



General Terms and Conditions

***FRA Comfort Services
and***

***My Airport Guide Services
Available from the Service
Shop of Fraport AG***

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1. General Terms and Conditions for the Door to Gate Service of Fraport AG

1.1 Fraport Door to Gate Service

Fraport AG offers air passengers departing from Frankfurt Main Airport the Door to Gate Service described in the following on the basis of the applicable descriptions and charges.

The service includes transportation of passengers to the airport, check-in, and luggage drop-off without the need for them to be present. It also includes accompanying the passengers through a separate security checkpoint, assistance for clearing the passport check, and transfer across the apron to the departure gate in the terminal for their flight.

1.2 Components of the Fraport Door to Gate Service

The Door to Gate Service may be booked for up to a maximum of five persons (including up to three children aged 0 to 11) traveling on the same flight. It comprises the following individual services in connection with this flight:

- 1.2.1 The passengers are picked up at the time indicated in the order confirmation and at the address specified by the person booking the service. The address must be located in one of the postal districts for which the Door to Gate Service is offered, and it must be reachable in a motor vehicle using public roads. There must also be possible for the limousine to park there.

The service assistant will wait for the passengers at the specified address for up to 15 minutes.

Confirmation of the service booking is sent by email.

Depending on the number of persons traveling and the number of bags they are carrying, the passengers are picked up by a limousine or van.

- 1.2.2 Each person may take two pieces of luggage in addition to carry-on items. Luggage items may not be longer than 0.85 m, wider than 0.65 m, or deeper than 0.45 m. Independently of these limitations, the air carrier's rules on excess, special, and bulky luggage apply.
- 1.2.3 After arrival at the airport, the passengers' luggage is handled for them. The employee performing the Door to Gate Service also takes from them and carries the documents required for checking them in and dropping off their luggage at the airline's counter. Although it is voluntary for them to temporarily turn their personal identification documents over to the employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law). The passengers are escorted on foot to a restaurant or café in the terminal building where they are served a free nonalcoholic beverage.
- 1.2.4 Meanwhile the employee providing the Door to Gate Service performs check-in and luggage drop-off at the airline's counter. Afterward the travel documents are returned to the customers along with their boarding passes. They are then escorted through a separate security check and, to the extent required, assisted in clearing the passport check. Afterward they are driven in a limousine to their flight's departure gate. There the passengers are left to board on their own.

- 1.2.5 If wished, the passengers are assisted in performing the steps that are required on the premises of Frankfurt Airport to obtain refunds on value-added tax paid on merchandise that they are exporting in their personal luggage. In this case, the airline must be notified during check-in that an export certificate from the customs service is required for items in the luggage. The airline then attaches a special tag to the bag concerned, which is presented to the customs service in the passenger's presence. After the passenger has obtained the required customs stamp, the bag is forwarded to the aircraft. If the passenger wishes to take advantage of a service provider that, upon presentation of the export documents stamped by the customs service, provides a refund on the tax paid (minus a service charge) in cash, as a money order or credited to a credit card, he or she is accompanied to a service company of his or her choice in the pier from which the flight is departing and helped to complete the procedure.
- 1.2.6 Merchandise carried in hand luggage must be reported to the customs office after the passport check. The passenger receives the customs stamp there and can then proceed to a service company of his or her choice to get the value-added tax refunded minus a service charge.
- 1.2.7 Minors may use the Fraport Door to Gate Service only if they are accompanied by an adult. Child booster seats are provided free of charge if the required number of such seats was indicated when booking the service.
- 1.2.8 In accordance with EU Directive 1107/2006, passengers with limited mobility are entitled to a separate, free service that must be requested in advance from the airline or tour operator. If wished, persons with limited mobility can also be assisted within the scope of the Fraport Door to Gate Service to the extent defined for this service against payment of the fee agreed for the service, provided that they do not require medical care, they are not bedridden, they are able to climb stairs without assistance, and their limited mobility was indicated when booking the service. The vehicles used are not equipped to carry wheelchairs; it is therefore not possible to pick up wheelchair-dependent persons within the scope of the Door to Gate Service.

1.3 Conclusion of Contract and Provision of the Fraport Door to Gate Service

- 1.3.1 The customer contracts Fraport AG to provide the Door to Gate Service starting from the indicated pickup address at the specified time by ordering the service in the Service Shop or via a tourism partner of Fraport AG no later than 48 hours prior to pickup.
- 1.3.2 The Door to Gate Service may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 1.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

1.4 Prices and Payment

- 1.4.1 The Classic rates for the Fraport Door to Gate Service depend on the distance from the pickup location selected by the customer to Frankfurt Airport according to the following table:

Distance of postal district from Frankfurt Airport (as determined by Fraport)	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Up to 20.0 km	169,00	189,00	209,00	229,00
Up to 40.0 km	189,00	209,00	229,00	249,00
Up to 80.0 km	229,00	249,00	269,00	289,00

The total price is calculated based on the postal code of the address entered in the online booking form.

- 1.4.2 In the following Family fares, the price charged for the Fraport Door to Gate Service depends on the distance from the pickup location selected by the customer to Frankfurt Airport according to the following table:

Distance of postal district from Frankfurt Airport (as determined by Fraport)	Price in EUR (incl. VAT) 1-2 persons Incl. up to 1 child	Price in EUR (incl. VAT) 3 persons Incl. up to 2 children	Price in EUR (incl. VAT) 4 persons Incl. up to 3 children	Price in EUR (incl. VAT) 5 persons Incl. up to 3 children
Up to 20.0 km	159,00	179,00	199,00	209,00
Up to 40.0 km	179,00	189,00	209,00	229,00
Up to 80.0 km	219,00	229,00	249,00	269,00

- 1.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

1.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 1.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 1.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions.

In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

1.6 Cancellations

The Door to Gate Service may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

1.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Door to Gate Service. These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

2. General Terms and Conditions for the Gate to Door Service of Fraport AG

2.1 Fraport Gate to Door Service

Fraport AG offers air passengers arriving at Frankfurt Main Airport the Gate to Door Service described in the following on the basis of the applicable descriptions and charges.

After landing at the airport, passengers are met right at the arrival or apron bus gate by a service assistant. If they have to clear an immigration check, the assistant helps them to do so. Although it is voluntary for them to temporarily turn their personal identification documents over to the employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law). Our service assistant then accompanies them to the baggage claim, depending on the arrival gate's location either on foot or in an electric cart. After the service assistant retrieves their luggage, he or she escorts the passengers to the curb in front of the terminal, where they board a vehicle and are driven to the agreed address.

Customs regulations prohibit the service assistant from taking the passengers' luggage through the customs exit out of the baggage claim area. This must be done by each passenger personally.

2.2 Components of the Fraport Gate to Door Service

The Gate to Door Service may be booked for up to five persons (including up to three children aged 0-11) who are traveling on the same flight.

It comprises the following individual services in connection with this flight:

- Free child booster seats for the limousine on request (optionally bookable)
- Pickup at the arrival or apron bus gate by a service assistant
- Escort through any required checkpoints such as immigration and customs
- Accompaniment of the passengers by the service assistant to the baggage claim
- Accompaniment of the passengers by the service assistant to a limousine at the curb in front of the terminal for them to be driven to the agreed address

2.2.1 After landing at Frankfurt Airport and completing all immigration formalities, the number of passengers indicated when making the online reservation are driven in a limousine to the address specified in the order confirmation and has been requested by the customer. The address must be located in one of the postal districts for which the Gate to Door Service is available, and it must be reachable in a motor vehicle using public roads.

The service assistant will wait at the arrival gate for up to 15 minutes, while taking deviations from the scheduled arrival time of up to a maximum of plus/minus three hours into account.

Confirmation of the order is sent by email.

Depending on the number of persons traveling and the number of luggage items, the guests are driven in a limousine or van.

2.2.2 Each person may take two pieces of luggage in addition to carry-on items. Luggage items may not be longer than 0.85 m, wider than 0.65 m, or deeper than 0.45 m.

Independently of these limitations, the air carrier's rules on excess, special, and bulky luggage apply.

- 2.2.3 Minors may use the Fraport Gate to Door Service only if they are accompanied by an adult. Child booster seats are provided free of charge if the required number of such seats was indicated when booking the service
- 2.2.4 In accordance with EU Directive 1107/2006, passengers with limited mobility are entitled to a separate, free service that must be requested in advance from the airline or tour operator. If wished, persons with limited mobility can also be assisted within the scope of the Fraport Gate to Door Service to the extent defined for this service against payment of the fee agreed for the service, provided that they do not require medical care, they are not bedridden, they are able to climb stairs without assistance, and their limited mobility was indicated when booking the service. The vehicles used are not equipped to carry wheelchairs; it is therefore not possible to pick up wheelchair-dependent persons within the scope of the Gate to Door Service.

2.3 Conclusion of Contract and Provision of the Fraport Gate to Door Service

- 2.3.1 The customer contracts Fraport AG to provide the Gate to Door Service no later than 48 hours prior to pickup by ordering the service in the Service Shop or via a tourism partner of Fraport AG
- 2.3.2 The Gate to Door Service may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 2.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

2.4 Prices and Payment

- 2.4.1 The Classic rates for the Fraport Gate to Door Service depend on the distance from the drop off location selected by the customer to Frankfurt Airport according to the following table:

Distance of postal district from Frankfurt Airport (as determined by Fraport)	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Up to 20.0 km	169,00	189,00	209,00	229,00

Up to 40.0 km	189,00	209,00	229,00	249,00
Up to 80.0 km	229,00	249,00	289,00	309,00

The total price is calculated based on the postal code entered in the online booking form.

- 2.4.2 The Family rates for the Fraport Gate to Door Service depend on the distance from the drop off location selected by the customer to Frankfurt Airport according to the following table:

Distance of postal district from Frankfurt Airport (as determined by Fraport)	Price in EUR (incl. VAT) 1-2 persons Incl. up to 1 child	Price in EUR (incl. VAT) 3 persons Incl. up to 2 children	Price in EUR (incl. VAT) 4 persons Incl. up to 3 children	Price in EUR (incl. VAT) 5 persons Incl. up to 3 children
Up to 20.0 km	159,00	179,00	199,00	209,00
Up to 40.0 km	179,00	189,00	209,00	229,00
Up to 80.0 km	219,00	229,00	249,00	269,00

- 2.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

2.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 2.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 2.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

2.6 Cancellations

The Gate to Door Service may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

2.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Gate to Door Service. These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

3. General Terms and Conditions for the Door to Gate Service² of Fraport AG

3.1 Fraport Door to Gate Service²

Fraport AG offers air passengers arriving at and departing from Frankfurt Main Airport the Door to Gate Service² described in the following on the basis of the applicable descriptions and charges.

The service includes transportation of passengers to the airport, check-in and luggage drop-off without the need for them to be present. It also includes accompanying the passengers through a separate security checkpoint, assistance for clearing the passport check, and transfer across the apron to the departure gate in the terminal for their flight.

After landing back at the airport, passengers are met right at the gate by a service assistant. If they have to clear an immigration check, the assistant helps them to do so. Although it is voluntary for them to temporarily turn their personal identification documents over to the employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law). Our service assistant then accompanies them to the baggage claim, depending on the arrival gate's location either on foot or in an electric cart. After the service assistant retrieves their luggage, he or she escorts the passengers to the curb in front of the terminal, where they board a limousine and are driven to the agreed address.

Customs regulations prohibit the service assistant from taking the passengers' luggage through the customs exit out of the baggage claim area. This must be done by each passenger personally.

3.2 Components of the Fraport Door to Gate Service²

The Door to Gate Service² comprises all services and conditions of the Fraport Door to Gate and Gate to Door Services.

3.3 Conclusion of Contract and Provision of the Fraport Door to Gate Service²

- 3.3.1 The customer contracts Fraport AG to provide the Door to Gate Service² starting at the arrival gate at the specified time by ordering the service no later than 48 hours beforehand in the Service Shop or via a tourism partner of Fraport AG.
- 3.3.2 The Door to Gate Service² may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 3.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

3.4 Prices and Payment

- 3.4.1 The Classic rates for the Fraport Door to Gate Service² depend on the distance from the address selected by the customer to Frankfurt Airport according to the following table:

Distance of postal district from Frankfurt Airport (as determined by Fraport)	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Up to 20.0 km	338,00	358,00	378,00	398,00
Up to 40.0 km	378,00	418,00	458,00	498,00
Up to 80.0 km	458,00	518,00	538,00	578,00

The total price is calculated based on the postal code of the address entered in the online booking form.

- 3.4.2 The Family rates for the Fraport Door to Gate Service² depend on the distance from the pickup location selected by the customer to Frankfurt Airport according to the following table:

Distance of postal district from Frankfurt Airport (as determined by Fraport)	Price in EUR (incl. VAT) 1-2 persons Incl. up to 1 child	Price in EUR (incl. VAT) 3 persons Incl. up to 2 children	Price in EUR (incl. VAT) 4 persons Incl. up to 3 children	Price in EUR (incl. VAT) 5 persons Incl. up to 3 children
Up to 20.0 km	318,00	338,00	358,00	378,00
Up to 40.0 km	358,00	378,00	418,00	458,00
Up to 80.0 km	438,00	458,00	518,00	538,00

- 3.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

3.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 3.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 3.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

3.6 Cancellations and Changes

The Door to Gate Service² may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

The travel data indicated in the order confirmation email (date of flight, flight number, originating and destination airports, name(s) of passenger(s)) are binding and may be changed only by paying a rebooking fee of €30 (incl. VAT) and only if the corresponding resources are available. The only permissible changes are to the date and number of the flight returning to/arriving in FRA. Neither the number of passengers nor their names may be changed.

If you wish to make a change of this kind, you must contact us either directly or via a tourism partner by calling the phone number indicated in 3.6 at least 48 hours prior to the time and date of your return or arrival in Frankfurt as indicated in the order confirmation email. If you contact us after that time, you will be charged in full for the service even if it is not utilized.

3.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Door to Gate Service². These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

4. General Terms and Conditions for the Gate Express Service (Departure) of Fraport AG

4.1 Fraport Gate Express Service (Departure)

Fraport AG offers air travelers departing from Frankfurt Airport the Gate Express Service described in the following based on the applicable descriptions and charges.

The service includes collection of passengers at a defined location, which can be information counter no. 1 in Terminal 1 or Service Point T2 in Terminal 2, whichever is more appropriate depending on how they arrive at the airport.

From there, the passengers are taken to a restaurant or café. Check-in is completed for them without the need for them to be present. The service also includes accompanying them through a separate security checkpoint, assistance for clearing the passport check, and transfer across the apron to the departure gate for their flight in the terminal.

The passengers must get to the airport on their own.

4.2 Components of the Fraport Gate Express Service (Departure)

The Gate Express Service (Departure) may be booked for up to a maximum of five persons (including up to three children aged 0 to 11) traveling on the same flights. It comprises the following individual services in connection with this flight:

- Free child booster seats for the transfer across the apron on request (optionally bookable)
- Collection at previously agreed meeting places
- Escort on foot to a restaurant or café in the terminal
- Check-in and luggage drop-off by the service assistant
- Accompaniment through separate security and passport checks
- Transfer across the apron in a limousine to the departure gate
- There the service assistant leaves the passengers to board the aircraft on their own.
- An alternative meeting place can be arranged for an additional fee.

- 4.2.1 The passengers are collected at the defined meeting place at Frankfurt Airport at the time indicated in the order confirmation. From there, they are taken on foot to and through the terminal and, after clearing the security and passport checks, driven to their departure gate in a limousine.

The service assistant will wait for the passengers at the agreed meeting place for up to 15 minutes.

Confirmation of the service booking is sent by email.

Passengers who get to the airport using a private car, taxi, or shuttle service and are flying from Terminal 1 must go to information counter no. 1 in the B departures hall. From there, they are led to a restaurant or café in the terminal and served a free nonalcoholic beverage.

Passengers flying from Terminal 2 are collected by a service assistant at Service Point T2 and taken via the SkyLine train to a restaurant or café in Terminal 1 where they

receive a free nonalcoholic beverage. They also pass through a security checkpoint and clear a general destination-dependent passport check in Terminal 1.

- 4.2.2 Each person may take one piece of luggage in addition to carry-on items. Luggage items may not be longer than 0.85 m, wider than 0.65 m, or deeper than 0.45 m. Independently of these limitations, the air carrier's rules on excess, special, and bulky luggage apply.
- 4.2.3 After arrival at the airport, the passengers' luggage is handled for them. The employee performing the Gate Express Service also takes from them and carries the documents required for checking them in and dropping off their luggage at the airline's counter. Although it is voluntary for them to temporarily turn their personal identification documents over to the employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law).
- 4.2.4 While the passengers are in the restaurant or café, the service assistant performs check-in and luggage drop-off for them. He or she then picks them up again from the restaurant or café and returns their travel documents to them along with their boarding passes. They are then escorted through a separate security check and, to the extent required, assisted in clearing the general passport check. Afterward they are driven in a limousine to their flight's departure gate. There the passengers are left to board on their own.
- 4.2.5 If wished, the passengers are assisted in performing the steps that are required on the premises of Frankfurt Airport to obtain refunds on value-added tax paid on merchandise that they are exporting in their personal luggage. In this case, the airline must be notified during check-in that an export certificate from the customs service is required for items in the luggage. The airline then attaches a special tag to the bag concerned, which is presented to the customs service in the passenger's presence. After the passenger has obtained the required customs stamp, the bag is relayed to the aircraft. If the passenger wishes to take advantage of a service provider that, upon presentation of the export documents stamped by the customs service, provides a refund on the tax paid (minus a service charge) in cash, as a money order or credited to a credit card, he or she is accompanied to a service company of his or her choice in the pier from which the flight is departing and helped to complete the procedure.
- 4.2.6 If the passengers wish to be collected at a different meeting place, this can be additionally booked as a special service. The possible other locations are the bus station, regional train station, and long-distance train station. The extra fee charged in each case is shown in the table below. Passengers are responsible for getting their own luggage to the meeting place.

Collection at the ...	When departing (price in euros, incl. VAT)
Bus station	35.00
Regional train station	50.00
Long-distance train station	65.00

- 4.2.7 Merchandise carried in hand luggage must be reported to the customs office after the passport check. The passenger receives the customs stamp there and can then proceed to a service company of his or her choice to get the value-added tax refunded minus a service charge.
- 4.2.8 Minors may use the Fraport Gate Express Service only if they are accompanied by an adult. Child booster seats are provided free of charge for the transfer across the apron if the required number of such seats was indicated when booking the service.
- 4.2.9 In accordance with EU Directive 1107/2006, passengers with limited mobility are entitled to a separate, free service that must be requested in advance from the airline or tour operator. If wished, persons with limited mobility can also be assisted within the scope of the Fraport Gate Express Service to the extent defined for this service against payment of the fee agreed for the service, provided that they do not require medical care, they are not bedridden, they are able to climb stairs without assistance, and their limited mobility was indicated when booking the service. The vehicles used are not equipped to carry wheelchairs; it is therefore not possible to pick up wheelchair-dependent persons within the scope of the Gate Express Service.

