



# /Airport Guide

Munich Airport at a glance

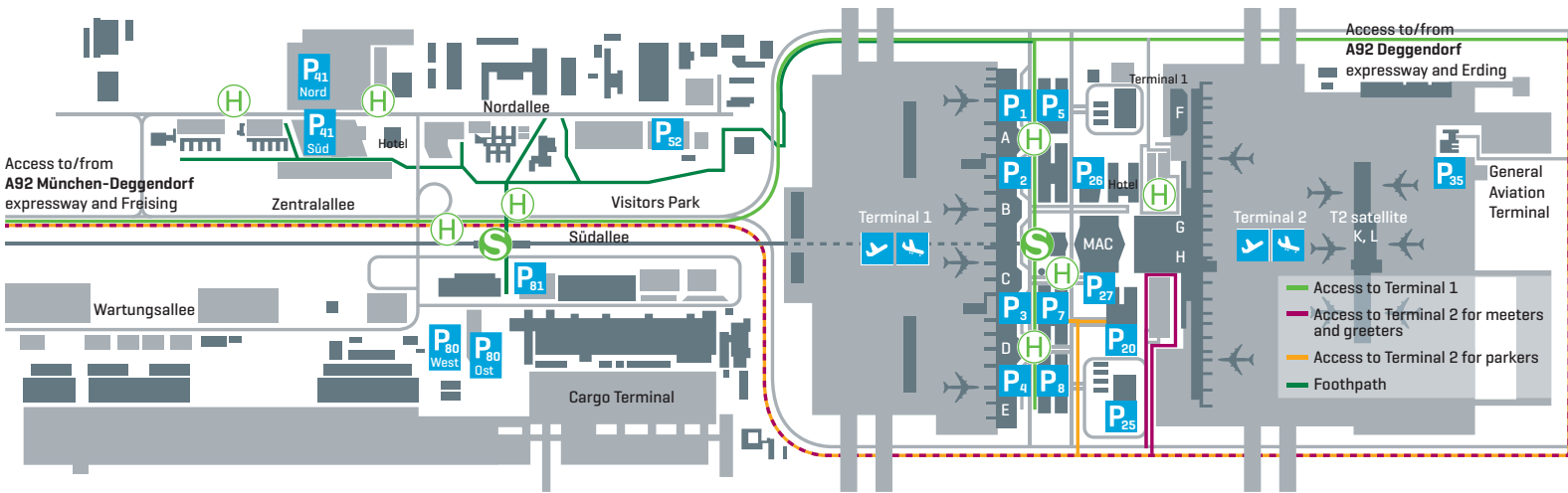
Living ideas – Connecting lives

# M



5 Star Airport

# /Airport world of experiences



Welcome to our 5-Star-Airport. Munich Airport offers you the best connections to anywhere in the world – and much more besides ...

## Terminal 1 and the München Airport Center

Terminal 1 is divided into Departures/Arrivals A–D and F as well as Arrivals E. All facilities for passenger handling are located on level 04 [street level].

You can also reach the München Airport Center (MAC) and the parking areas quickly and easily using the moving walkways. The München Airport Center has an underground rapid transit train station [level 02].

## Terminal 2

Terminal 2 [G, H] is divided into an arrivals level [03] and two departure levels [04, 05]. It is used by Lufthansa, the Star Alliance and other Lufthansa partners.

Gates K and L in the T2 satellite building can be reached using an underground passenger transport system.

**Rapid transit rail** for connections every 10 minutes between Munich city center and the Airport on lines S1 and S8

**Parking** P1–P5, P7, P8 and P20 in direct proximity to the terminals

## Excellent service

Munich Airport is more than «just» an airport – it is a city with everything that cities need. For example, in the two terminals and in the MAC, you will find travel markets, hairdressers, children’s play areas, a medical center, sleep cabins, free WIFI etc.

## From duty free to top labels

A day spent shopping at Munich Airport is always an experience. Here no wishes are left to be desired, because you will find around 150 shops and boutiques in an area measuring over 43,000 square meters.

