



## Munich Airport – Service Centers Left Luggage and Cloakroom Service General Terms and Conditions

Dear travelers,

We will be pleased to store luggage, coats and other objects for you at our Service Centers in Terminals 1 and 2 at the following terms and conditions. You can find the latter and the applicable charges there and on our website. Our staff will be pleased to answer your questions at the Service Centers, over the phone under +49 (0)89 975 21475 or by e-mail at [servicecenter-t1@munich-airport.de](mailto:servicecenter-t1@munich-airport.de).

1. We cannot look after money, documents with a pecuniary value, jewelry and other valuables. The same applies to weapons and to explosive, inflammable and other hazardous items that spoil easily or possession of which is punishable by law (in particular drugs).

However, we can look after objects you have been prevented from taking on board at the passenger checkpoints [“prohibited objects”, such as penknives] at our discretion.

2. In accordance with air safety regulations, we must screen or otherwise check the objects before accepting them and permit the responsible security authorities to check objects we look after at any time.
3. We can look after multiple objects together or in such a way that they can be returned individually.
4. If desired, we return objects only to you personally and/or an authorized person named by you [“depositing”]. In that case, we record personal data of you and the authorized person and return the object only subject to an official identity document with a photograph being presented as proof of identity by you or that person.
5. Otherwise, we do not collect your personal data and we issue you with only one receipt on how many items we accepted and when [“storage”]. This receipt entitles its holder to recover the stored objects. We return the stored objects only in exchange for the receipt and thereby discharge our storage



obligations. If you lose the receipt, we can return the stored objects only if you individually prove you are authorized to have them returned to you. Please hold your receipt in safekeeping and notify us if you lose it.

6. We will store your objects for a maximum of 3 months, unless – by way of exception – we agree a longer [maximum] storage period with you and confirm this to you at least in text form. We treat objects that are not collected before the storage periods ends as having been forfeited and can claim ownership of them and destroy, sell or dispose of them at our discretion. If we have sold an object at a profit, you can demand that profit within a maximum period of 12 months as of when the object was deposited with us; further claims, of whatever nature, are excluded.
7. In the case of departures from Terminal 1, items that are removed from checked-in luggage when it is controlled because they are not allowed to be carried (such as explosive objects) are sent to the Service Center and stored there for 60 days at most. They are returned to the authorized person subject to a handling charge.
8. You can pay charges with a credit card, debit card or in cash. We can demand that the charges be paid in advance when objects are deposited; otherwise, the charges are due when the objects are collected.
9. In addition, the provisions on storage and safekeeping in the German Civil Code [BGB] apply.
10. The place of performance of the mutual obligations is the campus of Munich Airport. If the person leaving objects is a merchant, any disputes arising from the contractual relationship shall be ruled on solely by a competent court of law at the place of performance. If a provision in these terms and conditions is invalid, this shall not affect the other arrangements on storing objects.

Status: January 2020  
Flughafen München GmbH  
Service Center