General Parking Questions

General Questions About On-Site Reservations

If you have any questions, you can press the intercom button at any time at the entrance or exit, or at the payment machine. Our service staff will be happy to assist you.

Cancellation

Please note: Your parking reservation can only be cancelled **up to the booked parking start time**. Once the parking period has begun, the reservation can no longer be cancelled.

Please also note that we have no influence over **flight delays, flight cancellations, or changes to the flight schedule**. Changes to flight times are beyond our control and therefore cannot be taken into account in the parking reservation or be the responsibility of the parking operator.

Extension of an Ongoing Parking Period

Unfortunately, it is not possible to change or extend your parking reservation while the parking period is in progress.

If you park for longer than originally booked, you can pay for the **additional parking time at a payment machine before exiting**. Please use the parking ticket you received when entering the car park.

Have you lost your parking ticket? No problem. Please contact a payment machine. Our service staff can issue you a **replacement ticket** there. You can then pay for the additional parking time incurred and leave the car park.

Changes to Your Booking

You can change your details or cancel your parking reservation via the following link up to 2 hours before the start of your parking period:

https://parken.hahn-airport.de/book/HHN/ParkingManageBooking?cmd=login

Accidental Double Payment

Have you accidentally paid for a ticket twice? Please send us an email to **parken@hahn-airport.de** with the following information:

- Name
- Booking number
- License plate number
- IBAN and BIC

We will review the matter and get back to you as soon as possible.

Bookings Through Third-Party Providers

If you booked your parking space through **ParkVia**, **Ryanair**, or **Holiday Extras**, please contact the respective customer service directly. We can only process changes or cancellations for such bookings to a limited extent.

ParkVia:
customer.service@parkvia.com

Ryanair (via ParkVia):
ryanair@ca.vu

Parkos (via ParkVia):

support@parkos.de

Holiday Extras:
info@holidayextras.de
Or, preferably, use the contact form:
https://www.holidayextras.com/de/sprich-mit-uns.html

Where are the disabled parking spaces located, and can I reserve one?

The disabled parking spaces are located directly in front of the terminal and in the short-term car park. Reservations are not possible; the regular parking fees also apply to these spaces.

Are the parking spaces monitored?

The parking spaces at Hahn Airport are not monitored. There have only been a few incidents to date; however, no security can be guaranteed. No liability is accepted for damage or theft.

What address should I enter in my navigation system?

Enter “Hahn Airport” or “55483 Lautzenhausen”. Then follow the K2 and the signs to the desired car park.

Will I receive a receipt?

Yes, provided that you request a receipt at the payment machine.

As of: 17 November 2026