## Pure enjoyment

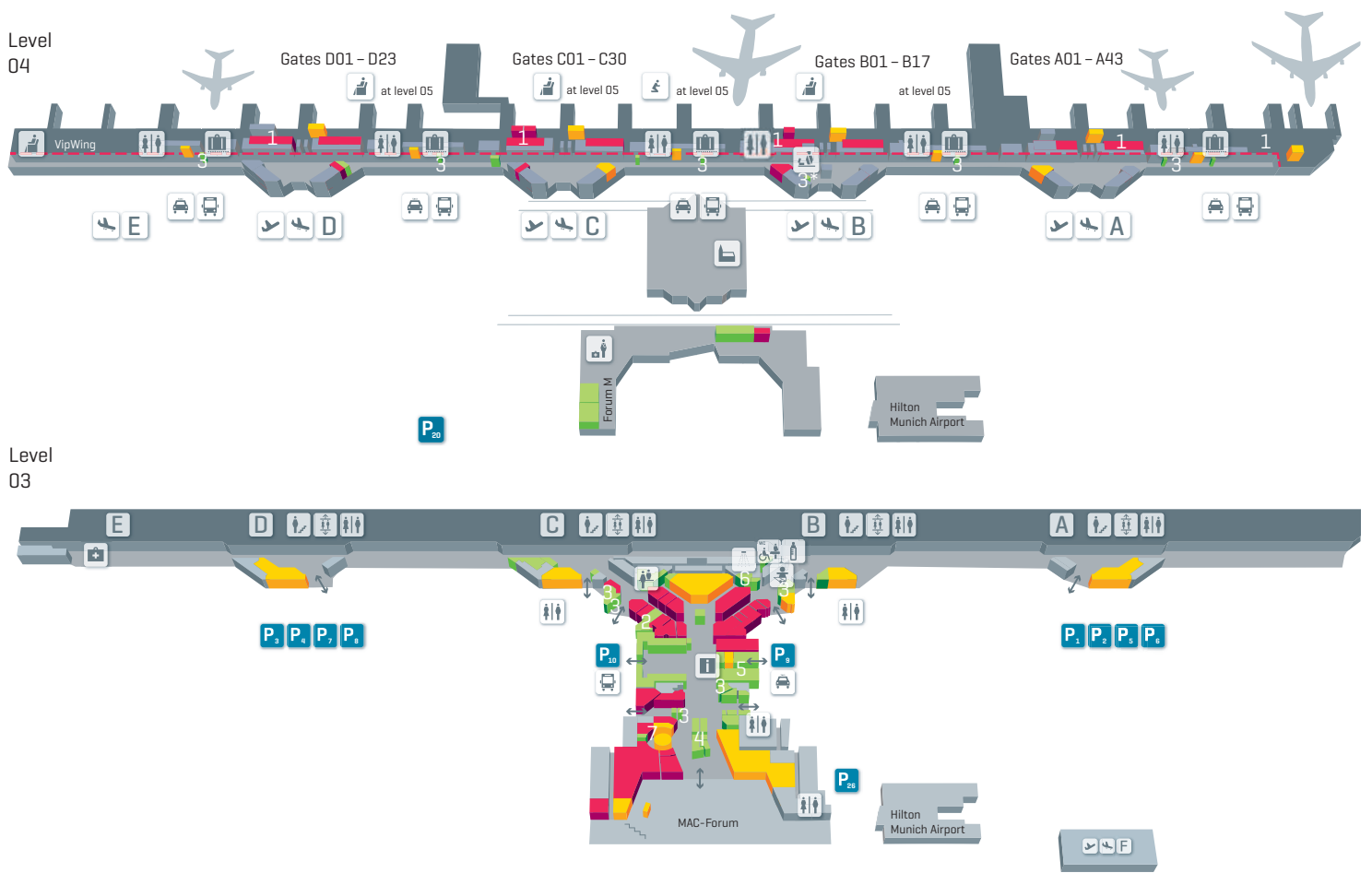
Some 65 restaurants, cafés and bistros await you at Munich Airport. Inspired by global cuisines, you will find a wide selection of dishes and gourmet foods – from Bavarian delicacies and house-brewed beer in the lovely beer garden, through to Asian specialties or a snack eaten on the move.