4.3 Conclusion of Contract and Provision of the Fraport Gate Express Services (Departure)

- 4.3.1 The customer contracts Fraport AG to provide the Gate Express Service starting at the indicated meeting place at the specified time by ordering the service in the Service Shop or via a tourism partner of Fraport AG no later than 48 hours prior to being collected there.
- 4.3.2 The Gate Express Service may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 4.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

4.4 Prices and Payment

- 4.4.1 The Classic rates for this Fraport Gate Express Service are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Gate Express Service	119,00	149,00	169,00	189,00

4.4.2 The Family rates for this Gate Express Service are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons Incl. up to 1 child	Price in EUR (incl. VAT) 3 persons Incl. up to 2 children	Price in EUR (incl. VAT) 4 persons Incl. up to 3 children	Price in EUR (incl. VAT) 5 persons Incl. up to 3 children
Gate Express Service	109,00	139,00	159,00	179,00

4.4.3 Payment for the service is made in advance in the Service-Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

4.5 Right to Withhold Payment, Offsetting of Claims, Liability

4.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.

4.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

4.6 Cancellations

The Gate Express Service may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

4.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Gate Express Service. These data are not divulged to any

third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

5. General Terms and Conditions for the Gate Express Service (Arrival) of Fraport AG

5.1 Fraport Gate Express Service (Arrival)

Fraport AG offers air travelers arriving at Frankfurt Airport the Gate Express Service described in the following based on the applicable descriptions and charges.

After landing at the airport, passengers are met right at the arrival or apron bus gate by a service assistant. If they have to clear an immigration check, the assistant helps them to do so. Although it is voluntary for them to temporarily turn their personal identification documents over to the employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law). Our service assistant then accompanies them to the baggage claim, depending on the arrival gate's location either on foot or in an electric cart. After the service assistant retrieves their luggage, he or she escorts the passengers to the terminal exit.

The passengers are responsible for their own onward transportation.

5.2 Components of the Fraport Gate Express Service (Arrival)

The Gate Express Service may be booked for up to five persons (including up to three children aged 0-11) who are traveling on the same flight.

It comprises the following individual services in connection with this flight:

- Pickup at the arrival or apron bus gate
- Escort through any required checkpoints such as immigration and customs
- Accompaniment to the baggage claim and terminal exit
- For an additional fee, accompaniment to an alternative final destination at Frankfurt Airport (the bus station, regional train station, or long-distance train station)

- 5.2.1 The passengers are met after landing at Frankfurt Airport. They are then taken from the arrival or apron bus gate through the terminal on foot or in an electric cart depending on the distances involved. The service assistant helps them complete any required immigration or customs formalities. He or she then accompanies them to the baggage claim and takes them from there to the terminal exit.

The service assistant will wait at the arrival gate for up to 15 minutes, while taking deviations from the scheduled arrival time of up to a maximum of plus/minus three hours into account.

Confirmation of the order is sent by email.

- 5.2.2 Each person may take one piece of luggage in addition to carry-on items. Luggage items may not be longer than 0.85 m, wider than 0.65 m, or deeper than 0.45 m. Independently of these limitations, the air carrier's rules on excess, special, and bulky luggage apply.
- 5.2.3 The service assistant providing the Gate Express Service takes the documents required for immigration from the passengers and carries them. Although it is voluntary for them to temporarily turn their personal identification documents over to the

employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law).

- 5.2.4 If the passengers wish to be taken to a different final destination at Frankfurt Airport, this can be additionally booked as a special service. The possible other destinations are the bus station, regional train station, and long-distance train station. The extra fee charged in each case is shown in the table below.

Accompaniment to ...	When arriving (price in euros, incl. VAT)
Bus station	35.00
Regional train station	50.00
Long-distance train station	65.00

- 5.2.6 Minors may use the Fraport Gate Express Service only if they are accompanied by an adult.
- 5.2.7 In accordance with EU Directive 1107/2006, passengers with limited mobility are entitled to a separate, free service that must be requested in advance from the airline or tour operator. If wished, persons with limited mobility can also be assisted within the scope of the Fraport Gate Express Service to the extent defined for this service against payment of the fee agreed for the service, provided that they do not require medical care, they are not bedridden, they are able to climb stairs without assistance, and their limited mobility was indicated when booking the service. The vehicles used are not equipped to carry wheelchairs; it is therefore not possible to pick up wheelchair-dependent persons within the scope of the Gate Express Service.

5.3 Conclusion of Contract and Provision of the Fraport Gate Express Services (Arrival)

- 5.3.1 The customer contracts Fraport AG to provide the Gate Express Service starting at the arrival gate at the specified time by ordering the service in the Service Shop or via a tourism partner of Fraport AG no later than 48 hours prior to being met there.
- 5.3.2 The Gate Express Service may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 5.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the

customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

5.4 Prices and Payment

5.4.1 The Classic rates for this Fraport Gate Express Service are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Gate Express Service	119,00	149,00	169,00	189,00

5.4.2 The Family rates for this Gate Express Service are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons Incl. up to 1 child	Price in EUR (incl. VAT) 3 persons Incl. up to 2 children	Price in EUR (incl. VAT) 4 persons Incl. up to 3 children	Price in EUR (incl. VAT) 5 persons Incl. up to 3 children
Gate Express Service	109,00	139,00	159,00	179,00

5.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

5.5 Right to Withhold Payment, Offsetting of Claims, Liability

5.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.

5.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and

compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

5.6 Cancellations

The Gate Express Service may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

5.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Gate Express Service. These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

6. General Terms and Conditions for the Gate Express Service² of Fraport AG

6.1 Fraport Gate Express Service²

Fraport AG offers air travelers departing from Frankfurt Airport the Gate Express Service² described in the following based on the applicable descriptions and charges.

The service includes collection of passengers at a defined location, which can be information counter no. 1 in Terminal 1 or Service Point T2 in Terminal 2, whichever is more appropriate depending on how they arrive at the airport. From there, the passengers are taken to a restaurant or café. Check-in is completed for them without the need for them to be present. The service also includes accompanying them through a separate security checkpoint, assistance for clearing the passport check, and transfer across the apron to the departure gate for their flight in the terminal. The passengers must get to the airport on their own.

After landing at the airport, passengers are met right at the arrival or apron bus gate by a service assistant. If they have to clear an immigration check, the assistant helps them to do so. Although it is voluntary for them to temporarily turn their personal identification documents over to the employee providing this service, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law). Our service assistant then accompanies them to the baggage claim, depending on the arrival gate's location either on foot or in an electric cart. After the service assistant retrieves their luggage, he or she escorts the passengers to the terminal exit. The passengers are responsible for their own onward transportation.

6.2 Components of the Fraport Gate Express Service²

The Gate Express Service² comprises all services and conditions of the Fraport Gate Express Service (Departure) and the Fraport Gate Express Service (Arrival).

6.3 Conclusion of Contract and Provision of the Fraport Gate Express Service²

- 6.3.1 The customer contracts Fraport AG to provide the Gate Express Service² starting at the requested meeting place at the specified time by ordering the service in the Service Shop or via a tourism partner of Fraport AG no later than 48 hours beforehand.
- 6.3.2 The Gate Express Service² may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 6.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

6.4 Prices and Payment

- 6.4.1 The Classic rates for the Fraport Gate Express Service² are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Gate Express Service ²	238,00	298,00	338,00	378,00

- 6.4.2 The Family rates for the Gate Express Service² are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons Incl. up to 1 child	Price in EUR (incl. VAT) 3 persons Incl. up to 2 children	Price in EUR (incl. VAT) 4 persons Incl. up to 3 children	Price in EUR (incl. VAT) 5 persons Incl. up to 3 children
Gate Express Service ²	218,00	278,00	318,00	358,00

- 6.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

6.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 6.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 6.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

6.6 Cancellations and Changes

The Gate Express Service² may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

The travel data indicated in the order confirmation email (date of flight, flight number, originating and destination airports, name(s) of passenger(s)) are binding and may be changed only by paying a rebooking fee of €30 (incl. VAT) and only if the corresponding resources are available. The only permissible changes are to the date and number of the flight returning to/arriving in FRA. Neither the number of passengers nor their names may be changed.

If you wish to make a change of this kind, you must contact us either directly or via a tourism partner by calling the phone number indicated in 6.6 at least 48 hours prior to the time and date of your return or arrival in Frankfurt as indicated in the order confirmation email. If you contact us after that time, you will be charged in full for the service even if it is not utilized.

6.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Gate Express Service². These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

7. General Terms and Conditions for the Gate to Gate Service of Fraport AG

7.1 Fraport Gate to Gate Service

Fraport AG offers air travelers who are transferring at Frankfurt Airport the Gate to Gate Service described in the following based on the applicable descriptions and charges.

7.2 Components of the Fraport Gate to Gate Service

The Gate to Gate Service may be booked for up to a maximum of five persons (including up to three children aged 0 to 11) traveling on the same flights.

After landing at the airport, passengers are met right at the gate by a service assistant and accompanied to the gate from which their onward flight departs. If they have to clear an immigration, border, or security check on the way there, the assistant helps them with the formalities. The Gate to Gate Service may be booked for up to five persons with the same transfer connection via Frankfurt.

It comprises the following individual services in connection with this flight:

- Pickup at the arrival gate
- Transfer across the apron in a limousine to the departure gate
- Escort of up to four additional persons (including up to three children) besides the passenger who books the service
- Free child booster seats for the transfer across the apron on request (optionally bookable)
- Collection of all relevant travel documents
- Escort through any required checkpoints such as for immigration or customs
- Return of the travel documents together with the boarding passes after clearing all required checks
- For an additional fee of €25, accompaniment to shops along the way and assistance for shopping there

- 7.2.1 The number of passengers indicated when making the online reservation are picked up at the arrival gate and taken straight to their onward flight in a limousine across the apron while clearing all required immigration, security, and passport checks. The Gate to Gate Service can be provided only if at least 45 minutes are available to complete the transfer.

The service assistant will wait at the arrival gate for up to 15 minutes, while taking deviations from the scheduled arrival time of up to a maximum of plus/minus three hours into account.

Confirmation of the service booking is sent by email.

- 7.2.2 The employee performing the Gate to Gate Service also collects the relevant documents from the passengers and carries them. Although it is voluntary for them to temporarily relinquish their personal identification documents, it is essential (since copying is prohibited by Art. 20, Section 1 of the German Personal Identification Law).
- 7.2.3 The employee performing the Gate to Gate Service escorts the passengers through the security check and if necessary the passport check as well. Afterward they are driven in a limousine to their flight's departure gate, where they board on their own.

- 7.2.4 Minors may use the Fraport Gate to Gate Service only if they are accompanied by an adult. The number of child booster seats specified when booking the service is provided free of charge for the transfer across the apron.
- 7.2.5 In accordance with EU Directive 1107/2006, passengers with limited mobility are entitled to a separate, free service that must be requested in advance from the airline or tour operator. If wished, persons with limited mobility can also be assisted within the scope of the Fraport Gate Express Service to the extent defined for this service against payment of the fee agreed for the service, provided that they do not require medical care, they are not bedridden, they are able to climb stairs without assistance, and their limited mobility was indicated when booking the service. The vehicles used are not equipped to carry wheelchairs; it is therefore not possible to pick up wheelchair-dependent persons within the scope of the Gate Express Service.

7.3 Conclusion of Contract and Provision of the Fraport Gate to Gate Services

- 7.3.1 The customer contracts Fraport AG to provide the Gate to Gate Service starting with pickup at the arrival gate at the specified time by ordering the service in the Service Shop or via a tourism partner of Fraport AG no later than 48 hours beforehand.
- 7.3.2 The Gate to Gate Service may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 7.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

7.4 Prices and Payment

- 7.4.1 The Classic rates for the Fraport Gate to Gate Service are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Gate to Gate Service	119,00	149,00	169,00	189,00

- 7.4.2 The Family rates for the Gate to Gate Service are as indicated in the following table:

	Price in EUR (incl. VAT)	Price in EUR (incl. VAT)	Price in EUR (incl. VAT)	Price in EUR (incl. VAT)
	1-2 persons Incl. up to 1 child	3 persons Incl. up to 2 children	4 persons Incl. up to 3 children	5 persons Incl. up to 3 children
Gate to Gate Service	109,00	139,00	159,00	179,00

- 7.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

7.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 7.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 7.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

7.6 Cancellations

The Gate to Gate Service may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

7.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Gate to Gate Service. These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

8. General Terms and Conditions for the Gate to Gate Service² of Fraport AG

8.1 Fraport Gate to Gate Service²

Fraport AG offers air travelers who are transferring at Frankfurt Airport the Gate to Gate Service² described in the following based on the applicable descriptions and charges.

8.2 Components of the Fraport Gate to Gate Service²

Der Gate to Gate Service² comprises all services and conditions of the Fraport Gate to Gate Service for transferring at FRA during both the outbound and return air journeys.

8.3 Conclusion of Contract and Provision of the Fraport Gate to Gate Service²

- 8.3.1 The customer contracts Fraport AG to provide the Gate to Gate Service starting with pickup at the arrival gate on the outbound trip at the specified time by ordering the service in the Service Shop or via a tourism partner of Fraport AG no later than 48 hours beforehand.
- 8.3.2 The Gate to Gate Service² may be booked online in the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com or via a tourism partner.
- 8.3.3 All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, Fraport AG then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the electronic order confirmation that Fraport AG sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop or to the tourism partner for forwarding to the customer. The email also informs the customer that the booking has been finalized and that the booking order must be printed out and taken along on the day of travel.

8.4 Prices and Payment

- 8.4.1 The Classic rates for the Fraport Gate to Gate Service² are as indicated in the following table:

	Price in EUR (incl. VAT) 1-2 persons	Price in EUR (incl. VAT) 3 persons	Price in EUR (incl. VAT) 4 persons	Price in EUR (incl. VAT) 5 persons
Gate to Gate Service ²	228,00	298,00	338,00	378,00

- 8.4.2 The Family rates for the Gate to Gate Service² are as indicated in the following table:

	Price in EUR (incl. VAT)	Price in EUR (incl. VAT)	Price in EUR (incl. VAT)	Price in EUR (incl. VAT)
	1-2 persons Incl. up to 1 child	3 persons Incl. up to 2 children	4 persons Incl. up to 3 children	5 persons Incl. up to 3 children
Gate to Gate Service ²	218,00	278,00	318,00	358,00

- 8.4.3 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

When booking services via a tourism partner, payment must be made directly to it.

8.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 8.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 8.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

8.6 Cancellations and Changes

The Gate to Gate Service² may be canceled free of charge provided that Fraport AG receives the cancellation notice no later than 24 hours prior to the agreed pickup time. If Fraport AG receives a cancellation later than that, the entire price for the agreed service is due. To make a cancellation, Fraport AG must be contacted either by phone (at +49 (0) 69690-3330; the normal rates for calls made from German landline and cellular networks apply) or by email (to FRA-Premium-Service@fraport.de). When bookings are made via a tourism partner, the cancellation must also be sent to it and the conditions described in the foregoing apply analogously.

The travel data indicated in the order confirmation email (date of flight, flight number, originating and destination airports, name(s) of passenger(s)) are binding and may be changed only by paying a rebooking fee of €30 (incl. VAT) and only if the corresponding resources are available. The only permissible changes are to the date and number of the flight returning to/arriving in FRA. Neither the number of passengers nor their names may be changed.

If you wish to make a change of this kind, you must contact us either directly or via a tourism partner by calling the phone number indicated in 8.6 at least 48 hours prior to the time and date of your return or arrival in Frankfurt as indicated in the order confirmation email. If you contact us after that time, you will be charged in full for the service even if it is not utilized.

8.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the Door to Gate Service². These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

9. General Terms and Conditions for the My Airport Guide Service of FraSec Fraport Security Services GmbH

9.1 FraSec My Airport Guide Escort Service at Frankfurt Airport

Fraport Security Services GmbH, a subsidiary of Fraport AG, offers the My Airport Guide escort service described below at Frankfurt Airport. The service consists of a Welcome Service that assists customers in getting from an agreed meeting place to the check-in counter, including luggage handling and drop-off, plus a Guide Service in which an expert guide accompanies customers through Frankfurt Airport from the same or another agreed meeting place to the pier. The Guide Service may also be booked starting at certain alternative locations.

Frankfurt Airport comprises Terminals 1 and 2. The terminals are subdivided into five concourses—A, B, C, D, and E—to which piers A, Z, B, C, D, and E correspond.

9.2 Components of the FraSec My Airport Guide Escort Service

The escort service consists of the following two individually bookable services:

- Welcome Service
- Guide Service

Each escorted person may take a maximum of two pieces of luggage in addition to carry-on items. Bulky luggage cannot be handled by the Welcome Service. If the customer requires help for transporting additional pieces of luggage or bulky luggage, we will be happy to make a separate offer for this on request.

The escort service can be provided in either German or English. Each service can also be booked in another language, which constitutes a supplementary package. When another language is booked, the service is provided by an escort able to communicate in that language. Only one of the available languages may be chosen each time the escort service is booked. If the customer wishes a language that is not in the list, we will be happy to make a separate offer for it on request. The languages available for the escort service without having to make a special request are the following:

Available languages:	
Amharic	Nepalese
Arabic	Norwegian
Croatian	Portuguese
Danish	Russian
French	Serbian
Georgian	Spanish

Hindi	Swedish
Italian	Tigrinya
Japanese	Ukrainian
Mandarin	Urdu

- 9.2.1 **Welcome Service:** The Welcome Service is available to passengers departing from and/or arriving at Frankfurt Airport.

Departing customers are picked up at an agreed time from the taxi stand outside Terminal 1 or 2 (departures level) or at the regional train station in Terminal 1 and escorted on foot straight to the check-in counter for the flight they have booked. This service includes taking two pieces of luggage per passenger from the agreed meeting place to the booked airline's check-in counter or bag drop in the customer's presence.

Arriving customers are picked up at the baggage claim where the baggage for their flight is output and escorted on foot to the destination. Their luggage is also taken from the baggage claim to the agreed destination in their presence.

The destination for customers who are transferring to a connecting flight at Frankfurt Airport is the bag drop of the airline with which the connecting flight has been booked. If the customers need to check in again for it, they are accompanied to the check-in counter and helped to complete the procedure.

Customers without a connecting flight can choose as their destination either the curbside area of Terminal 1 or 2 (departures or arrivals level) or the regional train station in Terminal 1.

