



Edition February 15, 2022



Hints and Tips

*for IATA-Training delivered
in cooperation with Fraport AG*





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Please let us know, if you're missing any subjects.
Your feedback is always appreciated!





COVID-19 / “Coronavirus”

*Please read this information
before leaving your country.*



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 2022.

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”

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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>

“COVID 19: Entry and quarantine regulations in Germany”



COVID-19 / “Coronavirus”

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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
(see: → **Information on the designation of international risk areas**)

Please check this list carefully before making any travel arrangements!



COVID-19 / “Coronavirus”

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before leaving your country.*



General information (3)

Since August 2021, all travelers to the Federal Republic of Germany have to register online prior to their entry, if they stayed in a so-called high-risk area or an area of variants of concern.

Important: → Classification as a risk area may change at very short notice!!

→ <https://www.einreiseanmeldung.de>

The registration is not necessary if you only passed through a risk area without a stopover. Registration is also not required if, for the purpose of border traffic, you spent less than 24 hours in a risk area.

Frequently
Asked
Questions

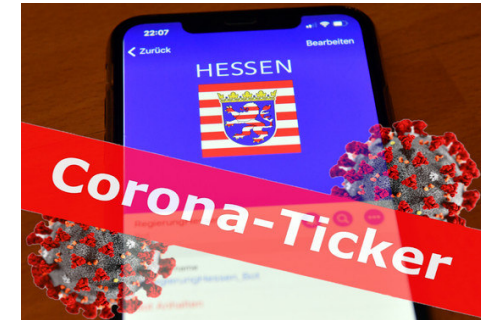


Further information is available on the website of the Federal Ministry of Health:
<https://www.bundesgesundheitsministerium.de/en/coronavirus/infos-reisende/faq-tests-einreisende.html>



COVID-19 / “Coronavirus”

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General information (4)

During some periods of the pandemic, in many regions of the Federal Republic of Germany tough restrictions were imposed, which affected everybody’s daily routine. Although it is currently planned to relax many of these restrictions as of spring 2022, there is always a possibility that they have to be reactivated or new ones have to be implemented. This may happen even on short notice, especially if the local incidence rate approaches a critical level again. Restrictions might be related to the freedom of travel or involve a local curfew, but often tend to go as far as a (temporary) shutdown of retail shops, bars, restaurants and public offices. In many cases, sociocultural facilities such as cinemas and/or theatres are forced to close for a defined period.

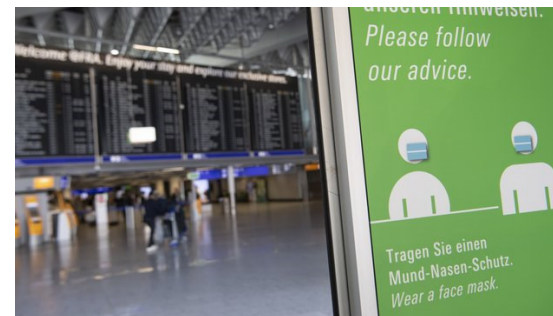
Therefore, before you start the planning of your off-time activities, we recommend to obtain the most updated information regarding potential restrictions in Frankfurt and its surroundings (Federal State of Hesse) from your Fraport LTCs.





COVID-19 / “Coronavirus”

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

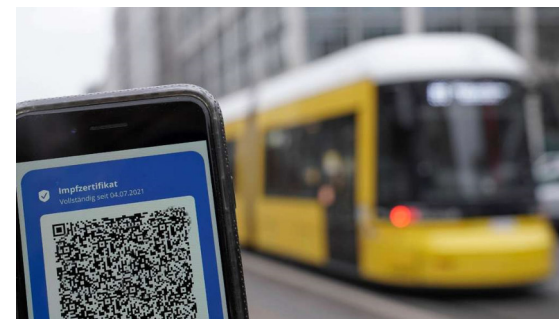
- Please take note that **face masks fulfilling FFP2-specifications must be used used at all times aboard any public transport** (i.e. busses, trams, metros, regional and long-distance trains etc.). This also applies to the associated infrastructures (bus, tram, metro or railway stations etc.) and also includes a stay there during waiting times. It goes without saying that masks must also be worn properly (with mouth and nose covered) during air travel and if you spend 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 recommended in all retail shops, department stores and when walking around busy pedestrian zones, in roofed shopping malls or at any public places*, where the min. 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”

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

- When using public transport, a **proof of vaccination** is mandatory (alternatively a proof of full recovery from COVID or evidence of a negative test).
- Nowadays random checks by regulatory authorities are quite common. Hence, before boarding any means of public transport, always make sure that you have an appropriate proof with you (vaccination certificate, certificate of recovery, or test certificate).
- Violations may be subject to severe penalties (up to 250,00 €) imposed by the regulatory authorities. This also applies to violations in connection with access restriction rules when entering shops, restaurants, museums etc. (see Pages 22 to 23 for details).



COVID-19 / “Coronavirus”

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General rules of conduct in Germany during the pandemic (3)

- 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 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 or coughing developing, please either use a paper tissue (to be disposed of properly at a later stage) or – if not on hand – sneeze or cough into the crook of your arm. Please, avoid sneezing or coughing into the palm of your hand!



