



FRA IRROPS Manual

Irrops situations include flight delays, cancellations, diversions, misconnections, overbookings and changes in seat capacity.

☐	<i>Identify passengers who must be reprotected. It is the responsibility of the delivering carrier to rebook relevant passengers.</i>
☐	<i>In case of misconnecting passengers contact the original receiving carrier to have an offload/unseat of passenger completed</i>
☐	<i>Request space availability for rebooking from other carrier when rebooking groups.</i>
☐	<i>Rebooking priority shall be given to premium customers (Star Gold) and customers with special needs.</i>
☐	<i>Always rebook in same cabin class. Rebooking to a higher cabin class may only be performed with the explicit approval of receiving carrier.</i>
☐	<i>Rebooking and ticket reissue must be completed by delivering carrier to new carrier in accordance with appropriate documentation. Tickets must be rewritten to reflect rebooking.</i>
☐	<i>Rebook on operating flight number only, never marketing/codeshare flight number.</i>
☐	<i>Inform Fraport Halle Mitte (tel. 71122) about baggage handling.</i>
☐	<i>Inform SCC (tel. 124 142585) about IRROPS and recovery plan.</i>
☐	<i>When checking passengers in for new flight always ensure that baggage data is entered.</i>
☐	<i>Do not refuse a passenger during an IRROP on the grounds that their baggage cannot be transferred.</i>
☐	<i>“You get it you fix it”. Do all possible to serve the passenger at the first Star Alliance contact point, regardless of where the problem occurred or which Star Alliance member carrier the passenger traveled on.</i>



Irregular Operations - Star Alliance policies in a “nutshell”

These policies and procedures are to be adopted in irregular service situations between Star Alliance carriers.

This includes flight delay, diversion, misconnection, cancellation, overbooking situations and changes in aircraft seat capacity.

Government regulations (such as EC261) may supersede Star Alliance policies and procedures if they are in.

Controllable Irregular Operation

An irregularity is considered controllable when it occurs under the control of Star Alliance member carriers

Uncontrollable Irregular Operation

An irregularity is considered uncontrollable in the following situations:

- ATC
- Weather
- Airport Authorities
- And all other delays not in control of Star Alliance member carriers

Note: Industrial disputes should be governed as per carrier policy and government/authority regulations when defining it as a controllable or uncontrollable irregularity

Premium Customer includes:

- Customers traveling in First, Business class and/or who are a Star Alliance Gold member
- Customers traveling on a First or Business class revenue or mileage ticket
- Any upgraded customer, booked and/or accepted in First or Business class for the intercontinental portion of their journey

Intercontinental Services:

These are defined as those services operating between Europe, Asia, North & South America, Australia, New Zealand and Africa



Checklist of Procedures:

Communication to the Customer:

- Must be provided immediately when known or no later than scheduled departure time
- Periodic updates every 30 minutes or as appropriate
- At a minimum in English
- Ensure all airline systems and airport signage are updated

Rebooking:

- The Star Alliance policies apply to all revenue customers with confirmed reservations and those who have been accepted on the flight.

The policies are equally applied in controllable and uncontrollable situations.

Delivering carrier (e.g. delayed carrier) must:

- Use the original Passenger Name Record (PNR) for rebooking and original electronic ticket for revalidation/reissue;
- Offload (cancel check-in) in Departure Control Systems (DCS) and cancel unused sectors in PNR/Reservations systems;
- Provide onward carriage with the least possible delay to destination shown on the ticket;
- Rebook in the following carrier order:
 1. Original Receiving carrier
 2. Own carrier
 3. Star Alliance member carrier
 4. Non-Star Alliance member carriers
- Provide special priority to customer's waitlisted due to re-booking;
- Rebook all customers in the operating flight (NOT marketing flight) in same booking class. If it is not available, rebook in any booking class within the same cabin class without approval of the new receiving carrier. Rebooking in a higher cabin class on another Star Alliance member carrier or other airline is only permitted with prior approval of the new receiving carrier. If booking in a higher cabin is required, preference must be given in the following order:
 1. Carrier's own Gold
 2. Star Alliance Gold
 3. Carrier's own Silver
 4. Star Alliance Silver
- Reissue as per IATA Resolutions 735d and 735e or update the ticket with new flight details



FRA Contact List

- Contact the receiving carrier for rebooking within six hours prior to scheduled departure time of rebooked flight. If the receiving carrier confirms the booking, customers shall be treated as other confirmed customers of the receiving carrier;
- Inform customers about new reservations/itineraries;
- Give priority to Star Alliance Gold, Star Alliance Silver, full-fare and redemption First/Business Class customers, if upgrades are required;
- Provide alternate transportation on request or when no alternative flights are available;
- Re-direct baggage to follow the customer itinerary.

