

Barrier-free travel

Mobility service at Hamburg Airport



Dear Passengers,

We are delighted to welcome you to Hamburg Airport and look forward to making your stay as pleasant as possible. So that we can offer you optimal mobility service, please pay attention to the following information.

Thank you very much!

Here's how it works:

- When you are making your travel booking, provide information about the level of your mobility. This registration is essential so that we can provide you with seamless mobility service at the airport.
- The airline will notify the mobility service of your needs at least 48 hours before departure/ arrival.
- Please make sure you are at the airport at least 2 hours before departure.
- The mobility service is notified once you have checked in.
- A Red Cross employee will meet you at the agreed location within 30 minutes.



- Please pay attention to:
 - size and number of cabin baggage items allowed
 - applicable regulations on liquids
 - avoiding sharp and pointed objects in cabin baggage.



- If there is still a wait before boarding, our mobility service personnel will agree a fixed time and place to meet with you. Please make sure you are there on time.



- A Red Cross employee will provide you with assistance until you reach the aircraft, or inside the aircraft, depending on your registered need.



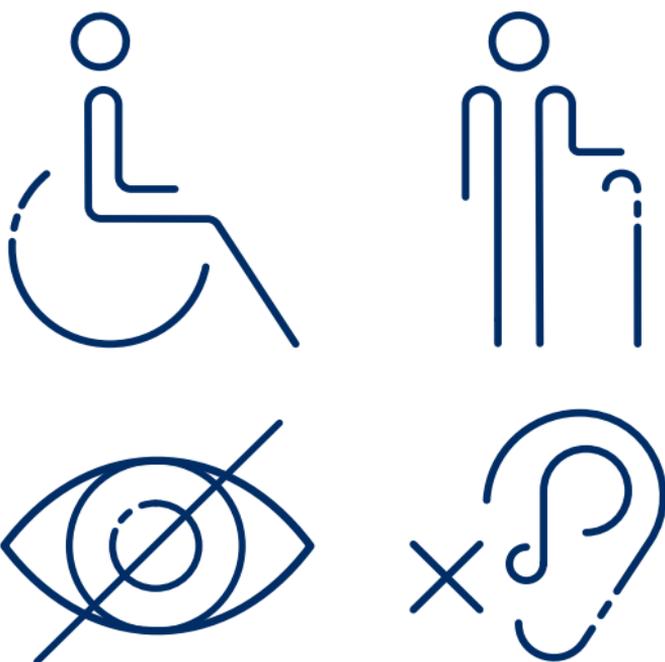
- As a registered passenger, you will be met no later than 20 minutes after landing.



- Depending on the level of support booked, you will be accompanied as far as baggage reclaim or to an agreed meeting point, or brought to the person meeting you in the terminal.



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These international categories will help you to register your needs when making your booking:

- WCH-C:** Own wheelchair, assistance in cabin
- WCH-S:** Short distances manageable on foot, no stairs
- WCH-R:** Long distances manageable with wheelchair only
- BLND:** Blind or visually impaired
- DEAF:** Deaf or hearing impaired

We appreciate receiving your feedback at

kundenbuero@ham.airport.de

For more information on barrier-free travel, visit our

www.hamburg-airport.de

**We wish you
a pleasant journey!**