COVID-19 / “Coronavirus”

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Access restrictions in Germany during the pandemic (1)

- If you intend to visit a museum, go out for dinner or plan a shopping tour, in many places you currently might come across signs with the following markings:
 - **2G**,
 - **2G+** or
 - **3G**

These codes are indicating access restrictions into the respective premises. But, what exactly do they mean and which kind of evidence do you have to provide before being allowed to enter?

→ **2G**: Admittance is granted only to persons recovered from COVID, fully vaccinated or tested persons.

Requirements: Valid proof of a full vaccination or recovery from COVID. The mere presentation of a negative test is not sufficient.



COVID-19 / “Coronavirus”

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Access restrictions in Germany during the pandemic (2)

→ **2G+**: Admittance is granted only to persons recovered from COVID or fully vaccinated persons. In addition, they need to show a negative test result. Persons with a booster vaccination are exempted from presenting a negative test result.

Requirements: Valid proof of a full vaccination or recovery from COVID plus a negative test result. Acceptable tests: A rapid antigen test, max. 24 hours old or a PCR test, max. 48 hours old.

→ **3G**: Admittance is granted only to persons recovered from COVID, fully vaccinated persons or tested persons.

Requirements: Valid proof of a full vaccination or recovery from COVID or a negative test result. Acceptable tests: A rapid antigen test, max. 24 hours old or a PCR test, max. 48 hours old.



COVID-19 / “Coronavirus”

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Source of information for COVID-related rules in Germany

After more than two years, COVID-19 unfortunately still has a firm grip on Germany. Almost everyone’s daily life has been constantly affected by implementation of new limitations, tightening of rules or endless adaptations. The following website provides an easy-to-use overview of the latest developments.

→ <https://handbookgermany.de/en/live/coronavirus/coronavirus-general-info.html>

A repeated look into this website is highly recommended. All information contained is kept up-to-date and carefully checked for accuracy and relevance in order to prevent misinformation.

+++ News +++

Until the end of March 2022, the German government envisages a gradual relaxation of 2G, 2G+ and 3G-rules. This means that the access to restaurants, bars, pubs and cafés as well as to many leisure facilities will no longer be restricted (see P22 to 23).



Germany at a glance (1)

Please read this information before leaving your country.



Great to have 
you here!

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.

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e.franke01@fraport.de / +49 (0)69 690 - 71103



Germany at a glance (2)

Please read this information before leaving your country.



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.

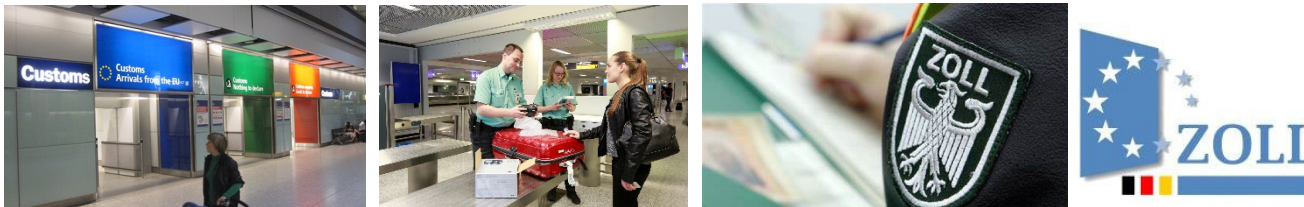


Germany at a glance (3)

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

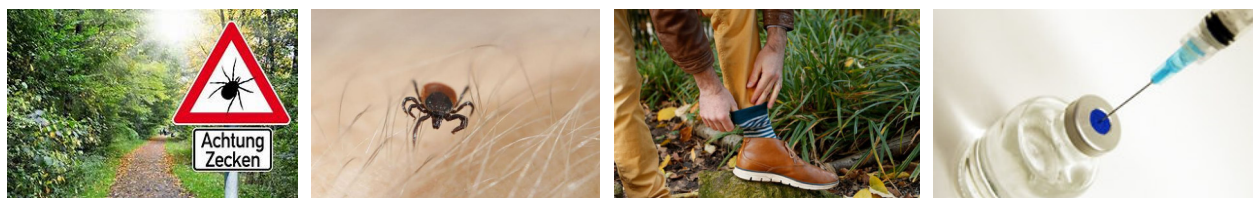


Germany at a glance (4)

Please read this information before leaving your country.



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



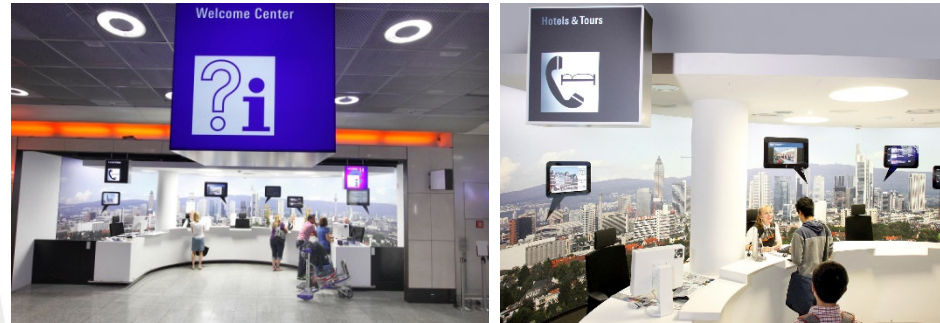
Apart from “standard German”, a lot of regional accents and dialects exist. Germans are quite fluent in English, especially if employed in the service sector. Young people might even speak additional foreign languages so that our guests usually should not face major communication problems.

