Barrier-free

Information for travelers with limited mobility
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.
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 on level 04. 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

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 „BI“ 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
- Gates D01–D23
- VIP WING
- Departures/arrivals
- Passenger area
- MAC Forum
- Conference center
- MAC Forum: MAC, level 04
- Lounges at level 05
- Lounge
- Public area
- Terminal 1

Level 03
- Gates C01–C30
- Gates B01–B17
- Gates A01–A43
- MAC Forum: MAC, level 03
- MAC Forum: Medical center
- Entrance/exit
- Tactile guidance system
- Tactile guidance system
- Tactile guidance system
- Raised relief information board
- Buses
- Parking garage
- Car park control center/parking service point
- Deutsche Bahn/Trains
- Taxis
- Information desk
- Service center/lost and found/left luggage office
- Meeting point
- Barrier-free washrooms
- Elevators
- Baggage claims
- Lounges
- AirportClinic M/medical center
- Hotel Kempinski
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