Please note that it is only possible to purchase an escort service with luggage handling to or from the long-distance train station within the scope of the Guide Service.

- 9.2.2 **Guide Service:** The Guide Service consists of the Welcome Service plus escorting of departing customers through the security and passport checks straight to the departure gate for their flight

The Guide Service lets customers choose as their starting point or destination the taxi stand on the departures level of Terminal 1 or 2, the regional train station, or the long-distance train station.

9.3 Conclusion of Contract and Provision of the FraSec Escort Service

- 9.3.1 The My Airport Guide Services can be booked online via the Service Shop at the Internet address www.serviceshop.frankfurt-airport.com.

All fields of the order form must be completed. After submitting the order, the customer receives automatic confirmation of its receipt by email. Within 24 hours of receiving the order, FraSec then checks whether the resources required to fulfill it are available. A contract for providing the service arises upon receipt of the order confirmation email that FraSec sends either directly to the customer by separate email to the address he or she has indicated when making the booking in the Service Shop.

Customers should let the responsible service employee know they are at the agreed meeting place no later than 15 minutes after the agreed time. They can identify the responsible service employee by a specially designed pickup sign bearing their name.

As far as is technically and organizationally possible, FraSec will also strive to provide the service when customers are late.

- 9.3.2 Departing customers should choose the meeting time so that it is at least 120 minutes before their flight's scheduled departure time. If they fail to do this and allow less time, they bear the consequences of not getting to the gate on time to catch the flight.
- 9.3.3 Unless otherwise agreed, arriving customers will be picked up at the gate at their flight's scheduled arrival time, from the apron bus stop when it is scheduled to arrive there, or from the baggage claim 30 minutes after the flight's scheduled arrival time. If the flight arrives more than 30 minutes later than scheduled, FraSec is freed from having to provide the contracted service. Nevertheless, as far as is technically and organizationally possible FraSec will also strive to provide the service when customers are late.

9.4 Prices and Payment

- 9.4.1 The prices for services requested by customers are listed below for different escort service types and numbers of escorted persons. If a customer wishes for more than three persons to be escorted, we will be happy to make a special offer on request.

<i>Guide Service</i> <i>No. of persons</i>	Price in EUR	<i>Welcome Service</i> <i>No. of persons</i>	Price in EUR
<i>1 or 2</i>	60	<i>1 or 2</i>	30
3	90	3	On request

Extra item	Price in EUR
Escort in a language other than English or German	20

Luggage allowance	Price in EUR
2 luggage items weighing up to 30 kg each and no larger than 80 x 50 x 30 cm	Included
Each additional luggage item and bulky luggage	On request

- 9.4.2 Payment for the service is made in advance in the Service Shop by credit card or SEPA direct debit. In all cases, we initiate collection of the payment due as soon as the booking has been confirmed. It is not possible to pay in cash.

9.5 Right to Withhold Payment, Offsetting of Claims, Liability

- 9.5.1 The customer may only withhold payment due to counterclaims arising directly from this contract. The customer may only offset claims of Fraport AG against other claims if the latter are undisputed or have been legally established.
- 9.5.2 Fraport AG is fully liable in the event of loss of life, injury, or harm to health. Fraport AG is also fully liable for damage to property, financial losses, and reductions in the value of assets if these are the result of gross negligence or intentional actions or omissions. In all other cases, Fraport AG is only liable for culpable violations of obligations whose fulfillment is an essential prerequisite for properly providing the contracted services and compliance with which may typically be expected by the customer, with the liability being limited to repairing or compensating for damages of kinds that are foreseeable and typically associated with the contract, up to a maximum of 5000 euros. Liability under the German Product Liability Law and liability based on legal provisions that establish responsibility without culpability are exempt from this restriction.

9.6 Cancellations

The My Airport Guide Service may be canceled free of charge up to 24 hours before pickup at the agreed meeting place. If the service is cancelled later than that, the entire price is still due.

9.7 Data Privacy

Fraport AG captures and processes the personal data of passengers exclusively for the purpose of providing the My Airport Guide Service. These data are not divulged to any third parties. Data are only provided to transportation service providers to the extent that they are required to provide the transportation; this data transfer is based on a contract with each provider in compliance with Art. 11 (on commissioned data processing) of the German Data Privacy Law.

10. Cancellation Policy for the My Airport Guide Escort Service

After ordering the *Welcome Service* or *Guide Service* you have the right to cancel the service and withdraw from this contract within 14 days without providing a reason for doing so. In the cases of the *Door to Gate*, *Gate to Door*, *Gate Express*, and *Gate to Gate Services* there is no such cancellation right.

The right to cancel extinguishes if the service has been completely provided starting after you have given your explicit consent while simultaneously acknowledging that you will lose your right to cancel once the contract has been completely fulfilled.

The right to cancel expires 14 days after the contract is concluded.

In order to exercise your right to cancel, you must clear declare (in a letter or email to Fraport AG, Frankfurt Airport Services Worldwide, FTU-TS, D-60547 Frankfurt am Main, serviceshop@fraport.de) your decision to withdraw from this contract. You may use the attached standard cancellation form for this if you wish.

In order to meet the cancellation deadline, it is sufficient for you to send your notice before your right to cancel expires.

Consequences of Cancelling

If you withdraw from this contract, we are obliged to refund all payments that we have received from you, including costs for delivery and provision (except for extra costs incurred by your choosing a mode of delivery or provision other than the cheaper standard mode offered by us) without delay and no later than 14 days after the day on which we receive your notice that you are withdrawing from this contract. We will use the same mode of payment for this refund that you used when carrying out the original transaction, unless another arrangement is explicitly agreed on with you; in no case will you be charged any fees for this refund.

If you had requested that the service should begin before your right to cancel elapses, you must pay us an appropriate sum to cover the share of the overall scope of contracted services that had already been performed when you notified us that you were exercising your right to cancel.

Cancellation Form

(If you wish to withdraw from the contract, please complete this form and return it to us.)

—

To

Fraport AG, Frankfurt Airport Services Worldwide, FTU-TS

60547 Frankfurt am Main, Germany

serviceshop@fraport.de

—

I/we (*) hereby withdraw from the contract concluded by me/us (*) for the provision of the *My Airport Guide* service.

—

Ordered on

(please insert date of order)

—

Name of customer

—

Address of customer

—

Signature of customer (only if this notice will be sent in paper form)

—

Date

(*) Please choose one

FRA Employee Bus Lines – Conditions of Carriage

As of May 2017

Use of the FRABUS employee bus lines is subject to the following conditions:

- 1.** Only employees or visitors of companies located on the airport grounds are entitled to use the buses.
- 2.** Use of the buses is subject to a fee (bus fare). Passengers may only use the buses if their employer has paid the infrastructure cost contribution for the employee bus lines as billed or if they are in possession of a bus ticket purchased in advance.
- 3.** Passengers accept the conditions of carriage on entering the employee bus.
- 4.** Passengers may be refused carriage if they
 - a. pose a risk to the safe and orderly operation of the FRA employee bus lines (particularly if they are under the influence of alcohol and/or other intoxicating substances or they are carrying firearms without special authorization to do so);
 - b. are not carrying a valid Airport ID Card in operational areas of Fraport AG and/or refuse to confirm their identity or the name of their employer; or
 - c. fail to comply with the rules of conduct set out in sections 5 and 6.

Passengers may be refused carriage by the bus driver, employees of Frankfurt Airport Security or the ticket inspectors appointed by Fraport.

- 5.** When using the FRABUS employee bus lines, bus users must behave in such a way as to
 - a. ensure the safe and orderly operation of the employee bus lines and the bus itself;
 - b. prevent any risk to the safety of themselves and other bus users; and
 - c. show consideration to other users.

The instructions of the bus driver and/or employees of Airport Security must be followed directly.
- 6.** In particular, bus users are not permitted
 - a. to talk to the bus driver while the bus is in motion;
 - b. to open the doors while the bus is in motion (or when stopped anywhere other than at a marked bus stop);
 - c. to carry items requiring special transportation due to their nature and/or size (e.g. cargo, hazardous goods, animals, etc.);
 - d. to smoke (including electronic cigarettes and similar) or consume narcotics;
 - e. to consume food or drink or carry open food items (e.g. ice cream, burgers, fries, etc.);
 - f. to soil or damage the bus;
 - g. to use electronic media without headphones;
 - h. to beg or to make collections, advertise, etc. without the permission of Fraport AG
- 7.** Bus users must dispose of any trash and clean up any spills for which they are responsible. In case of damage or serious soiling, the bus user will be required to pay the cost of cleaning/repair.

8. If safety devices (e.g. emergency hammer) are used unnecessarily, the responsible bus user must pay the resulting damages and will also be liable for any additional civil claims on the part of the bus operator, Fraport AG or third parties.
9. If inspections by employees of Frankfurt Airport Security establish that a passenger is not entitled to use the employee bus, data such as their name and the name of their employer will be collected.

Employees of Airport Security are also permitted to remove unauthorized passengers from the employee buses. This does not release the passenger from their obligation to pay the bus fare.

As of May 2017

Fraport AG
60547 Frankfurt/Main
E-mail: personalbuslinie@fraport.de
Phone: +49 (0)69-690 27979

General Terms and Conditions for the Purchase of Bus Tickets for the Employee Bus Lines Provided by Fraport AG

(valid from September 1, 2017)

1. Employee bus lines

1.1 Fraport AG provides employee bus lines so that employees of companies located at Frankfurt Airport ("Employees") can reach their workplace and make other job-related journeys. These bus lines can also be used by visitors to companies located at Frankfurt Airport ("Visitors"). Use of the buses is subject to a charge.

1.2 If the cost of using the buses is not fully assumed by the respective company by way of direct settlement with Fraport AG, Employees and Visitors (collectively also known as "Users") are obliged to purchase a bus ticket (day ticket or monthly ticket) from the webshop.

2. Tickets

2.1 Tickets can only be purchased from the webshop and must be purchased before using the bus. The corresponding form must be completed in full (user name, company name, number of Airport ID Card for Employees or photo ID for Visitors).

2.2 The ticket is delivered by e-mail as soon as the booking is completed and must be carried by the User on their smartphone or laptop or as a printout.

2.3 Tickets are personalized and must be presented for inspection along with the respective Airport ID Card (for Employees) or photo ID (for Visitors).

2.4 The ticket entitles the User to use the CCS, East and West bus lines at Frankfurt Airport (but not the ACW and 901 lines) for a whole day (day ticket, valid from midnight until 11:59 p.m.) or one month (calendar month, irrespective of the purchase date) on weekdays and at weekends at any time at which the employee bus lines operate. Within this period of validity, the buses may be used an unlimited number of times for the purposes described in section 1.1.

2.5 The current fare is €3.15 for a day ticket and €66.12 for a monthly ticket. Prices include statutory VAT. Payment can be made by credit card or SEPA direct debit.

3. Cancellation/transfer

Purchased tickets cannot be canceled or transferred to another person.

4. Liability

Fraport AG shall bear unlimited liability for damages resulting from injury to life, body or health. Fraport AG shall bear unlimited liability for property damage and financial losses caused by intent or gross negligence. Above and beyond this, Fraport AG shall only be liable in the event of the culpable violation of duties without whose fulfillment the Agreement cannot be properly executed in the first place and which the User can typically assume to have been observed; any such liability shall be limited to compensation for foreseeable and contractually typical damage. Foreseeable and contractually typical damage is limited to a maximum of €5,000. Liability under product liability law remains unaffected, as does liability due to statutory provisions that prescribe responsibility with or without fault.

Where Fraport's liability is excluded or limited, this also applies to the personal liability of its employees, representatives and vicarious agents.

This translation is provided for your convenience only. In case of any dispute, the German text shall be binding.

Fraport AG, September 1, 2017



5.1.1

Airport User Regulations

Version

Version	Date	Remarks	Author
1.0	06.12.2011	Preparation	Andreas Hoffmann
	22.05.2013	Update	Andreas Hoffmann

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Section I Description of the Airport

The definitive description of the airport can be seen in the latest published version of each of the following: "Notices for airmen" and the parts GEN, ENR and AD in "Luftfahrthandbuch Deutschland / AIP Germany" (Aeronautical Information Publication Germany).

1. Airport Topography

1.1 Location of Airport Reference Point

Latitude and longitude:	50° 02' 04" N and 08°34'17"E
Distance and direction from city: of center of Frankfurt am Main	12 km (6.5 NM) southwest
Elevation above MSL:	100 m (328 ft.)
Magnetic variation:	See Aeronautical Information Publication Germany, AD2 Frankfurt (Main),

1.2 Runways

Runway 07 L/25 R (landings only):	2,800 x 45 m (9186 x 148 ft.) with runway shoulders, width 7.5m (on both sides)
Runway 07 C/25 C (takeoffs and landing):	4,000 x 60 m (13,123 x 197 ft.)
Runway 07 R/25 L (takeoffs and landing):	4,000 x 45 m (13,123 x 148 ft.) with runway shoulders, width 7.5m (on both sides)
Runway 18 (takeoffs only):	4,000 x 45 m (13,123 x 148 ft.) with runway shoulders, width 7.5m (on both sides)

1.2.1 Dimensions of Takeoff and Landing Areas

Runway 07 L/25 R (landings only):	2,920 x 300 m
Runway 07 C/25C (takeoffs and landings):	4,120 x 300 m
Runway 07 R/25L (takeoffs and landings):	4,120 x 300 m
Runway 18 (takeoffs only):	4,065 x 300 m

1.2.2 Bearing Strength

Runway 07 L/25 R (landings only):	PCN 74/R/A/W/T
Runway 07 C/25 C (takeoffs and landings):	PCN 74/F/A/W/T

Runway 07 R/25 L (takeoffs and landings): PCN 74/R/A/W/T

Runway 18 (takeoffs only): from threshold 18 for 1500m:
PCN 74/R/A/W/T and beyond
for the remaining length of runway: PCN 90/R/A/W/T

1.2.3 Helicopter Landing Area

Exists, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

The positions of the takeoff and landing facilities can be seen in the Aviation Manual for Germany, AD2, Frankfurt (Main).

1.3 Lightning Facilities

Exist, see Aeronautical Information Publication Germany; AD2 Frankfurt (Main)

1.3.1 Emergency Power Supply

Emergency power supply is available

1.4 Marking Aids

Thresholds, runway designation markings, touchdown zone, runway centerlines, runway edges, taxiway centerlines, clearance and holding bars, taxiing guide lines (apron), taxiway intersection markings

1.5 Instrument Landing Systems

ILS systems, see Aeronautical Information Publication Germany, AD2 Frankfurt/ (Main)

1.6 Radar Systems

2 Airport surveillance radars (ASR - SSR) (north and south)

1.6.1 Other Radar Systems

Surface movement radar

1.7 Taxiways

Taxiway system with rapid exit taxiways connecting the runways to the aprons

1.8 Aprons

Available, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

1.8.1 Handling Areas

Available, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

1.9 Passenger Handling Facilities

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

2. General Data

2.1 Airport Classification according to ICAO

Criteria in accordance with ICAO Annex 14 (code 4 E/ 4 F on defined areas)

2.2 Airport Operating Hours

24 hours

2.3 Seasonal Usability

Continuously available.

2.4 Airport Approved for Customs and Medical Services

Frankfurt/Main Airport is approved as customs and medical services airport

2.5 Overnight Accommodation

Available

2.5.1 Restaurants, Cafeterias, etc.

Available

2.5.2 Operating Hours

24 hours

2.6 Airfreight Handling

Various vehicles and equipment available in sufficient number

2.7 Fuelling Facilities

- 1) Hydrant system for jet fuels
- 2) Fuelling trucks for aviation and jet fuels

Operating Hours

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

2.8 Aviation Fuels and Oils

Aviation fuels and oils available in all required specifications required by the aviation sector

2.9 Oxygen and Other Servicing Materials

Oxygen, compressed air, CO2, hydraulic oils available

2.10 Hangar Space Available for Visiting Aircraft

Available upon request

2.11 Maintenance Facilities Available

Hangars fully equipped for aircraft maintenance and engine replacement

2.12 Fire Prevention and Rescue Equipment

- Fire prevention available, category 10
- Rescue equipment available, up to A 380

2.13 Snow Clearing Equipment

Snow ploughs, snow blowers, snow sweepers, air blast sweepers, grit scatter equipment and de-icing vehicles, number of units: see seasonal snow plan

2.14 Handling Equipment

All equipment and facilities required for the execution of ground handling services are available.

2.15 Local Flight Restrictions and Night Flight Restrictions

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

2.16 Pre-Flight Altimeter Check Location

At the taxi holding positions before the thresholds, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

3. Meteorological Conditions

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

4. Visual Ground Aids

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

4.1 Taxiing Guidance Systems

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

4.2 Visual Aids for Navigation

Aerodrome lighting system white/white on the DFS Control Tower (building No. 340)

5. Building Limitation Zone

The constructional restrictions applicable to the airport according to paragraph 12 LuftVG (German Aviation Act) result from the respective notices in the State Gazette for the German State of Hesse.

6. Aviation Obstacles

All obstacles are marked and lighted, see Aeronautical Information Publication Germany (ENR 5.4).

7. The Airport Operator and Government Agencies at the Airport

7.1 The Airport Operator

Fraport AG

Postal address

D-60547 Frankfurt am Main, Flughafen

Postal address for packages

D-60549 Frankfurt am Main

Telephone exchange

(0049 (69) 6 90-1

Direct inward dialing

6 90 and number of extension

Telex No.