Member Carriers (Receiving Carrier) must:

- Assist delivering carrier if requested to offload customers on originally booked flight;
- Accept flight coupons according to IATA Resolutions 735d and 735e;
- Accept the customer even if the baggage was not redirected.

Amenities

Delivering carrier (e.g. delayed carrier) must:

- Provide amenities to all customers for controllable IRROPS.
- Provide amenities as a minimum to the following customers for uncontrollable IRROPS:
 - First Class
 - Business Class
 - Star Alliance Gold
 - Customers requiring special assistance

Note amenities are described as:

- Access to phone or other means of communication;
- Hotel accommodation for overnight delays
- Transportation to/from customer residence when located within 80km from airport, or upon customer request;
- Meals and/or refreshments when delay exceeds two hours and happens over a meal period, and if a complimentary meal is normally served on the flight which is delayed.



FRA Contact List

AEGEAN 	A3	Prefix: 390
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Supervisor on duty fpsdutyofficer.fps@flughafen-frankfurt.de	05:00 – 23:00	069 69032523 / 01736510339	
BAGGAGE SERVICES	Fraport Baggage-tracing@fraport.de	05:00 – 22:00	690 71006	
TICKETING	Global GSRM A3 Sales Desk , T1 , 686 sales.a3.fra@garm.de	During the flights check-in	690 80686	
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

After office hours contact: Call-center Aegean +30 210 6261000

Booking classes:

Business: C D Z A I R

Economy: Y B M H Q V W L K J N X

Checkin Deadline:



FRA Contact List

AIR CANADA	AC	Prefix: 014
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Manager on Duty If Manager on Duty cannot be reached, Gate Control Agents may be contacted for urgent issues regarding outbound flights to: YYZ: 0170 536 9222 YUL: 0173 911 5815	05:45-17:30	690 23731	FRATIAAC
BAGGAGE SERVICES	Fraport baggage-tracing@fraport.de	05:00-22:00	690 71006	FRALLAC
TICKETING	AC (Hall C) ticketcounter.fra@aircanada.ca	07:00-16:30	690 54171	FRATKAC
LOUNGE	AC Duty Managers	06:00-16:45	690 28660	FRAMLAC
Concierge Service	concierge-fra@aircanada.ca (Concierges only, no ticketing)	06:00-17:30	690 24076	

COMMENTS:

Reservations Office in Niederrad: Mo – Fr, 09:00 – 18:00, 069 27 115 100

Central Reservations Assistance after office hours: 069 27 115 300 or Call Centre Canada: +1 514 393 3333

Air Canada Transfer Desk, Transit B East: daily 07:00 – 15:00, 069 690 25897

Booking classes:

Business Class: J C D Z P R

Economy Class: Y B M U H Q V W S T L K

Checkin Deadline:



FRA Contact List

	AI	Prefix: 098
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Mr. Shantanu Roy Shantanu.roy@airindia.com Mr. Christopher Bedikian Christopher.bedikian@airindia.com	MON-SUN 14:00 – 22:00	0151 65481735 0151 67543095	FRAKKAI
BAGGAGE SERVICES	Global GsrM Lost&Found d.singh@gsrcm.de	24/7	0151 675 43096	
TICKETING	Fraport COUNTER 713.3 AI City Office (Reservation) RESERVATIONS@AIRINDIA.DE	MON-SUN 16:30-19:00	690 80713 069 256 00440	
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

After office hours contact: Call Center +49 69255 11337

Booking classes:

First: F A O

Business: C D J Z I

Economy: Y B M H K Q V W G L U T S E X

The Booking classes O, I and X are only for the Award tickets and not available for sale to Agents

Checkin Deadline:



FRA Contact List

	AZ	Prefix: 055
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	SPVR on duty fra-passage@dhs.aero Lead Agent on duty fra-passage@dhs.aero	07:00-22:00 22:01-06:59	0151 21290230	
BAGGAGE SERVICES	ABS Lost & Found mail@abs-airport.de	08:00-20:00	690 77546 0175 2568001	
TICKETING	Commercial-Customer Control FCO commercialcustomercontrol@ita-airways.com		+39 06 85960045	
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

