**General questions about parking**

**What are the different parking areas?**
P1 to P3 parking areas mainly differ in the distance to the terminal. P1 parking area is the closest, P3 parking area the furthest to the terminal. P1 is a multi-storey car park. P2 and P3 are fenced open spaces. The area of “Terminal Kurzzeit” is a short-term parking area only, for the purpose of picking up or delivering passengers. A parking period of 1 day is here the maximum. P1 to P3 are long-term parking areas.

**Are there any height or length restrictions for the parking areas?**
Yes. There is a height restriction of 2.10 m and a length restriction of 5.50 m on P1 and P3. Larger vehicles can park on the long-term parking area P2. There is no height restriction on the “Terminal Kurzzeit”.

**Are there any motorbike parking areas?**
No. You can use any long-term parking area with a motorbike.

**What are the parking fees?**
On our website [www.hahn-airport.de](http://www.hahn-airport.de) see the path "Parking". There you will find a parking fee summary statement and a map of each parking area. You will also find the link “Parking fee calculator”. If you enter your travel dates, you see individual charges for the different parking areas. Calculation of parking fees is per started 24 hours, not per calendar day.

**Is there a minimum parking time?**
No.

**How long can I park maximum?**
The maximum stay is 8 weeks. If you want to park longer, please send an email to parken@hahn-airport.de. We will then send you an individual offer.

**Must I reserve a parking space?**
No. You can use all our parking areas without reservation. Without reservation we can't guarantee a pitch in your preferred parking area.

**Are the parking fees higher if I arrive without a reservation?**
Yes. Parking fees are discounted up to 45% with a parking reservation.

**Is the parking in car parks or open spaces?**
A multi-storey car park is offered at our parking P1. P2 and P3 are open spaces with gates.

**How far is the walk from the various parking areas to the terminal?**
Parking P1 and “Terminal Short-Term” are directly in front of the terminal. The distance between P2 and the terminal is between 150 m and 600 m. Parking P3 is about 600 m to 800 m from the terminal.

**Are the parking areas guarded? How secure is parking at the airport?**
We impart that our parking places are not under surveillance; however we have had hardly any occurrences. Nevertheless we cannot exclude incidents. We also inform you that the airport Frankfurt-Hahn GmbH assumes no liability for parked vehicles and will not pay for any damage according to our terms and conditions. Our parking areas are fenced and have gates.

**Is a shuttle service available?**
No. The terminal can be reached in a short walking distance.

**What address can I enter into my navigation system, to get to the parking lot?**
There are no street names at Frankfurt Hahn Airport. Please read-in the following address into your navigation system: “Airport Frankfurt-Hahn (Frankfurt Hahn-Airport)”. When you reach “Kreisstraße K2”, please stay on this priority road for another two kilometres. You are facing the airport automatically and from there you can follow the electronic parking guidance system, as well as the signs to the different parking areas.
Parking operation, entrance, exit, payment

How do I enter and exit? How, when and where do I pay?
You take a ticket at the entrance barrier and keep it carefully. (Please do not place it behind the windshield, because it might not be readable by the cashier machine after a while in the sun.) The parking fee can be paid after returning to Frankfurt Hahn Airport in cash or by EC-card and credit card at one of the cashier machines. Exit is possible with the paid ticket.

I get no parking ticket at the entrance gate and it will not open. Why?
The park is probably completely saturated. The signal "BESETZT" appears on the electronic parking guidance system and the light at the entrance lights up red. Please go on to another parking area.

The traffic lights show red but I can see free places. Why can I not enter?
You have the possibility to reserve a parking space on our long-term parking. The visible free parking spots must be kept free for these reservations. Please go on to another parking area.

Parking with a certificate of disability

Where can I find the parking space for the disabled?
The multi-storey car park P1, in front of the terminal and the terminal-short-term parking is to be used for disabled passengers.

Can I reserve a parking space for disabled persons?
No. A parking space for disabled passengers cannot be reserved. You can arrive without prior reservation and just withdraw a ticket at the entrance barrier of P1a.

Reservations

General

How can I reserve a parking space?
A parking reservation is possible exclusively via the Internet by using a credit card (MasterCard or VISA or EC-Card). Please follow the path “Parking” and the link “Parking space reservation” on our website www.hahn-airport.de.

Can I also book on the telephone?
No. A parking reservation is possible exclusively via the Internet and by credit card (MasterCard or VISA) or EC-card.

