

## Controls



### The path to greater security.

Better safe than sorry! That's why we attach special importance to performing all checks as professionally as necessary and as smoothly as possible. We want you to get to your plane with a relaxed feeling of security. The following checks are designed to improve your safety:

#### Hold baggage inspection:

Before being loaded onto an aircraft, your hold baggage must undergo a security search. Such hold baggage screening takes place either before or past check-in (<http://www.airportcity-frankfurt.com/cms/default/rubrik/9/9819.checkin.htm>). Past check-in, the inspection takes place in the baggage basement.

In individual cases it may be necessary to open a baggage item in the absence of its owner. In such cases, a specialist will open the baggage item in the presence of an aviation security assistant. Therefore, you should close and lock your suitcase as usual, however, not using any padlocks.

#### Boarding card check:

Your boarding pass will be checked before entering the aviation security checkpoint area.

#### Security check:

At the security checkpoints, you and your hand luggage will be screened for prohibited items ([http://www.airportcity-frankfurt.com/cms/default/dokbin/282/282311.list\\_of\\_prohibited\\_items.pdf](http://www.airportcity-frankfurt.com/cms/default/dokbin/282/282311.list_of_prohibited_items.pdf))(please note the regulations on carrying liquids in carry-on baggage (<http://www.handgepaeck-berater.com>)). For this purpose, kindly put your entire hand luggage on the conveyor belt of the X-ray machine.

There are plastic boxes provided in which you should put

- Your overcoat
- Laptop without case
- Smaller items (these are to be put in the small red plastic boxes).

You can reduce waiting times by not removing the small items from your overcoat (coat, jacket, etc.)

Pass through the metal detector gate when the screening staff tells you to do so. When an alarm sounds, you may have to be re-screened with a hand-held metal detector.

Following this, you can pick up your hand luggage. Sometimes it may be necessary to subject a luggage item to a second inspection. In such a case, please open the respective luggage to allow for inspection by the aviation security assistant.

In individual cases a further inspection of items may be required in a separate room.

If you use a heart pacemaker, shunt or other relief valve (e.g., for hydrocephalus), you should tell the screening staff before walking through the metal detector.

### **Information for passengers flying from Terminal 2:**

Terminal 2 now features special control procedures: If you travel to a country which is not a member of the "Schengen Agreement", you are no longer required to go through a central security checkpoint. At the entrance to the transit area, you must show your boarding pass and identity papers. Once in the transit area you can make use of the wide range of shopping opportunities as usual. Security screening of passengers and carry-on baggage is provided immediately before you enter your departure gate.

Please note that the regulations on carrying liquids in carry-on baggage, including liquids bought in the duty free shops, will continue to apply.

### **Passport/ID check:**

For many destinations within the European Union, the "Schengen Treaty" has eliminated this check. These include: Austria, Belgium, Denmark, Finland, France, Germany, Greece, Iceland, Italy, Luxemburg, the Netherlands, Norway, Portugal, Spain, Sweden, Estonia, Latvia, Lithuania, Malta, Poland, Slovakia Slovenia, Czech Republic and Hungary. When you are traveling to countries not covered by this treaty, your ID (if you are a citizen of an EU country) or passport will be checked. Make sure in advance that it has not expired.

### **Automated passport and ID check:**

This electronic check only takes a moment. In it, a computer scans the iris of one of your eyes. This automated check is not only totally reliable but also very fast and may therefore help reduce waits when there are long lines.

To participate in this pilot program free of charge, you only need to register your passport or ID data and have your iris structure scanned once. You are eligible if you are a citizen of an EU country or Switzerland, are at least 18 years old, have had no restrictions placed on your mobility, and possess a machine-readable passport or ID that is valid for at least another six months. You can register at the "Enrollment Center" in Hall A of Terminal 1, in front of the Lufthansa priority check-in area. For more information, go to [www.bundespolizei.de](http://www.bundespolizei.de) (<http://www.bundespolizei.de>) or call the German Federal Border Police at +49 (0) 69-690 78578.

### **What to do if you lose your passport.**

If your passport or visa is stolen or lost, in many cases the airport document service can help you. In urgent cases, it can even help you obtain a new ID or visa.

### **You'll find the document service at:**

Terminal 1, Hall B (Arrivals)

Phone: +49 (0) 69/690-72232

If you have questions about passports, IDs or visas, you can also send an e-mail to [info@visumservice.de](mailto:info@visumservice.de) (<mailto:info@visumservice.de>) or call +49 (0) 700 000 847 86.

### **Special controls**

A second screening of passengers and hand luggage is required under the increased security inspection standards in EU traffic as well as for flights to Israel, U.K., and the U.S.A.

If you plan to do spend some extra time for shopping or eating (<http://www.airportcity-frankfurt.com/cms/default/rubrik/9/9809.experience.htm>) at the airport, you should arrive at the airport approximately three hours before your flight.