

Barrier free

Information for passengers
with disabilities



Munich
Airport

Service nonstop

Munich airport is disabled-friendly

Munich Airport offers a wide range of services to assist passengers with disabilities. This brochure describes the services and facilities available in our barrier-free terminal buildings and Central Area and includes other useful information and maps.

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If you are mobility impaired or you have a disability, **please tell your airline or travel agent when you book your flight or at least 48 hours before you embark on your journey** what kind of assistance you need and the degree to which your mobility is impaired so as to ensure you receive the right help and support. This prior notification (required under EU Regulation 1107/2006) will enable them to pass on the information to Munich Airport in good time, where staff will arrange the assistance you need.

On the day you depart, proceed to your airline's check-in desk. To locate the check-in desk, follow the signs at the airport. If you have questions, please do not hesitate to contact staff at any of the airport information desks.



Special needs codes

The following standard international codes help when stating your disability:

WCHC (Wheelchair Cabin Seat):

- The passenger requires a wheelchair at all times and needs assistance inside the aircraft.
- The passenger has his or her own wheelchair.

WCHS (Wheelchair Steps):

- The passenger can walk short distances but is unable to negotiate stairs.

WCHR (Wheelchair Ramp):

- The passenger can walk but requires a wheelchair for longer distances.
- The passenger is able to negotiate stairs.

BLND:

- The passenger is blind or visually impaired.

DEAF:

- The passenger is deaf or hearing impaired.

BLND-DEAF:

- The passenger is blind and deaf.

DPNA:

- The passenger has an intellectual or developmental disability needing assistance.

Arriving by rail

Trains on rapid transit (S-Bahn) rail lines S1 and S8 terminate in the airport's Central Area (level 02). Escalators and wheelchair-friendly elevators take you up to the ground floor (level 03). Access to Terminal 1 is via the Central Area; access to Terminal 2 is via the München Airport Center (MAC) Forum.

Tactile guidance system from trains to the main information desk

A tactile guidance system consisting of floor marking leads from the rail platform on level 02 to the elevator, which takes you up to level 03, and from here to the main information desk in the Central Area. The floor markings also show the way to disabled washrooms next to the Airbräu restaurant. At the information desk there is an information board in Braille with an overview of the airport.

Tactile guidance system in Terminal 2

If you go from the rail platform to Terminal 2 via the MAC Forum, tactile floor markings lead you from one of the four entrances to Terminal 2 (on level 03) to an elevator, which takes you up to level 04, and from there to desk 445 in the central check-in hall, which is for passengers with special needs.

A raised relief board with information in Braille at the entryway describes the way to desk 445.

Arriving by bus

The airport-city bus (from Munich Central Station to the airport) and all scheduled bus services stop directly in front of the Central Area (level 03), at Terminal 1 areas A and D (street level), and Terminal 2's north curbside (level 04).

At Terminal 2's north bus and taxi curbside, you can find the tactile guidance system at level 04 at the middle entrance of the three entrances to the building. The guidance system leads you to desk 445 for passengers with special needs. The entryway at level 04 also has an information board in Braille describing the way to desk 445.

Arriving by car

If you arrive at the airport by car or taxi, you can disembark at the curbside right in front of Terminal 1's arrival and departure areas (street level). At Terminal 2, the south curbside is for private cars and the north curbside is for taxis.

HON, first-class and business-class passengers may use the priority check-in at Terminal 2's south curbside.

Parking close to the terminals

Underground and multistory parking garages are located immediately across from Terminal 1. At level 03, next to the elevators, these garages have specially designated parking spaces for people with disabilities.

If you are flying from Terminal 2, you may park in the short-stay garage P20 on the south access road. Levels 03 and 05 in the north wing have reserved parking spaces for people with disabilities.

Reduced parking fees

If you have a disabled ID card (group "aG", "H" or "Bl"), you can claim a 50 percent discount on airport parking fees at the parking office (level 03 in the Central Area). Alternatively, you can call an airport service employee on the intercom at any of the parking pay stations who will collect your discounted parking fee.