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:



IATA Training Teams and the Fraport Training Coordinators do wish 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.



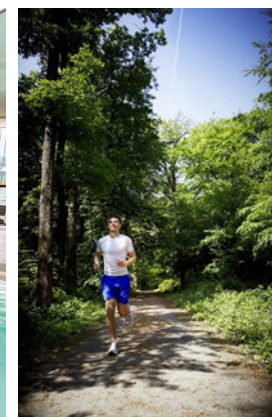
Hotel accommodation (1)

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.

STEIGENBERGER
AIRPORT HOTEL
FRANKFURT



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.steigenberger.com/en/hotels/all-hotels/germany/frankfurt/steigenberger-airport-hotel-frankfurt>

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)

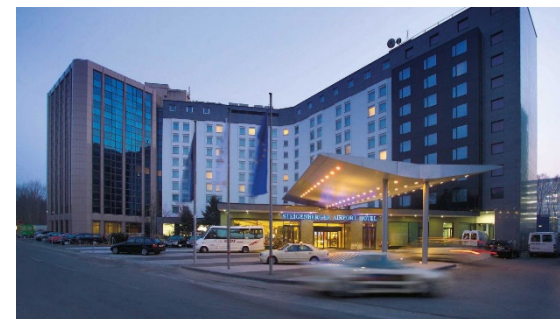
Impressions of the “Steigenberger Airport Hotel Frankfurt”





Hotel information (1)

How to get there by train, plane or car





Steigenberger Airport Hotel Frankfurt






Only about an 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
FREE
-  SPA spa
-  fine dining
-  fitness area
-  meeting rooms
-  shuttle service
-  24 hour room service
-  restaurant
-  bar
-  swimming pool

<p> TRAIN ICE Airport railway station Distance: 0.9 km Shuttle service: 24 hour express airport shuttle to terminals 1 and 2 free every 20 minutes. Here are also the S-Bahn stops Frankfurt (M) Fernbahnhof, as well as Frankfurt (M) Regionalbahnhof. » Search for saver fares » Information about the train station</p>	<p> AIRPORT Frankfurt Rhein-Main Airport Distance: 0.9 km Shuttle service: 24-h-Express-Airport-Shuttle to terminals 1 (exit B5) and 2 (exit E) free every 20 minutes. » Information about the airport</p>	<p> RENTAL CAR & CHAUFFEUR Sixt is the leading car rental company in Germany with more than 4,000 rental stations in 105 countries. » Book your rental car here The chauffeur service from my-Driver by Sixt offers completely stress-free transfer. » Book the chauffeur service here</p>
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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

Bitte achten 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



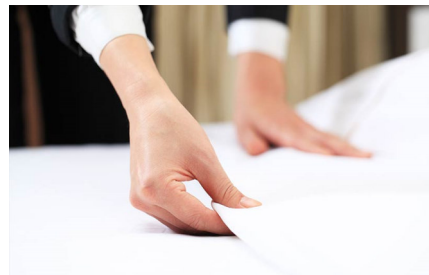
Hotels

Throughout Germany tipping is expected when staying in a hotel.

If you receive an above-the-average service you should give your porter between 2,00 € and 3,00 € per bag.

Your housekeeper should receive between 2,00 € and 4,00 € Euros per night. The tip may either be handed over personally or left on the nightstand.

If your conciierge provides an outstanding service, you can tip up to 5,00 € or in exceptional cases even 10,00 €.



