is approximately 3 minutes.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Travel information
How to get around (4)

Long-distance trains

Frankfurt Airport is exceptionally well integrated into the high-speed network of German Railways (“DB”). Every day, around 200 ICE- and IC-trains make a stop at the airport’s long-distance train station, located just across from Terminal 1.

As an example, major German cities such as Cologne or Stuttgart can be reached within a mere one-hour-ride. A journey 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 Terminal 1, Level 0 as well as at the patio of “The Scoaire” which is linked by a pedestrian bridge with Terminal 1.

Opening hours:
Monday – Sunday from 06:00 am until 09:00 pm.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Travel information
How to get around (5)

In general, please note that **regional trains** …

… serving the city of Frankfurt and the metropolitan area of Rhein-Main leave from the regional train station (“Regionalbahnhof”) located in Terminal 1, Level 0.

As opposed to that, all **long-distance trains** …

… serving all major cities in Germany and a few neighboring countries depart from the long-distance train station (“Fernbahnhof”), across from Terminal 1, which is easily accessible via a pedestrian bridge linking the buildings.

Hence, please make sure to follow the correct signage placed throughout the terminal buildings.

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

Shopping suggestions

Downtown Frankfurt

The Zeil is Frankfurt’s best-known shopping-mile. Located right in the heart of the city, it’s here where you 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.

For those with an even more exclusive taste, paying a visit to Goethestraße might be considered as an option. Featuring everything from Armani to Versace, this street is home to luxury labels and top designer brands from all across the globe.

Recommended shopping malls:

“MyZeil” (addr.: Zeil 106)
“Skyline Plaza” (addr.: Europa-Allee 6)

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
City information
Opening hours

Downtown Frankfurt (cont.)

Business hours of shops in Frankfurt are generally within the following range:
Monday – Saturday from 10:00 am until 08:00 pm
Sunday *closed* (with a few exceptions, e.g. souvenir shops)

However, please note that other rules might be in place for certain locations, during specific seasons (e.g. Christmas) or at dedicated stores.

It’s highly recommended to check currently established opening hours in advance.

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

Frankfurt am Main (cont.)

With the city being 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 too distant from each other. The various city quarters and suburbs of Frankfurt offer a lot of interesting locations to visit. They can easily be reached by using the dense and efficient network of the public transport system (“RMV”).

A very useful web-page from which to retrieve a comprehensive overview of what to do in Frankfurt is the following:
→ https://www.frankfurt-tourismus.de/en/Discover-Experience/Points-of-Interest

If you wish, your LTCs are more than happy to assist you with additional suggestions in order to enrich your leisure time with a personalized touch and city experience.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Etiquette
Seating & tipping

Restaurants

In German restaurants you generally 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 sort of a weird behavior if you refuse to have someone seated next to you. On the other hand, it is also common to share tables with perfect strangers when restaurants are full and very busy. Before doing so however, always point to the free seat and ask whether “…this seat is still available?”. In addition, be aware of tables which are marked as ‘Stammtisch’ because these are reserved for regulars 😊.

Most of the time, water is not offered free of charge at restaurants and bars and in many locations requesting tap water is deemed sort of an improper behavior.

When you settle your bill, simply round up to the next Euro or add a few Euros (by rule of thumb 10% - max. 15% for really exceptional service). Don’t overdo!

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
City information
Places and attractions not to be missed

Here are some suggestions on what to see and what to experience in “Mainhattan”:

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<thead>
<tr>
<th>Venue</th>
<th>Location</th>
<th>Category</th>
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</thead>
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<td>Am Römerberg</td>
<td>Churches</td>
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<tr>
<td>2. Dom (Cathedral)</td>
<td>Am Domplatz</td>
<td>Churches</td>
</tr>
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<td>Liebfrauenberg</td>
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<td>4. Goethehaus</td>
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<td>10. Banking District</td>
<td>Downtown</td>
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<td>11. “Maintower”</td>
<td>Neue Mainzer Straße</td>
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<td>Schaumainkai</td>
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<tr>
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<td>Klappergasse</td>
<td>Pub District</td>
</tr>
</tbody>
</table>

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

Map of Downtown Frankfurt

Historic District

Tourist Information
Römerberg 27
Monday thru Friday
09:30 am – 05:30 pm
Saturday & Sunday
09:30am – 04:00 pm

Shopping District
Pub District
Museum District
Old Opera House

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

Restaurants

Frankfurt am Main

Frankfurt is not really known to be among the cities offering world-famous gourmet temples. Yet, the city offers a diversified gastronomic scene that might surprise even the most discerning visitor.