**Airport world of experiences**  
www.munich-airport.com/airport-experience

**150 shops**  
www.munich-airport.com/shopping

**Restaurants for all tastes**  
www.munich-airport.com/restaurants

# /Terminal 1 and München Airport Center (MAC)



- Public area
- Passenger zone
- Departures/arrivals
- Information
- Washrooms
- Showers
- Elevators/stairs
- Baggage claims
- Customs
- Lounges

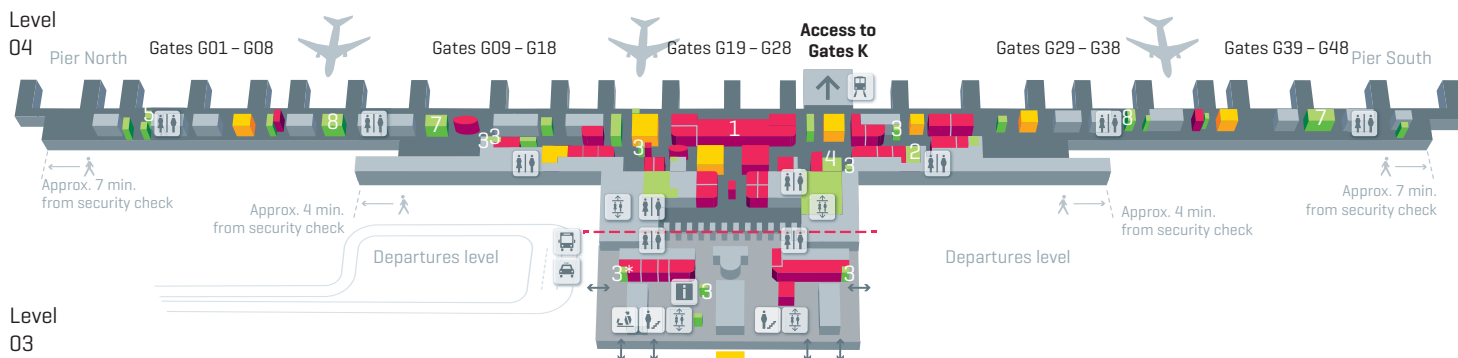
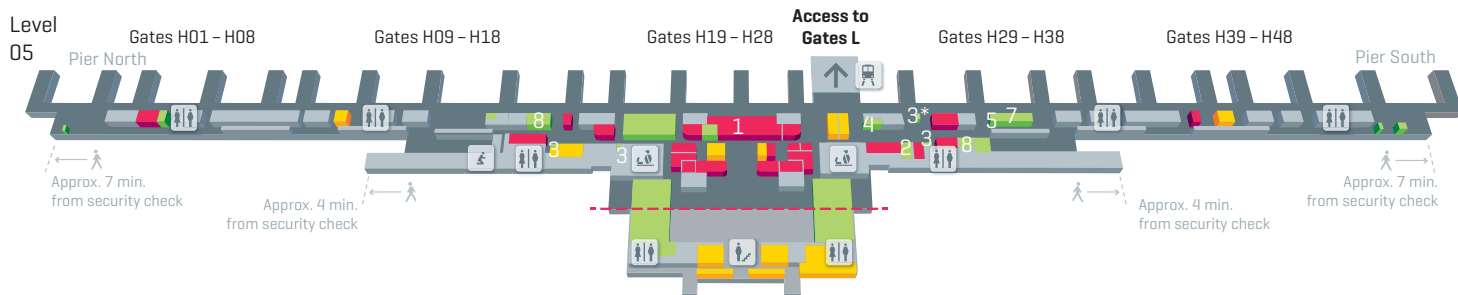
- Chapel
- Prayer room
- Service Center Airport
- Baby changing room
- AirportClinic M
- Medical Center
- Buses
- S-Bahn [rapid transit rail]
- Taxis
- Parking

- Shops
- Restaurants
- Services
- 1 Duty free
- 2 Pharmacy
- 3 Banks / ATMs
- 3\* Tax refund

