



Barrier-free

Information for travelers
with limited mobility



Munich
Airport

817	Lufthansa	UK 1790	London	11:00	810	Lufthansa	UK 1800	Prague	11:00	825	Lufthansa
820	Lufthansa	UK 1830	Prague	11:05	803	Lufthansa	UK 1020	Charlotte	11:25	818	Lufthansa
870	Lufthansa	UK 1730	Sarajevo	11:05	820	Lufthansa	UK 2200	Reykjavik	11:25	819	Lufthansa
871	Lufthansa	UK 2030	Berlin (Tegel)	11:10	809	Lufthansa	UK 2570	London (Gatwick)	11:25	810	Lufthansa
850	Lufthansa	UK 1850	Berlin	11:10	802	Lufthansa	UK 1800	Munich	11:25	810	Lufthansa
860	Lufthansa	UK 2540	Dusseldorf	11:10	829	Lufthansa	UK 2100	Munich (Munich)	11:25	809	Lufthansa
861	Lufthansa	UK 2240	Berlin	11:10	827	Lufthansa	UK 2020	Amsterdam (AMS)	11:30	810	Lufthansa
870	Lufthansa	UK 1900	Dresden	11:10	801	Lufthansa	UK 1710	Zurich	11:30	810	Lufthansa
820	Lufthansa	UK 2200	Klagenfurt	11:10	917	Lufthansa	UK 2100	Munich	11:30	820	Lufthansa

Travel preparations

If you have limited mobility or a disability, it is important that you inform your airline or travel agent about your mobility impairment and the kind of assistance you need. This will help ensure that you receive the right support. Please do this either when you book your flight or at least 48 hours before you begin your journey.

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 to provide the assistance you need.

Special service request codes

The following standard international codes help you indicate your disability or mobility impairment:

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 (Blind):

The passenger is blind or visually impaired.

DEAF (Deaf):

The passenger is deaf or hearing impaired.

BLND-DEAF (Blind-Deaf):

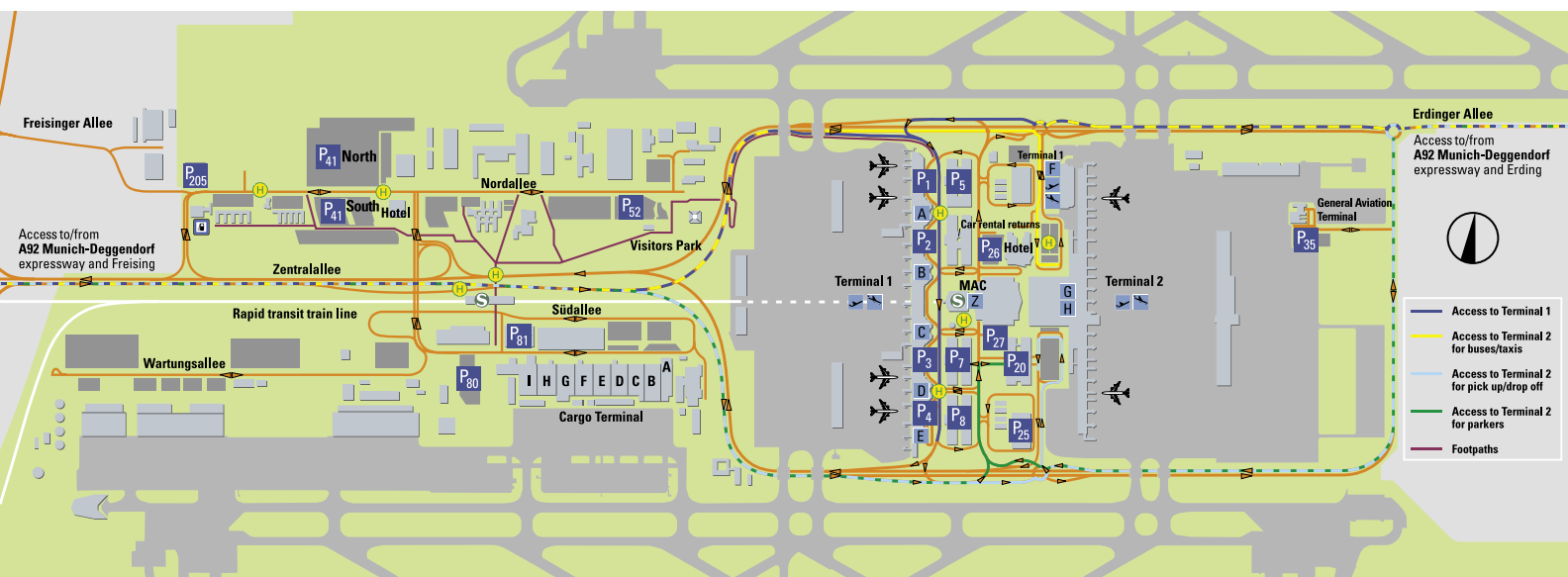
The passenger is blind and deaf.