For sure, the population is among the most cosmopolitan you may find in Germany. Citizens from more than 170 different nationalities are not only contributing with their specific cultural heritage to the truly international flair which 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 around the globe.

If you’re looking for special locations outside of your hotel where to appease your hunger, we strongly recommend that you take a look into this website:

→  https://www.restaurantguide-frankfurt.com/en

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

Regular consultation hours on weekdays are from 08:00 am to 04:00 pm. The Medical Center provides first aid and emergency care on a 24/7 basis*.

(*including weekends and public holidays)

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

For medical assistance, you can contact the Medical Center 24/7 as follows:
Phone: +49 (0) 69 - 690 66767
E-Mail: med-aufnahme@fraport.de

For emergencies, please dial:
112 from any airport service, public telephone or mobile device
+49 (0) 69 – 690 112 from other landline and mobile phones

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
General information
Emergencies (2)

Dentist

If all of a sudden your set of teeth is troubling you, a dental surgery is available …

„Zahngesundheit am Flughafen Kathrin Tobien & Kollegen”
Address: Frankfurt Airport Center (FAC), Level D4 01-09
Phone: +49 (0) 69 – 693469
Outside office hours: +49 (0) 1805 - 607011
E-Mail: info@dentist-airport.com
Opening hours:  Monday – Thursday from 08:00 am until 06:00 pm
               Friday from 08:00 am until 04:00 pm

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

Emergencies (3)

Pharmacies

The Metropolitan Pharmacy disposes of 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 branch has been set up at “THE SQUAIRE” West, Level 3.

Apart from prevalent medicines, health care supplements as well as homeopathic articles, dietary supplement products and first-aid kits are available. Please note that in Germany many drugs will be sold on prescription only!

Opening hours:
- Terminal 1: Monday – Sunday from 06:30 am until 09:00 pm
- Terminal 2/THE SQUAIRE: Monday – Sunday from 07:00 am until 09:00 pm

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

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

Emergencies (4)

Police

Frankfurt’s Police Department disposes of an Airport Police Station, located in Building 194.

See drawing on the left for directions.

In case of emergencies, please dial:

110 from any airport service, public telephone or mobile device

If assistance is needed, you can contact the Airport Police Station 24/7 as follows:
Phone: +49 (0) 69 - 755 -11900
E-Mail: 19.Polizeirevier-Wache.PPFFM@polizei.hessen.de

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

#### Overview of emergency numbers

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

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<th>Telephone</th>
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<tr>
<td>Fire Service</td>
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<tr>
<td>Ambulance</td>
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<td>Non Emergency Medical – Doctor on Call</td>
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<td>Toxic Substance Emergency</td>
<td>Tel: 192 40</td>
</tr>
<tr>
<td>Pan-European emergency number</td>
<td>Tel: 112</td>
</tr>
</tbody>
</table>
General information

Power supply

Electricity / Voltage

Electric current used throughout Germany is 220 volts, alternating current (AC), 50 cycles. Plugs are of the standard European type (as shown 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 for consumer electronics in the public areas of Terminal 1 are usually selling such devices as well.

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

A post office providing “classic services” is located within walking distance (about 300 meters east of Terminal1) in the International Postal Center (IPZ).
Business Hours: Monday – Friday from 08:00 am until 12:30 pm
and
Monday – Friday from 02:30 pm until 06:00 pm
Saturday – 08:00 am until 12:30pm

Yellow mailboxes can be found throughout Terminals 1 and 2 at various locations in both, Arrival and Departure Halls.

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

- Commerzbank (incl. ATM facilities), Terminal 1, Departure Hall B
- Deutsche Bank (incl. ATM facilities), Terminal 1, Airport City Mall, Level 0
- International Currency Exchange, Terminal 2, Check-In Areas D & E
- Reisebank (incl. ATM facilities), Terminal 1, Airport City Mall, Hall B, Level 0.
- Travelex (incl. ATM facilities), Terminal 1, Departure & Arrival Halls B

Opening 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 24/7-use are located either close to the banks or evenly spread around the terminal buildings.

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

**Services (3)**

**Dry cleaning / Laundry**

*Euroclean* offers reliable, fast dry cleaning and laundering services. If needed, even shoe repair or tailoring can be arranged on a short notice. Premises are to be found in Terminal 1, Airport City Mall, Hall B, Level 0.

Business Hours: Monday – Friday from 09:00 am until 08:00 pm  
Saturday – Sunday from 09:00 am until 04:00 pm

Alternatively *Panteha Full Service Laundry* enjoys an excellent reputation among businessmen for its proven know-how in the area of competent textiles care. Location: “The Squaire” West, Level 5.