- 4 Car rental center
- 5 Travel market
- 6 Parking Management Center
- 7 Post office

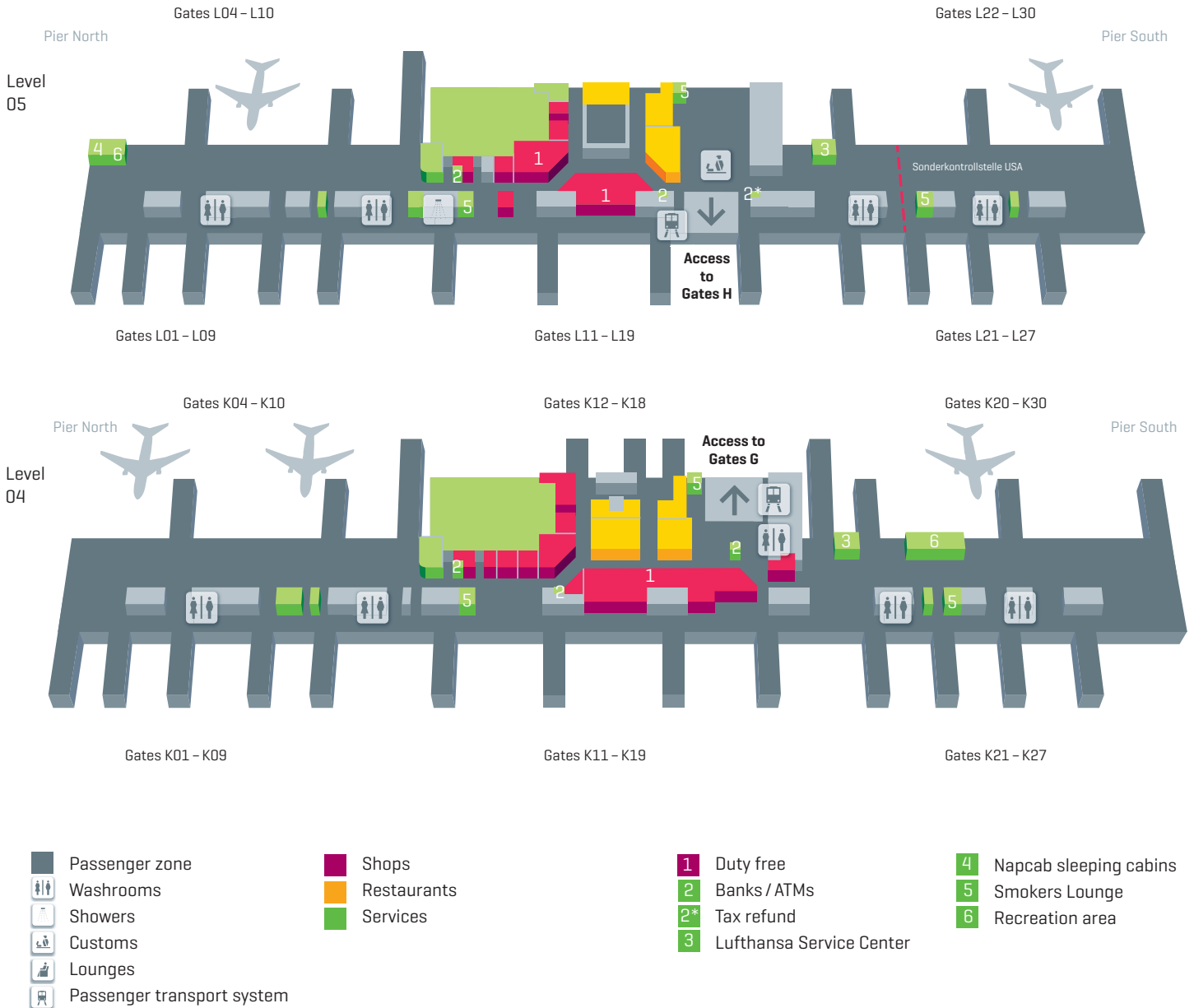
Entrances/exits

# /Terminal 2 (Gates G, H)



- |  |                     |  |                            |  |              |  |                          |
|--|---------------------|--|----------------------------|--|--------------|--|--------------------------|
|  | Public area         |  | Passenger transport system |  | Shops        |  | Lufthansa Service Center |
|  | Passenger zone      |  | Baggage claims             |  | Restaurants  |  | Napcab sleeping cabins   |
|  | Departures/arrivals |  | Customs                    |  | Services     |  | Travel market            |
|  | Information         |  | Room for prayer and quiet  |  | Duty free    |  | Recreation area          |
|  | Washrooms           |  | Service Center Airport     |  | Pharmacy     |  | Smokers Lounge           |
|  | Showers             |  | Buses                      |  | Banks / ATMs |  |                          |
|  | Elevators/stairs    |  | Taxis                      |  | Tax refund   |  |                          |
|  | Lounges             |  | Parking                    |  |              |  | Entrances/exits          |

# /Terminal 2 satellite (Gates K, L)



# /Service from A to Z

## A

### Accessibility

[www.munich-airport.com/accessibility](http://www.munich-airport.com/accessibility)

### Airport tours

Around the entire Airport premises; starts at the Visitors Park  
[www.munich-airport.com/airporttours](http://www.munich-airport.com/airporttours)

### Automobile service

- Audi Airport Service +49 89 975 905 57  
P20, level 06 +49 8161 999 911
- BMW Airport Service +49 89 353 57 50  
Wartungsallee 17
- Mercedes Service +49 8122 979 60  
P20, level 06
- Porsche Park & Wash Service +49 89 975 905 57  
P20, level 07
- Volkswagen Airport Service +49 8161 999 90  
P20, level 06