DPNA (Disabled Passenger with intellectual or developmental disability needing assistance):

The passenger has an intellectual or developmental disability needing assistance.



Traveling to the airport



Arriving by rail

The train station for rapid transit (S-Bahn) rail lines S1 and S8 is located underground on level 02, below the München Airport Center (MAC). Escalators and wheelchair-friendly elevators take you up to the ground floor (level 03). From here, you can access Terminal 1 directly; access to Terminal 2 is through the MAC Forum.

Tactile guidance system to the main information desk

A tactile guidance system consisting of floor markings leads from the rail platform on level 02 to an elevator, which takes you up to level 03. The markings then continue to the main information desk in the MAC. The floor markings also show the way to disabled washrooms, which are located 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 proceed from the rail platform to Terminal 2 via the MAC Forum, tactile floor markings lead from one of the four entrances at Terminal 2 (on level 03) to an elevator, which takes you up to level 04. The markings then continue to a special needs desk in the central check-in hall. A raised relief board with information in Braille at the entryway also describes the way to the desk.

Arriving by bus

All bus services stop directly in front of the MAC (level 03), at Terminal 1 areas A and D (street level), and at Terminal 2's north curbside (level 04). At Terminal 2's north bus and taxi curbside, you can find the tactile guidance system at the middle of the three entrances to the central check-in hall. The guidance system leads you to a desk for passengers with special needs, located in the central check-in hall. The entryway at level 04 also has an information board in Braille describing the way to the desk.

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; the north curbside is for taxis only.



Parking and check-in

Services

Parking close to the terminals

Underground and multistory parking garages are located immediately across from Terminal 1. These garages have specially designated disabled parking spaces on level 03, next to the elevators.

If you are flying from Terminal 2, you may park in the garage P20 on the south access road. Reserved parking for people with disabilities is available in the north wing, on levels 03 and 05.

Reduced parking fees

If you have a disabled ID card (in Germany, a group „aG“, „H“ or „Bl“ card), you can claim a 50 percent discount on airport parking fees at the car park control center (on level 03 in the MAC). Alternatively, you can call an airport service employee on the intercom at any of the parking pay stations who will collect your 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.

Check-in services

Once you arrive at the airport, please go to your airline's check-in desk in Terminal 1 or the special needs desk in Terminal 2's central 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.

General information

Pharmacies

- ☛ in the MAC (level 03)
- ☛ in Terminal 2 (levels 04 and 05, passenger area)

Dogs

Guide dogs and assistance dogs are permitted at Munich Airport. If you need to take your dog onboard with you, please contact your airline.

Cardiac pacemakers

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

InfoGates

InfoGates are touchscreen terminals that help you find your way at the airport. They also provide information on current events and special offers.

Overnight accommodation

Kempinski Hotel Airport München

Located between the two terminals, this five-star hotel is disabled access-certified and has four barrier-free rooms. Tel.: (089) 978-2 25 30, fax: (089) 978-2 25 13
www.kempinski-airport.de

Novotel München Airport

This hotel is located on campus and is five minutes away by public bus from the terminals. It has two barrier-free rooms. Tel.: (089) 970-51 30, fax: (089) 970-51 31 00
www.novotel.com/6711



Service facilities

Terminal 1 and the MAC (map on pages 8 and 9)

Elevators

Terminal 1, the MAC, 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 MAC (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, in Hall F, and in the MAC. Check-in staff will arrange assistance for travelers through until departure.