Business Hours:  
Monday – Friday from 07:45 am until 07:00 pm

*Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.*
Airport information
Services (4)

Baggage storage and shrink-wrapping services

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 06:00 am – 10:00 pm)
Terminal 2, Arrival Hall D, (open 06:00 am – 10:00 pm)

Apart from temporarily leaving your bulky or heavy baggage, you may also entrust your winter coats or important documents to Fraport’s dedicated storage facilities. Baggage shrink-wrapping service for added protection of luggage during your journey is also provided.

In addition, you will find various mobile stations near the check-in areas of Terminals 1 & 2 and next to the landside tax refund counters.

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Airport information
Services (5)

Lost and found

In case you’ve lost personal belongings at the airport, feel free to get in touch with Fraport’s lost property office, located in Terminal 1, Airport City Mall, Hall A, Level 0. Please note that items found are kept for a maximum period of three months only before being auctioned off. Perishable products such as foodstuff are disposed of immediately.

Business Hours: Mondays, Wednesdays & Fridays
from 09:00 am to 12:00 pm
and
from 12:45 pm until 04:00 pm
For inquiries, you can contact the office from Monday until Friday as follows:
Phone: +49 (0) 69 – 690 66359 daily from 08:00 am until 06:00 pm
E-Mail: fundbuero@fraport.de or lost_property@fraport.de

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

Services (6)

SIM cards

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

The “O₂”-shop is located in Terminal 1, Arrival Hall B. Customers can also use the operator’s internet lounge. Furthermore, there are also copy, fax and scan facilities available. By the way, special services offered in the shop include repairs and quick charging of mobile phones.

Business Hours: Monday – Saturday from 11:00 am until 06:00 pm, Sunday closed

An “O₂”- branch can be found in the “Samsung Store”, Terminal 1, Hall C, Level 0. Business Hours: Monday – Saturday from 09:00 am until 06:00 pm, Sunday closed

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Airport information
Services (7)

Eyeglasses / Eye examination

In case you accidentally broke your glasses or start suffering from problems related to your visual faculty, Pfendt Airport Optic is at your disposal.

Competent advice and speedy repairs are provided in this flagship store, located in Terminal 1, Area B, Level 2 (“Shopping Avenue”).

Other services include eyesight tests and eye examinations as well as professional, ultrasonic-based cleaning of lenses.

Business Hours:
Monday – Sunday from 06:30 am until 09:00 pm
Chapels / Prayer rooms

The airport provides chapel and prayer rooms in Terminal 1. They are located in the publicly accessible pre-security area and quite 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 says a Holy Mass on a daily basis (at variable times), whereas the Protestant Chaplaincy holds a prayer on Friday at 12:00 noon as well as it is organizing meditative breaks and midday concerts, usually on Wednesdays.

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

A Jewish prayer room has been set up in Terminal 1, Departure Hall C, Level 2 (next to counter 759).

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

VAT refund

Information

Generally, all merchandise purchased within the European Union (EU) is subject to value-added tax (VAT). When leaving the EU you are however entitled to reclaim this VAT. Within this context it is imperative to ask the dealer for a tax refund check once you settle your bill.

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 “Premier Tax Free”:
Terminal 1, Departure Hall B, Counters 647-649
Airport information
Convenience stores (1)

Food / Groceries

1) REWE City Market is located just across Terminal 1 at “THE SQUAIRE”, an extensive shopping and business complex built on top of the ICE high-speed train station.

Apart from offering the usual assortment of a German supermarket, REWE also meets the demand of a discerning clientele by offering an impressing variety of freshly prepared deli food, exotic fruits, chocolates and sweets.

A salad and pasta bar is likewise available, allowing all customers to conveniently take away lunch or dinner meals.

Location: “THE SQUAIRE” West, Level 3
Business Hours:
Monday – Sunday from 06:00 am until 12:00 midnight

Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.
Airport information
Convenience stores (2)

Food / Groceries

2) Within an approx. 15 minutes walking-distance from Terminal 2 (or alternatively a mere 2 minutes ride from Terminal 1 heading to 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 do include a vast selection of fruits, vegetables and fresh, regional farmers products. A salad bar is also available, allowing customers to take away lunch or dinner meals. In the fresh food area the assortment covers a wide range of dairy products, cheese and cold cuts.

Location: Gateway Gardens, Katherine-Stinson-Weg 3
Business Hours:
Monday – Saturday from 07:00 am until 10:00 pm, Sunday closed

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

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