Can I use the card of relatives/friends to book?
Generally yes. However, the same card with which the reservation is made is required at the parking area entry and exit. The card is essential in the parking operation in any case.

When can I reserve a parking space?
A parking reservation is possible up to 2 days prior to start of the journey.

For how many days must I reserve a parking space?
A minimum term of 3 full days (72 hours) shall be observed at a parking reservation.

Can I make a reservation for a period of less than 3 days?
No. A reservation is only possible for a 72 hours period. You can, however, make a reservation for this minimum amount of time and also pay, but leave the park earlier. A refund of the parking fee is not possible.

At what parking areas can I reserve a parking space?
A reservation is possible on P1, P2 and P3.

**Can I also reserve a parking lot for “Terminal Short-Term”?**
No. “Terminal Short-Term” is just a short-term parking area. Due to this fact, you cannot book a parking space for this area.

**A parking spot is not available for my travelling time. Why?**
For reservations, there is a specific quota for each parking area. If the entire contingent is already fully booked on a parking area during your travel period, no parking can be reserved.

**Can I get a specific pitch assigned?**
No. A certain parking space cannot be assured. A free parking lot within the reserved parking is guaranteed. You can choose any free spot you like.

**Can I cancel a reservation?**
The conditions for right of revocation can be found in our general terms and conditions of the airport Frankfurt-Hahn (FFHG) for the online parking reservation system, paragraph 9.

**Can I change my reservation?**
The terms of changes please refer to our general terms and conditions of Frankfurt-Hahn Airport for the online parking reservation system, paragraph 3.

**What if my travel times have changed?**
Please send an email to parken@hahn-airport.de, as early as possible prior to your arrival at the airport with your booking number and the altered arrival and departure times.

**What if we are travelling with another vehicle and license plate than announced upon reservation?**
A change of the plate is without concern for the use of reservation. The query of the license plate serves exclusively statistical purposes. Therefore a change notification is not necessary.

**What happens if the reservation expires?**
The already paid parking fee will not be reimbursed.

**Will I receive confirmation of my reservation?**
Yes. After reservation you will receive an email to the email address in the customer data. This is your confirmation. Please state the specified booking number for all questions, changes etc. It is also recommendable to carry the confirmation with you. In case of problems, this will ease the answer.

**I have not received a confirmation. Why? And what should I do?**
If you have not received a confirmation, it is possible that a mistake occurred with typing the email address. In such a case please send an email to parken@hahn-airport.de with the first name and surname of the person named in the reservation, the travelling dates and the approximate time of making the reservation.

**What happens, if the used card is no longer valid at the time of travel?**
The card you want to use must be valid at least until the end of the parking period. If the 16-digit credit card number changes, please contact us until 5 days prior to departure via email with the booking number and the new 16-digit credit card number at parken@hahn-airport.de.

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**Vouchers**

**How do I get a voucher?**
You will get a voucher with a special offer.

**How can I redeem a parking voucher?**
A voucher of Frankfurt Hahn Airport GmbH can be redeemed with an online booking. The link “Parking space reservation” can be found on our website www.hahn-airport.de, track “Parking”. The voucher is valid for all available parking areas in the reservation system. Cash refund is not possible. Please use the given code at the end of the reservation process. The use of the voucher is not combinable with other offers or vouchers.
How long is the term of validity of the parking voucher?
The timeframe of validity is mentioned on the voucher.

Can I redeem the parking voucher in parts?
Yes. If the value of the voucher is higher than the payable fee, you will receive a new voucher in the amount of the difference with the booking confirmation.

Can the voucher be cashed-in?
No. Cash refund is not possible. The voucher can only be redeemed with a parking reservation at www.hahn-airport.de

Can I redeem a voucher repeatedly?
No. Normally each voucher can only be used once.

Can I also use the voucher for payments at the cashier machine?
No. A redemption at the cashier machine is not possible. The voucher can only be redeemed with a parking reservation at www.hahn-airport.de.

Can I also use the voucher for other services or shops?
No. The voucher can only be redeemed with a parking reservation at www.hahn-airport.de.

Payment

What parking fees are due?
At the reservation the costs incurred for the parking period parking fees are displayed.

Does an additional fee apply for the reservation?
Yes. The parking reservation arises a fee of 4,00 €.

How and when is due of payment?
The parking fee is due immediately upon time of booking by credit card (VISA or MasterCard) or EC-card. The showed parking fees are charged immediately after the booking. A transfer is not necessary.