No ticketing at FRA

Booking class

Business: C, E, J, D, I,

Economy: B, Y, H, K, M, N, S, T, V, Q, W, X, G, L, O, R

Checkin: Begin 150 Minutes before STD



FRA Contact List

	CA	Prefix: 999
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	CA station.fra1@airchina.com	06:00-08:00 12:00-20:30	690 52141 0176 70487776 0176 70487776	FRAAPCA
BAGGAGE SERVICES	LH Lost&Found gepaeckermittlung-frankfurt@dlh.de	05:00-24:00	690 52591	FRALLH
TICKETING	CA (Hall C #744) ticket.fra@airchina.com	TUE, FR, SUN 10:00-13:30 MON, WED, THU, SAT 10:30-13:30 MON-SUN 15:30-19:30	690 52141	FRAAPCA
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

After our TKI contact: see Deputy Manager/Supervision

Booking classes

First Class: F, A, O

Business Class: J, C, D, Z, R, I

Premium Economy: G

Economy Class: Y, B, M, H, K, L, Q, G, S, T, L, X, N, K

Checkin Deadline:



FRA Contact List

Ethiopian ንሕትዳድ 	ET	Prefix: 071
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	FPS Duty Manager	05:00-09:00 19:00-23:00	069 690 32523	
BAGGAGE SERVICES	Fraport baggage-Tracing@fraport.de	24/7	690 23682	FRALLET
TICKETING	ReservationET.Germany ReservationsET.Germany@aviar eps.com Agent On duty Mr. Kifle Gutema	09:00-17:30 19:00-21:00	0697706732 09 mobil: +491764025 1387	
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

Booking classes:

Business (Cloud 9): C, J, D, P, Z, I, R

Economy: Y, G, S, X, B, M, K, L, V, H, U, Q, T, W, E, O, N



FRA Contact List

	LH	Prefix: 220
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	LH Passenger Service Manager Hub Control Center fralgp.iocc@dlh.de	06:00–22:30	696 142 585 Inside Line: 124 142585	
BAGGAGE SERVICES	Lost&Found fra.dispogepaeckermittlung@dlh.de	05:30–23:00	690 32464 690 77080	FRALLLH
TICKETING	FRA Ticket Hotline Remote Ticketing Center oportcteam@dlh.de / bkkrbcc@dlh.de	05:30–23:45 24/7	690 32008 +351 226 080596	FRASXLH
LOUNGE	Lufthansa Maitre de Lounge		690 22889	
SCC	Star Alliance Connections Center lgsfra.scc@dlh.de		069 696 142 585 (internal 124 142 585	FRAK9LH



FRA Contact List

COMMENTS:

Operational Station Management by Hub Duty Officer (HDO) 06:00 – 23:00
hdo_fra@dlh.de / Tel. 696 142555

In case of issues with special assistance passenger contact LH Service Manager
Passenger Care at extension 27150

Central Reservations Assistance after office hours (24/7): +49 (0)69 86 799 799

Booking class

First: F, A, O

Business: J, C, D, Z, P, I (Mileage)

Premium Economy: G, E, N, R (Mileage)

Economy: Y, B, M, U, H, Q, V, W, S, T, L, K, X (Mileage)

Checkin Deadline: First/Business 40 Min. Economy 60 Min.

LOT POLISH AIRLINES

LO

Prefix:
080

	Name	Operating hours	Telephone	SITA
SUPERVISOR	AHS Supervisor PAX on Duty Back Office OPS on Duty		+49 69 690 21359 +49 69 690 78862 frakpsv@ahs-aero.de frakp@ahs-aero.de	FRAOPXH FRAKSXH
BAGGAGE SERVICES	AHS		+49 172 156 7564 frall@ahs-aero.de	FRALSXH
TICKETING	LOT Remote Ticketing NOT FOR CUSTOMERS LOT Call Center		+48 532 751 386 +48 22 577 9573	
LOUNGE	Lufthansa Maitre de Lounge		690 22889	



FRA Contact List

RAMP Handling	Swissport		+49 69 690 60294 +49 151 565 225 23	FRAOWXH FRAGLXH
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Booking class