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.: (089) 975-6 33 44

Wheelchairs

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

Wheelchair-friendly washrooms

- ♻ in the MAC (levels 03 and 04)
- ♻ in Terminal 1's public area (level 03 only)
- ♻ in Terminal 1's arrival and departure areas (levels 04 and 05)

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 rail platform on level 02 to an elevator up to level 03, and then to the main information desk in the MAC.

Terminal 2 (map on pages 10 and 11)

Elevators

All elevators in Terminal 2 have barrier-free controls and 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.

Air bridges

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

Lufthansa special needs desk

At the wheelchair-friendly special needs desk 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 until departure.

Wheelchairs

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

Wheelchair-friendly washrooms

- ♻ in the public area
- ♻ in the departure and arrival areas at levels 03, 04 and 05

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 entryways on the side facing the MAC on level 03 to an elevator that accesses level 04. The markings continue to Lufthansa's special needs desk in the central check-in hall.

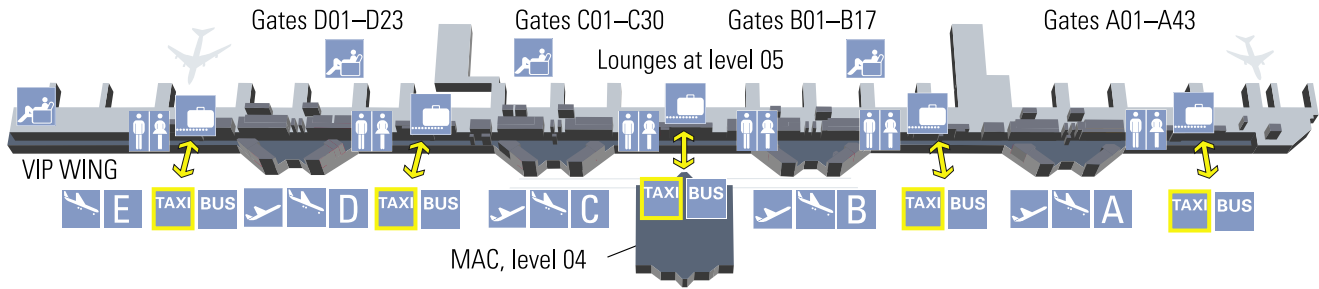
A second tactile guidance system leads from one of the entrances near the taxi rank and bus stop area (level 04) to the special needs desk.