40305-0 fa d

Website

<http://www.fraport.com> or <http://www.fraport.de>

7.2 Government Agencies

Federal Fiscal Administration (Customs Office)
Hauptzollamt Frankfurt am Main - Flughafen

Federal Police
Federal Police Airport Frankfurt/Main

Federal Ministry of Transport, Building and Development
Flight Scheduling Coordinator for the Federal Republic of Germany
(Flugplankoordinator für die Bundesrepublik Deutschland)

German Railway (Deutsche Bahn AG)
Bahnhof Frankfurt am Main – Flughafen – Airport train station for long-distance trains

German Air Traffic Control (DFS)
Frankfurt am Main branch, airport control center (tower)

German Postal Services (Deutsche Post AG)

- (Airmail Processing Center)
Luftpostleitstelle Frankfurt (Main) Flughafen
- (Post Office)
Postamt Frankfurt (Main) Flughafen

German Meteorological Services (DWD)
(Aeronautical Meteorological Office in Frankfurt)
Flugwetterwarte Frankfurt

Hessian Ministry of Economics, Transport, Urban and Regional Development
(Supreme State Aviation Authority – Oberste Landesluftfahrtbehörde)

Aviation authority with local aviation authority office
Authority in charge of aviation security and safety
Noise abatement commissioner

The Hessian Ministry of the Interior
State Police

Police headquarters at the airport (Polizeidirektion Flughafen)

State authority in charge of aviation security and safety

Noise Abatement Commission
Office

Federal Aviation Agency
Branch office in Raunheim

City of Frankfurt am Main
(Public health services, airport physician, city police)

8. Traffic Connections and Transportation Systems

8.1 Access

Federal route, federal highways, state roads

Parking Space

- Total: approx. 35,000
- For passengers and visitors: approx. 15,000
- For visitors' buses: approx. 55

8.2 Public Transportation to Access Airport

Railway Lines

Via the airport train station:

- Local trains operated by the Rhine-Main Transport Network (RMV)
- Trains operated by German Railway (DB)

Bus Lines

Via the airport bus station:

- Local buses operated by the local Rhine-Main Transport Network (RMV)
- Privately operated buses for local, long-distance, and feeder traffic operated by various airlines

Other Transportation

- Hotel and charter buses
- Taxis and rental cars

8.3 Railway Freight Service

Rail/airfreight link via Frankfurt am Main central train station and Kelsterbach, and directly via Mörfelden-Walldorf to CargoCity South

Section II User Regulations

1. Applicability of User Regulations

1.1

Persons accessing the airport by aircraft, on foot, by vehicles or equipment of any kind, or using it otherwise, must abide by the rules of the User Regulations and any instructions given by the Airport Operator to enforce them. The User Regulations shall also apply for all contractual partners receiving or providing services (e.g. all tenants, landlords, persons entitled to a building lease, customers, service providers), irrespective of their status as regards the aviation security. The provisions contained in these Regulations as well as the permits granted in accordance with them do not substitute any approvals or permits required by other legal provisions or regulations.

1.2

As far as the rules and instructions apply to aircraft operators, they apply to the owners of the aircraft and to persons using the aircraft without being operator or owner of the specific aircraft as well as to persons who are entrusted with handling the aircraft at the airport.

2. Use of Airport by Aircraft

2.1 Permission for Takeoff and Landing

2.1.1

Use of the airport is permitted against payment of the charges specified in the Airport Regulation of Charges which are always due for payment before departure of aircraft and rotorcraft.

2.1.2

Upon request of the airport operator, aircraft operators must produce all documents necessary for the verification of their authorization of use and for the calculation of the applicable charges.

2.1.3

Aircraft operators shall notify the airport operator well in advance of their intentions to fly in or out of Frankfurt Airport. Furthermore, aircraft operators shall provide the information necessary for the proper provision of flight operation facilities including information on flight intentions, aircraft in use, current flight status, and the load being carried.

2.1.4 Airport-CDM

Airport CDM helps managing the turn-around processes at Frankfurt/Main airport and shall be applied for all IFR flights in accordance with the "Luftfahrthandbuch Deutschland" (Aeronautical Information Publication Germany), volume II, AD2-EDDF. For all airlines, their handling agents and, in case of General Aviation,

the flight operators, this entails the responsibility to provide the information necessary for the process in due time (please also see: Guidelines for Our Customers: Operations Management, Passenger Handling and General Aviation).

2.2 Takeoff and Landing Facilities

When aircraft are taking off or landing, the runways are to be used that are specially marked for this purpose. The same applies to taxiways and aircraft stand taxilanes if aircraft are taxiing. Pilots must abide by the taxi procedures unless they are given other instructions by German Air Traffic Control (DFS) or by the apron controllers of the airport operator.

The airport operator accepts no liability for any defects/deficiencies existing at the time of signing of the contract for which the airport operator is not responsible.

2.3 Taxiing and Towing

2.3.1

Only licensed persons are allowed to carry out taxiing of aircraft on their own power. Aircraft must not be taxied into or out of buildings or hangars on their own power.

2.3.2

Aircraft on the apron area must taxi only with the minimum required engine power (revolutions).

2.3.3

Aircraft will be towed, if required. Only authorized and trained personnel may do so. The aircraft operator shall give the towing personnel the necessary instructions for towing. In each individual case, the aircraft operator shall follow any further instructions from the airport operator regarding towing. Upon request, the airport operator is to be shown evidence of the authorization and training of the personnel engaged in towing and can, if necessary, issue additional instructions to be followed by the aircraft operator.

Personnel involved in the towing of aircraft is bound to the functional or time-based instructions given by the airport operator (Apron Control and follow-me vehicles of Apron Supervision).

Personnel involved in the towing of aircraft and performing the brake function on board the aircraft must have received corresponding instructions, a fact that must be documented by the aircraft operator.

Personnel performing radio-controlled towing of aircraft must have first completed additional training focusing on procedures and rules to be followed on the apron to guide and control air traffic and the radio procedures used for the operational radio network.

Personnel performing radio-controlled towing of aircraft on the manoeuvring area shall have successfully participated in an additional training for radio-controlled use of aircraft tows on the manoeuvring area. In addition, the personnel shall be bound to the functional or time-based control instructions given by the air traffic control unit (the DSF-Tower).

Successful completion of the above-mentioned additional training for radio-controlled aircraft towing must be documented by the aircraft operator and proof presented upon request.

The airport operator has the right to conduct random checks to see if the personnel have the required qualifications mentioned above. If deemed necessary, the airport operator can order further measures.

2.3.4

Walk out assistants ensure the communication between aircraft pilot and towing driver as part of the pushback procedure for the aircraft. This includes that the pushback procedure from the nose in positions must be completed without endangering aircraft, equipment, vehicles and persons in the area where the pushback procedure takes place.

The aircraft operator is bound to instruct walk-out assistants accordingly. This instruction must be proven to the airport operator upon request. The airport operator has the right to make random spot-checks during the walk out procedure. If deemed necessary, the airport operator can order further measures.

2.4 Apron

2.4.1

The apron is available for the traffic handling of aircraft. Any other use, e. g. parking of aircraft or major maintenance work, is only permissible with the approval of the airport operator. Engine trial runs above the "idle" level are generally not permitted on the apron.

2.4.2

Ground-handling areas/positions are assigned by the airport operator. Aircraft are marshalled by personnel of the airport operator or directed to the ground handling areas/positions with the assistance of a docking guidance system.

2.5 Traffic Handling (Ground Handling Services)

2.5.1

The airport operator is authorized to conduct ground-handling services in accordance with the schedule of ground handling services (Appendix 1 to the BADV, the "German Ground-Handling Services Regulations"). Self-handlers and service providers are also authorized to conduct these services to the extent permitted by the airport operator according to the Use Contract. They must store their handling equipment exclusively in the places designated for this purpose by the airport operator and pay the charges. The parking and storage of handling equipment is subject to the legislation governing tenancy (Articles 535 pp, BGB, German Civil Code). There will be no custody obligations for the airport operator unless a written agreement has been made to this effect.

Non-observance of contractual or legal requirements entitles the airport operator to terminate the User Contract, prohibit access to Frankfurt Airport and to invalidate airport ID cards.

2.5.2

The third-party liability insurance required as per BADV (German Ground-Handling Services Regulations, Appendix 3 to paragraph 8 of BADV) must be underwritten with a policy owner who is entitled to execute these operations. The policy owner shall provide written evidence of this insurance to the airport operator. The insurance sum and the statutory regulation (BADV) binding the policy holder shall be mentioned in this evidence (as per paragraph 113 of the German Insurance Contract Act).

2.5.3

The airport operator may accept self-handlers and service providers as per licensing agreement, provided they comply in particular with the legal requirements of the BADV. The airport operator may charge the licensed self-handlers and service providers for the use of the facilities.

2.5.4

The following items/facilities are part of the central infrastructure within the meaning of Article 6 of the BADV:

- Central baggage conveyance system for departing and transfer passengers' baggage
- Gate baggage equipment for departing passengers' baggage
- Equipment for handling bulky baggage
- Central baggage equipment for arriving passengers' baggage
- Central de-icing equipment
- Central baggage security equipment
- Passenger bridges (jetways) including mobile passenger stairways for use if bridges are out of operation
- 400 Hz power supply (including mobile back-up equipment)
- Equipment for supplying fresh water and disposing of toilet waste
- Communications network and central information technology equipment for the provision of ground handling services
- Central systems belonging to Hydranten-Betriebs-Gesellschaft (HBG), the hydrant-operating company, used for supplying fuel to aircraft.
- Central customs baggage warehouse
- Conveyor belt for misdirected baggage, handling of rush baggage and reclassification of baggage as well as baggage tracing
- Neutral airfreight transfer area

Details shall be determined in accordance with the User Committee and documented in form of a MoU.

The central infrastructure equipment/facilities shall be exclusively provided, administered, and operated by the airport operator or by parties acting under his authority. The service providers and self-handlers shall be bound to use the central infrastructure equipment/facilities. This use is subject to a fee.

2.5.5

Personnel performing ground-handling and all other kinds of service for aircraft on positions and doing work within a radius of 50 meters of the aircraft stand must have received instructions on the procedure to report fires and how to use firefighting equipment. These people must be instructed and trained continuously. The instructions and training must be documented and proven to the airport operator on a continuous basis.

2.6 Parking and Storage

2.6.1

The airport operator will allocate parking and storage locations. If any aircraft remains on the airport for longer than 45 minutes, the aircraft operator shall, if requested, park it at a parking location or in a hangar to be allocated by the airport operator. The airport operator can insist on some other parking or storage location for safety or operating reasons or, if the aircraft operator cannot be reached or fails to promptly comply with such a request, can arrange for the aircraft to be taxied or towed without its own power by trained personnel at the aircraft operator's expense.

2.6.2

The safeguarding of an aircraft that is parked or in a hangar is the responsibility of the aircraft operator. In case of darkness or poor visibility the operator must mark the parked aircraft with lights, if this is required for safety reasons.

2.6.3

Parking of aircraft on a parking position or in a hangar is subject to the legislation on tenancy (Articles 535 pp, BGB, German Civil Code). There will be no custody obligations for the airport operator unless a written agreement has been made to this effect.

The airport operator accepts no liability for any defects/deficiencies existing at the time of signing of the contract for which the airport operator is not responsible.

2.6.4

Users of the hangars and equipment inside are required to use the installations with care and in particular abide by the following regulations:

2.6.4.1

Technical facilities, installations and equipment owned by the airport operator, in particular power supply systems, cranes, scaffolding, etc., may be used only with the agreement of the airport operator.

2.6.4.2

Hangar doors may only be opened and closed by authorized personnel whom the user has trained for this purpose.

2.6.4.3

For all work carried out on the aircraft, whether in the hangar or within a radius of 50 meters of the hangar, the aircraft operator must provide a sufficient number of portable fire extinguishers within easy reach. The personnel deployed to this work shall have been instructed as to how to report and fight fires and shall regularly conduct exercises. Evidence that this is being done shall be given to the airport operator upon request.

2.6.4.4

Aircraft may be washed and sprayed off in the hangar only with the approval of the airport operator.

2.6.4.5

The space in front of the hangar doors shall be kept clear.

2.6.4.6

Parking, storage and repair of automobiles, ground service vehicles and other objects always require the approval of the airport operator.

2.7 Noise Protection

The aircraft operators must comply with the instructions regarding the execution of trial runs of aircraft engines as well as with aircraft noise limits according to the Aeronautical Information Publication.

2.8 Operating Services

Companies servicing aircraft with operating supplies shall require the airport operator's authorization. These companies and the aircraft operators must comply with the required safety regulations and the currently relevant rules for the handling of operating supplies. They shall also be under an obligation to take all necessary measures to ensure that personnel, which performs tasks at the aircraft while servicing the aircraft, is instructed as to how to report and fight fires and to activate emergency switches. Additionally, these companies have to ensure regularly conducted training. Evidence that this is being done shall be given to the airport operator upon request.

2.9 Maintenance Work, Washing, Deicing

Major maintenance work on aircraft, as well as washing, spraying, and deicing work, shall only be carried out at the places allocated for this purpose by the airport operator. Permission to carry out this work shall always be obtained in advance from the airport operator's Apron Control unit and instructions issued in this connection are to be followed.

2.10 Disabled Aircraft

2.10.1

The aircraft operator shall make all agreements and take all precautions necessary for removing any disabled aircraft as quickly as possible from the flight operations areas.

2.10.2

If an aircraft remains on the airport and is incapable of movement, the airport operator is authorized to remove it from the movement area, even without any specific request to this effect from the aircraft operator, or at the aircraft operator's expense to arrange for a competent third party to do so if this is required to ensure continuous handling of air traffic. The airport operator may be held liable only for those damages caused by him intentionally or by gross negligence. The same applies if the aircraft operator has commissioned the airport operator to remove or take part in the removal of a disabled aircraft from the movement area.

2.10.3

If the airport operator suffers any loss or damage in connection with a disabled aircraft he is authorized to demand compensation from the aircraft operator unless the aircraft operator cannot be blamed or has only acted with minor negligence.

3. Access and Driving on Grounds

3.1 Airport Roadways, Grounds and Entrances

3.1.1

The roadways and grounds of the airport are not intended for public traffic. The general traffic rules and regulations apply, however, to the entire area of the airport, unless the airport operator issues deviating rules/regulations concerning the parts of the airport not open to public traffic as part of his traffic and licensing regulations. The traffic and licensing regulations issued by the airport operator are binding.

3.1.2

Only those persons authorized are permitted to enter the airport and drive on airport roads. They shall only use the entrances designated for the purpose by the airport operator.

3.1.3

Visitor areas may be entered upon payment of an admission fee. The amount is displayed on signboards.

3.1.4

Persons transporting any freight from the airport by overland route shall have to report the flight and/or load data to the airport operator according to detailed instructions.

3.2 Vehicular Traffic (General)

3.2.1

The owner of vehicles used on the airport is responsible for the safety standard of the vehicles. Vehicles requiring license plates must have a vehicle liability insurance with an insured sum of at least Euro 50 million overall for personal injury, property or financial damages and a maximum of Euro 8 million for each case

of personal injury. The insurance coverage must also be expressly valid for the grounds of Frankfurt Airport.

3.2.2

Motor vehicles may only pick up or drop off passengers and baggage at the side of the reception building accessible from the public road system. Freight may be loaded or unloaded only at the cargo facilities.

3.2.3

Automobiles may be parked only on designated parking spaces. The specific parking space user regulations of the airport operator apply for the parking spaces owned by the airport operator. Motor vehicles parked in violation of a parking ban or left in parking places after the expiry of the maximum parking time can be removed at the expense and risk of the owner or registered user.

3.2.4

Small vehicles (mopeds, bicycles, etc.) may not be parked in front of the Terminals, staircases and corridors. They must be parked in the designated areas.

3.3 Limited Access Areas

3.3.1 General

3.3.1.1

Areas within the confines of the airport barred to the general public may be only accessed by foot or vehicle with the special permission of the airport operator or after authorization has been granted, by other authorities.

These areas include, in particular:

- Manoeuvring area (including takeoff and landing area taxiways)
- Apron and other apron areas
- Service roads
- Aircraft hangars
- Passenger gates
- Waiting rooms
- Transit areas
- Baggage claim areas and the freight facilities
- Rooms and traffic areas used for handling purposes
- Garages and workshops
- Operations and construction yards
- Construction sites

The first paragraph applies also to air traffic control sites and installations outside the fenced airport area.

3.3.1.2

The Airport Operator may grant the permission under section 3.3.1.1 generally or individually and may revoke such permission for important reasons.

3.3.1.3

Installations barred to the general public may be visited only under the guidance of an authorized representative of the airport operator. The physical contact with

aircraft during such visits is strictly forbidden. It is forbidden to proceed without permission from the apron to the manoeuvring area.

3.3.1.4

Authorized persons from aviation, customs, immigration, and health authorities, those from companies entrusted with air traffic control work, and those from the German Meteorological Office are authorized to enter areas not accessible to the general public for the purpose of carrying out their duties or to drive service vehicles through them. They are to inform the airport operator in advance and make sure of the airport operator's assistance if they are not familiar with the location.

3.3.1.5

Vehicles operating in areas barred to the general public must be specially marked and provided with safety equipment if so requested by the airport operator.

3.3.1.6

An absolute ban on alcohol or any other intoxicants shall apply to all persons working in flight operations areas, i.e. on the manoeuvring area and apron, and to those using aircraft handling equipment and machinery accessible from these areas. The airport operator is authorized at any time to ensure that this ban is being adhered to by carrying out checks, including breath analyzers, and to expel any person found violating this ban (or refusing to submit to a check) temporarily or permanently from these areas. Employers of such persons shall be under an obligation to take all suitable measures to contribute to the enforcement of this ban on alcohol as part of their duty to provide assistance. The airport operator shall be furnished with evidence of such contributions.

3.3.1.7

Aircraft may be entered only with the consent of the aircraft operator.

3.3.1.8

An airport identification card shall be worn and displayed in all areas and facilities not accessible to the general public.

3.3.2 Manoeuvring Area

3.3.2.1

Access to and driving on the manoeuvring area is generally prohibited. Exceptions to this must be approved by the Apron Control unit in advance. Furthermore, the instructions of the Apron Control unit and the German Air Navigation Services (Tower) issued by radio messages, light signals and other signals must be observed. All persons must be familiar with the meaning of these signals.

3.3.2.2

If any person belonging to the authorities listed in Section 3.3.1.4 intends to walk or drive on the manoeuvring areas, he/she shall obtain permission from the Air Traffic Control unit via the airport operator's Apron Control unit and must observe the regulations contained in Section 3.3.2.1 sentence 2.

3.3.2.3

Vehicles operating in darkness on the manoeuvring area must be lighted so as to enable Tower to follow their movements.

3.3.3 Aprons

3.3.3.1

The speed limit for vehicles operating on the apron areas is 30 km/h, and 25 km/h for vehicles with trailers. This speed limit shall not apply to airport operations supervision (including accompanied vehicles), firefighting, airport security, ambulance, rescue, apron supervision, snow removal and government vehicles mentioned in § 35 (German General Traffic Rules) when in action.

3.3.3.2

The only vehicles permitted on the apron are those allowed by the airport operator for airport supervision, ground handling, firefighting, airport security, ambulance or snow removal vehicles, the vehicles belonging to the competent authorities and to companies entrusted with air traffic control work, and then only for operational purposes. For all other vehicles special permission of the airport operator is required.

3.4 Bringing Animals

Animals are only allowed if properly secured.

4. Other Activities

4.1 Commercial Activities Other Than Ground Handling Services

Commercial activities other than ground handling services as defined in Section 2.5 shall only be permitted on the basis of an agreement with the airport operator. The amount of charges for the use of general infrastructural facilities depends on the published airport operator charging regulations in their current version. Photographs, video and audio recordings as well as video and audio transmissions do also need an approval by the airport operator, unless a topical newscast is being made.