Business Class: C, D, Z, F, I

Premium Economy: P, A, R, J

Economy Class: Y, B, M, E, H, K, Q, T, S, V, W, G, L, U, O

Checkin Deadline: 40 minutes

	LX	Prefix: 724
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	LH Passenger Service Manager Hub Control Center fralgp.iocc@dlh.de	06:00–22:30	696 142 585 Inside Line: 124 142 585	
BAGGAGE SERVICES	LH Lost & Found fra.dispogepaeckermittlung@dlh.de	05:30–23:00	690 32464 690 77080	FRALLH
TICKETING	Lufthansa Ticket Hotline Remote Competence Center oportcteam@dlh.de bkkrbcc@dlh.de	05:30-23:45 24/7	690 32008 +351 2260 80596	FRASXLH
LOUNGE	Lufthansa Maitre de Lounge		690 22889	



FRA Contact List

COMMENTS:

NO LX STAFF IN FRA, ALL HANDLING BY LH

LX/OS/SN Station Manager: Sven Henrik Detring, Mo.-Fr. 09:00 – 18:00

Tel. 690 28650 / 696 37184

During Absence:

Operational Station Management by Hub Duty Officer (HDO) 06:00 – 23:00

hdo_fra@dlh.de / Tel. 696 142555

Booking classes:

First: F, A, O

Business: J, C, D, Z, P, I, R

Premium Economy: G, E, N

Economy: Y, B, M, U, H, X, Q, N, V, W, S, T, E, L, K

Checkin Deadline:

FIRST / BUSINESS: 40 MINUTES ECONOMY: 60 MINUTES



FRA Contact List

EGYPTAIR	MS	Prefix: 077
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Moataz Yousef fra.stm@egyptair.de	11:00 – 19:00	06969031626	FRAKKMS
BAGGAGE SERVICES	Global GsrM Lost&Found d.singh@gsm.de	24/7	0151 675 43096	
TICKETING	MS FRA.STM@EGYPTAIR.DE	11:00-19:00	06969031626	FRAKKMS
	MS City Ticket Office	09:00-18:00	273 003 38 273 003 25	FRATOMS
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENT:

- 24 hours our help desk in Cairo for ticketing issues contact
07:00-18:00 GMT: +2 02 2696 4444
18:00-07:00 GMT: +2 01 2299 08000
- No WEAP accepted from/to OAL on MS operating flights (only MS on MS)

Booking classes:

Business: C, D, J, Z, I (FF), R (free)

Economy: Y, B, M, H, Q, K, V, S, L, T, U, X (FF), N (free)



FRA Contact List

Austrian 	OS	Prefix: 257
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	LH Passenger Service Manager Hub Control Center fralgp.iocc@dlh.de	06:00–22:30	690 31563	FRASHLH
BAGGAGE SERVICES	LH Lost & Found fra.dispogepaeckermittlung@dlh.de	05:30–23:00	690 32464 690 77080	FRALLLH
TICKETING	Lufthansa Ticket Hotline Remote Competence Center oportcteam@dlh.de bkkrrbc@dlh.de	05:30–23:45 24/7	690 32008 +351 226080596	FRASXLH
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

NO OS STAFF IN FRA, ALL HANDLING BY LH

LX/OS/SN Station Manager: Sven Henrik Detring, Mo.-Fr. 09:00 – 18:00

Tel. 690 28650 / 696 37184

During Absence:

Operational Station Management by Hub Duty Officer (HDO) 06:00 – 23:00

hdo_fra@dlh.de / Tel. 696 142555

Booking class

Business: J,C,D,Z,R,I,P

Premium Economy: G, E, N

Economy: Y,B,M,U,H,X,G,Q,N,V,W,S,T,E,L,K

Checkin Deadline:

FIRST / BUSINESS: 40 MINUTES ECONOMY: 60 MINUTES



FRA Contact List

	NH	Prefix: 205
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	SPVR on duty frakinh@ana.co.jp	05:00-21:45	690 32023 Mobile: 0172 6171600	FRAKINH
BAGGAGE SERVICES	Fraport Lost & Found Baggage-tracing@fraport.de	05:00-24:00	690 71001 690 71006	FRAPGXH
TICKETING	ANA FRA APO frakinh@ana.co.jp	05:00-21:45	690 32023	FRAKINH
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

ANA Ticket helpdesk (24 hours) : 0800-1810397 (toll free) For EN and JP

ANA Ticket helpdesk (10:00 - 16:30) : 0800-7243798 (toll free) For DE

Booking class

First: F,A,O

Business: J,C,D,Z,P,I

Premium Economy: G,E,N,R

Economy: Y,B,M,U,H,Q,V,W,S,L,K,X

Checkin: Begins 180 Minutes before STD, Checkin Deadline 60 Minutes before STD



FRA Contact List

CROATIA AIRLINES	OU	Prefix: 831
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Fraap@croatiaairlines.hr AHS Supervisor frakp@ahs-aero.de	06:00– 22:30	690 21671 0171 522 7763 690 21359	FRAKKOU FRAKSXH
BAGGAGE SERVICES	AHS		690 23682	FRALSXH
TICKETING	Frato@croatiaairlines.hr OU ZAG pax.service@croatiaairline s.hr	Mo-Fr 08:30 – 16:30	069 920 05210 +385 1 616 4580	ZAGKKOU
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