Departure area access

Easy access routes and elevators take you to the departure areas in Terminals 1 and 2 and enable you to move between floors independently. All of the special facilities are marked with the standard international disabled symbol.

Check-in services

Once you arrive at the airport, please go to your airline's check-in desk in Terminal 1 or desk 445, the special needs desk, in Terminal 2's check-in hall. Staff there will arrange your care through until departure.

Our staff at the airport information desks would also be happy to help with any questions you might have.

Meeter/greeter service

People meeting and greeting travelers with disabilities can obtain special authorization to enter the baggage claim area. Contact your airline to request access.

Pharmacies

- Central Area (level 03)
- Terminal 2 (levels 04 and 05, restricted area)

Guide dogs

At Munich Airport, disabled persons may be accompanied by guide dogs.

Porters

Porters are available for a fee throughout the airport's passenger facilities.

Tel.: +49 (89) 975-9 97 95
 Mobil: +49 (171) 3 72 71 79
 Fax: +49 (89) 975-9 97 96

Sand's baggage services

An external operator, Sand, located in Terminal 2 (level 03), provides baggage transportation services to and from the airport in a 60km radius around Munich. Tel. +49 (89) 975-9 28 20

Baggage carts

- Terminal 1, Terminal 2, Central Area, Departures/Arrivals Area F, and parking garages. Fee: EUR1.00
- Free in terminal arrival areas

Cardiac pacemakers

On request, security screening for passengers with pacemakers can be conducted without metal-detector wands. Please notify staff on site.

Kempinski Hotel Airport München

Located between the two terminals, this five-star hotel is disabled access-certified and has four disabled-friendly rooms. Tel.: +49 (89) 978-2 25 30 Fax: +49 (89) 978-2 25 13 www.kempinski-airport.de



See the map on pages 8/9.

Elevators

Terminal 1, the Central Area, and adjacent multistory and underground parking garages are all equipped with wheelchair-friendly elevators for easy access between floors.

Information in Braille

The main information desk in the Central Area (level 03) has an information board in Braille with an overview of the airport layout to help blind and visually impaired passengers find their way.

Check-in desks

Airlines' check-in desks in Terminal 1 are located in departure areas A through D, Hall F, and the Central Area (Z). Check-in staff will arrange for assistance until departure for passengers who have requested special services in advance.

Building entrances and exits

Building entry and exit points and interior doorways are all wheelchair and disabled-friendly.

Main information desk

The main information desk in the Central Area has a wheelchair-friendly counter.



Medical center

The center is located in Terminal 1, arrival area E (level 03). Doctors and nursing staff are on duty at the center 24 hours a day. Tel.: +49 (89) 975-6 33 44

Telephone typewriters (TTY/TDD)

- at the main information desk in the Central Area (level 03)
- at the Medical Center in Terminal 1 (arrival area E, level 03)

Wheelchairs

Wheelchairs can be loaned at information desks in the departure areas and at the main information desk in the Central Area.

Wheelchair-friendly washrooms

- in the Central Area (level 03 and 04)
- in Terminal 1's public area (level 03 only)
- in Terminal 1's arrival and departures areas (levels 04 and 05)

Self check-in

Numerous airlines have check-in machines in Terminal 1's departure areas A through D and in the Central Area to enable passengers to check themselves in.

Tactile guidance system

Tactile floor markings are in place to help blind and visually impaired passengers find their way at the airport. The markings lead from the S-Bahn rail platform on level 02 to an elevator up to level 03, and from here to the main information desk in the Central Area, as well as to disabled washrooms next to the Airbräu restaurant.



See the map on pages 12/13.

Elevators

All elevators in Terminal 2 are fitted with disabled-friendly controls and provide information in Braille. Elevators in parking garage P20 audibly announce floors.

Information in Braille

Entryways at levels 03 and 04 have raised relief panels with information in Braille describing the way to the special needs desk.

Building entrances and exits

Building entry and exit points and interior doorways are all wheelchair and disabled-friendly.