The airport operator shall be informed about any topical newscast planned. For business activities, documentary evidence of an employers' liability insurance with a required coverage of at least Euro 5 million per case of personal injury and damage to property shall be provided.

In case these activities are also to be executed on aircraft operation areas, the insurance policies must not exclude any damage done to aircraft. The airport operator reserves the right to verify these policies at any time and to withdraw the access to the operation areas in case of a lacking or inadequate insurance cover on important grounds or to grant this right of access to new users.

Non-observance of contractual or legal requirements authorizes the airport operator to terminate the above-mentioned agreement, prohibit access to Frankfurt Airport and to invalidate airport ID cards.

4.2 Demonstrations, Collections, Advertising

4.2.1 Collections and Advertising

Presence in airport buildings and facilities is only permitted for usage in line with the purpose of the specific operational areas of the buildings/facilities. Overnight stay, begging, loitering and similar behavior is not permitted. Collections, advertising and handing out advertising articles and trade samples are subject to the airport operator's permission. Handing out leaflets or flyers must be reported to the Safety and Security Control Center by sending them an email to sicherheitsleitstelle@fraport.de. Any instructions given by the airport personnel must be adhered to.

4.2.2 Gatherings

All gatherings within the generally accessible terminal area must be reported to the administrative authority pursuant to the German law concerning processions and assemblies, which is the "Ordnungsamt" (office of public order) in Frankfurt/Main. They must be reported to the airport operator 48 hours or less before the gathering (by email to sicherheitsleitstelle@fraport.de). This email must include the purpose of the gathering, the persons responsible and details as to place, time and presumable number of participants as well as proof of the reporting of the respective gathering to the office of public order.

The safety and security as well the operability of the airport activities must never be jeopardized. Baggage claims, security and passenger handling areas - including the waiting areas in the terminals – must not be used for any gatherings. The unhindered access to the handling facilities and areas (such as check-in counters, check-in terminals, designated queuing lines), the control checkpoints and the baggage claim areas must be guaranteed at any time. A suitable distance to the handling areas and facilities must be kept. Emergency exits and rescue routes, fire extinguishing facilities and defibrillators must be kept clear.

When using whistles, megaphones, drums, sound systems and similar devices, the announcements made in the terminals must still be clearly audible and understandable. Posters or other objects brought in by the participants must not obscure the flight information display panel.

4.3 Storage

4.3.1

Dangerous goods within the meaning of Article 27 paragraph 1 of the Aviation Act, and legal regulations issued in pursuance of the same Act, specifically nuclear fuels and other radioactive materials, shall only be stored with the airport operator's permission and only in those storage rooms designated for this purpose.

The operators of storage facilities for dangerous goods must, upon the request of the airport firefighting unit, be able to present an updated list of goods in storage. The list must indicate what types of dangerous goods are stored in what facility, precise location in the facility, precise storage compartment and level.

4.3.2

Freight, boxes, construction material, equipment, etc., may be stored outside of rented storage areas and spaces only if approved by the airport operator.

4.4 Construction Work

The airport operator shall be informed before construction work starts. The instructions of the airport operator must be followed regarding the location, timing, coordination and safety or security obligations to be imposed on those carrying out the work.

4.5 Photos and Recordings on Video and Audio Carriers

Photographs, recordings on video or audio carriers – unless exclusively for private use – as well as their passing on to third parties, are subject to a permission granted by Fraport AG. This does not apply to topical newscasts. In this case the airport operator has to be informed accordingly. The unit responsible for the permission and reporting is UKM, telephone 0049-69-690 70555, and, outside of the ordinary business hours, unit ADO, telephone 0049-69-690 30000.

5. Safety Regulations

The safety regulations stated in Appendix A and those based on law and other legal provisions must be observed. This shall also apply to occupational health and safety, environmental protection and operational safety regulations which commercial operators have to observe on their own responsibility in pursuing their trade on the airport.

All persons and their employers, who use or access the flight operation areas of the airport, are obligated to participate in the Safety Management System (SMS) of the airport operator. This includes the observance of safety/security regulations and further measures upon the request of the airport operator such as participation in Safety Committees and SMS reporting.

6. Lost Property

Property found in the airport facilities must be delivered immediately to the airport operator (lost and found office). Articles 978 to 981 BGB (German Civil Code) apply.

7. Contamination, Wastewater

7.1 Contamination

Airport equipment must not be soiled or contaminated. Liquids that could endanger the environment shall be retrieved as soon as they escape and waste of all kinds shall be collected on the flight operational areas. The party that caused the contamination or dirt is bound to remove it; otherwise the airport operator shall be authorized to remove it at that party's expense. If the person who has caused material to be accidentally released is not able to retrieve it immediately and completely, he/she shall inform the airport operator at once. The accidental release of hazardous substances/cargoes shall in any case be reported immediately to the airport operator (Safety and Security Control Center).

7.2 Wastewater

If not otherwise specified by the airport operator, only normal wastewater may be released into the sewage canals. If it is suspected that the water is contaminated by radioactive material, fuel, operational materials or oil, the Safety and Security Control Center must be informed immediately and the given instructions followed. The violators must exempt the airport operator from any claims by third parties.

8. Approvals and Permits

Any approvals, permits and authorizations required under these Airport User Regulations must be obtained in advance. The procedures for requesting the necessary permission are described in the airport operator's guideline system under the heading of "Guidelines for Our Customers". The requirements and instructions issued by the airport operator in each relevant connection are to be followed.

9. Infringement of the Airport User Regulations

Persons violating these User Regulations or instructions of the airport operator based on these regulations may be expelled from the airport by the airport operator and may also be prosecuted.

10. Place of Performance and Jurisdiction

Place of performance and jurisdiction for commitments and legal disputes arising from these User Regulations is Frankfurt am Main.

11. Authorized Recipient

Aircraft operators without residence or business office in Germany must appoint an authorized recipient in Germany upon request of the airport operator.

The Airport User Regulations including Appendix A will enter into force on June, 13th, 2013.

Frankfurt am Main, Mai 22nd, 2013

Fraport AG

(Dr. S. Schulte)

(A. Giesen)

(Dr. M. Zieschang)

Approved:
Wiesbaden, Mai 22nd 2013.

Hessian Ministry of Economics,
Transport, Urban and Regional Development
By Order:

Signed

Dr. Baumann

Appendix A “Safety Regulations” to Section II No 5 of the Airport User Regulations

1. Handling of Operating Supplies

1.1

Aircraft may not be refueled or defueled while the aircraft engines are running.

1.2

Aircraft may not be refueled or defueled in a hangar or any other enclosed space, but only in areas assigned by the airport operator for this purpose. If for unavoidable reasons fuel must be removed from an aircraft in an enclosed space, it is imperative that special firefighting precautions are taken on site by the airport firefighting services.

1.3

If in any exceptional circumstances an aircraft is fuelled with passengers on board, passenger stairs or passenger bridges (jetways) must be in position in sufficient number to allow the passengers to be evacuated in an emergency. If the passenger stairs or passenger bridges (jetways) have been removed, no vehicles or equipment must be left in the area of the aircraft's emergency exits to ensure that the escape slides can unfold and extend without hindrance in an emergency.

1.4

If an aircraft is being refueled or defueled, it must be connected electrically to the fuel supply equipment and grounded.

1.5

While an aircraft is being refueled or defueled, conventionally constructed vehicles are only allowed to move within the explosion risk area (a radius of four meters around the tank ventilation opening) if this is necessary for the handling the aircraft. Persons, freight or vehicles are not allowed to remain in these areas. Likewise, no work is to be carried out that could cause a spark. The escape route of the fuel-supply vehicle away from the aircraft must absolutely be kept clear.

1.6

Overflowing and spilling of operating supplies must be avoided. In case of overflowing or spilled fuel, paragraph 1.4 shall apply, and a safety distance of 15 m must be observed until the fuel has evaporated or has been removed; the airport firefighting services must be notified immediately (emergency phone number 112).

1.7

Operating supply vehicles must be provided with fire extinguishers according to the specifications.

1.8

Special regulations for under-floor fuelling equipment are to be observed.

1.9

There is an area free of any ignition source within the perimeter of five meters around each tank pit of the underground fuelling system in the apron area. This area is marked with a green line.

In the event that due to the operation of potentially explosive devices or mobile equipment, more severe infrastructural requirements to the apron should be adequate, Fraport must be informed to provide the necessary adjustments of the airside infrastructure in due time before operation.

2. Operation of Aircraft Engines

2.1

Aircraft engines may not be run in hangars and workshops. Startup of engines on is only permitted after having received permission from Apron Control unit.

2.2 Test Runs of Aircraft Engines

Run ups of aircraft engines may be carried out only at times and locations specified by the competent aeronautical authority and in a sequence determined by the airport operator and the operator of aircraft noise protection equipment.

2.2.1

Run ups above idle level are only permissible at the following positions:

- Between 6.00 a.m. and 10.00 p.m. on the apron of Hangar 5 and in the run up facility (Hangar 7).
- Between 10.00 p. m. and 6.00 a. m. in front of Hangar 5 run ups at partial thrust settings only whereas at position Hangar 5-West, partial thrust setting [up to 50%N1] only.
- Run ups with thrust setting "full power" exclusively in the run up facility.

2.2.2

Engine Tests must be run in a way to assure that the maximum continuous sound level experienced in the closest residential area is not higher than 57 dB(A) during the day and 50 dB(A) at night.

2.2.3

Run ups between 10.00 p.m. and 6.00 a.m. above "idle level" must be notified prior to the local aviation authority. Specific information must be given regarding, thrust setting tested and course and times of thrust settings.

2.3

Before starting the engines, the landing gear wheels must be adequately secured by chocks or brakes.

2.4

As a warning of danger from running engines, the anti-collision lights of all aircraft must be switched on before starting the jet engines and must be switched off only after standstill of the engines. This procedure is to be followed day and night.

2.5

Aircraft engines may be started and run only if the aircraft cockpit is manned by a pilot or a qualified mechanic.

2.6

The persons starting the aircraft engines and operating them during the run must ensure that no injury to persons or damage to property is caused by the engines/propellers or by the resulting air currents. The required safety distances in front of and behind running engines must be observed.

2.7

Aircraft engines may be operated only up to the required minimum number of revolutions on the aprons used for ground handling services.

3. Ban on Smoking, Use of Open Flames

Smoking and the use of open flames is prohibited on the aprons, in hangars, in aircraft workshops marked by prohibition signs and within a radius of 15 m from parked aircraft or operating supply equipment. The use of open flames is permitted only in rooms which are equipped according to the fire protection regulations and the requirements of the Trade Inspection Agency and which have been approved by the airport operator.

Welding work can only be done after having received prior permission from the airport firefighting services unit.

4. Vehicles and Equipment with Combustion Engines

Vehicles and equipment with internal combustion engines to be used on the aprons, in hangars and aircraft workshops must be equipped with commercially available safety devices such as exhaust systems with mufflers in order to prevent the emission of burning exhaust gas.

Vehicles operated with liquid gas are not permitted in parking garages and underground parking garages.

5. Working in Hangars and Workshops

5.1

Aircraft in hangars and workshops may not be cleaned with combustible liquids of group A, danger class 1, according to the regulations governing combustible liquids.

Stripped aircraft parts may be cleaned with combustible liquids of group A, danger class 1, only in separated and well ventilated rooms.

5.2

Flammable, highly volatile materials (stiffening varnish, nitro lacquer, etc.) may be used in hangars and workshops only if the rooms are adequately equipped for this purpose in compliance with the fire protection regulations, requirements of the Trade Inspection Agency and the special provisions for aircraft operators as issued by this agency.

5.3

Lubricating and fuel residues are to be emptied into receptacles outside the hangars.

6. Storage of Material, Equipment and Waste

6.1

Material, equipment and waste must be properly stored to prevent any fire and explosion hazards.

6.2

Lubricating oils inside or in the vicinity of hangars and aircraft workshops must be kept in containers with a standardized dispenser as required by regulations.

6.3

Empty fuel and lubricant barrels and empty high-pressure containers for dangerous materials may not be stored in hangars and workshops.

6.4

Combustible waste (lubricant residues, used cleaning material, etc.) must be collected in specially marked metal containers with tight-fitting lids. The containers must be frequently emptied in order to prevent self-ignition of the waste. Oil collection vats and similar receptacles shall be emptied and cleaned after use.

7. Firefighting and Rescue Services

7.1

In the event of the outbreak of fire, major accident or accidental release of hazardous materials:

- The fire alarms must be set off at once and, if necessary,
- The emergency switches of the under-floor fuelling equipment pressed; furthermore,
- The airport firefighting services, phone no. 112 or 0049-69/690-44444 must be called

Until the arrival of the fire brigade the fire must be fought with the available fire extinguishing equipment.

7.2

In case of death or injury of persons the airport hospital (emergency phone no. 113) must be called at once.

7.3

In addition to the foregoing, the safety regulations also apply that are contained in the Traffic Rules and Licensing Regulations and the Emergency Instructions Manual (BA-NOT) for Frankfurt Airport and the Fire Prevention Regulations.

Additional Rules, supplementing the Airport User Regulations for the Provision of Ground Handling Services on the Apron of Frankfurt Airport

0. Purpose and Objective

0.1

As operator of the airport, Fraport AG is obligated to observe its legal obligations pursuant to § 45 of the Air Traffic Licensing Act (i. e., Luftverkehrs-Zulassungsordnung or LuftVZO), to ensure the conditions necessary for safe and orderly operation of the airport, to prevent operational risks (§ 29 Aviation Act, i.e., Luftverkehrsgesetz or LuftVG), to take the necessary precautions for this and ensure adherence to the pertinent legal provisions and orders.

0.2

The basic regulations for achieving this objective are contained in the Airport User Regulations approved by the government. Because of the additional traffic that arises on the apron as a result of self-handling and service-providers and in view of the already limited space conditions and prevailing density of traffic, the following additional binding regulations and procedures are required in order to maintain traffic and operational safety at the airport.

0.3

At the airport, the Head of Airport Operations, his/her deputy and persons reporting to him/her directly and indirectly in order to fulfill the obligations, shall oversee compliance with these rules. These persons, in turn, are subject within the framework of § 47 LuftVZO to the supervision of the licensing authorities, i. e., the State of Hesse aeronautical authorities in form of the State of Hesse Ministry for Economics, Transport, Urban and Regional Development (i. e., *Hessisches Ministerium für Wirtschaft, Verkehr und Landesentwicklung* or *HMWVL*).

0.4

These rules shall not affect EU Directive 96/67/EC of the Council, the Ground Handling Implementation Act (i. e., Bodenabfertigungs-Durchführungsgesetz or BADG) and the German Ground-Handling Services Regulations (i. e., Bodenabfertigungs-Durchführungsverordnung or BADV) as well as other laws, legal provisions, and ordinances governing airport operations. Likewise, these rules shall not affect the provisions of the Airport User Regulations and additional regulations that are already in force. These are listed in the Annex and observance of them is mandatory.

0.5

In these rules, the terms "user", "service provider", and "self-handler" are used as defined in the Ground Handling Implementation Regulations (i. e., Bodenabfertigungs-Durchführungsverordnung or BADV) (§ 2, Nos. 3, 5 and 6).

0.6

These rules apply for all providers of ground handling services (users and service providers) on the apron, i. e., also for the airport operator's own personnel who provide ground-services. They constitute outline conditions, particularly in regard to the regulations and procedures to be observed for airport operations as well as the personnel and equipment used.

0.7

The responsibility of an airline for the operation of its aircraft or its partners' aircraft and as an air transportation company prevails even if said airline uses a service-provider for providing ground handling services on the apron

0.8

If an airline opts for self-handling, then all activities that extend beyond direct support of the handled aircraft at the position are subject in their entirety to the rules that apply to other providers of ground handling services on the apron.

0.9

Pursuant to § 45 LuftVZO, the Head of Airport Operations has the right at any time to review compliance with these rules. Upon demand, the required proof shall be provided to the Head of Airport Operations or Fraport services that take action independently by direct order of the Head of Airport Operations (e. g., Airport Safety and Security Services). The detailed instructions given must be complied with.

0.10

Self-handlers and service-providers can use the support of the pertinent equipment/facilities of the airport operator in order to fulfill local requirements for providing ground handling services on the apron.

1. Precautions in Regard to Operating Technology and Operational Logistics

1.1

Service-providers and self-handlers must take precautions in regard to operating technology and operational logistics that enable them to provide the ground handling services at every aircraft position on the apron of the airport.

Remark

The airport traffic facilities are intended for general use and thus, as a rule, are not permanently assigned. They are assigned by the airport operator's Apron Control unit, taking into account as much as possible the customer agreements concluded in the course of preparation work to handle current traffic, solely according to traffic aspects and necessities.

1.2

Providing ground handling services means that self-handlers and service-providers become part of the airport's legal obligation to operate. Consequently, precautions must be taken and bindingly coordinated with the airport operator to

ensure ordinary provision of services without disturbances of airport operations even in emergencies, special circumstances, and other exceptional cases as part of the airport's handling of air traffic. These may include, for example, aircraft accidents or other aircraft malfunctions while on the ground, return of a de-parted aircraft after takeoff, diversion of flights to Frankfurt or disruptions in air-port operations due to weather and similar events.

Remark

Due to the possible effects on air traffic handling by the airport and justified inter-ests of not involved third parties, reference is made separately in this connection to the essential nature of the precautions to be taken for removing disables air-craft from flight operation areas.

1.3

Equipment used for providing ground handling services on the apron must al-ways be in line with the order volume. Surplus equipment shall not be parked or stored on the apron. It shall be brought to the designated parking areas and parked there in an orderly and secure manner. Immobilized vehicles and equip-ment in traffic areas shall be removed immediately; in particular, said vehicles and equipment shall not be left unmanned on areas where aircraft is operating.

1.4

The only terminal units that may be connected to or operated via the airport's wired communications networks is equipment that has been proven to be com-patible with other equipment in these networks and which cannot possibly cause malfunctions in network operation. If necessary, proof of electromagnetic com-patibility (EMC) shall be provided separately. In this regard, a consensus shall be reached with the operators of said networks.

1.5

Radio-based communications media may only be used in the airport area if postal authorities have approved them and the airport operator's technical ser-vices have expressly approved their use.

Remark

The high density of use of radio-based means of communication, as part of air traffic and airport operations in a very limited area, is problematic for physical reasons alone (e. g., radio shadows, "electronic smog"). Resulting interference with radio navigational aids, aircraft radio or operational radio frequencies can quickly have grave effects on safety of human life and valuable property. Conse-quently, particular caution must be exercised in this connection.

2. Precautions in Regard to Operational Organization and Personnel

Providers of ground handling services on the apron must take precautions in re-gard to operational organization and personnel necessary to enable smooth per-formance of the services offered, avoid negative effects on the safe and secure operational status of the airport, the orderly conduct of airport operations, and ensure smooth and quick handling of the airport's air traffic regardless of opera-tional conditions.