Can I get a receipt of the paid parking fee?
The confirmation which you received by e-mail is the receipt for your booking and the paid parking fees.

What happens if my parking period extends and I park longer than stated in the reservation without stating this in reasonable time?
With exceeding the reserved parking period, the parking fee for the used parking area is due. The card will be debited automatically for the time of extension at the exit. You don’t need to go to the cash machines.

Entrance

How is the entrance procedure?
Please, drive up to the entrance barrier of the parking area you have reserved, and use the credit card used upon reservation, as described in your booking confirmation. Please do not pull a ticket and do not use an other credit card like the one used for the reservation. The online parking space booking entitles you to enter the car park one time only with the same credit card you used for the reservation on our website.

How do I identify myself at the entrance gate? Must I get a ticket?
No. The card used upon reservation is required for entry and exit.

What if I have drawn a parking ticket at the entrance?
Please contact our employees at the information desk in the terminal. They are available 24/7. Please do not proceed to a cashier and please do not pay your parking ticket at the exit.
What happens if I drive into a parking space other than the one reserved for me or if I use an incorrect credit or EC card when I come in or if I go to the reserved car park outside the reserved period?
The customer will not be allocated a specific parking place in the car park referred to in the booking confirmation. The customer must use this car park. Should the customer not be able to use the booked car park for reasons for which he is responsible (e.g. because the time he actually wants to use it is outside the reserved time, because a parking space in the wrong car park was used or because the credit or EC card specified in the reservation was not used) and if he did not cancel the booking in time, there is no legal claim against the FFHG for a refund. Should the customer go to a car park for which a higher parking fee is to be paid than for the booked car park, there is no right to a refund for the difference. At the customer’s request the FFHG will decide whether the customer will receive a parking credit note for the parking fee paid less a processing fee of €5.00. Only applications made within 4 weeks will be considered.

What happens if I arrive before the reserved time?
An hour before the specified time of arrival, you can already enter the appropriate parking area with the card specified in the reservation. In case you enter that parking area before that point of time (green light), you call up a separate parking operation. This parking fee must be paid according to the fees published. A refund of already paid fees from the reservation does not occur. A red light indicates that entering of that driveway is not possible.

What if I want to arrive after the reserved time of arrival?
You can enter the reserved parking area once and leave once again within the booking period. A later entry to the booked parking area represents no problem at all.

What if the reserved parking area is occupied?
If you have reserved a parking space, a free parking spot will be available for you in any case. This was guaranteed with confirmation. Even under full load of the parking field (denoted by a busy signal and red traffic light at the entrance) the entrance with the credit card used upon reservation is possible.

What do I do if a problem occurs at the entrance?
In case of problems please press the call button on the column of the entrance gate one time. This is marked with a small headphone. You are connected to the parking service. Our employees are there for you 24 hours. In case you are not connected immediately, please be patient. Please do not press the call button again and do not pull a ticket.

How do I exit?
Please drive to the exit of the parking area and use, as described in your booking confirmation, the specified card at the time of reservation and already used for entering. If additional charges arise, the parking fees are deducted automatically from the card.

Do I need to proceed to the ticket machines before exiting?
No. If you entered the parking lot with the specified card at the time of reservation, you don’t need to make your way to the ticket machines. The fee has already been paid upon booking, so you can drive directly to the departure gate and there use the card again for exiting.

What happens if I park longer than I have announced in my reservation without stating this in reasonable time?
If you exceed the reserved parking time, the published and valid fee (signposted at all entrance gates) must be paid accordingly. The card will be charged automatically at the exit. You don’t need to go to the cashier machines.

Can I leave and enter again the parking area within the reserved period for several times?
No. You can enter the reserved parking area within the reserved period once and leave once again. After the first exit, the allocation reservation is complete. If you drive into the parking area again, you call up a separate parking operation. This must be paid separately according to the parking fees published in the entrance drive. A refund of already paid fees from the reservation will not be possible.

Do I get a refund if I leave earlier than booked?
No. A refund will not be possible.

**What if a problem occurs at the exit?**
In case of any problems please press the call button on the column of the departure gate one time. This is marked with a small headphone. You are connected to the parking service. Our employees are available 24 hours. In case you are not connected immediately, please be patient. Please **don't** press the call button again!

Last update: 1<sup>st</sup> of June 2019