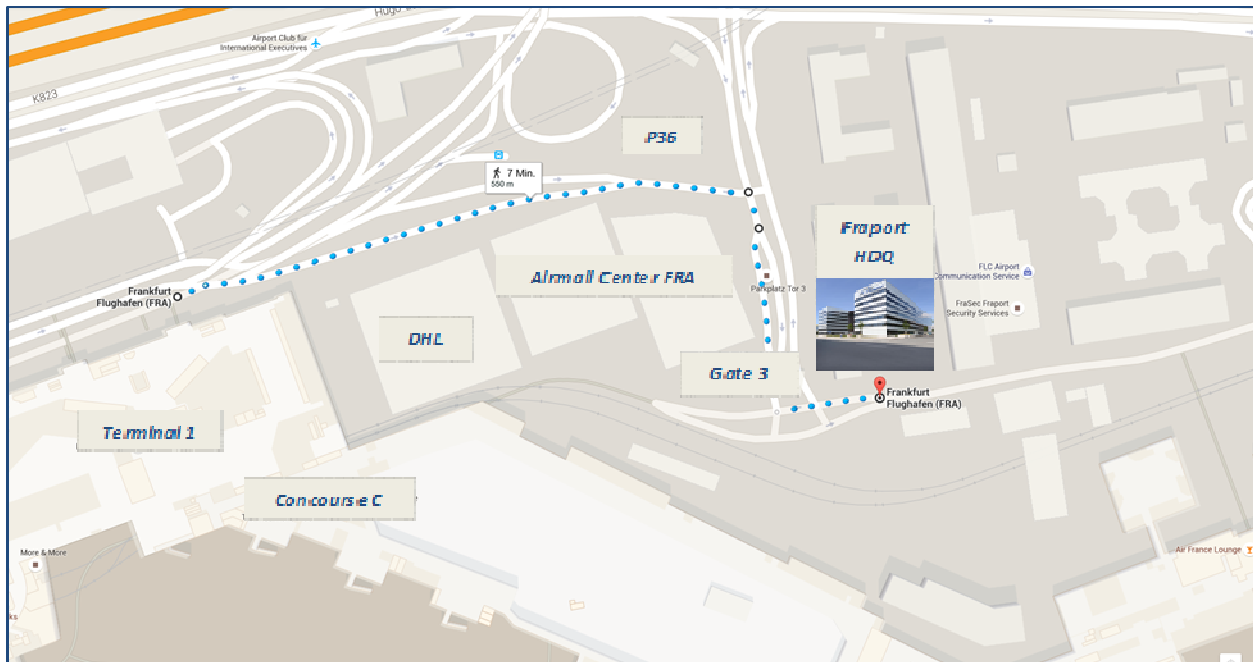


Location of training facilities

Plan overview



Fraport Headquarters (HDQ)

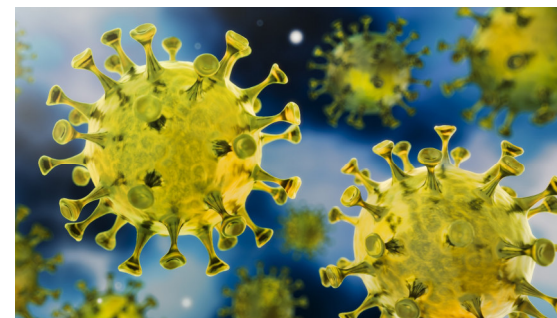


Detailed instructions on how to get to the Fraport training facility which applies to your specific IATA course have been mailed to you along with your course invitation.



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.

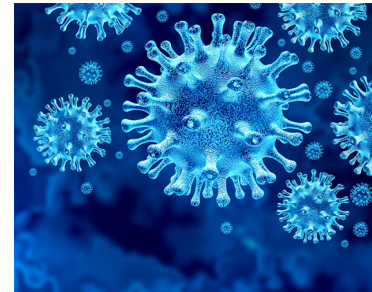
Thank you!!





COVID-19 / “Coronavirus”

Overview of guidelines (2)



Overview of basic rules to be followed while visiting Fraport facilities





COVID-19 / “Coronavirus”

Overview of guidelines (3)



Face masks

- Except if indicated in advance by your LTC, please 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. Of course, it may be removed while eating and drinking at the table.
- 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.

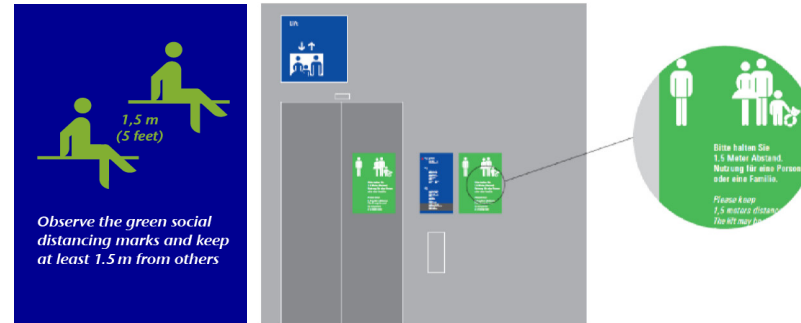


* Filtering Face Piece protection level 2



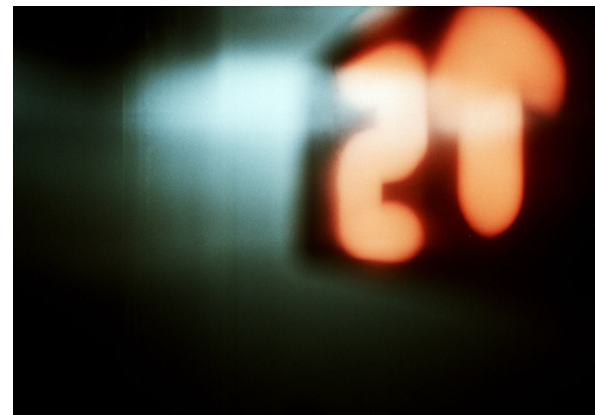
COVID-19 / “Coronavirus”

Overview of guidelines (4)



Minimum distance

- Generally, always keep a safe 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.





COVID-19 / “Coronavirus” Overview of Guidelines (5)



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 regularly.





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”).

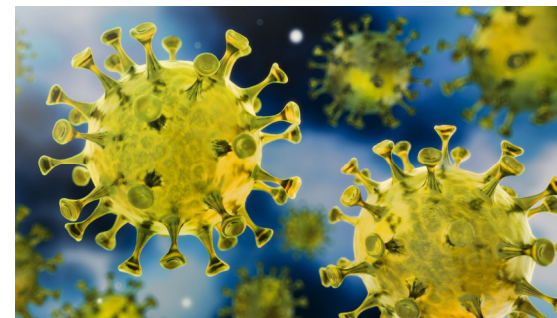
These “Safety Stations” accept cash payment in €, as well as major credit cards and Apple Pay.