2.1 Operations Management

2.1.1

Providers of ground handling services shall set up a responsible operational management that can be contacted by the airport operator's operational management, supervisory or and control organs as the service-provider's obvious and competent contact office during the hours of operation of the service-provider. Furthermore, competent contact persons shall be designated for any special situations that may arise outside of normal hours of operation.

2.1.2

Self-handlers and service-providers shall ensure that assigned personnel are sufficiently acquainted with the rules for airport use and their supplementary regulations, especially, however, that they have received instructions concerning

- emergency and alarm procedures;
- firefighting and – regarding work on aircraft positions – fighting aircraft fires;
- dealing with dangerous goods;
- ensuring proper conditions to fuel aircraft at the position in the respective individual case;
- the type and manner of surface checks around the aircraft (walk around) before it leaves the position to avoid foreign object damage to aircraft (FOD);
- safeguarding of paths used by passengers on the apron between the aircraft and the shuttle bus and between building exits and the aircraft or shuttle bus, especially if winter weather conditions exist, and
- provision of first aid (in sufficient numbers)

and remain in a state of readiness based on continuous instruction/training.

Responsibility at interfaces shall be regulated clearly. For this purpose, operational management shall designate a person who shall be responsible for ensuring observance of the safety and security regulations at the handling positions.

2.2 Operational Managerial Staff

The operational managerial staff must possess the expertise and procedural knowledge necessary to ensure orderly conduct of the service-provider's current operations based on given orders and instructions.

Furthermore, the operational managerial staff of the service-provider bears the responsibility for:

- notifying the responsible services of the airport operator immediately in the event of disruptions in the service-provider's operations that could have an

effect on the handling of remaining airport operations and the flow of air traffic (including impending aircraft delays)

- immediately alarming the airport operator's services that are able to assist in the event of an emergency alarm or other dangerous situations
- consulting the Airport Security and Safety Services immediately in the event of damage caused to airport facilities and equipment or third-party property, and
- always maintaining areas, rented by the service-provider and those areas in which the service-provider provides its services, in safe operating condition so that they can be used safely and pose no threat to other airport operations.

2.3 Operating Personnel

Operating personnel used to perform ground-handling services on the apron must fulfill the required qualifications described in Annex 3 of the German Ground-Handling Services Regulations (i. e. Bodenabfertigungs-Durchführungsverordnung or BADV).

2.3.1

Service-provider's personnel employed as drivers on the apron must at least have the driver's license and permits specified in the Traffic Rules and Licensing Regulations (Section 2.2.1 and following sections) for the vehicle in use. Proof of the additional permits from the airport operator's driving school, required for operation of aircraft towing vehicles, industrial trucks or other special equipment, shall also be provided, if necessary.

2.3.2

Before the service-provider's operating personnel can be employed in airside of the pilot when leaving the position (walk out assistance), the airport operator must approve the intended procedure for this.

2.4 Towing Aircraft

2.4.1

Operating personnel, who tow aircraft, are bound by the technical and timing instructions given by the Apron Control unit and the follow me vehicles operated by the Apron Supervision unit.

2.4.2

Operating personnel, who work aboard towed aircraft as brakemen, must have proof that they have been trained for this capacity by the customer airline.

2.5 Participation in Radio-Controlled Aircraft Maintenance Towing Operations

2.5.1

Operating personnel, who tow aircraft in radio-controlled maintenance towing operations according to the instructions of the Apron Control unit, shall first successfully complete special training. This training focuses on the correct procedures on the apron for guiding and controlling air traffic and voice radio transmis-

sion procedures to be used on the operational radio. This training is to be completed at the Apron Supervision unit of the airport operator.

2.5.2

If performing radio-controlled maintenance towing operations, the participating operating personnel is bound by the technical and timing instructions given by the Apron Control unit that are relayed to the towing vehicle driver via operational mobile radio. Additional instructions from the follow me vehicles operated by the Apron Supervision unit for securing the towing vehicle when leaving or arriving at a position shall likewise be observed.

2.5.3

Before operating personnel perform aircraft towing operations, as mentioned in 2.5.2 above, the airport operator's consent concerning intended procedure shall be obtained beforehand.

3. Concluding Provisions

3.1

Providers of ground-handling services on the apron are obligated to notify the airport operator's supervisory bodies (Airside Duty Manager, Apron Control, Safety and Security Control Center) immediately, if during provision of services events occur, are discovered or are observed that could have an effect on safe, orderly, and quick handling of airport operations.

3.2

If during provision of ground handling services on the apron serious or dangerous impairments occur, due to functional deficits of the service-provider or if the justified interests of third parties are adversely affected, the airport operator's supervisory bodies can order or arrange for measures to restore due order.

3.3

The airport operator reserves the right, both in cases of continued failure to comply with rules and in cases of grossly negligent behavior or dangerous specific events, to report this to regulatory authority and, if applicable, to even press criminal charges.

Annex

Additional Regulations Supplementing the Airport User Regulations
(NfL [notices to airmen] I - 258/08 dated November 6, 2008)

The following additional regulations, supplementing the Airport User Regulations, are to be observed and understood as binding instructions given by the airport operator in the sense of § 45 LuftVZO (German Air Traffic Licensing Act) in conjunction with §§ 22 and 23 LuftVO (Air Traffic Order):

- Local flight restrictions published in the "Luftfahrthandbuch Deutschland", Volume 1, Section AGA, pp. AGA-2 Frankfurt Main 2 and following pages
- Emergency Instructions Manual (i. e. "Betriebsanweisung für Notfälle" or "BA NOT")
- Fire prevention regulations
- General airport regulations
- Traffic and licensing regulations
- Winter Service Manual
- Guidelines and procedural regulations published within the airport operator's system of guidelines and contained in the ring binders "Guidelines for Our Customers 1" and "Guidelines for Our Customers 2"
- Identification card regulations



5.1.1

Airport User Regulations

Version

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Section I Description of the Airport

The definitive description of the airport can be seen in the latest published version of each of the following: "Notices for airmen" and the parts GEN, ENR and AD in "Luftfahrthandbuch Deutschland / AIP Germany" (Aeronautical Information Publication Germany).

1. Airport Topography

1.1 Location of Airport Reference Point

Latitude and longitude:	50° 02' 04" N and 08°34'17"E
Distance and direction from city: of center of Frankfurt am Main	12 km (6.5 NM) southwest
Elevation above MSL:	100 m (328 ft.)
Magnetic variation:	See Aeronautical Information Publication Germany, AD2 Frankfurt (Main),

1.2 Runways

Runway 07 L/25 R (landings only):	2,800 x 45 m (9186 x 148 ft.) with runway shoulders, width 7.5m (on both sides)
Runway 07 C/25 C (takeoffs and landing):	4,000 x 60 m (13,123 x 197 ft.)
Runway 07 R/25 L (takeoffs and landing):	4,000 x 45 m (13,123 x 148 ft.) with runway shoulders, width 7.5m (on both sides)
Runway 18 (takeoffs only):	4,000 x 45 m (13,123 x 148 ft.) with runway shoulders, width 7.5m (on both sides)

1.2.1 Dimensions of Takeoff and Landing Areas

Runway 07 L/25 R (landings only):	2,920 x 300 m
Runway 07 C/25C (takeoffs and landings):	4,120 x 300 m
Runway 07 R/25L (takeoffs and landings):	4,120 x 300 m
Runway 18 (takeoffs only):	4,065 x 300 m

1.2.2 Bearing Strength

Runway 07 L/25 R (landings only):	PCN 74/R/A/W/T
Runway 07 C/25 C (takeoffs and landings):	PCN 74/F/A/W/T

Runway 07 R/25 L (takeoffs and landings): PCN 74/R/A/W/T

Runway 18 (takeoffs only): from threshold 18 for 1500m:
PCN 74/R/A/W/T and beyond
for the remaining length of runway: PCN 90/R/A/W/T

1.2.3 Helicopter Landing Area

Exists, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

The positions of the takeoff and landing facilities can be seen in the Aviation Manual for Germany, AD2, Frankfurt (Main).

1.3 Lightning Facilities

Exist, see Aeronautical Information Publication Germany; AD2 Frankfurt (Main)

1.3.1 Emergency Power Supply

Emergency power supply is available

1.4 Marking Aids

Thresholds, runway designation markings, touchdown zone, runway centerlines, runway edges, taxiway centerlines, clearance and holding bars, taxiing guide lines (apron), taxiway intersection markings

1.5 Instrument Landing Systems

ILS systems, see Aeronautical Information Publication Germany, AD2 Frankfurt/ (Main)

1.6 Radar Systems

2 Airport surveillance radars (ASR - SSR) (north and south)

1.6.1 Other Radar Systems

Surface movement radar

1.7 Taxiways

Taxiway system with rapid exit taxiways connecting the runways to the aprons

1.8 Aprons

Available, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

1.8.1 Handling Areas

Available, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

1.9 Passenger Handling Facilities

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

2. General Data

2.1 Airport Classification according to ICAO

Criteria in accordance with ICAO Annex 14 (code 4 E/ 4 F on defined areas)

2.2 Airport Operating Hours

24 hours

2.3 Seasonal Usability

Continuously available.

2.4 Airport Approved for Customs and Medical Services

Frankfurt/Main Airport is approved as customs and medical services airport

2.5 Overnight Accommodation

Available

2.5.1 Restaurants, Cafeterias, etc.

Available

2.5.2 Operating Hours

24 hours

2.6 Airfreight Handling

Various vehicles and equipment available in sufficient number

2.7 Fuelling Facilities

- 1) Hydrant system for jet fuels
- 2) Fuelling trucks for aviation and jet fuels

Operating Hours

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

2.8 Aviation Fuels and Oils

Aviation fuels and oils available in all required specifications required by the aviation sector

2.9 Oxygen and Other Servicing Materials

Oxygen, compressed air, CO2, hydraulic oils available

2.10 Hangar Space Available for Visiting Aircraft

Available upon request

2.11 Maintenance Facilities Available

Hangars fully equipped for aircraft maintenance and engine replacement

2.12 Fire Prevention and Rescue Equipment

- Fire prevention available, category 10
- Rescue equipment available, up to A 380

2.13 Snow Clearing Equipment

Snow ploughs, snow blowers, snow sweepers, air blast sweepers, grit scatter equipment and de-icing vehicles, number of units: see seasonal snow plan

2.14 Handling Equipment

All equipment and facilities required for the execution of ground handling services are available.

2.15 Local Flight Restrictions and Night Flight Restrictions

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

2.16 Pre-Flight Altimeter Check Location

At the taxi holding positions before the thresholds, see Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

3. Meteorological Conditions

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

4. Visual Ground Aids

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

4.1 Taxiing Guidance Systems

See Aeronautical Information Publication Germany, AD2 Frankfurt (Main)

4.2 Visual Aids for Navigation

Aerodrome lighting system white/white on the DFS Control Tower (building No. 340)

5. Building Limitation Zone

The constructional restrictions applicable to the airport according to paragraph 12 LuftVG (German Aviation Act) result from the respective notices in the State Gazette for the German State of Hesse.

6. Aviation Obstacles

All obstacles are marked and lighted, see Aeronautical Information Publication Germany (ENR 5.4).

7. The Airport Operator and Government Agencies at the Airport

7.1 The Airport Operator

Fraport AG

Postal address

D-60547 Frankfurt am Main, Flughafen

Postal address for packages

D-60549 Frankfurt am Main

Telephone exchange

(0049 (69) 6 90-1

Direct inward dialing

6 90 and number of extension

Telex No.

40305-0 fa d

Website

<http://www.fraport.com> or <http://www.fraport.de>

7.2 Government Agencies

Federal Fiscal Administration (Customs Office)
Hauptzollamt Frankfurt am Main - Flughafen

Federal Police
Federal Police Airport Frankfurt/Main

Federal Ministry of Transport, Building and Development
Flight Scheduling Coordinator for the Federal Republic of Germany
(Flugplankoordinator für die Bundesrepublik Deutschland)

German Railway (Deutsche Bahn AG)
Bahnhof Frankfurt am Main – Flughafen – Airport train station for long-distance trains

German Air Traffic Control (DFS)
Frankfurt am Main branch, airport control center (tower)

German Postal Services (Deutsche Post AG)

- (Airmail Processing Center)
Luftpostleitstelle Frankfurt (Main) Flughafen
- (Post Office)
Postamt Frankfurt (Main) Flughafen

German Meteorological Services (DWD)
(Aeronautical Meteorological Office in Frankfurt)
Flugwetterwarte Frankfurt

Hessian Ministry of Economics, Transport, Urban and Regional Development
(Supreme State Aviation Authority – Oberste Landesluftfahrtbehörde)

Aviation authority with local aviation authority office
Authority in charge of aviation security and safety
Noise abatement commissioner

The Hessian Ministry of the Interior
State Police

Police headquarters at the airport (Polizeidirektion Flughafen)

State authority in charge of aviation security and safety

Noise Abatement Commission
Office

Federal Aviation Agency
Branch office in Raunheim

City of Frankfurt am Main
(Public health services, airport physician, city police)

8. Traffic Connections and Transportation Systems

8.1 Access

Federal route, federal highways, state roads

Parking Space

- Total: approx. 35,000
- For passengers and visitors: approx. 15,000
- For visitors' buses: approx. 55

8.2 Public Transportation to Access Airport

Railway Lines

Via the airport train station:

- Local trains operated by the Rhine-Main Transport Network (RMV)
- Trains operated by German Railway (DB)

Bus Lines

Via the airport bus station:

- Local buses operated by the local Rhine-Main Transport Network (RMV)
- Privately operated buses for local, long-distance, and feeder traffic operated by various airlines

Other Transportation

- Hotel and charter buses
- Taxis and rental cars

8.3 Railway Freight Service

Rail/airfreight link via Frankfurt am Main central train station and Kelsterbach, and directly via Mörfelden-Walldorf to CargoCity South

Section II User Regulations

1. Applicability of User Regulations

1.1

Persons accessing the airport by aircraft, on foot, by vehicles or equipment of any kind, or using it otherwise, must abide by the rules of the User Regulations and any instructions given by the Airport Operator to enforce them. The User Regulations shall also apply for all contractual partners receiving or providing services (e.g. all tenants, landlords, persons entitled to a building lease, customers, service providers), irrespective of their status as regards the aviation security. The provisions contained in these Regulations as well as the permits granted in accordance with them do not substitute any approvals or permits required by other legal provisions or regulations.

1.2

As far as the rules and instructions apply to aircraft operators, they apply to the owners of the aircraft and to persons using the aircraft without being operator or owner of the specific aircraft as well as to persons who are entrusted with handling the aircraft at the airport.

2. Use of Airport by Aircraft

2.1 Permission for Takeoff and Landing

2.1.1

Use of the airport is permitted against payment of the charges specified in the Airport Regulation of Charges which are always due for payment before departure of aircraft and rotorcraft.

2.1.2

Upon request of the airport operator, aircraft operators must produce all documents necessary for the verification of their authorization of use and for the calculation of the applicable charges.

2.1.3

Aircraft operators shall notify the airport operator well in advance of their intentions to fly in or out of Frankfurt Airport. Furthermore, aircraft operators shall provide the information necessary for the proper provision of flight operation facilities including information on flight intentions, aircraft in use, current flight status, and the load being carried.

2.1.4 Airport-CDM

Airport CDM helps managing the turn-around processes at Frankfurt/Main airport and shall be applied for all IFR flights in accordance with the "Luftfahrthandbuch Deutschland" (Aeronautical Information Publication Germany), volume II, AD2-EDDF. For all airlines, their handling agents and, in case of General Aviation,

the flight operators, this entails the responsibility to provide the information necessary for the process in due time (please also see: Guidelines for Our Customers: Operations Management, Passenger Handling and General Aviation).

2.2 Takeoff and Landing Facilities

When aircraft are taking off or landing, the runways are to be used that are specially marked for this purpose. The same applies to taxiways and aircraft stand taxilanes if aircraft are taxiing. Pilots must abide by the taxi procedures unless they are given other instructions by German Air Traffic Control (DFS) or by the apron controllers of the airport operator.

The airport operator accepts no liability for any defects/deficiencies existing at the time of signing of the contract for which the airport operator is not responsible.

2.3 Taxiing and Towing

2.3.1

Only licensed persons are allowed to carry out taxiing of aircraft on their own power. Aircraft must not be taxied into or out of buildings or hangars on their own power.

2.3.2

Aircraft on the apron area must taxi only with the minimum required engine power (revolutions).

2.3.3

Aircraft will be towed, if required. Only authorized and trained personnel may do so. The aircraft operator shall give the towing personnel the necessary instructions for towing. In each individual case, the aircraft operator shall follow any further instructions from the airport operator regarding towing. Upon request, the airport operator is to be shown evidence of the authorization and training of the personnel engaged in towing and can, if necessary, issue additional instructions to be followed by the aircraft operator.

Personnel involved in the towing of aircraft is bound to the functional or time-based instructions given by the airport operator (Apron Control and follow-me vehicles of Apron Supervision).

Personnel involved in the towing of aircraft and performing the brake function on board the aircraft must have received corresponding instructions, a fact that must be documented by the aircraft operator.

Personnel performing radio-controlled towing of aircraft must have first completed additional training focusing on procedures and rules to be followed on the apron to guide and control air traffic and the radio procedures used for the operational radio network.

Personnel performing radio-controlled towing of aircraft on the manoeuvring area shall have successfully participated in an additional training for radio-controlled use of aircraft tows on the manoeuvring area. In addition, the personnel shall be bound to the functional or time-based control instructions given by the air traffic control unit (the DSF-Tower).

Successful completion of the above-mentioned additional training for radio-controlled aircraft towing must be documented by the aircraft operator and proof presented upon request.

The airport operator has the right to conduct random checks to see if the personnel have the required qualifications mentioned above. If deemed necessary, the airport operator can order further measures.

2.3.4

Walk out assistants ensure the communication between aircraft pilot and towing driver as part of the pushback procedure for the aircraft. This includes that the pushback procedure from the nose in positions must be completed without endangering aircraft, equipment, vehicles and persons in the area where the pushback procedure takes place.

The aircraft operator is bound to instruct walk-out assistants accordingly. This instruction must be proven to the airport operator upon request. The airport operator has the right to make random spot-checks during the walk out procedure. If deemed necessary, the airport operator can order further measures.

2.4 Apron

2.4.1

The apron is available for the traffic handling of aircraft. Any other use, e. g. parking of aircraft or major maintenance work, is only permissible with the approval of the airport operator. Engine trial runs above the "idle" level are generally not permitted on the apron.

