

# Conditions of Use

## Hamburg Airport Lounge

Valid as of 01 June 2026



As the operator of Hamburg Airport, Flughafen Hamburg GmbH (hereinafter "FHG" or "Hamburg Airport"), of Flughafenstrasse 1-3, 22335 Hamburg, represented by its Executive Board, maintains the Hamburg Airport Lounge.

### 1. ACCESS TO LOUNGE

**1.1** The current opening hours may be found on the Hamburg Airport website ([www.ham.airport.de](http://www.ham.airport.de)). We reserve the right to vary these in individual circumstances.

**1.2** Access to the Lounge is only permitted for departing passengers who can prove their entitlement to visit the Lounge with a valid boarding pass.

**1.3** Lounge guests are persons entitled to visit the Lounge, either as Business Class passengers (with valid boarding pass), because they have purchased a Lounge Ticket at the Lounge or because they are in possession of a specific cards, membership or voucher providing the right to free use of the Lounge, or the guest of such a cardholder.

**1.4** Before entering the Lounge, guests are to report to the Lounge Reception and to register if required to do so by the regulations of our contractual partner. The guest must present their boarding pass and the relevant access entitlement (e.g. access ticket) to be electronically verified by Lounge staff (e.g. by scanning).

**1.5** Usage of the Lounge is permitted for up to three hours before departure. Longer usage is only permitted if the entry fee is paid again. A membership card cannot be used a second time. Guests are required to identify themselves by presenting their boarding pass whenever requested by Lounge staff. It is not possible to use an entry ticket that is not in the same name as the boarding pass. The cardholder may only be checked in once, meaning that a cardholder may only use one entitlement to access the Lounge, regardless of how many entitlements they possess.

**1.6** Access to the Lounge may be temporarily refused due to lack of space, exhausted capacity or any other reason – including reasons for which FHG is responsible – without FHG thereby becoming liable for any compensation.

### 2. USAGE OF THE LOUNGE

**2.1** The Lounge is available for normal use by our guests. Food and drink on offer may be consumed within typical, reasonable limits. Chargers provided by Hamburg Airport may be used to a customary extent. Food, drink and chargers may not be taken away.

**2.2** Our guests are required to behave appropriately at all times, ensuring that they do not disturb or endanger Lounge operations or any other guests (e.g. by dangerous conduct, inappropriate words and actions, noise, odour, unkempt appearance, the influence of alcohol or drugs, or unlawful behaviour). Guests are requested not to place shoes on seats or tables.

**2.3** The excessive consumption of alcohol is not permitted. Alcohol will not be served to persons under 16 years of age. Spirits and liqueurs may only be consumed from the age of 18 years. We reserve the right to verify a guest's age by means of a proof-of-age (Art. 9 of the Youth Protection Act, *Jugendschutzgesetz*). Parents and legal guardians have supervisory responsibility. Any form of smoking or vaping of tobacco, liquids and e-cigarettes is only permitted in spaces assigned for that purpose. The consumption of cannabis and other drugs is prohibited in all areas.

**2.4** Animals taken into the Lounge are subject to the same requirements as when transported by plane. They may only be taken along in an appropriate transport box.

**2.5** For the comfort of all guests, we request that baggage items are placed in such a way that they do not disturb others and do not create a hazard. For reasons of security, we emphasize that items of baggage must not be left unattended. In the interest of everyone, all emergency escape routes and rescue routes are to be kept clear.

**2.6** Hamburg Airport deploys various media in the Airport Lounge to display departure times. Lounge guests alone are exclusively responsible to ensure they reach their flights on time.

**2.7.1** Celebrities and well-known persons also use the Lounge and wish to be able to do so in peace and quiet. We kindly ask you to respect this. You are not permitted to enter cordoned-off areas.

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**2.7.2** Photography, in particular of other guests, is prohibited, as is the production of any other visual or audio recording. Any such unauthorized recording or photograph must be deleted when requested by staff. Commercial photography and filming is subject to prior written notification by the photographer or camera operator and approval by Hamburg Airport.

**2.8** Feel free to use the general HAM Free Wifi in the Lounge. We do not provide exclusive WLAN. Only legal websites are to be accessed using this service. It is forbidden to put up posters, to distribute or display flyers, and to engage in any other sales or advertising activities.

**2.9** Instructions given by our staff are to be obeyed at all times. For safety reasons, we are not permitted to provide sharp knives or scissors to guests.

### 3. DISCLAIMER

Persons using chargers do so at their own risk. Do not leave your device unattended. Return chargers and keys no longer being used to the reception without delay. Flughafen Hamburg GmbH will not store cloakroom items or personal effects. Flughafen Hamburg GmbH

shall not be liable for the theft, damage or loss of such items. Use of the Hamburg Airport Lounge is at your own risk; as such, no liability will be accepted for any damages incurred. This does not apply insofar as we have caused injury to life or limb. We accept no liability for the consumption of alcoholic food and drink, in particular in the case of minors; parents and legal guardians have supervisory responsibility.

### 4. APPLICABILITY OF AIRPORT USAGE REGULATIONS

We remind you that the [current edition of the Airport Usage Regulations \(AUR, Flughafenbenutzungsordnung or FBO\)](#) also applies in the Hamburg Airport Lounge. Flughafen Hamburg GmbH as operator is entitled to exercise property rights.

### 5. COMPLAINTS

Please lodge any complaints about other guests directly with our Lounge personnel. Any other complaints may be lodged by email to [kundenbuero@ham.airport.de](mailto:kundenbuero@ham.airport.de).

### 6. NON-COMPLIANCE WITH THE CONDITIONS OF USE

We reserve the right to expel Lounge guests from the Lounge in the event of non-compliance with the Conditions of Use.