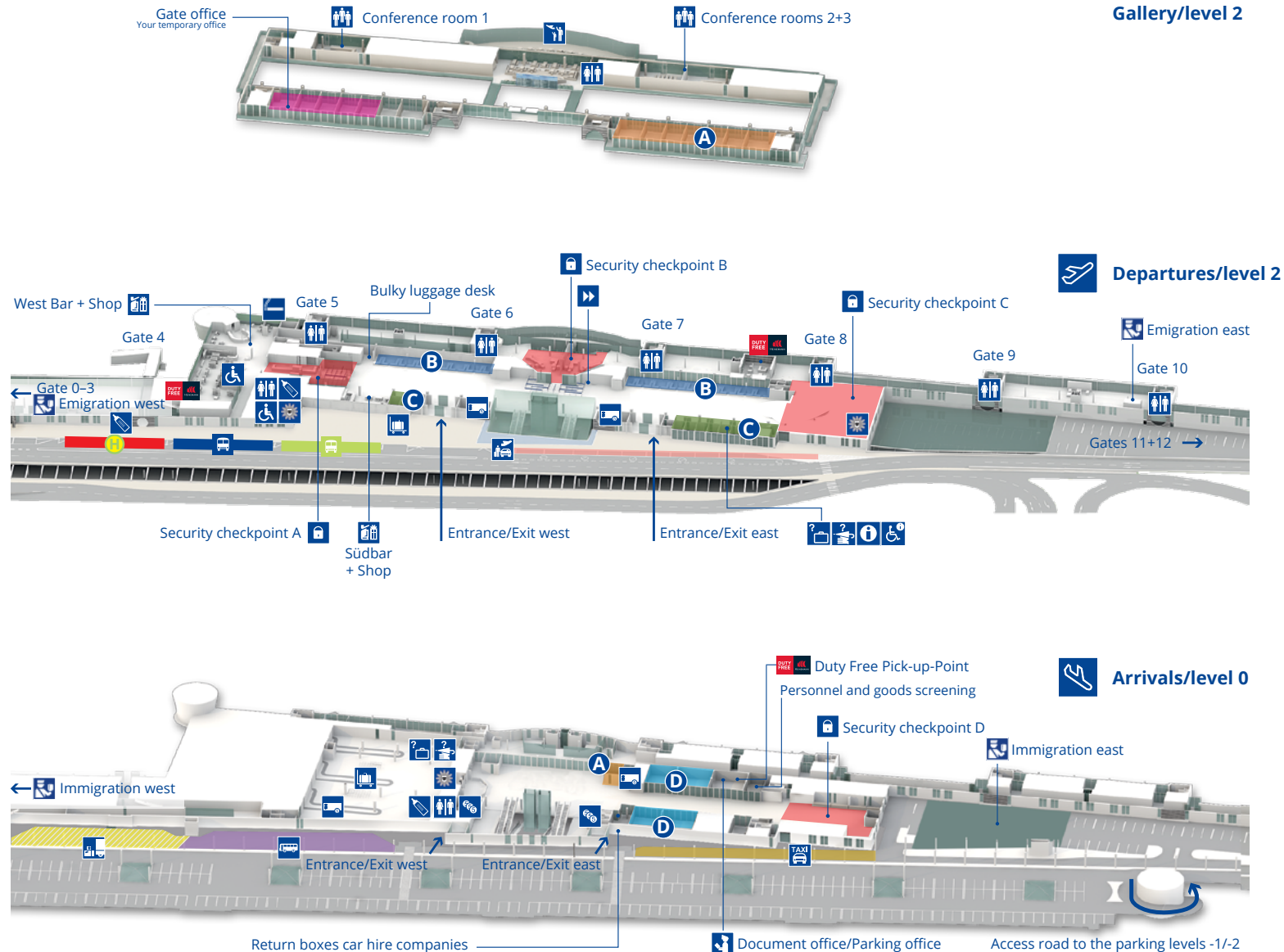


The background of the entire slide is a deep blue sky with a few wispy white clouds. One cloud is in the top right corner, and another is in the bottom left corner.

# Long trip. Short paths.

Terminal plan,  
Information & Service

## Terminal plan



### Map key

- |   |                                   |
|---|-----------------------------------|
| <b>A</b> Travel market                                | Bar + Shop                        |
| <b>B</b> Check-in counter                             | Escort service   PRM waiting area |
| <b>C</b> Ticket counter                               | Disabled toilets                  |
| <b>D</b> Car hire companies                           | Visitor terrace                   |
| Security checkpoint                                   | Federal police/police/customs     |
| AirportExpress  | Cash machine                      |
| Parking lot shuttle/Bus 490                           | Lost & Found                      |
| Public transport (line 490 & C41)                     | Baggage tracing                   |
| Kiss & Fly-Zone                                       | Heinemann Duty Free-Shop          |
| Loading/unloading zone                                | Information                       |
| Parking area travel and shuttle busses (fee required) | Ticket machine                    |
| Taxi stands   | Luggage trolleys                  |
| FastLane access                                       | Passport control                  |
|   | Smokers' lounge                   |
|   | Toilets                           |
|   | Nappy-changing room               |

## Info & Service



### Dining and Shops

Passengers and visitors will find a varied range of restaurants and shops at Dortmund Airport, both in the public area and after the security check, offering refreshments and snacks as well as a wide range of travel accessories, literature, tobacco products and gift articles.

