

Hamburg Airport – efficient, beautiful, modern

Information for Persons with Reduced Mobility (PRM)



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

Notifying the assistance

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 registration/booking of the service tel. +49 (0) 40/50 75-3353

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 will be 25 minutes and the trains will 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.

Parking

Car parks with parking spaces reserved for the disabled are located in the immediate vicinity of the terminals. All disabled spaces are indicated with the international symbol for disabled parking. In the multi-storey car parks, the disabled parking spaces are located directly adjacent to the entries and exits or next to the lifts. With the exception of P1, all multi-storey car parks are equipped with lifts designed for wheelchair access.



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.



The free Holiday Shuttle will bring you directly to the front of the terminals

Taxi

Taxi stands are located in front of both terminals at level of arrival. If you are a permanent wheelchair user, we recommend you to book a wheelchair accessible taxi from one of the taxi operators. The taxi driver can then meet you in the transfer parking area on the departure 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 20,00 €. For destinations outside Hamburg, you can negotiate a fixed price with the driver.

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 parking spaces for disabled in front of Terminal 1 and Terminal 2
- on the arrivals Level next to the bus stop

Opening hours:

DRK is manned from 5.00 am until the arrival of the last aircraft.

For further informationen

telephone +49 (0) 40/50 75 - 33 53 or visit 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.



You may use the fast lane at the security check point

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, 12 pm, 2 pm and 4 pm. The Airport in Miniature model show is located between Terminal 1 and Terminal Tango. The access is also possible through 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 long tour of the apron. These tours are only available for groups of more than 15 people registering in advance. 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.

Concession prices are available to the disabled. 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 (0) 40/50 75-34 65
(Rest. Olivia)

Observation Deck Terminal 2:

Tel.: +49 (0) 40/50 75-33 23
(Rest. Mövenpick)

Observation Deck & Airport in Miniature:

Tel.: +49 (0) 40/50 75-34 58
(Modelshow show bar)

General Service Facilities

Airport Office

Airport Plaza, Arrivals Level

Opening hours:

6 am to 11 pm 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 (0) 40/50 75 - 10 10

Pharmacy

Airport Plaza, Arrivals Level

Opening hours:

7 am – 9 pm daily

First Aid/German Red Cross Mediservice

Terminal 2, Departure Level

Tel.: +49 (0) 40/50 75 - 33 53

Cash dispensers (ATMs)

Terminals 1 and 2, Arrival, Departure and Passenger Pier

Left Luggage

Terminal 2, Departure Level

Opening hours: 4.30 am – 11 pm every day

Porters

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

Tel.: +49 (0) 40/50 75 - 20 10



A porter will be happy to help you with your luggage

Information

Information counter in Terminals 1 & 2, at level of departures

Tel. +49 (0) 40/50 75 - 0

Internet

– Internet Café (incl. DSL access)

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

Opening hours:

3.30 am to midnight daily

WLAN

With WLAN, passengers and visitors can surf the internet wireless, at any time and in all waiting areas, arrival areas, lounges and conference rooms in the terminals, the Passenger Pier and the General Aviation Centre.

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 the

Hamburg Airport Customer Service Office

tel.: +49 (0) 40/50 75- 11 11,

e-mail: kundenbuero@ham.airport.de

the German Red Cross Mediservice

tel.: +49 (0) 40/50 75- 33 53,

e-mail: drk@ham.airport.de

or your airline.

Important Telephone Numbers

Information and switchboard

Hamburg Airport:

+49 (0) 40/50 75 - 0

Airport Office:

+49 (0) 40/50 75 - 10 10

Customer Service Office at the airport:

+49 (0) 40/50 75 - 11 11

German Red Cross Mediservice at the airport:

+49 (0) 40/50 75 - 33 53

Baggage service:

+49 (0) 40/50 75 - 20 10

Airport in Miniature and Apron Tours:

+49 (0) 40/50 75 - 26 44

Hamburg Tourismus GmbH:

+49 (0) 40/30 05 13 00

Hotels for wheelchair users:

(Hamburger Landesarbeitsgemeinschaft
für behinderte Menschen e. V.)

+49 (0) 40/29 99 56 66

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