Note: Different shops at the airport are selling protective masks, disinfectant gel and disinfecting wipes as well.



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

If 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 do not 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 nighttime, 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 Germany and to get tested well in advance, if this is required (→ <https://www.auswaertiges-amt.de/en/visa-service/EinreiseUndAufenthalt>).

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 **MEDICARE Test Center** is located at Allerheiligenstrasse 13, 60313 Frankfurt. You can get there easily, either by taking a taxi or by using public transport (metro station “Konstablerwache”). Don’t hesitate to ask your Fraport LTCs for further advice.

The booking of a time slot for the PCR test is compulsory and can be done online under the following link: → <https://medicare-frankfurt.ticket.io/1rs4na3y/?onlyTag=PCR>

Note: Testing facilities currently provided at the airport are for exclusive use by arriving and/or departing passengers (→ no use of *EcoCare* COVID19 test center)!



Fraport Training Facilities

General Information (1)



Arrival procedure

Upon arrival at Fraport's Headquarters, please contact the **INFO** desk. You will obtain further information about the designated training room and on how to get there. Usually, the venue is located on the ground floor of the building.

Cash withdrawal

In case you're running out of money, there is an ATM-facility available next to the entrance to the "FRABar". 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 inside the building. However, smoking is permitted in designated areas of the patio, including the shelter.

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

You can log-in to the WLAN network "airport-frankfurt" and surf the internet free of charge via T-online.

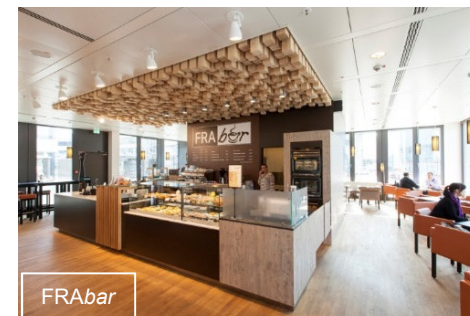


Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.



Where to go for lunchtime ...

Food & beverages



Training rooms

During morning and afternoon sessions coffee, tea and cold beverages will be offered free of charge to every course participant. For lunchtime, we suggest to visit:

FRAbar

This is a self-service cafeteria, located in the lobby of Fraport's Headquarters next to the main entrance. It offers a wide selection of coffee specialties as well as delicious (hot or cold) snacks such as freshly prepared panini, crunchy baguettes, home-made cakes, donuts, muffins and crispy salads. Payment by cash or credit card.

Fraport staff restaurant, building 164

One of several catering facilities used by airport staff is located in the close vicinity to Fraport's Headquarters. 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.



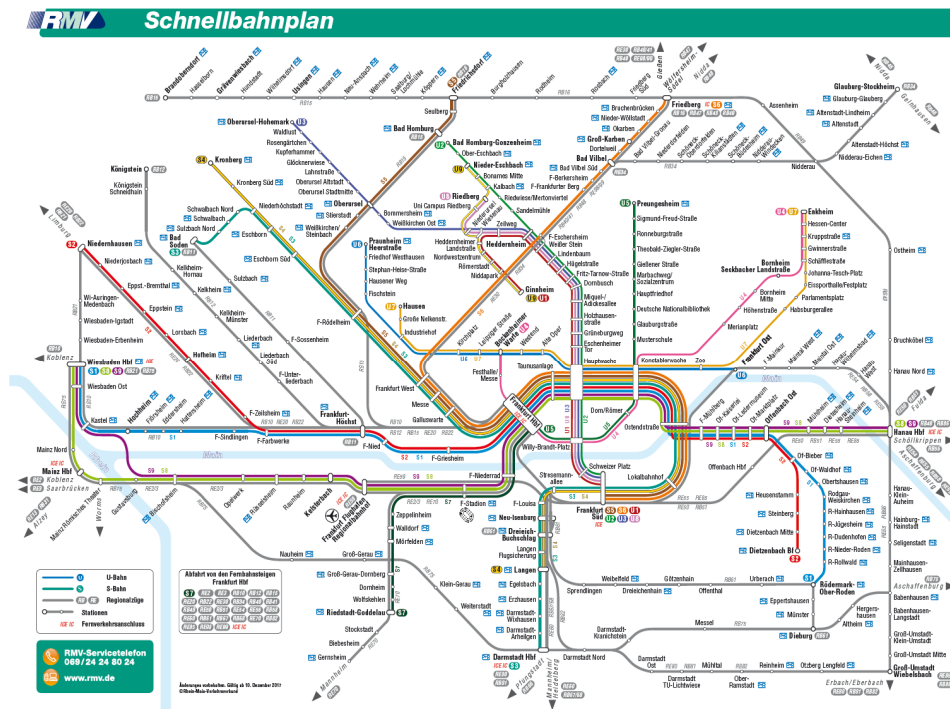
City information

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: 5,20 €
 Day-Pass (recommended): 10,15 €
 Weekly-Pass: 27,20 €

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



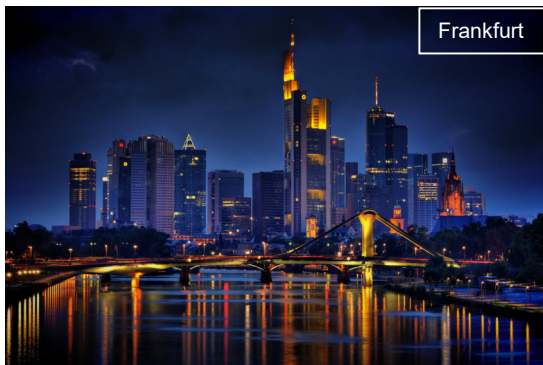
City information How to get around (2)



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.