Air bridges

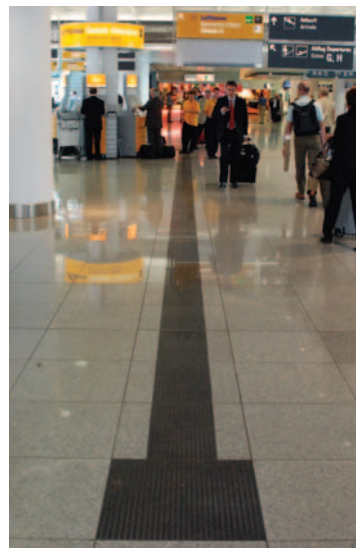
All air bridges have escalators and elevators to enable easy access between levels.

Beverage vending machines

There are disabled-friendly coffee and tea vending machines at the departure gates.

Lufthansa special needs desk

At the wheelchair-friendly special needs desk (445) in the central check-in hall (level 04), staff are on hand to attend to your needs and to organize any assistance you may require.



Wheelchairs

Wheelchairs are available at the information desk and near the special needs desk (445) on level 04.

Wheelchair-friendly washrooms

- in the Central Area
- in the departure and arrival areas at levels 03, 04 and 05

Self check-in

Lufthansa has check-in machines at levels 03 and 04 where passengers can check themselves in.

Tactile guidance system

A tactile guidance system with floor markings is in place to help blind and visually impaired passengers find their way. The markings lead from one of the

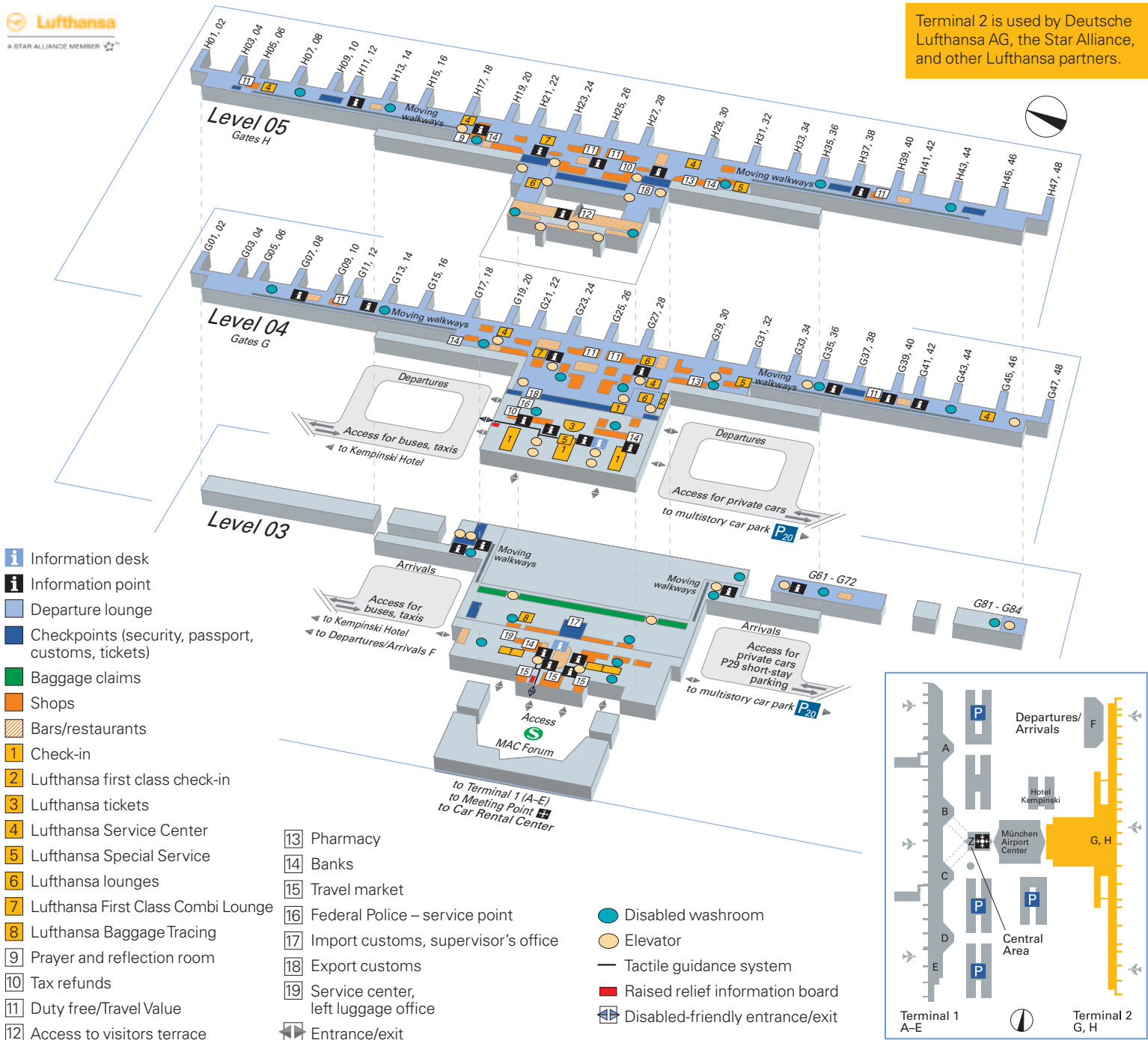
four München Airport Center entrances (level 03) to an elevator that accesses level 04. The markings continue to Lufthansa's special needs desk (445) in the central check-in hall.

