Long trip. Short paths.

Terminal plan, Information & Service
Travel market
Car hire companies
Parking lot shuttle/Bus 490
Public transport (line 490 & C41)
Ticket counter
Check-in counter
AirportExpress
Loading/unloading zone
Taxi stands
Parking area travel and shuttle busses (fee required)
Kiss & Fly Zone
Priority parking
Toilets
Nappy-changing room
Info & Service

Dining and Shops
At Dortmund Airport, passengers and visitors will find a variety of gastronomic and shopping options at the restaurant Bella Vista, the East Bar + Shop and Coffee Fellows. After security, the West Bar and Take-Away provide refreshments and snacks, as well as a variety of travel essentials, literature, tobacco and gift items.

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) 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

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. You may also purchase the prepaid card here which is needed to use the WIFI as well as fan articles of the Dortmund Airport.

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

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
Prepaid cards worth €3.00 (1 hour) and €5.00 (2 hours) to be used for WIFI access are available at the terminal.
**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/accessable-travel](http://www.dortmund-airport.com/accessable-travel)

**Baggage specifications**

The current specifications for checked and hand luggage are available on our website [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.

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**Contact**

**Dortmund Airport**
Flughafenring 2, 44319 Dortmund

- Telephone +49.231.9213-01
- Email service@dortmund-airport.de

**Cargo Service**
Flughafenring 11, 44319 Dortmund

- Telephone +49.231.9213-500
- Email cargo@dortmund-airport.de

**Lost & Found**

- Telephone +49.231.9213-635
- Email lostandfound@dortmund-airport.de

**GAT**

Flugplatz 7-9, 44319 Dortmund

- Telephone +49.231.9213-104
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**Company information**

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