## B

### Baby changing rooms

MAC, level 03; T1/T2, in the washrooms for wheelchair users

### Baggage carts

Charge 1 euro; free of charge in terminal arrivals areas

### Banks/ATMs

See layout plans

### Bulky baggage counter

MAC, level 03  
T2, level 03/Pa, 04/Pa

### Bus connections

For further information on destinations, timetables and ticket prices, go to the main office in the MAC and Terminal 2 [level 03] or to [www.munich-airport.com/transport](http://www.munich-airport.com/transport)

## C

### Car rental center

- MAC, level 03
- Avis/Budget +49 89 975 976 00
  - Enterprise Rent-A-Car +49 89 978 804 10
  - Europcar +49 89 973 50 20
  - Hertz/Thrifty +49 89 978 86 12
  - Sixt +49 180 525 25 25
  - Buchbinder/Global Drive/Terstappen +49 89 203 523 050

### Childcare Kinderland

MAC Forum, level 04 +49 89 975 259 98  
Childcare for children aged between 3 and 10  
[www.munich-airport.com/kinderland](http://www.munich-airport.com/kinderland)

## C

### Children's play areas

- Leysieffer  
MAC, level 03
- Terminal 1  
Departures/Arrivals B, level 03/Pa and Departures/  
Arrivals C and D, level 04/Pa
- Terminal 2  
Gates G, level 04/Pz and Gates L, level 05/Pz

### Conferences

- AirportAcademy +49 89 975 433 03
- municon +49 89 975 932 00
- Hilton Munich Airport +49 89 978 20
- Novotel München Airport +49 89 970 51 30

### Customs

- Munich main customs office
- Airport customs office +49 89 975 907 00
  - Customs investigation office +49 89 975 906 00
- [www.munich-airport.com/customs](http://www.munich-airport.com/customs)

## E

### Emergency phone numbers

- Emergency services/emergency doctor/ambulance 112
- Airport fire service
  - Emergency call +49 89 975 112
  - Operations center +49 89 975 632 21/22
- Airport police
  - Emergency call +49 89 975 110
  - Operations center +49 89 979 0
- Airport security service
  - Emergency call +49 89 975 113
  - Operations center +49 89 975 631 10
- Emergency medical service/Medical center +49 89 975 112