Contact Center Telephone Sales ZAG

MON-FRI 08:00 – 18:00

SAT-SUN/Holidays 09:00 – 15:00

+385 1 6675555

contact@croatiaairlines.hr

Booking classes:

First: -

Business: C, Z, D, J, R

Economy: Y, P, B, M, U, G, H, V, W, Q, S, L, T, A, O, K



FRA Contact List

ASIANA AIRLINES 	OZ	Prefix: 988
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Manager on Duty Mobile Numbers: Ms. Sujeong Hwang 0178 827 1410 Ms. Insook Hue 0177 479 1718 Ms. Eunyoung Burk 0177 321 7119 Mr. Jungkeun Hyeon 0176 32131267	Winter 10:00 – 19:00 Summer 11:00 – 20:00	690 20245 690 20246 690 20247 690 31952	FRAKKOZ
BAGGAGE SERVICES	Fraport Lost&Found Baggage-tracing@fraport.de	05:00-24:00	690 71001 690 71006	FRALLXH
TICKETING	reservationgermany@flyasiana.com Wilhelm-Leuschner-Strasse 7 69329 Frankfurt	08:30–17:30*	069 921 01910	FRASMOZ
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

Booking classes:

First = No first class available

Business = J, C, D, Z, U, I, P, (R = Staff)

Economy = Y, M, H, E, Q, K, S, V, W, T, L, G, X, B (N = Staff)

*Out of office time: calls will be automatically forwarded to central TKI desk



FRA Contact List

brussels AIRLINES	SN	Prefix: 082
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	LH Passenger Service Manager Hub Control Center fralgp.iocc@dlh.de	06:00–22:30	690 31563	FRASHLH
BAGGAGE SERVICES	LH Lost & Found fra.dispogepaeckermittlung@dlh.de	05:30–23:00	690 32464 690 77080	FRALLLH
TICKETING	Lufthansa Ticket Hotline	05:30–23:45	690 32008	FRASXLH
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

NO SN STAFF IN FRA, ALL HANDLING BY LH

LX/OS/SN Station Manager: Sven Henrik Detring, Mo.-Fr. 09:00 – 18:00

Tel. 690 28650 / 696 37184

During Absence:

Operational Station Management by Hub Duty Officer (HDO) 06:00 – 23:00 hdo_fra@dlh.de
/ Tel. 696 142555

Booking class

Business: J, C, D, Z, P, I, R

Premium Eco: G, E, N

Economy: Y, B, M, U, H, X, Q, V, W, S, T, L, K

Checkin Deadline:

FIRST / BUSINESS: 40 MINUTES ECONOMY: 60 MINUTES

SINGAPORE AIRLINES	SQ	Prefix: 618
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FRA Contact List

	Name	Operating hours	Telephone	SITA
SUPERVISOR	Supervisor on duty	Daily 05:00 – 00:00	690 32881 mobile: 0172 1497666	FRAKKSQ
BAGGAGE SERVICES	Fraport Lost&Found Baggage-tracing@fraport.de	05:00-24:00	690 71001 690 71006	FRALLXH
TICKETING	CCT_CCM@singaporeair.com.sg	24hrs	+65 67143030	
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

- No WEAP accepted from/to OAL on SQ operating flights (only SQ on SQ)

Booking classes:

Suites/First = F, A, O

Business = Z, C, J, U, D, I

Premium Economy = S, T, P, L

Economy = Y, B, E, M, H, W, Q, N, V, K, X



FRA Contact List

	TG	Prefix: 271
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Supervisor on duty frako@thaiairways.de frakp@thaiairways.de	11:30 – 21:30	690 70682 Mobile: 0171 6789 851	FRAKOTG FRAKPTG
BAGGAGE SERVICES	Fraport Lost&Found Baggage-tracing@fraport.de	05:00-24:00	690 71001 690 71006	FRA LLTG
TICKETING	TG Town office (Maria Llamas) reservation@thaiairways.de fra@thaiairways.de	MON-THU 09:00-17:00 FRI 09:00-16:00	069 92874 444/445/446	FRAHATG FRAHTTG
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

Please note that Thai Airways has neither Ticketing Counter nor Staff deployed at the airport. Please also note that we do not have an own TG Lounge at FRA and therefore frequently use the Lufthansa Senator and Business Class lounges.