2.4.2

Ground-handling areas/positions are assigned by the airport operator. Aircraft are marshalled by personnel of the airport operator or directed to the ground handling areas/positions with the assistance of a docking guidance system.

2.5 Traffic Handling (Ground Handling Services)

2.5.1

The airport operator is authorized to conduct ground-handling services in accordance with the schedule of ground handling services (Appendix 1 to the BADV, the "German Ground-Handling Services Regulations"). Self-handlers and service providers are also authorized to conduct these services to the extent permitted by the airport operator according to the Use Contract. They must store their handling equipment exclusively in the places designated for this purpose by the airport operator and pay the charges. The parking and storage of handling equipment is subject to the legislation governing tenancy (Articles 535 pp, BGB, German Civil Code). There will be no custody obligations for the airport operator unless a written agreement has been made to this effect.

Non-observance of contractual or legal requirements entitles the airport operator to terminate the User Contract, prohibit access to Frankfurt Airport and to invalidate airport ID cards.

2.5.2

The third-party liability insurance required as per BADV (German Ground-Handling Services Regulations, Appendix 3 to paragraph 8 of BADV) must be underwritten with a policy owner who is entitled to execute these operations. The policy owner shall provide written evidence of this insurance to the airport operator. The insurance sum and the statutory regulation (BADV) binding the policy holder shall be mentioned in this evidence (as per paragraph 113 of the German Insurance Contract Act).

2.5.3

The airport operator may accept self-handlers and service providers as per licensing agreement, provided they comply in particular with the legal requirements of the BADV. The airport operator may charge the licensed self-handlers and service providers for the use of the facilities.

2.5.4

The following items/facilities are part of the central infrastructure within the meaning of Article 6 of the BADV:

- Central baggage conveyance system for departing and transfer passengers' baggage
- Gate baggage equipment for departing passengers' baggage
- Equipment for handling bulky baggage
- Central baggage equipment for arriving passengers' baggage
- Central de-icing equipment
- Central baggage security equipment
- Passenger bridges (jetways) including mobile passenger stairways for use if bridges are out of operation
- 400 Hz power supply (including mobile back-up equipment)
- Equipment for supplying fresh water and disposing of toilet waste
- Communications network and central information technology equipment for the provision of ground handling services
- Central systems belonging to Hydranten-Betriebs-Gesellschaft (HBG), the hydrant-operating company, used for supplying fuel to aircraft.
- Central customs baggage warehouse
- Conveyor belt for misdirected baggage, handling of rush baggage and reclassification of baggage as well as baggage tracing
- Neutral airfreight transfer area

Details shall be determined in accordance with the User Committee and documented in form of a MoU.

The central infrastructure equipment/facilities shall be exclusively provided, administered, and operated by the airport operator or by parties acting under his authority. The service providers and self-handlers shall be bound to use the central infrastructure equipment/facilities. This use is subject to a fee.

2.5.5

Personnel performing ground-handling and all other kinds of service for aircraft on positions and doing work within a radius of 50 meters of the aircraft stand must have received instructions on the procedure to report fires and how to use firefighting equipment. These people must be instructed and trained continuously. The instructions and training must be documented and proven to the airport operator on a continuous basis.

2.6 Parking and Storage

2.6.1

The airport operator will allocate parking and storage locations. If any aircraft remains on the airport for longer than 45 minutes, the aircraft operator shall, if requested, park it at a parking location or in a hangar to be allocated by the airport operator. The airport operator can insist on some other parking or storage location for safety or operating reasons or, if the aircraft operator cannot be reached or fails to promptly comply with such a request, can arrange for the aircraft to be taxied or towed without its own power by trained personnel at the aircraft operator's expense.

2.6.2

The safeguarding of an aircraft that is parked or in a hangar is the responsibility of the aircraft operator. In case of darkness or poor visibility the operator must mark the parked aircraft with lights, if this is required for safety reasons.

2.6.3

Parking of aircraft on a parking position or in a hangar is subject to the legislation on tenancy (Articles 535 pp, BGB, German Civil Code). There will be no custody obligations for the airport operator unless a written agreement has been made to this effect.

The airport operator accepts no liability for any defects/deficiencies existing at the time of signing of the contract for which the airport operator is not responsible.

2.6.4

Users of the hangars and equipment inside are required to use the installations with care and in particular abide by the following regulations:

2.6.4.1

Technical facilities, installations and equipment owned by the airport operator, in particular power supply systems, cranes, scaffolding, etc., may be used only with the agreement of the airport operator.

2.6.4.2

Hangar doors may only be opened and closed by authorized personnel whom the user has trained for this purpose.

2.6.4.3

For all work carried out on the aircraft, whether in the hangar or within a radius of 50 meters of the hangar, the aircraft operator must provide a sufficient number of portable fire extinguishers within easy reach. The personnel deployed to this work shall have been instructed as to how to report and fight fires and shall regularly conduct exercises. Evidence that this is being done shall be given to the airport operator upon request.

2.6.4.4

Aircraft may be washed and sprayed off in the hangar only with the approval of the airport operator.

2.6.4.5

The space in front of the hangar doors shall be kept clear.

2.6.4.6

Parking, storage and repair of automobiles, ground service vehicles and other objects always require the approval of the airport operator.

2.7 Noise Protection

The aircraft operators must comply with the instructions regarding the execution of trial runs of aircraft engines as well as with aircraft noise limits according to the Aeronautical Information Publication.

2.8 Operating Services

Companies servicing aircraft with operating supplies shall require the airport operator's authorization. These companies and the aircraft operators must comply with the required safety regulations and the currently relevant rules for the handling of operating supplies. They shall also be under an obligation to take all necessary measures to ensure that personnel, which performs tasks at the aircraft while servicing the aircraft, is instructed as to how to report and fight fires and to activate emergency switches. Additionally, these companies have to ensure regularly conducted training. Evidence that this is being done shall be given to the airport operator upon request.

2.9 Maintenance Work, Washing, Deicing

Major maintenance work on aircraft, as well as washing, spraying, and deicing work, shall only be carried out at the places allocated for this purpose by the airport operator. Permission to carry out this work shall always be obtained in advance from the airport operator's Apron Control unit and instructions issued in this connection are to be followed.

2.10 Disabled Aircraft

2.10.1

The aircraft operator shall make all agreements and take all precautions necessary for removing any disabled aircraft as quickly as possible from the flight operations areas.

2.10.2

If an aircraft remains on the airport and is incapable of movement, the airport operator is authorized to remove it from the movement area, even without any specific request to this effect from the aircraft operator, or at the aircraft operator's expense to arrange for a competent third party to do so if this is required to ensure continuous handling of air traffic. The airport operator may be held liable only for those damages caused by him intentionally or by gross negligence. The same applies if the aircraft operator has commissioned the airport operator to remove or take part in the removal of a disabled aircraft from the movement area.

2.10.3

If the airport operator suffers any loss or damage in connection with a disabled aircraft he is authorized to demand compensation from the aircraft operator unless the aircraft operator cannot be blamed or has only acted with minor negligence.

3. Access and Driving on Grounds

3.1 Airport Roadways, Grounds and Entrances

3.1.1

The roadways and grounds of the airport are not intended for public traffic. The general traffic rules and regulations apply, however, to the entire area of the airport, unless the airport operator issues deviating rules/regulations concerning the parts of the airport not open to public traffic as part of his traffic and licensing regulations. The traffic and licensing regulations issued by the airport operator are binding.

3.1.2

Only those persons authorized are permitted to enter the airport and drive on airport roads. They shall only use the entrances designated for the purpose by the airport operator.

3.1.3

Visitor areas may be entered upon payment of an admission fee. The amount is displayed on signboards.

3.1.4

Persons transporting any freight from the airport by overland route shall have to report the flight and/or load data to the airport operator according to detailed instructions.

3.2 Vehicular Traffic (General)

3.2.1

The owner of vehicles used on the airport is responsible for the safety standard of the vehicles. Vehicles requiring license plates must have a vehicle liability insurance with an insured sum of at least Euro 50 million overall for personal injury, property or financial damages and a maximum of Euro 8 million for each case

of personal injury. The insurance coverage must also be expressly valid for the grounds of Frankfurt Airport.

3.2.2

Motor vehicles may only pick up or drop off passengers and baggage at the side of the reception building accessible from the public road system. Freight may be loaded or unloaded only at the cargo facilities.

3.2.3

Automobiles may be parked only on designated parking spaces. The specific parking space user regulations of the airport operator apply for the parking spaces owned by the airport operator. Motor vehicles parked in violation of a parking ban or left in parking places after the expiry of the maximum parking time can be removed at the expense and risk of the owner or registered user.

3.2.4

Small vehicles (mopeds, bicycles, etc.) may not be parked in front of the Terminals, staircases and corridors. They must be parked in the designated areas.

3.3 Limited Access Areas

3.3.1 General

3.3.1.1

Areas within the confines of the airport barred to the general public may be only accessed by foot or vehicle with the special permission of the airport operator or after authorization has been granted, by other authorities.

These areas include, in particular:

- Manoeuvring area (including takeoff and landing area taxiways)
- Apron and other apron areas
- Service roads
- Aircraft hangars
- Passenger gates
- Waiting rooms
- Transit areas
- Baggage claim areas and the freight facilities
- Rooms and traffic areas used for handling purposes
- Garages and workshops
- Operations and construction yards
- Construction sites

The first paragraph applies also to air traffic control sites and installations outside the fenced airport area.

3.3.1.2

The Airport Operator may grant the permission under section 3.3.1.1 generally or individually and may revoke such permission for important reasons.

3.3.1.3

Installations barred to the general public may be visited only under the guidance of an authorized representative of the airport operator. The physical contact with

aircraft during such visits is strictly forbidden. It is forbidden to proceed without permission from the apron to the manoeuvring area.

3.3.1.4

Authorized persons from aviation, customs, immigration, and health authorities, those from companies entrusted with air traffic control work, and those from the German Meteorological Office are authorized to enter areas not accessible to the general public for the purpose of carrying out their duties or to drive service vehicles through them. They are to inform the airport operator in advance and make sure of the airport operator's assistance if they are not familiar with the location.

3.3.1.5

Vehicles operating in areas barred to the general public must be specially marked and provided with safety equipment if so requested by the airport operator.

3.3.1.6

An absolute ban on alcohol or any other intoxicants shall apply to all persons working in flight operations areas, i.e. on the manoeuvring area and apron, and to those using aircraft handling equipment and machinery accessible from these areas. The airport operator is authorized at any time to ensure that this ban is being adhered to by carrying out checks, including breath analyzers, and to expel any person found violating this ban (or refusing to submit to a check) temporarily or permanently from these areas. Employers of such persons shall be under an obligation to take all suitable measures to contribute to the enforcement of this ban on alcohol as part of their duty to provide assistance. The airport operator shall be furnished with evidence of such contributions.

3.3.1.7

Aircraft may be entered only with the consent of the aircraft operator.

3.3.1.8

An airport identification card shall be worn and displayed in all areas and facilities not accessible to the general public.

3.3.2 Manoeuvring Area

3.3.2.1

Access to and driving on the manoeuvring area is generally prohibited. Exceptions to this must be approved by the Apron Control unit in advance. Furthermore, the instructions of the Apron Control unit and the German Air Navigation Services (Tower) issued by radio messages, light signals and other signals must be observed. All persons must be familiar with the meaning of these signals.

3.3.2.2

If any person belonging to the authorities listed in Section 3.3.1.4 intends to walk or drive on the manoeuvring areas, he/she shall obtain permission from the Air Traffic Control unit via the airport operator's Apron Control unit and must observe the regulations contained in Section 3.3.2.1 sentence 2.

3.3.2.3

Vehicles operating in darkness on the manoeuvring area must be lighted so as to enable Tower to follow their movements.

3.3.3 Aprons

3.3.3.1

The speed limit for vehicles operating on the apron areas is 30 km/h, and 25 km/h for vehicles with trailers. This speed limit shall not apply to airport operations supervision (including accompanied vehicles), firefighting, airport security, ambulance, rescue, apron supervision, snow removal and government vehicles mentioned in § 35 (German General Traffic Rules) when in action.

3.3.3.2

The only vehicles permitted on the apron are those allowed by the airport operator for airport supervision, ground handling, firefighting, airport security, ambulance or snow removal vehicles, the vehicles belonging to the competent authorities and to companies entrusted with air traffic control work, and then only for operational purposes. For all other vehicles special permission of the airport operator is required.

3.4 Bringing Animals

Animals are only allowed if properly secured.

4. Other Activities

4.1 Commercial Activities Other Than Ground Handling Services

Commercial activities other than ground handling services as defined in Section 2.5 shall only be permitted on the basis of an agreement with the airport operator. The amount of charges for the use of general infrastructural facilities depends on the published airport operator charging regulations in their current version. Photographs, video and audio recordings as well as video and audio transmissions do also need an approval by the airport operator, unless a topical newscast is being made.

The airport operator shall be informed about any topical newscast planned. For business activities, documentary evidence of an employers' liability insurance with a required coverage of at least Euro 5 million per case of personal injury and damage to property shall be provided.

In case these activities are also to be executed on aircraft operation areas, the insurance policies must not exclude any damage done to aircraft. The airport operator reserves the right to verify these policies at any time and to withdraw the access to the operation areas in case of a lacking or inadequate insurance cover on important grounds or to grant this right of access to new users.

Non-observance of contractual or legal requirements authorizes the airport operator to terminate the above-mentioned agreement, prohibit access to Frankfurt Airport and to invalidate airport ID cards.

4.2 Demonstrations, Collections, Advertising

4.2.1 Collections and Advertising

Presence in airport buildings and facilities is only permitted for usage in line with the purpose of the specific operational areas of the buildings/facilities. Overnight stay, begging, loitering and similar behavior is not permitted. Collections, advertising and handing out advertising articles and trade samples are subject to the airport operator's permission. Handing out leaflets or flyers must be reported to the Safety and Security Control Center by sending them an email to sicherheitsleitstelle@fraport.de. Any instructions given by the airport personnel must be adhered to.

4.2.2 Gatherings

All gatherings within the generally accessible terminal area must be reported to the administrative authority pursuant to the German law concerning processions and assemblies, which is the "Ordnungsamt" (office of public order) in Frankfurt/Main. They must be reported to the airport operator 48 hours or less before the gathering (by email to sicherheitsleitstelle@fraport.de). This email must include the purpose of the gathering, the persons responsible and details as to place, time and presumable number of participants as well as proof of the reporting of the respective gathering to the office of public order.

The safety and security as well the operability of the airport activities must never be jeopardized. Baggage claims, security and passenger handling areas - including the waiting areas in the terminals – must not be used for any gatherings. The unhindered access to the handling facilities and areas (such as check-in counters, check-in terminals, designated queuing lines), the control checkpoints and the baggage claim areas must be guaranteed at any time. A suitable distance to the handling areas and facilities must be kept. Emergency exits and rescue routes, fire extinguishing facilities and defibrillators must be kept clear.

When using whistles, megaphones, drums, sound systems and similar devices, the announcements made in the terminals must still be clearly audible and understandable. Posters or other objects brought in by the participants must not obscure the flight information display panel.

4.3 Storage

4.3.1

Dangerous goods within the meaning of Article 27 paragraph 1 of the Aviation Act, and legal regulations issued in pursuance of the same Act, specifically nuclear fuels and other radioactive materials, shall only be stored with the airport operator's permission and only in those storage rooms designated for this purpose.

The operators of storage facilities for dangerous goods must, upon the request of the airport firefighting unit, be able to present an updated list of goods in storage. The list must indicate what types of dangerous goods are stored in what facility, precise location in the facility, precise storage compartment and level.

4.3.2

Freight, boxes, construction material, equipment, etc., may be stored outside of rented storage areas and spaces only if approved by the airport operator.

4.4 Construction Work

The airport operator shall be informed before construction work starts. The instructions of the airport operator must be followed regarding the location, timing, coordination and safety or security obligations to be imposed on those carrying out the work.

4.5 Photos and Recordings on Video and Audio Carriers

Photographs, recordings on video or audio carriers – unless exclusively for private use – as well as their passing on to third parties, are subject to a permission granted by Fraport AG. This does not apply to topical newscasts. In this case the airport operator has to be informed accordingly. The unit responsible for the permission and reporting is UKM, telephone 0049-69-690 70555, and, outside of the ordinary business hours, unit ADO, telephone 0049-69-690 30000.

5. Safety Regulations

The safety regulations stated in Appendix A and those based on law and other legal provisions must be observed. This shall also apply to occupational health and safety, environmental protection and operational safety regulations which commercial operators have to observe on their own responsibility in pursuing their trade on the airport.

All persons and their employers, who use or access the flight operation areas of the airport, are obligated to participate in the Safety Management System (SMS) of the airport operator. This includes the observance of safety/security regulations and further measures upon the request of the airport operator such as participation in Safety Committees and SMS reporting.

6. Lost Property

Property found in the airport facilities must be delivered immediately to the airport operator (lost and found office). Articles 978 to 981 BGB (German Civil Code) apply.

7. Contamination, Wastewater

7.1 Contamination

Airport equipment must not be soiled or contaminated. Liquids that could endanger the environment shall be retrieved as soon as they escape and waste of all kinds shall be collected on the flight operational areas. The party that caused the contamination or dirt is bound to remove it; otherwise the airport operator shall be authorized to remove it at that party's expense. If the person who has caused material to be accidentally released is not able to retrieve it immediately and completely, he/she shall inform the airport operator at once. The accidental release of hazardous substances/cargoes shall in any case be reported immediately to the airport operator (Safety and Security Control Center).

7.2 Wastewater

If not otherwise specified by the airport operator, only normal wastewater may be released into the sewage canals. If it is suspected that the water is contaminated by radioactive material, fuel, operational materials or oil, the Safety and Security Control Center must be informed immediately and the given instructions followed. The violators must exempt the airport operator from any claims by third parties.

8. Approvals and Permits

Any approvals, permits and authorizations required under these Airport User Regulations must be obtained in advance. The procedures for requesting the necessary permission are described in the airport operator's guideline system under the heading of "Guidelines for Our Customers". The requirements and instructions issued by the airport operator in each relevant connection are to be followed.

9. Infringement of the Airport User Regulations

Persons violating these User Regulations or instructions of the airport operator based on these regulations may be expelled from the airport by the airport operator and may also be prosecuted.

10. Place of Performance and Jurisdiction

Place of performance and jurisdiction for commitments and legal disputes arising from these User Regulations is Frankfurt am Main.

11. Authorized Recipient

Aircraft operators without residence or business office in Germany must appoint an authorized recipient in Germany upon request of the airport operator.

The Airport User Regulations including Appendix A will enter into force on June, 13th, 2013.