Frankfurt



Wiesbaden



Mainz

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)



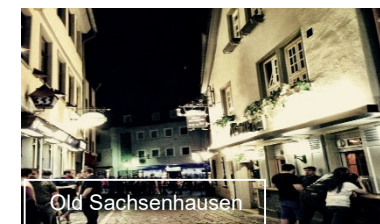
The fastest way from Frankfurt's central station ...

... 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.

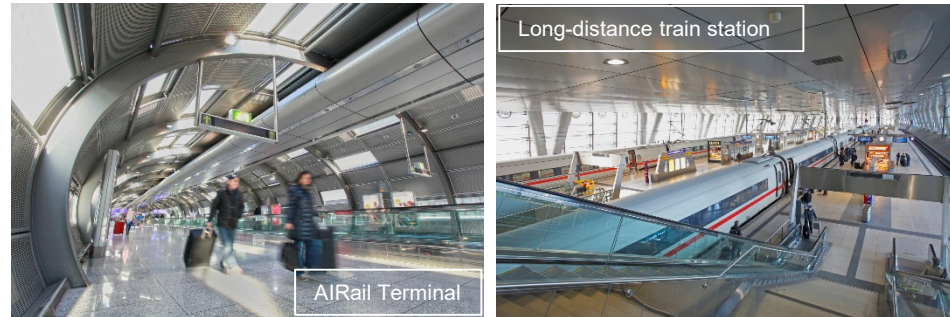


Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.



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 SQUAIRE” which is linked by a pedestrian bridge with Terminal 1.

Opening hours: Monday – Friday from 07:00 am until 09:00 pm.

Saturday from 08:00 am until 06:00 pm

Sunday from 07:00 am until 09:00 pm.

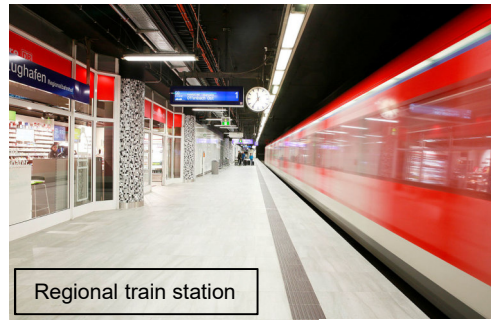


Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.



Travel information

How to get around (5)



Regional train station



Long-distance train station



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

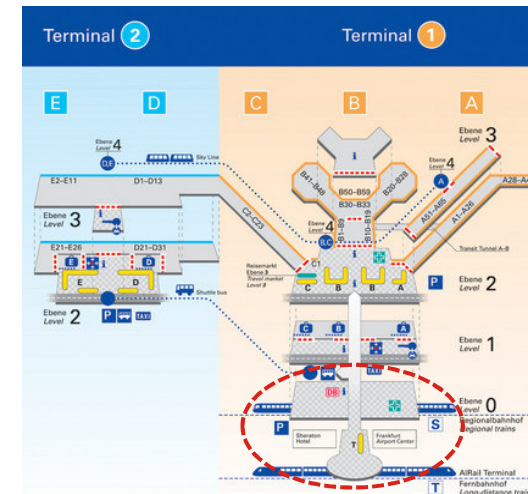
... serving the city of Frankfurt and the metropolitan area of Rhein-Main leave from the regional train station ("Regionalbahnhof") located in Terminal 1, Level 0.

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.

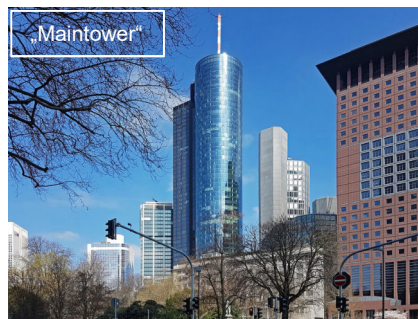


Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.

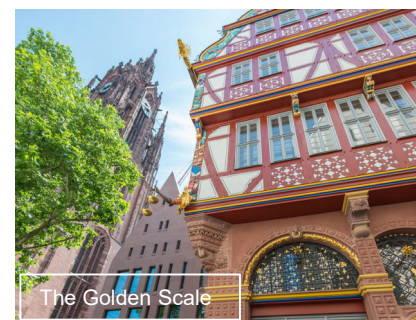


City information

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>

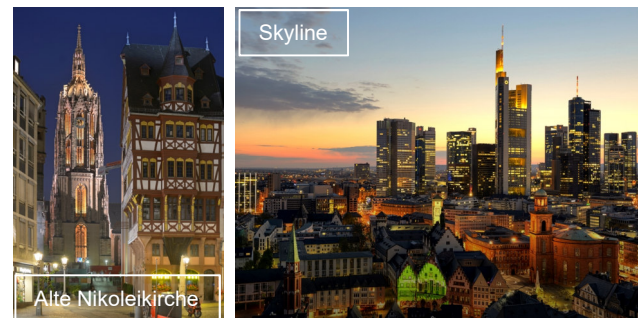
If you wish, your LTCs are more than happy to assist you with additional suggestions in order to enrich your leisure time with a personalized touch and city experience.

