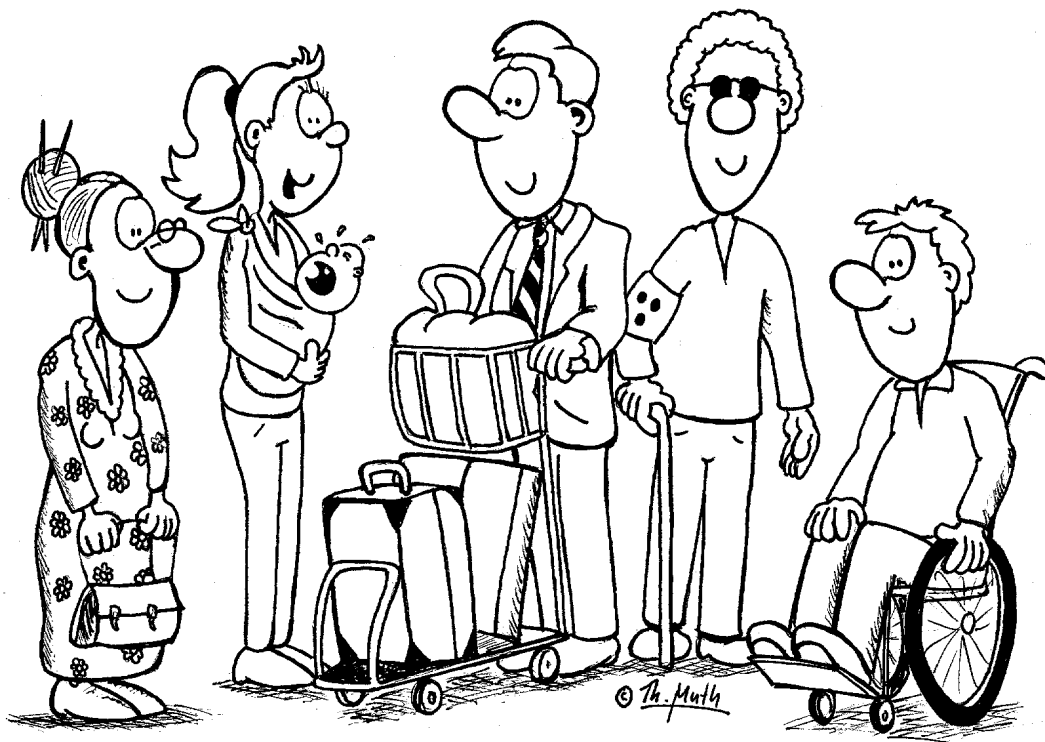


Information for passenger with reduced mobility



Airport without Barriers

Before the Start of Your Trip

When making your travel arrangements please inform your travel agency and airline on the amount of assistance you will need and to what degree you are limited in moving around. You should also state if you do not own your own wheelchair or cannot walk longer stretches. You will then be brought to the aircraft in a rented wheelchair or by an electric cart.

There are several international classifications which help you to classify your degree of disability:

WCHR - Wheelchair Ramp You only need a wheelchair to cover longer stretches but can walk up stairs without any assistance.

WCHS - Wheelchair Steps You cannot walk up stairs but can walk shorter distances on foot without assistance.

WCHC - Wheelchair Carry You always need a wheelchair and cannot move around in the cabin without assistance. You have your own wheelchair with you.

BLND - You are blind or your sight is impaired.

DEAF - Deaf, hearing is impaired or deaf and dumb.

BLND/DEAF - You are deaf and blind and dependent on the assistance of an accompanying person.

Notification of Wheelchair Use You should notify the airline that you are using a wheelchair and provide wheelchair info (height, width, weight).

Important: If your wheelchair is operated with batteries, please inform the airline of the battery type when booking your flight. Gel and dry batteries can stay on the wheelchair and do not require any special attention for transportation. However, before checking in the batteries must be secured, disconnected and the poles covered. Wheelchairs operated with acid batteries are subject to specific transportation rules and requirements. Your airline will provide specific information.

Accompanying Dogs

Dogs are welcome in the terminals but must be kept on a leash. If your dog is accompanying you on your travels, please check with your airline about the requirements concerning your animal.

Dogs are not allowed on the Visitors' Terrace for safety reasons.

Arriving and Departing

Special Vehicles Transporting Mobility-Impaired Passengers

Vehicles transporting mobility-impaired passengers have access to the terminals for getting in and out of the vehicles and loading or unloading baggage.

Arriving by car

With your special handicapped parking sticker or your disability identification card ("G" or "aG") you may park free of charge at the parking meters in front of the terminals for getting in and out of the car and loading or unloading baggage.

Special parking areas for persons with disabilities (standard rates are charged) are available in the underground garage in Terminal 1, P 4, level 0 225 and in the underground garage in Terminal 2, level U4 17. The barrier will open. Entrance height is 2.10 meters. Please display your special handicapped parking sticker or your disability identification card ("G" or "aG") on the dashboard. Push the call button before entering the parking lot.

