Flughafeninformation
Flughafen FRA
Frankfurt, Airport Frankfurt (FRA), Germany

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Location

Frankfurt Airport is located 12km (8 miles) southwest of Frankfurt city center.

Address:
Flughafen Frankfurt
60547 Frankfurt am Main,
Germany

Dialling Code: +49 www.frankfurt-airport.com
Tel. +49-180/53 72 46 36

Airport map and general info

Airport code: FRA

Number of Terminals: 2

Information

Airport information desks are located in the arrivals and departures halls of both terminals; these are staffed 24 hours a day. There are also several touch screen information kiosks situated throughout both terminals.

Transfer between Terminals

Free SkyLine shuttle trains run between the terminals (journey time: 2 minutes). Free shuttle buses can also be found by the roadside outside each terminal.

How to get there

Road
Frankfurt Airport is easily accessible from the A3, A 67 and A5 interstate highways.

**Rail**

The regional train station (platforms 1-3) is located beneath Terminal 1. From here, S-Bahn (rmv.de) commuter trains (lines S8 and S9) depart for Frankfurt's central station (Hauptbahnhof). Trains also run to Offenbach, Hanau, Rüsselsheim, Mainz and Wiesbaden. RegionalExpress (RE) and StadtExpress (SE) trains serve many other destinations.

The long-distance train station (platforms 4-7) is linked via a connector building to Terminal 1. From here, a number of high-speed ICE trains depart to the central stations of Cologne and Stuttgart with connections further afield in Germany and across Europe. These services are operated by Deutsche Bahn (bahn.de).

**Bus**

Several bus connections are available for getting to and from the airport. Bus stops are located in front of Terminal 1 (Arrivals level) and Terminal 2 (Level 2).

**Shuttle**

There are Lufthansa shuttles (www.transcontinental-group.com) to Hahn Airport, Heidelberg, Mannheim and Strasbourg, stopping in front of Arrivals Hall B, Terminal 1.

**Taxi**

Taxis are readily available outside both terminals (journey time to the city center: 20-30 minutes).

**Car parking**

There are a total of 14,000 parking spaces at Frankfurt Airport – substantial discounts apply for parking booked in advance on the airport’s website. Each of the terminals has a multistory parking garage and/or an underground parking garage providing direct 24-hour access to the terminal: parking garages P1, P2, P3, P4 and P5 serve Terminal 1, while P8 and P9 are close to Terminal 2.

**Parking spaces for passengers with impaired mobility**

Parking spaces for guests with impaired mobility can be found in the underground parking garages of Terminal 1 (entrance P4) and Terminal 2 (entrance P8).

**Terminal map and transfer info**

**Terminal map**

Download map of terminal

**Transferring at Frankfurt Airport**

In the new Pier A, which was constructed exclusively for Lufthansa, and in Terminal 1, Lufthansa and all its Star Alliance partners are located together under one roof. The two terminals are only a few minutes travel time away from each other by shuttle bus or by the SkyLine elevated railway.

For up-to-the-minute information on your connecting flight, please consult one of the monitor screens located around the airport. If no gate has been assigned yet, head for the indicated pier. Then follow the blue signs to the gate, keeping the walking times displayed in mind. Gray signs show the way to passenger services.

Transit passengers who must change between Piers A and B (in Terminal 1) may use the passenger tunnel. If you need to transfer between Pier A, B, C, or Z (in
Terminal 1) and Pier D or E (in Terminal 2), follow the signs to the SkyLine train, which departs every two or three minutes, or take one of the shuttle buses that circulate between the terminals.

If you already have a boarding pass for your connecting flight, please consult one of the monitors to double-check the assigned gate.

If you do not have a boarding pass for your connecting flight, please go to a transfer desk of the airline operating your flight or proceed straight to the departure gate, where you can obtain your boarding pass at the desk. In the pre-security part of the airport, please go to your airline’s check-in counter.

If you are in a hurry to catch a connecting flight at Frankfurt Airport, you can take a shortcut to get to your gate faster. The fast lanes at the security checkpoint may be used on a priority basis by passengers whose flight is listed on the display.