Frankfurt am Main, Mai 22nd, 2013

Fraport AG

(Dr. S. Schulte)

(A. Giesen)

(Dr. M. Zieschang)

Approved:
Wiesbaden, Mai 22nd 2013.

Hessian Ministry of Economics,
Transport, Urban and Regional Development
By Order:

Signed

Dr. Baumann

Appendix A “Safety Regulations” to Section II No 5 of the Airport User Regulations

1. Handling of Operating Supplies

1.1

Aircraft may not be refueled or defueled while the aircraft engines are running.

1.2

Aircraft may not be refueled or defueled in a hangar or any other enclosed space, but only in areas assigned by the airport operator for this purpose. If for unavoidable reasons fuel must be removed from an aircraft in an enclosed space, it is imperative that special firefighting precautions are taken on site by the airport firefighting services.

1.3

If in any exceptional circumstances an aircraft is fuelled with passengers on board, passenger stairs or passenger bridges (jetways) must be in position in sufficient number to allow the passengers to be evacuated in an emergency. If the passenger stairs or passenger bridges (jetways) have been removed, no vehicles or equipment must be left in the area of the aircraft's emergency exits to ensure that the escape slides can unfold and extend without hindrance in an emergency.

1.4

If an aircraft is being refueled or defueled, it must be connected electrically to the fuel supply equipment and grounded.

1.5

While an aircraft is being refueled or defueled, conventionally constructed vehicles are only allowed to move within the explosion risk area (a radius of four meters around the tank ventilation opening) if this is necessary for the handling the aircraft. Persons, freight or vehicles are not allowed to remain in these areas. Likewise, no work is to be carried out that could cause a spark. The escape route of the fuel-supply vehicle away from the aircraft must absolutely be kept clear.

1.6

Overflowing and spilling of operating supplies must be avoided. In case of overflowing or spilled fuel, paragraph 1.4 shall apply, and a safety distance of 15 m must be observed until the fuel has evaporated or has been removed; the airport firefighting services must be notified immediately (emergency phone number 112).

1.7

Operating supply vehicles must be provided with fire extinguishers according to the specifications.

1.8

Special regulations for under-floor fuelling equipment are to be observed.

1.9

There is an area free of any ignition source within the perimeter of five meters around each tank pit of the underground fuelling system in the apron area. This area is marked with a green line.

In the event that due to the operation of potentially explosive devices or mobile equipment, more severe infrastructural requirements to the apron should be adequate, Fraport must be informed to provide the necessary adjustments of the airside infrastructure in due time before operation.

2. Operation of Aircraft Engines

2.1

Aircraft engines may not be run in hangars and workshops. Startup of engines on is only permitted after having received permission from Apron Control unit.

2.2 Test Runs of Aircraft Engines

Run ups of aircraft engines may be carried out only at times and locations specified by the competent aeronautical authority and in a sequence determined by the airport operator and the operator of aircraft noise protection equipment.

2.2.1

Run ups above idle level are only permissible at the following positions:

- Between 6.00 a.m. and 10.00 p.m. on the apron of Hangar 5 and in the run up facility (Hangar 7).
- Between 10.00 p. m. and 6.00 a. m. in front of Hangar 5 run ups at partial thrust settings only whereas at position Hangar 5-West, partial thrust setting [up to 50%N1] only.
- Run ups with thrust setting "full power" exclusively in the run up facility.

2.2.2

Engine Tests must be run in a way to assure that the maximum continuous sound level experienced in the closest residential area is not higher than 57 dB(A) during the day and 50 dB(A) at night.

2.2.3

Run ups between 10.00 p.m. and 6.00 a.m. above "idle level" must be notified prior to the local aviation authority. Specific information must be given regarding, thrust setting tested and course and times of thrust settings.

2.3

Before starting the engines, the landing gear wheels must be adequately secured by chocks or brakes.

2.4

As a warning of danger from running engines, the anti-collision lights of all aircraft must be switched on before starting the jet engines and must be switched off only after standstill of the engines. This procedure is to be followed day and night.

2.5

Aircraft engines may be started and run only if the aircraft cockpit is manned by a pilot or a qualified mechanic.

2.6

The persons starting the aircraft engines and operating them during the run must ensure that no injury to persons or damage to property is caused by the engines/propellers or by the resulting air currents. The required safety distances in front of and behind running engines must be observed.

2.7

Aircraft engines may be operated only up to the required minimum number of revolutions on the aprons used for ground handling services.

3. Ban on Smoking, Use of Open Flames

Smoking and the use of open flames is prohibited on the aprons, in hangars, in aircraft workshops marked by prohibition signs and within a radius of 15 m from parked aircraft or operating supply equipment. The use of open flames is permitted only in rooms which are equipped according to the fire protection regulations and the requirements of the Trade Inspection Agency and which have been approved by the airport operator.

Welding work can only be done after having received prior permission from the airport firefighting services unit.

4. Vehicles and Equipment with Combustion Engines

Vehicles and equipment with internal combustion engines to be used on the aprons, in hangars and aircraft workshops must be equipped with commercially available safety devices such as exhaust systems with mufflers in order to prevent the emission of burning exhaust gas.

Vehicles operated with liquid gas are not permitted in parking garages and underground parking garages.

5. Working in Hangars and Workshops

5.1

Aircraft in hangars and workshops may not be cleaned with combustible liquids of group A, danger class 1, according to the regulations governing combustible liquids.

Stripped aircraft parts may be cleaned with combustible liquids of group A, danger class 1, only in separated and well ventilated rooms.

5.2

Flammable, highly volatile materials (stiffening varnish, nitro lacquer, etc.) may be used in hangars and workshops only if the rooms are adequately equipped for this purpose in compliance with the fire protection regulations, requirements of the Trade Inspection Agency and the special provisions for aircraft operators as issued by this agency.

5.3

Lubricating and fuel residues are to be emptied into receptacles outside the hangars.

6. Storage of Material, Equipment and Waste

6.1

Material, equipment and waste must be properly stored to prevent any fire and explosion hazards.

6.2

Lubricating oils inside or in the vicinity of hangars and aircraft workshops must be kept in containers with a standardized dispenser as required by regulations.

6.3

Empty fuel and lubricant barrels and empty high-pressure containers for dangerous materials may not be stored in hangars and workshops.

6.4

Combustible waste (lubricant residues, used cleaning material, etc.) must be collected in specially marked metal containers with tight-fitting lids. The containers must be frequently emptied in order to prevent self-ignition of the waste. Oil collection vats and similar receptacles shall be emptied and cleaned after use.

7. Firefighting and Rescue Services

7.1

In the event of the outbreak of fire, major accident or accidental release of hazardous materials:

- The fire alarms must be set off at once and, if necessary,
- The emergency switches of the under-floor fuelling equipment pressed; furthermore,
- The airport firefighting services, phone no. 112 or 0049-69/690-44444 must be called

Until the arrival of the fire brigade the fire must be fought with the available fire extinguishing equipment.

7.2

In case of death or injury of persons the airport hospital (emergency phone no. 113) must be called at once.

7.3

In addition to the foregoing, the safety regulations also apply that are contained in the Traffic Rules and Licensing Regulations and the Emergency Instructions Manual (BA-NOT) for Frankfurt Airport and the Fire Prevention Regulations.

Additional Rules, supplementing the Airport User Regulations for the Provision of Ground Handling Services on the Apron of Frankfurt Airport

0. Purpose and Objective

0.1

As operator of the airport, Fraport AG is obligated to observe its legal obligations pursuant to § 45 of the Air Traffic Licensing Act (i. e., Luftverkehrs-Zulassungsordnung or LuftVZO), to ensure the conditions necessary for safe and orderly operation of the airport, to prevent operational risks (§ 29 Aviation Act, i.e., Luftverkehrsgesetz or LuftVG), to take the necessary precautions for this and ensure adherence to the pertinent legal provisions and orders.

0.2

The basic regulations for achieving this objective are contained in the Airport User Regulations approved by the government. Because of the additional traffic that arises on the apron as a result of self-handling and service-providers and in view of the already limited space conditions and prevailing density of traffic, the following additional binding regulations and procedures are required in order to maintain traffic and operational safety at the airport.

0.3

At the airport, the Head of Airport Operations, his/her deputy and persons reporting to him/her directly and indirectly in order to fulfill the obligations, shall oversee compliance with these rules. These persons, in turn, are subject within the framework of § 47 LuftVZO to the supervision of the licensing authorities, i. e., the State of Hesse aeronautical authorities in form of the State of Hesse Ministry for Economics, Transport, Urban and Regional Development (i. e., *Hessisches Ministerium für Wirtschaft, Verkehr und Landesentwicklung* or *HMWVL*).

0.4

These rules shall not affect EU Directive 96/67/EC of the Council, the Ground Handling Implementation Act (i. e., Bodenabfertigungs-Durchführungsgesetz or BADG) and the German Ground-Handling Services Regulations (i. e., Bodenabfertigungs-Durchführungsverordnung or BADV) as well as other laws, legal provisions, and ordinances governing airport operations. Likewise, these rules shall not affect the provisions of the Airport User Regulations and additional regulations that are already in force. These are listed in the Annex and observance of them is mandatory.

0.5

In these rules, the terms "user", "service provider", and "self-handler" are used as defined in the Ground Handling Implementation Regulations (i. e., Bodenabfertigungs-Durchführungsverordnung or BADV) (§ 2, Nos. 3, 5 and 6).

0.6

These rules apply for all providers of ground handling services (users and service providers) on the apron, i. e., also for the airport operator's own personnel who provide ground -services. They constitute outline conditions, particularly in regard to the regulations and procedures to be observed for airport operations as well as the personnel and equipment used.

0.7

The responsibility of an airline for the operation of its aircraft or its partners' aircraft and as an air transportation company prevails even if said airline uses a service-provider for providing ground handling services on the apron

0.8

If an airline opts for self-handling, then all activities that extend beyond direct support of the handled aircraft at the position are subject in their entirety to the rules that apply to other providers of ground handling services on the apron.

0.9

Pursuant to § 45 LuftVZO, the Head of Airport Operations has the right at any time to review compliance with these rules. Upon demand, the required proof shall be provided to the Head of Airport Operations or Fraport services that take action independently by direct order of the Head of Airport Operations (e. g., Airport Safety and Security Services). The detailed instructions given must be complied with.

0.10

Self-handlers and service-providers can use the support of the pertinent equipment/facilities of the airport operator in order to fulfill local requirements for providing ground handling services on the apron.

1. Precautions in Regard to Operating Technology and Operational Logistics

1.1

Service-providers and self-handlers must take precautions in regard to operating technology and operational logistics that enable them to provide the ground handling services at every aircraft position on the apron of the airport.

Remark

The airport traffic facilities are intended for general use and thus, as a rule, are not permanently assigned. They are assigned by the airport operator's Apron Control unit, taking into account as much as possible the customer agreements concluded in the course of preparation work to handle current traffic, solely according to traffic aspects and necessities.

1.2

Providing ground handling services means that self-handlers and service-providers become part of the airport's legal obligation to operate. Consequently, precautions must be taken and bindingly coordinated with the airport operator to

ensure ordinary provision of services without disturbances of airport operations even in emergencies, special circumstances, and other exceptional cases as part of the airport's handling of air traffic. These may include, for example, aircraft accidents or other aircraft malfunctions while on the ground, return of a de-parted aircraft after takeoff, diversion of flights to Frankfurt or disruptions in air-port operations due to weather and similar events.

Remark

Due to the possible effects on air traffic handling by the airport and justified inter-ests of not involved third parties, reference is made separately in this connection to the essential nature of the precautions to be taken for removing disables air-craft from flight operation areas.

1.3

Equipment used for providing ground handling services on the apron must al-ways be in line with the order volume. Surplus equipment shall not be parked or stored on the apron. It shall be brought to the designated parking areas and parked there in an orderly and secure manner. Immobilized vehicles and equip-ment in traffic areas shall be removed immediately; in particular, said vehicles and equipment shall not be left unmanned on areas where aircraft is operating.

1.4

The only terminal units that may be connected to or operated via the airport's wired communications networks is equipment that has been proven to be com-patible with other equipment in these networks and which cannot possibly cause malfunctions in network operation. If necessary, proof of electromagnetic com-patibility (EMC) shall be provided separately. In this regard, a consensus shall be reached with the operators of said networks.

1.5

Radio-based communications media may only be used in the airport area if postal authorities have approved them and the airport operator's technical ser-vices have expressly approved their use.

Remark

The high density of use of radio-based means of communication, as part of air traffic and airport operations in a very limited area, is problematic for physical reasons alone (e. g., radio shadows, "electronic smog"). Resulting interference with radio navigational aids, aircraft radio or operational radio frequencies can quickly have grave effects on safety of human life and valuable property. Conse-quently, particular caution must be exercised in this connection.

2. Precautions in Regard to Operational Organization and Personnel

Providers of ground handling services on the apron must take precautions in re-gard to operational organization and personnel necessary to enable smooth per-formance of the services offered, avoid negative effects on the safe and secure operational status of the airport, the orderly conduct of airport operations, and ensure smooth and quick handling of the airport's air traffic regardless of opera-tional conditions.

2.1 Operations Management

2.1.1

Providers of ground handling services shall set up a responsible operational management that can be contacted by the airport operator's operational management, supervisory or and control organs as the service-provider's obvious and competent contact office during the hours of operation of the service-provider. Furthermore, competent contact persons shall be designated for any special situations that may arise outside of normal hours of operation.

2.1.2

Self-handlers and service-providers shall ensure that assigned personnel are sufficiently acquainted with the rules for airport use and their supplementary regulations, especially, however, that they have received instructions concerning

- emergency and alarm procedures;
- firefighting and – regarding work on aircraft positions – fighting aircraft fires;
- dealing with dangerous goods;
- ensuring proper conditions to fuel aircraft at the position in the respective individual case;
- the type and manner of surface checks around the aircraft (walk around) before it leaves the position to avoid foreign object damage to aircraft (FOD);
- safeguarding of paths used by passengers on the apron between the aircraft and the shuttle bus and between building exits and the aircraft or shuttle bus, especially if winter weather conditions exist, and
- provision of first aid (in sufficient numbers)

and remain in a state of readiness based on continuous instruction/training.

Responsibility at interfaces shall be regulated clearly. For this purpose, operational management shall designate a person who shall be responsible for ensuring observance of the safety and security regulations at the handling positions.

2.2 Operational Managerial Staff

The operational managerial staff must possess the expertise and procedural knowledge necessary to ensure orderly conduct of the service-provider's current operations based on given orders and instructions.

Furthermore, the operational managerial staff of the service-provider bears the responsibility for:

- notifying the responsible services of the airport operator immediately in the event of disruptions in the service-provider's operations that could have an

effect on the handling of remaining airport operations and the flow of air traffic (including impending aircraft delays)

- immediately alarming the airport operator's services that are able to assist in the event of an emergency alarm or other dangerous situations
- consulting the Airport Security and Safety Services immediately in the event of damage caused to airport facilities and equipment or third-party property, and
- always maintaining areas, rented by the service-provider and those areas in which the service-provider provides its services, in safe operating condition so that they can be used safely and pose no threat to other airport operations.

2.3 Operating Personnel

Operating personnel used to perform ground-handling services on the apron must fulfill the required qualifications described in Annex 3 of the German Ground-Handling Services Regulations (i. e. Bodenabfertigungs-Durchführungsverordnung or BADV).

2.3.1

Service-provider's personnel employed as drivers on the apron must at least have the driver's license and permits specified in the Traffic Rules and Licensing Regulations (Section 2.2.1 and following sections) for the vehicle in use. Proof of the additional permits from the airport operator's driving school, required for operation of aircraft towing vehicles, industrial trucks or other special equipment, shall also be provided, if necessary.

2.3.2

Before the service-provider's operating personnel can be employed in airside of the pilot when leaving the position (walk out assistance), the airport operator must approve the intended procedure for this.

2.4 Towing Aircraft

2.4.1

Operating personnel, who tow aircraft, are bound by the technical and timing instructions given by the Apron Control unit and the follow me vehicles operated by the Apron Supervision unit.

2.4.2

Operating personnel, who work aboard towed aircraft as brakemen, must have proof that they have been trained for this capacity by the customer airline.

2.5 Participation in Radio-Controlled Aircraft Maintenance Towing Operations

2.5.1

Operating personnel, who tow aircraft in radio-controlled maintenance towing operations according to the instructions of the Apron Control unit, shall first successfully complete special training. This training focuses on the correct procedures on the apron for guiding and controlling air traffic and voice radio transmis-

sion procedures to be used on the operational radio. This training is to be completed at the Apron Supervision unit of the airport operator.

2.5.2

If performing radio-controlled maintenance towing operations, the participating operating personnel is bound by the technical and timing instructions given by the Apron Control unit that are relayed to the towing vehicle driver via operational mobile radio. Additional instructions from the follow me vehicles operated by the Apron Supervision unit for securing the towing vehicle when leaving or arriving at a position shall likewise be observed.

2.5.3

Before operating personnel perform aircraft towing operations, as mentioned in 2.5.2 above, the airport operator's consent concerning intended procedure shall be obtained beforehand.

3. Concluding Provisions

3.1

Providers of ground-handling services on the apron are obligated to notify the airport operator's supervisory bodies (Airside Duty Manager, Apron Control, Safety and Security Control Center) immediately, if during provision of services events occur, are discovered or are observed that could have an effect on safe, orderly, and quick handling of airport operations.

3.2

If during provision of ground handling services on the apron serious or dangerous impairments occur, due to functional deficits of the service-provider or if the justified interests of third parties are adversely affected, the airport operator's supervisory bodies can order or arrange for measures to restore due order.

3.3

The airport operator reserves the right, both in cases of continued failure to comply with rules and in cases of grossly negligent behavior or dangerous specific events, to report this to regulatory authority and, if applicable, to even press criminal charges.

Annex

Additional Regulations Supplementing the Airport User Regulations
(NfL [notices to airmen] I - 258/08 dated November 6, 2008)

The following additional regulations, supplementing the Airport User Regulations, are to be observed and understood as binding instructions given by the airport operator in the sense of § 45 LuftVZO (German Air Traffic Licensing Act) in conjunction with §§ 22 and 23 LuftVO (Air Traffic Order):

- Local flight restrictions published in the "Luftfahrthandbuch Deutschland", Volume 1, Section AGA, pp. AGA-2 Frankfurt Main 2 and following pages
- Emergency Instructions Manual (i. e. "Betriebsanweisung für Notfälle" or "BA NOT")
- Fire prevention regulations
- General airport regulations
- Traffic and licensing regulations
- Winter Service Manual
- Guidelines and procedural regulations published within the airport operator's system of guidelines and contained in the ring binders "Guidelines for Our Customers 1" and "Guidelines for Our Customers 2"
- Identification card regulations