If you book your flight several days in advance you may reserve a special parking space for a period of 7 to 29 days at a reduced rate. You must log on to our travel homepage <http://www.airportcity-frankfurt.de/> under Park & Fly. It is possible to save up to 53 % of the standard parking rate.

There are parking ticket automats in the parking garage at Terminal 1 and in the underground parking garage beneath Terminal 2. Parking tickets can also be paid with credit cards or cash at the parking ticket booths.

Special Parking Areas for High Vehicles

Larger vehicles or high vehicles must use parking lot "P 36" which is located near Terminal 1. Here the parking rates are different than those for parking garages and underground parking garages.

Further information on parking at Frankfurt Airport can be obtained by calling the telephone number ++49 (0) 69 6 90-7 88 88.

with the Taxi

Taxis are available 24 hours a day in front of both terminals. Depending on traffic conditions, the taxi ride to downtown Frankfurt is between 20 and 30 minutes.

by train

Train Station for Regional Trains

Regional trains arrive on tracks 1 to 3. It is possible to reach the departures level via lift if arriving on track 2 or 3. There is a stairway lift on track 1. It is possible to request assistance from German Rail via the intercom system.

Train Station for Long distance Trains

In the train station for long distance trains (IC, EC or ICE) there are lifts at all tracks (tracks 4 – 7). Here, too, you may contact German Rail.

German Rail has a contact service center to assist persons with disabilities when getting on, getting off or changing trains. If you are in a wheelchair, hampered in walking, blind or your sight is impaired, please contact the mobility service center of German Rail to discuss your request for assistance. The service center will organize assistance and requests that you contact them at least 1 working day in advance.

The mobility service center of German Rail can be called from anywhere in Germany under the telephone number 01805- 512 512 (rate: 0.12 EUR/min) from Mondays thru Fridays from 0800 to 2000 hours and Saturdays 0800 to 1600 hours. The service center can also be contacted on Easter Monday, Pentecost Monday, 3rd of October (German National Holiday) and 26th of December (except Sundays).

Persons with hearing or speech impairments can use the telefax under the number 01805-159 357. Contact via the Internet www.bahn.de/handicap is also possible for requesting assistance for getting off, getting on or changing trains.

with the Bus

The bus station is in front of Terminal 1 is across from the arrivals level. Buses with low platforms leave bus stop 15 and 16 for Terminal 2. Buses at the other bus stops arrive from and depart to Darmstadt, Sprendlingen, Kelsterbach, Walldorf or Rüsselsheim.

Buses also stop and depart in front of Terminal 2. The buses with low platform leave here to Terminal 1.

Sky Line

The Sky Line can be reached via lift and operates between the 2 terminals every 2 minutes.

Location of the Sky Line stations:

Terminal 1, area A

Terminal 1, area B, level 4 (departures)

Terminal 2, area D/E, level 4

Escort service for Guests with reduced Mobility

This is a wheelchair accompanying service in public areas for a small fee (e.g. from the long-distance train station to the airline counter). The service can be requested at the following companies:

Renful Flugverkehr Services GmbH

Telephone: +49 (0) 69- 690 21300

Telefax: +49 (0) 69- 690 59404

Email to: info@renful24.de

Swissport Ground Handling GmbH

Telephone: +49 (0) 69- 690 22122

Telefax: +49 (0) 69- 69809940

Email to: fra.services@swissport.com

It is recommended to book this service as early as possible. The listed companies will provide information on the fee they charge for this service.

In the Terminals Between Counter and Gate

The airlines are responsible for assistance from the counter to the aircraft as well as from aircraft to the baggage claim area (also through customs). This also applies for passengers with connecting flights.

Persons flying with Lufthansa or an airline handled by Lufthansa (member of the Star Alliance) should go to the Lufthansa special counters 282 and 283 in departures hall A. Suggestions for Meeters and Greeters It is recommended that meeters and greeters contact the airline in advance to inquire about where the expected passengers can be picked up. Facilities All doors in the terminals open automatically and they are wide enough for a wheelchair to fit through.

The toilets on all levels in the terminals are suited for persons with disabilities.

Fax Machines are Located in:

Terminal 1, area B (post office)

Terminal 1 in the Airport Conference Center

Terminal 2, areas D/E (level 3 after the security checkpoint)

Airport Information Counters:

Terminal 1

Airport information counter 1: area B (departures)

Airport information counter 14: area B (arrivals)

Lufthansa information counter, Terminal 1, B

Terminal 2

Airport information counter: area D/E, level 2 (near the arrivals area)

Security Checks

Please arrive at the security checkpoints in time. This enables our personnel to assist you better. Persons in wheelchairs are checked by hand wands and frisking. Please inform the personnel to what extent you need assistance or if, for example, you have an artificial limb.

Persons with pacemakers are checked without the use of a hand wand. Passengers with shunts or hydrocephalus should inform the personnel at the security checkpoints because in this case the security check is only done by frisking.

Airport Clinic

The Airport Clinic In Terminal 1 can be accessed on the departures level between the areas B and C and can also be accessed via lift.

Clinic personnel is on duty 24 hours a day.

Pharmacy

Terminal 1, area A, level 0

Terminal 1, area B, level 2

Terminal 2, area D/E, level 3