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



City information

Places and attractions not to be missed



Here are a few **suggestions** on what to see and what to experience in “Mainhattan”:

 <u>Venue</u>	 <u>Location</u>	 <u>Category</u>
1. Alte Nikoleikirche	Am Römerberg	Churches
2. Dom (Cathedral)	Am Domplatz	Churches
3. Liebfrauenkirche	Liebfrauenberg	Churches
4. Goethehaus	Großer Hirschgraben	Historic sights
5. Paulskirche	Paulsplatz	Historic sights
6. Römer/Historic Center	Römerberg	Historic sights
7. Alte Oper	Opernplatz	Arts & Culture
8. Palmengarten	Siesmayerstraße	Botanical Garden
9. Zoologischer Garten	Alfred-Brehm-Platz	Zoo
10. Banking District	Downtown	Architecture
11. “Maintower”	Neue Mainzer Straße	Observation Platform
12. Museumsufer	Schaumainkai	Museum District
13. Alt-Sachsenhausen	Klappergasse	Pub District

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.

Looking for some inspiration on where to go for dinner? Then check out this website:
 → <https://www.timeout.com/frankfurt/restaurants/best-Frankfurt-restaurants>

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 (1)



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.



Zahngesundheit
am Flughafen



PRAXIS TOBIEN
und KOLLEGEN



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



FRANKFURT
AIRPORT
CENTER

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 08:00 pm
 Terminal 2/THE SQUAIRE Monday – Sunday from 07:00 am until 08:00 pm
 Saturday – Sunday from 09:00 am until 06:00 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.



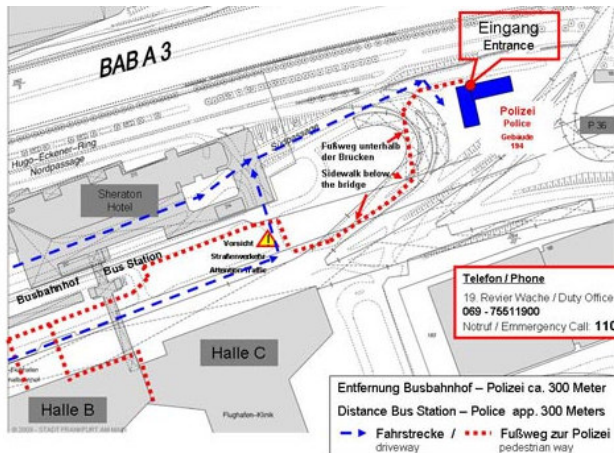
Polizei Hessen



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: pd-flughafen.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



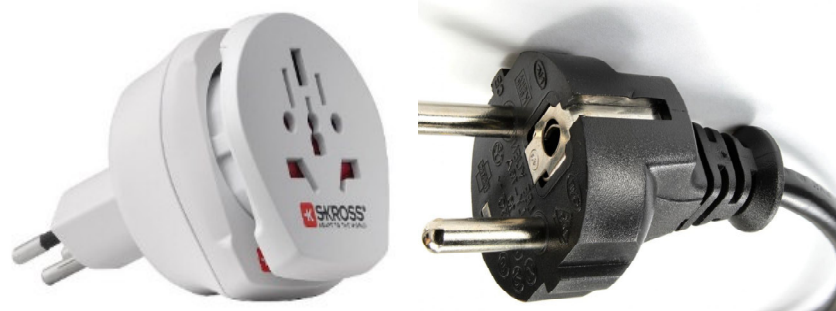
- **What** has happened?
- **Who** is involved?
- **How** did it happen?
- **When** did it happen?
- **Where** did it happen?

Service	Telephone 
Police 	Tel: 110
Fire Service 	Tel: 112
Ambulance 	Tel: 112
Non Emergency Medical – Doctor on Call 	Tel: 116 117
Toxic Substance Emergency 	Tel: 192 40
Pan-European emergency number 	Tel: 112



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.

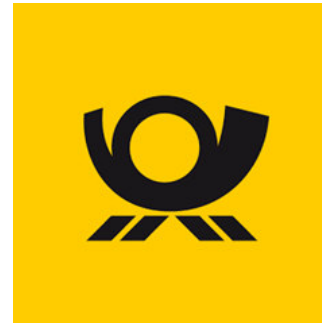
By the way, retailers for consumer electronics in the public areas of Terminal 1 are usually selling such devices as well.