## F

### Filling stations

- Agip, Nordallee 45 +49 89 970 16 88
- OMV, Erdinger Allee 2 +49 89 970 514 61

Fuel, snacks and shop; car wash, self-service wash bays

### Flight information

Munich Airport Information +49 89 975 00  
[www.munich-airport.com](http://www.munich-airport.com)

### Flowers

T2, level 03/Pa +49 89 975 909 41

## H

### Hairdressers

- Bel Hair +49 89 975 933 35  
T2, level 03/Pa
- Brants Barber & Shop [for men only] +49 89 975 945 60  
T2 [G, H], level 04/Pz
- M-Crew Friseure +49 89 975 945 55  
T1, level 04/Pa

## H

### Hotels

- Hilton Munich Airport  
Terminalstraße Mitte 20  
www.munichairport.hilton.com +49 89 89 978 20
- Novotel München Airport  
Nordallee 29  
www.novotel.com +49 89 970 51 30
- Booking service for hotels and rooms in Munich and the surrounding area at the main information desk in the MAC, level 03

## I

### Information

Main information +49 89 975 00  
MAC, level 03  
Open 24 hours a day, 7 days a week

### Internet

- Internet points in the Service Centers
- Free WIFI in the terminals

## L

### Lost and found office

MAC, level 03 +49 89 975 214 70  
Daily from 6 am to 11 pm fundbuero@munich-airport.de  
www.munich-airport.com/lostandfound

### Lounges Terminal 1/Pb

- Flughafen München GmbH  
29.75 euro/payable by credit card only
- Atlantik Lounge +49 89 975 213 29  
Module C, level 03
- Europa Lounge +49 89 975 213 23  
Module D, level 05,
- Air France KLM Lounge  
Module D, level 04,
- British Airways Galleries Lounge  
Module B, level 05,
- The Emirates Lounge  
Module C, level 05,

### Lounges Terminal 2/Pb

- Gates G, H
  - Level 04: Lufthansa Senator-Café, Lufthansa First Class Lounge, Lufthansa Senator Lounges, Lufthansa Business Lounge
  - Level 05: Lufthansa First Class Lounge, Lufthansa Senator Lounge, Lufthansa Business Lounge
- Gates K, L
  - All levels: Lufthansa First Class Lounge
  - Level 04 and level 05: Lufthansa Senator Lounges, Lufthansa Business Lounges

### Lufthansa services (Terminal 2)

- Lufthansa curbside check-in  
Car approach road, level 04
- Lufthansa baggage tracing +49 89 975 723 77/78
- Lufthansa Service Center  
Gates G, H, level 04/Pz, 05/Pz
- Lufthansa special services +49 69 86 799 799

## M

### Medical care

- AirportClinic M +49 89 975 633 28  
Outpatient and inpatient treatment  
T1, E, level 03/Pa  
www.airportclinic-m.de
- Medical Center  
MAC, level 06
- General medical outpatient clinic/  
medical emergencies +49 89 975 112  
T1, E, level 03/Pa  
Open 24 hours a day, 7 days a week
- Occupational medicine/travel medical  
advice +49 89 975 633 08  
T1, E, level 03/Pa

### Meet and Assist Service

Support for passengers on arrival, departure and during transit (for a charge) +49 89 975 213 66  
meetandassist@munich-airport.de

## N

### Napcabs

T2 [G, H], level 04/Pz; level 05/Pz and T2 [K, L], level 05/Pz  
Sleep cabins with desk and internet access

### Navigation (to the terminal area)

Street: Terminalstraße Mitte, Place: 85445 Oberding

## P

### Parking

Parking Management Center +49 89 975 222  
www.munich-airport.com/parking

### Passport photo booths

MAC, level 03  
T1, level 03/Pa  
T2, level 03/Pa, 04/Pa

### Pastoral service/Prayers

- Chapel  
MAC, level 04
- Chaplaincy service  
MAC, level 04
- Counseling +49 89 975 909 24  
Catholic counseling +49 89 975 909 62  
Protestant counseling +49 89 975 909 32
- Pastoral service for passengers
- Room for prayer and silence/meditation  
T2 [G, H], level 05/Pz