Since Lufthansa First Class Lounge is exclusive to LH First Class passengers only, TG First Class passengers may only use the Senator Lounges at FRA.

Booking classes:

Suites/First = F, A, P, O

Business = C, D, J, Z, I, R

Economy = Y, B, M, H, Q, T, K, S, X, V, W, L, N, G



FRA Contact List

TURKISH AIRLINES 	TK	Prefix: 235
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	Manager on duty fraops@thy.com	09:00-18:00	955 171 86 Mobil: 0178 2693657	FRAKZTK
BAGGAGE SERVICES	Serap Polat frabag@thy.com FRALL@AHS-AERO.DE	MON-FRI 09:00-18:00	955 171 85	FRAKZTK
TICKETING	TK Counter (Halle C #700.6-700.7) fra-ticketing@dhs.aero TICKETING.FRA@THY.COM	05:30-22:30	690 32829	FRAKZTK
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

After hours contact:

Operation: see Supervision

Central Reservation: 867 99 848

Booking classes:

Business: C, D, K, J, I

Economy: Y, B, H, M, T, Q, E, V, L, W, P



FRA Contact List

 TAP PORTUGAL	TP	Prefix: 047
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	FPS passage@fps-fra.de	24/7	690 32523 0173 6510339	FRADEXH
BAGGAGE SERVICES	Fraport	05:00–24:00	690 71001	FRALLXH
LOAD CONTROL RAMP AGENT	Fraport Ground.ops@fraport.de	24/7	690 71239	
TICKETING	Airport Ticketing Office		+351 21 123 4480	FRATRTP
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

*only internal in Fraport telephone system

Call Center TAP

Germany: 01806-000 341

Austria: 0810-810-807

Opening hours: Mo-Fr 08:15 – 20:00, Sa-Su 09:00 – 20:00

Booking Classes

Business Class: C, D, Z, J, (I), R

Economy Class: Y, B, M, S, H, Q, P, V, W, A, K, L, U, E, T, O, G, (X), N

Milage: I and X

Staff: R and N



FRA Contact List

UNITED 	UA	Prefix: 016
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	Name	Operating hours	Telephone	SITA
SUPERVISOR	1 Supervisor on duty daily	05:00-17:30	690 27837	FRATBUA
BAGGAGE SERVICES	UA FRA-baggage@united.com	06:00-16:00	690 28718	FRALLUA
TICKETING	No ticket counter. Service Counter 496 staffed	06:00-16:00	690 80496	FRATCUA
LOUNGE	Lufthansa Maitre de Lounge		690 22889	

COMMENTS:

- WORLDWIDE TICKET HOTLINE: +1-800-231-0856

Booking classes:

Business Class J JN C D Z ZN P PN PZ IN I

Premium Economy O ON A R RN

Economy Y YN B M E U H HN Q V W S T L K G XN X

Two-letter booking classes are upgrade classes only.

Checkin Deadline: 60 Minutes

UM's:

Unaccompanied minors are accepted for **travel only on NON-STOP flights** operated by United Airlines and United Express. **NO interline or codeshare itineraries will be permitted including UA* flights operated by another carrier.**

PETS:

United Airlines **does not accept pets** (AVIH) as checked baggage
Interline animals cannot be accepted at any time.



FRA Contact List



	Name	Telephone
Fire/ Ambulance	690 112	
Security Emergency	690 114	
Zentrale Störmeldestelle/ Central Service Desk		690 119
FraCares (PRM/UM Service)		690 77802 690 77804
Baggage Services	Fraport Halle Mitte	690 71122
Airport Clinic Reception		690 66767
FRA Customer Service Center		690 77094 690 77095
Terminal Duty Manager TDM Passenger Flow management, Passenger Services, CKI Counter allocation. Fraport Comm. Center	<i>TDMundEL-FTU-TB1@fraport.de</i>	690 55555
Sicherheitsleitstelle (Central Security Desk)		690 22222
Polizei, 19. Polizeirevier/ Police station		755 11900
Bundespolizei/ Federal Police		690 33331
Zoll Leitstelle/ Customs		690 51281
COMMENTS:		