For assistance, simply scan your boarding pass at one of the information kiosks, and all the relevant information on your connecting flight will be displayed, or ask at one of the information counters, where multilingual service staff will be happy to help you. Alternatively, ask the Mobile Service Guides, who are recognizable by their red uniforms.

In most cases, you must clear security checks on your way through the airport. Whether or not you must clear a passport check depends on whether the airport you have arrived from and your destination are within or outside the Schengen Area. Please allow enough time for both of these.

Detailed passenger information is available on the airport’s website (frankfurt-airport.com).

**Lufthansa Transfer Services**

The Lufthansa Transfer Service is offered in German and English as standard, as well as in other languages depending on the country of origin of the flights. Passengers who value personal assistance to help them at the airport can still book the Lufthansa Guide Service (for a fee).

Transfer Service Points are located in numerous arrivals areas for flights from non-EU countries and additionally at all the bus stops relevant for the transfer between the taxiway and the airport buildings.

Here, passengers will receive all the latest information about their connecting flights, the location of the lounges, the airport infrastructure, and their baggage.

**Exclusive Transfer Service**

At each Transfer Service Point, a Lufthansa representative will also take care of any requests from First Class and Business Class passengers as well as HON Circle Members, Senators and Star Alliance Gold passengers.

**Accessibility**

Facilities for disabled passengers include lift and ramp access, electric buggies, automatic doors, lowered telephones, dedicated toilets and reserved parking. Wheelchair accompaniment services are available on request (tel: +49-69/69 06 66 66). Disabled passengers should inform the relevant airline of any assistance required at least 48 hours prior to their arrival at Frankfurt Airport. The SkyLine
shuttle train is wheelchair accessible.

**Visa & Immigration**

**IATA Travel Centre**

The IATA Travel Centre delivers accurate passport, visa and health requirement information at a glance. It is a trusted, centralized source for the latest international travel requirements. The IATA Travel Centre is the most accurate source available because it is based on a comprehensive database used by virtually every airline, and information is gathered from official sources worldwide, such as immigration and police authorities.

www.iatatravelcentre.com/passport-visa-health...

**Facilities & infrastructure**

**Money**

Numerous banks, bureaux de change and ATMs are available in Terminals 1 and 2, both before and after the security areas. A number of major German banks offer a range of services at their branches in the Frankfurt Airport Center, opposite Terminal 1.

**Communications**

Unlimited free Internet access via Wi-Fi is available to all visitors. Postal services are available throughout Frankfurt Airport.

**Food**

Restaurants, bars and cafés can be found throughout both terminals. Some of these eateries are open 24 hours a day. Among the options are restaurants serving Asian cuisine, an ice cream parlour and a sports bar serving American classics.

**Shopping**

There are more than 230 shops at Frankfurt Airport spread between the terminals. These include fashion boutiques, duty-free outlets (for passengers leaving the EU) and newsagents. The Shopping Plaza on level 2 of Terminal 2 offers a wide range of retail options.

**Luggage**

Porter services are available. Trolleys (requiring a €2 deposit) are located throughout Frankfurt Airport. The lost property office (+49-69/69 06 63 59) is situated on the first level of Terminal 1. A 24-hour left luggage service is available in both terminals.

**Other**

There are pharmacies and a 24-hour medical clinic in Terminal 1. There are hairdressers and a nail studio in Terminal 1 for those seeking a spot of pampering before their flight. Travel agencies are on hand for bookings and information in both terminals.

For those travelling with kids, children's play areas are located at various points within Frankfurt Airport, while baby-changing rooms and buggy hire are available at the left-luggage offices in both terminals.

Those accompanied by canine friends can make use of the new dog-only hotel,
which has kennels for day or overnight stays.

**Conference & Business**

The Fraport Conference Center (tel. +49 69/ 69 07 05 00, meet-in-frankfurt.de) in Frankfurt Airport Center (across a pedestrian bridge from Terminal 1) offers conference rooms for up to 180 people, as well as audiovisual equipment, Internet access, secretarial services, interpreters, office supplies, videoconferencing and catering. There are also presentation rooms for hire in Terminal 2.