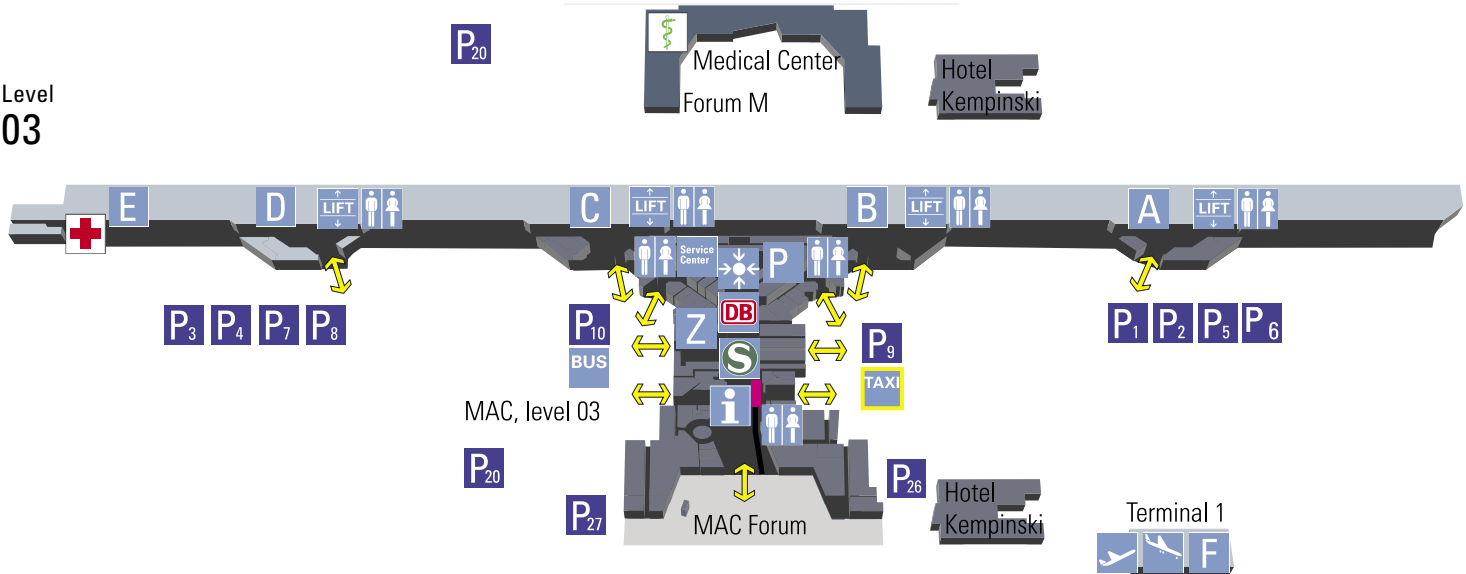


Terminal 1 and München Airport Center (MAC)