Flight guests with a valid boarding pass have access to an extensive assortment at duty-free rates at the Heinemann Duty Free-Shop. As a special service, Heinemann Duty Free offers to store the purchases of its customers until their return. The goods already paid for, can then be retrieved at the Duty Free Pick-up-Point (arrivals level) at the Dortmund Airport. In addition, purchases can also be pre-ordered via the Pre-Order-Service online ([www.heinemann-dutyfree.com](http://www.heinemann-dutyfree.com)) and retrieved when departing from Dortmund in the Heinemann Duty Free-Shop.



### Visitor terrace

From the visitor terrace on the gallery level (level 2) in the terminal, you can perfectly watch what is happening on the airport's apron. Access is free of charge.



### Lost & Found

Lost something in the aeroplane or in the terminal? Has your baggage been damaged or can no longer be found after your arrival? Our staff members of the lost & found on the arrivals level (level 0) will gladly assist you. Office hours: daily from 07:00 AM to 10:30 PM. [www.dortmund-airport.com/lost-and-found](http://www.dortmund-airport.com/lost-and-found)



### ATM

There are EC ATMs provided by the Dortmunder Volksbank, the Sparkasse Dortmund and the Postbank in the Dortmund Airport terminal (departures and arrivals level). The machines accept EC cards from all banks, together with Eurocards and Visa cards.



### Information

Should you have any questions, our staff members at the information desk on the departures level (level 1) will gladly assist you.



### Luggage trolleys

Luggage trolleys are available for a fee of €1.00 on the arrivals level (level 0) as well as the departures level (level 1).



### Conference rooms

Three conference rooms with a capacity of up to 110 persons are located next to the restaurant on the gallery level (level 2). Upon request, in addition to a telephone and fax machine, for a fee, the entire meeting-room technology is available to you. [www.dortmund-airport.com/business-partners/conference-and-event](http://www.dortmund-airport.com/business-partners/conference-and-event)

For reservations, please dial the telephone number: +49.231.9213-830.



### Terminal opening hours

The terminal is open every day from 03:45 AM until midnight. It is not possible to spend the night in the terminal.



### WIFI

At Dortmund Airport, passengers and visitors now have access to free Wi-Fi. [www.dortmund-airport.com/terminal-wifi](http://www.dortmund-airport.com/terminal-wifi)

## Info & Service



### Passengers with a disability

Should you require assistance in getting on or off the aeroplane, please already indicate this while booking your flight.

**Parking:** Passengers with a disability are offered the chance to park for free in the designated spaces in the car parks (P1 and P2) of the Dortmund Airport. The precondition for this is a disabled person's pass with the indication 'aG' (severely walking impaired), 'Bl' (blind), 'H' (helpless) or 'B' (requires constant assistance).

**Important:** The free exit ticket can only be handed out on the day of return at the ID/Parking Centre (Arrival/Level 0) or at the Information Desk (Departure/Level 1) - the flight ticket must also be presented there. Please understand that a later refund is not possible. Extensive information for passengers with limited mobility is available on our website: [www.dortmund-airport.com/accessible-travel](http://www.dortmund-airport.com/accessible-travel)



### Baggage specifications

The current specifications for checked and hand luggage are available on our website at: [www.dortmund-airport.com/hand-baggage](http://www.dortmund-airport.com/hand-baggage) and [www.dortmund-airport.com/baggage-regulations](http://www.dortmund-airport.com/baggage-regulations)



### Check-in, baggage drop-off

In the interest of a seamless check-in and punctual departure, it is necessary for you to punctually arrive at the check-in desk of your airline (we suggest 90-120 minutes beforehand). A late arrival may lead to a refusal to transport you. Please inform yourself at your airline regarding the check-in cut-off times.



### Visa, passport and customs

You cannot fly without valid travel documents. Please inform yourself in good time about the current entry requirements for your destination.

## Contact/company information

### Contact

Dortmund Airport  
Flughafenring 2, 44319 Dortmund

Telephone +49.231.9213-01  
Email [service@dortmund-airport.de](mailto:service@dortmund-airport.de)

Cargo Service  
Flughafenring 11, 44319 Dortmund

Telephone +49.231.9213-500  
Email [cargo@dortmund-airport.de](mailto:cargo@dortmund-airport.de)

Lost & Found  
every day: 07:00 AM – 10:30 PM

Telephone +49.231.9213-635  
Email [lostandfound@dortmund-airport.de](mailto:lostandfound@dortmund-airport.de)

GAT  
Flugplatz 7-9, 44319 Dortmund

Telephone +49.231.9213-104  
Email [general-aviation@dortmund-airport.de](mailto:general-aviation@dortmund-airport.de)

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