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



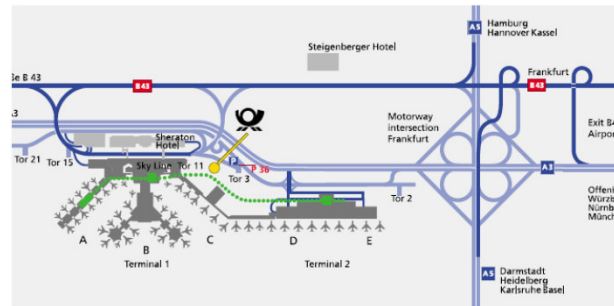
Airport information Services (1)



Postal services

A post office providing “classic” services is located within walking distance (about 300 meters east of Terminal 1) in the International Postal Center (IPZ).
Business Hours: Monday – Friday from 08:00 am 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.

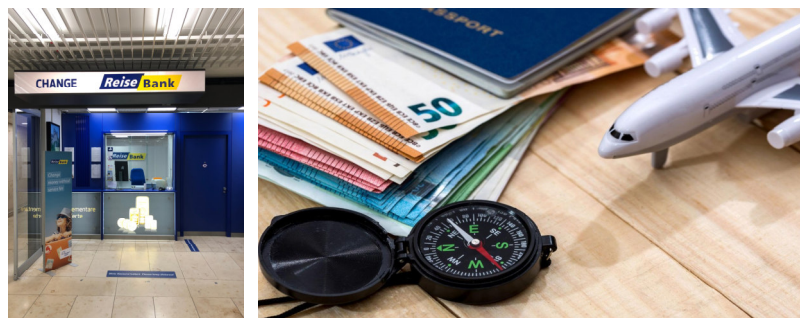


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Airport information

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
- Deutsche Bank (incl. ATM facilities), Terminal 1
- 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 & C



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 05:00 pm

Saturday 10:00 am until 03:00 pm

Sunday closed

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 SQUARE” West, Level 5.

Business Hours:



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 property

Since September 2021, Fraport and Lufthansa have joined forces and are operating the “Lost and Found”- office together. It means that you will no longer have to worry about at which specific point of your journey or your stay at Frankfurt Airport you’ve lost an item. All of them are automatically brought to and stored at one central spot.

In case you’ve lost any personal belongings, just go and visit the 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: Monday – Sunday from 08:00 am until 04:00 pm

Loss reports and contact inquiries can be conveniently made by using this website:
→ www.frankfurt-airport.com/fundbuero

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.

There is a multi-branded telecommunication shop located in Terminal 1, Arrival Hall B, near to the main “Meeting Point”. By the way, special services offered in the shop include repairs and quick charging of mobile phones.

Business Hours: Monday – Friday from 09:00 am until 07:00 pm
 Saturday from 10:00 am until 05:00 pm
 Sunday from 11:00 am until 06:00 pm

An “O2”-shop can be found in the “Samsung Store”, Terminal 1, Hall C, Level 0.
Business Hours: Monday – Saturday from 09:00 am until 07:00 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)



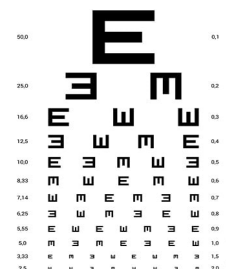
Eyeglasses / Eye examination

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:



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 (8)



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 09:00 am), whereas the Protestant Chaplaincy holds a prayer on Friday at 12:00 pm 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 is set up in Terminal 1, Departure Hall C, Room 2042 (opposite Condor check-in counters).

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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 "Planet Payment":
Terminal 1, Departure Hall B, Counters 647-651
Terminal 1, Departure Hall A



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 impressive 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 07:00 am until 11:00 pm

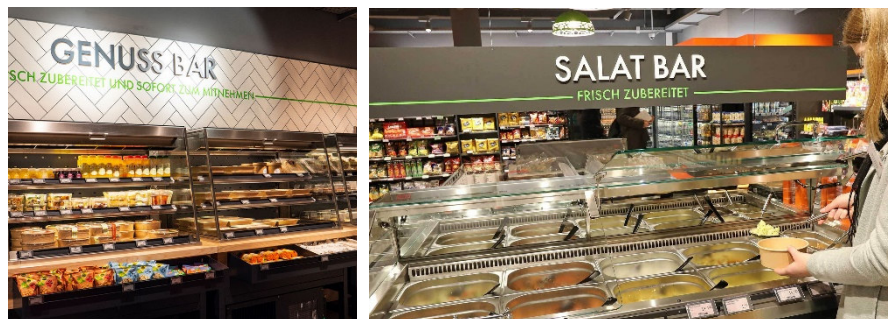


Note: Specific regulations and/or restrictions related to the COVID-19 pandemic might be in place. Please consult the respective pages of this brochure.



Airport information

Convenience stores (2)



Food / Groceries

- 2) The latest addition to the vast offer of deli groceries available at Frankfurt Airport is **tegut QUARTIER**

Based on a completely new shopping concept, this store provides its clientele with fresh trendy meals and snacks. The range includes sandwiches and breads, sliced fruit, vegetable snacks with matching dips, snack trays, as well as freshly prepared juices, smoothies and meal trays either for consumption on site or for take away. Fresh paninis, salad bowls and sushi are rounding up the offer.

Location: Terminal 1, Airport City Mall, Hall C, Level 0

Business Hours:

Monday – Sunday from 06:00 am until 10:00 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

Convenience stores (3)



Food / Groceries

- 3) 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.



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*Ground Handling &
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Seminars*



 Fraport

Gute Reise!



We make it happen