Level
04



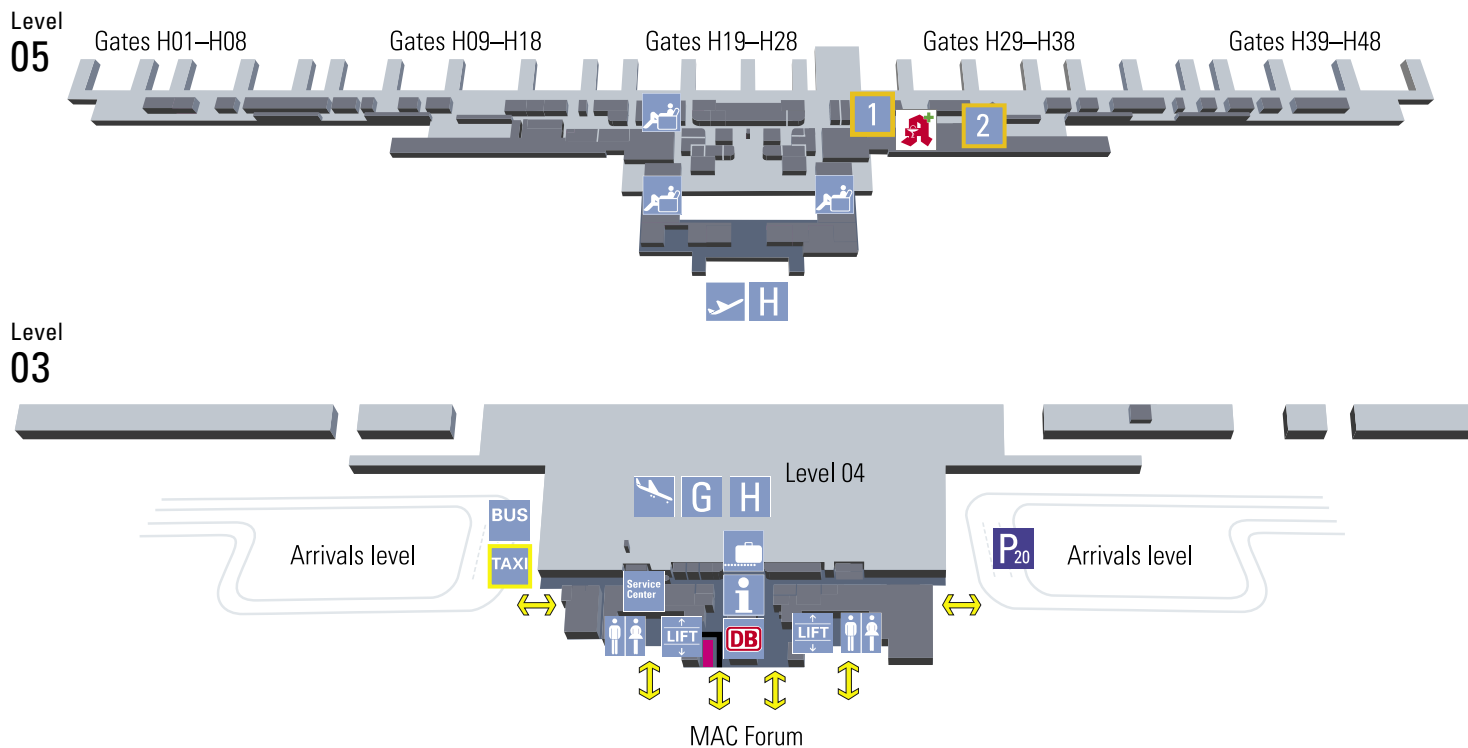
Level
03



- | | | | | | | | |
|--|---|--|---|--|---|--|------------------------------------|
| | Departures/arrivals | | Service center/lost and found/
left luggage office | | Buses | | AirportClinic M/
medical center |
| | Passenger area | | Meeting point | | Parking garage | | Entrance/exit |
| | Public area | | Barrier-free washrooms | | Car park control center/
parking service point | | Tactile guidance system |
| | MAC Forum:
Medical center
Forum M press center
conference center | | Elevators | | Deutsche Bahn/Trains | | Raised relief information
board |
| | | | Baggage claims | | Taxis | | |
| | | | Lounges | | Information desk | | |



Terminal 2



- | | | | |
|---------------------|--|------------------------|---------------------------------|
| Departures/arrivals | Buses | Baggage claims | 1 Lufthansa Service Center |
| Passenger area | Taxis | Lounges | 2 Lufthansa special lounge |
| Public area | Parking garage | Barrier-free washrooms | Entrance/exit |
| Information desk | Service center/
left luggage office | Elevators | Tactile guidance system |
| Deutsche Bahn | | | Raised relief information board |



Important phone numbers

Medical emergency service

Medical center
Tel.: (089) 975-6 33 44

Porters

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

Tel.: (089) 975-9 97 95
Mobil: (0171) 3 72 71 79
Fax: (089) 975-9 97 96

Flight information

Tel.: (089) 975-2 13 13

Flughafen München GmbH Switchboard

Tel.: (089) 975-00
E-Mail: info@munich-airport.de

Airport chaplaincy/ social service

Tel.: (089) 975-9 09 26

Lost and found

Tel.: (089) 975-2 13 70

Lufthansa special services for passengers with disabilities

Tel.: (0800) 8 38 42 67

Meet and assist service

Fee-based services for arriving, departing and transit passengers
Tel.: (089) 975-2 13 66
E-Mail: meetandassist@munich-airport.de

Mobility service

Only available through airlines and travel agencies
Tel.: (089) 975-6 33 33

Car park control center

Tel.: (0900) 1 72 75 37
(46 cents/min. from landlines in Germany, charges to mobiles may be higher)

Emergency, medical and ambulance services

Tel.: 112

Taxis

IsarFunk taxi services
Tel.: (089) 45 05 40
IsarFunk taxi services dispatch center at Terminal 2
Tel.: (089) 975-8 50 50

Service center

E-Mail: servicecenter@munich-airport.de

Terminal 1

Tel.: (089) 975-2 13 75
Fax: (089) 975-2 13 76

Terminal 2

Tel.: (089) 975-2 28 75
Fax: (089) 975-2 28 76

Internet

www.munich-airport.de

Videotext

Bavarian Television videotext pages 710-723

Comments and criticism

E-Mail: mobility@munich-airport.de

Publisher:

Flughafen München GmbH
Corporate Communications

Editing/design:

Terminal and Passenger Services
Internal Communications,
Print and Online Media
P.O. Box 23 17 55
85326 Munich
Germany

acm Werbeagentur GmbH
www.acm.by

Rev.: September 2012



Munich
Airport