A second tactile guidance system leads from one of the entrances near the taxi rank and bus stop area (level 04) to the special needs desk.

Stairs

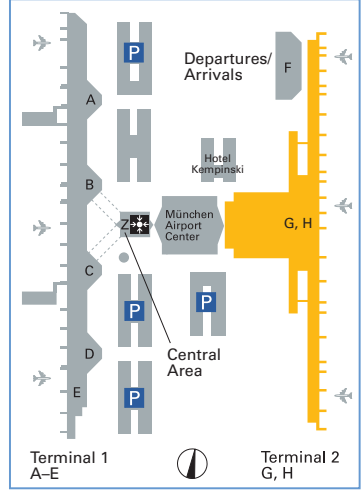
The stairs are designed to be disabled-friendly; the top and bottom steps are marked with visual identifiers. Stair handrails are marked to indicate each floor.

Terminal 2 is used by Deutsche Lufthansa AG, the Star Alliance, and other Lufthansa partners.



- Information desk
- Information point
- Departure lounge
- Checkpoints (security, passport, customs, tickets)
- Baggage claims
- Shops
- Bars/restaurants
- Check-in
- Lufthansa first class check-in
- Lufthansa tickets
- Lufthansa Service Center
- Lufthansa Special Service
- Lufthansa lounges
- Lufthansa First Class Combi Lounge
- Lufthansa Baggage Tracing
- Prayer and reflection room
- Tax refunds
- Duty free/Travel Value
- Access to visitors terrace
- Pharmacy
- Banks
- Travel market
- Federal Police – service point
- Import customs, supervisor's office
- Export customs
- Service center, left luggage office
- Entrance/exit

- Disabled washroom
- Elevator
- Tactile guidance system
- Raised relief information board
- Disabled-friendly entrance/exit



Medical emergency service

Medical center
Tel.: +49 (89) 975-6 33 44

Flight information

Tel.: +49 (89) 975-2 13 13

**Flughafen München GmbH
Switchboard**

Tel.: +49 (89) 975-00
E-mail: info@munich-airport.de

Airport chaplaincy/social services

Tel.: +49 (89) 975-9 09 26

Lufthansa special services for passengers with disabilities

Tel.: (0180) 5 83 84 26

Parking fees

Tel.: +49 (89) 975-6 51 10

Parking office

Tel.: +49 (89) 975-2 19 21

Emergency, medical and ambulance services

Tel.: 112

Taxis

IsarFunk taxi services
Tel.: +49 (89) 45 05 40
IsarFunk taxi services dispatch center at Terminal 2
Tel.: +49 (89) 975-8 50 50