### Pharmacy (Metropolitan Pharmacy)

Open every day +49 89 978 802 200  
MAC, level 03; T2 [G, H], level 04/Pz and level 05/Pz

### Porters

[provided by the Freie Dienstmännervereinigung] Tel.: +49 89 975 997 95  
throughout the passenger handling area, for a Mobil: +49 171 372 71 79  
charge, to be booked in advance kontakt@fdv-gbr.de

## P

### Post office/P.O. boxes

- Post office +49 89 973 069 45  
MAC, level 03
- P.O. boxes and DHL-Packstation  
MAC, level 03

### Press center

- MAC, level 04 +49 89 975 411 50
- Reservation +49 89 975 214 65

### Public transport tickets

- Ticket office of Deutsche Bahn (DB)/Münchner Verkehrs- und Tarifverbund (MVV)  
MAC, level 03
- DB/MVV tickets also from ticket machines in  
MAC, level 03; T2, level 03/Pa

## R

### Rapid transit rail (S-Bahn)

The S1 and S8 lines connect the Airport to Munich (Ostbahnhof, Marienplatz, and Hauptbahnhof stations); stops at the Airport: Visitors Park and Airport mvv-muenchen.de

### Recreation Area

T2 [G, H], level 04/Pz; level 05 [Non-Schengen]/Pz

T2 [K, L], level 04/Pz; level 05/Pz

Comfortable facilities for sitting and reclining; desks with own electrical connection for laptop, cellphone etc.

### Restaurants

[www.munich-airport.com/restaurants](http://www.munich-airport.com/restaurants)

## S

### Service Center

Open 24 hours a day, 7 days a week [servicecenter@munich-airport.de](mailto:servicecenter@munich-airport.de)

Terminal 1 +49 89 975 214 75

Terminal 2 +49 89 975 228 75

Left luggage, cloakroom service, photocopying and fax service and much more.

### Shoe shine service

Classic-Shoe-Shine-Service +49 163 176 52 17

T2 [G, H], Departure, level 04/Pz

### Shops

[www.munich-airport.com/shopping](http://www.munich-airport.com/shopping)

### Shop & Store

T2 [G, H], level 03/Pz

Free storage service for your purchases

### Showers

MAC, level 03 +49 89 975 214 75

T2, level 03/Pa; T2 [K, L], level 05/Pz +49 89 975 228 75

Keys to the showers are available from the Service Centers.

### Smoking

Smoking at Munich Airport is permitted outside – in front of the entrances and exits and in the outdoor space at the München Airport Center. There are smoking areas in terminal passenger areas – also see Plans T1, T2 [G, H] and T2 satellite [K, L].

## T

### Taxi

- IsarFunk Taxi office +49 89 450 540
- Taxi Funk office Freising +49 8161 36 66  
+49 8161 194 10
- Taxi service point of IsarFunk  
Taxi office in T2 +49 89 975 850 50

### Tax refund

See layout plans

### Terminal services

MAC, level 04 +49 89 975 00

Open 24 hours a day, 7 days a week [info@munich-airport.de](mailto:info@munich-airport.de)

### Toilet for all (Accessible restroom)

MAC, level 03

with height-adjustable bed and lifter, key available from Service Center

### Tourist Information

- Tourist Information Freising  
[www.freising.de](http://www.freising.de)
- Tourist Information Erding  
[www.erding.de](http://www.erding.de)
- Tourist Information München  
[www.muenchen.de](http://www.muenchen.de)

### Transfer and limousine service

[www.munich-airport.com/transferservices](http://www.munich-airport.com/transferservices)

### Travel market

MAC, level 03

## V

### VipWing

T1, level 04/Pz +49 89 975 213 33

[www.munich-airport.com/vipwing](http://www.munich-airport.com/vipwing)

### Visitors Park

[www.munich-airport.com/visitorspark](http://www.munich-airport.com/visitorspark)

### Visitors terrace

T2, level 07/Pa

## Abbreviations

T1/T2 = Terminal 1/Terminal 2, Pa = Public area

Pz = Passenger zone, MAC = München Airport Center



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