



READ AND SIGN

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Topic: VIP Passenger Handling

Dear all,

Fraport offers a VIP service for passengers independent of the airline they are flying with. Simply put, these passengers are handled in almost the same way as deportees. A representative from Fraport VIP Services verifies the passengers are indeed our passengers based on their travel documents. The representative will hold these documents for the passenger until it is time to board the flight. At the check-in, they will arrive with the travel documents to request boarding passes and drop/request tags for the luggage.

It is the responsibility of the passengers to provide the representative with all travel documents and visas required for the flight so that we may check them. For any information, additional documentation, or questions that we require from the passenger, we shall ask the representative who will remain in contact with the passenger until boarding. During boarding the VIP passenger will be brought directly to the aircraft and the gate staff will be contacted. For any missing API data or document checks on non-Schengen flights, the representative shall be instructed to come to the gate so that the documents can be checked and swiped into the DCS. Do not forget to confirm with the TRC that the VIP has been boarded and to board them in the system.

Thank you!

Jonathan