Terminal 1**Lost & Found**

Tel.: +49 (89) 975-2 13 70

Service Center

Tel.: +49 (89) 975-2 13 75
Fax: +49 (89) 975-2 13 76
E-mail: servicecenter@munich-airport.de

Terminal 2**Service Center**

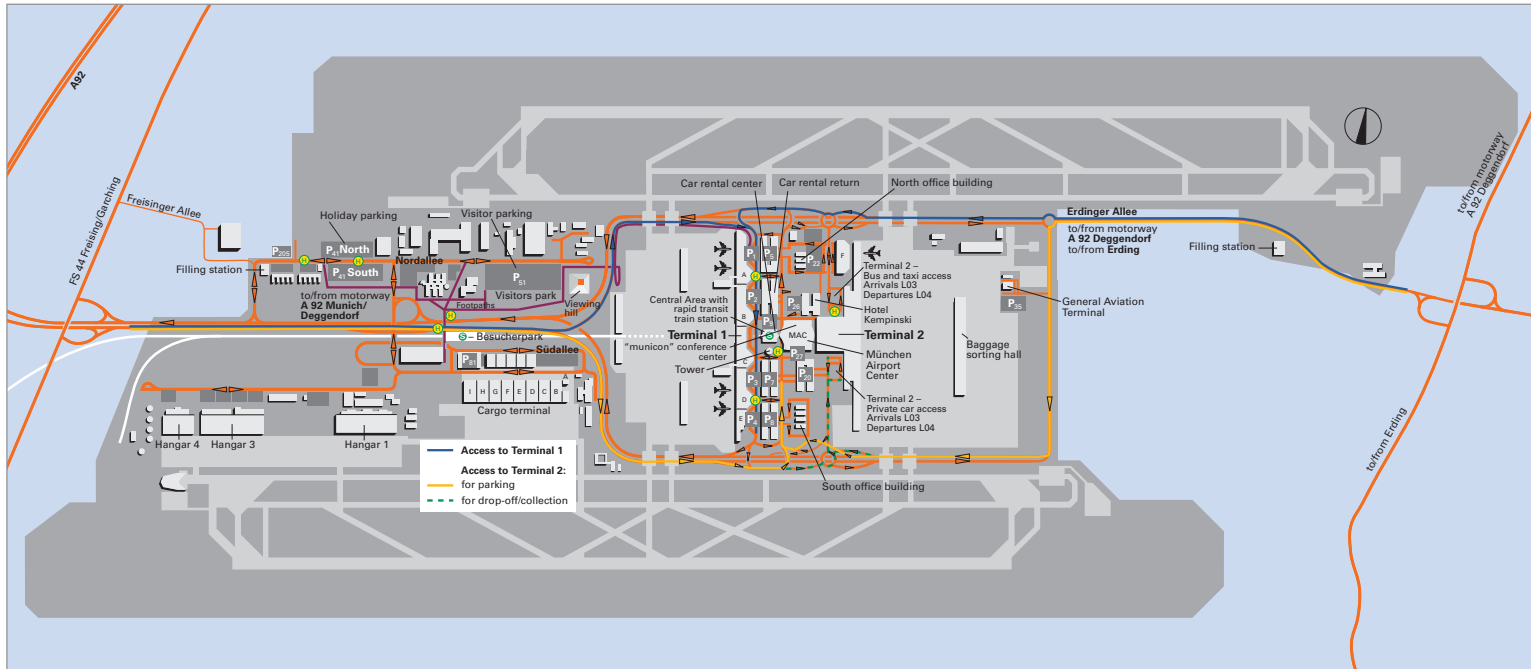
Tel.: +49 (89) 975-2 28 75
Fax: +49 (89) 975-2 28 76
E-mail: servicecenter@munich-airport.de

Internet/videotext

www.munich-airport.de
Bavarian Television videotext pages 710–723

Comments and criticism

E-mail: mobility@munich-airport.de



Additional information is available in a brochure titled "Information for passengers with disabilities" published by the German Airports Association (ADV).

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Other brochures about the airport are available here:

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