

Topic: Arrival Services – Opening the Door for I/B PAX, Ordering the Jet Bridge Driver

Dear All

We have some changes regarding the door for inbound passengers in Terminal 1, and as a refresher I would like to mention the process for Terminal 2 and how you can request the jet bridge drive in Fraport's system.

Refresher: Arrival Services – Opening the Door in Terminal 2

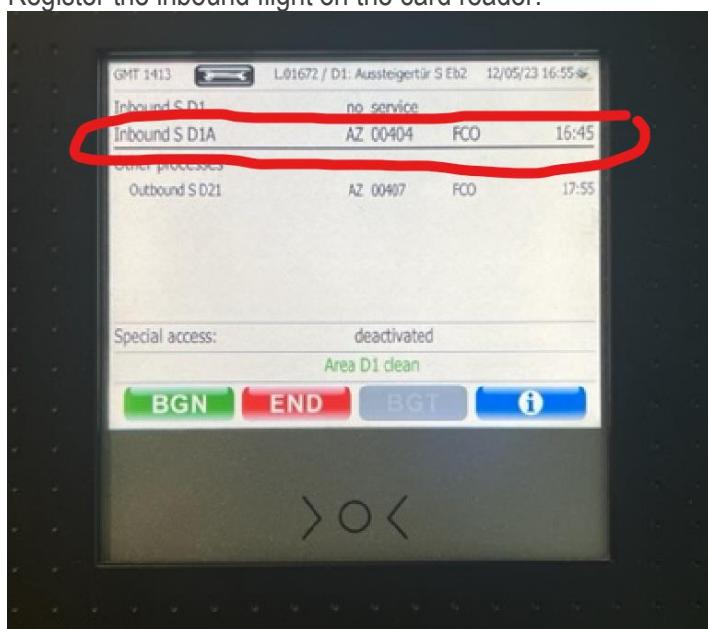
This is applicable for Schengen Gates only! Airlines: airBaltic & ITA. On Corendon, Pegasus and HiSky in case of jet bridge position, it is done by the jet bridge driver.

1. Step

Make sure you arrive to the position before the aircraft!

2. Step

Register the inbound flight on the card reader:



3. Step

Open the door. Control that no one enters the jet bridge. Once disembarking finished, close the door and deregister the inbound flight on the card reader.



Arrival Services – Opening the Door in Terminal 1

Recently Frankfurt Airport has assigned this duty of opening the door for the disembarking passengers to the Ground Handlers.

Since LOT is handled in Terminal 1, we are affected by this change, so please make sure the first person going to the gate leaves early enough to be able to open the door.

IMPORTANT: B10, B19 and C01 are special gates. On these gates we are not allowed to open the door for the inbound passengers, but is done by the jet bridge driver.

Ordering the Jet Bridge Driver

As complicated as Frankfurt is, I will try to summarize as simple as I can:

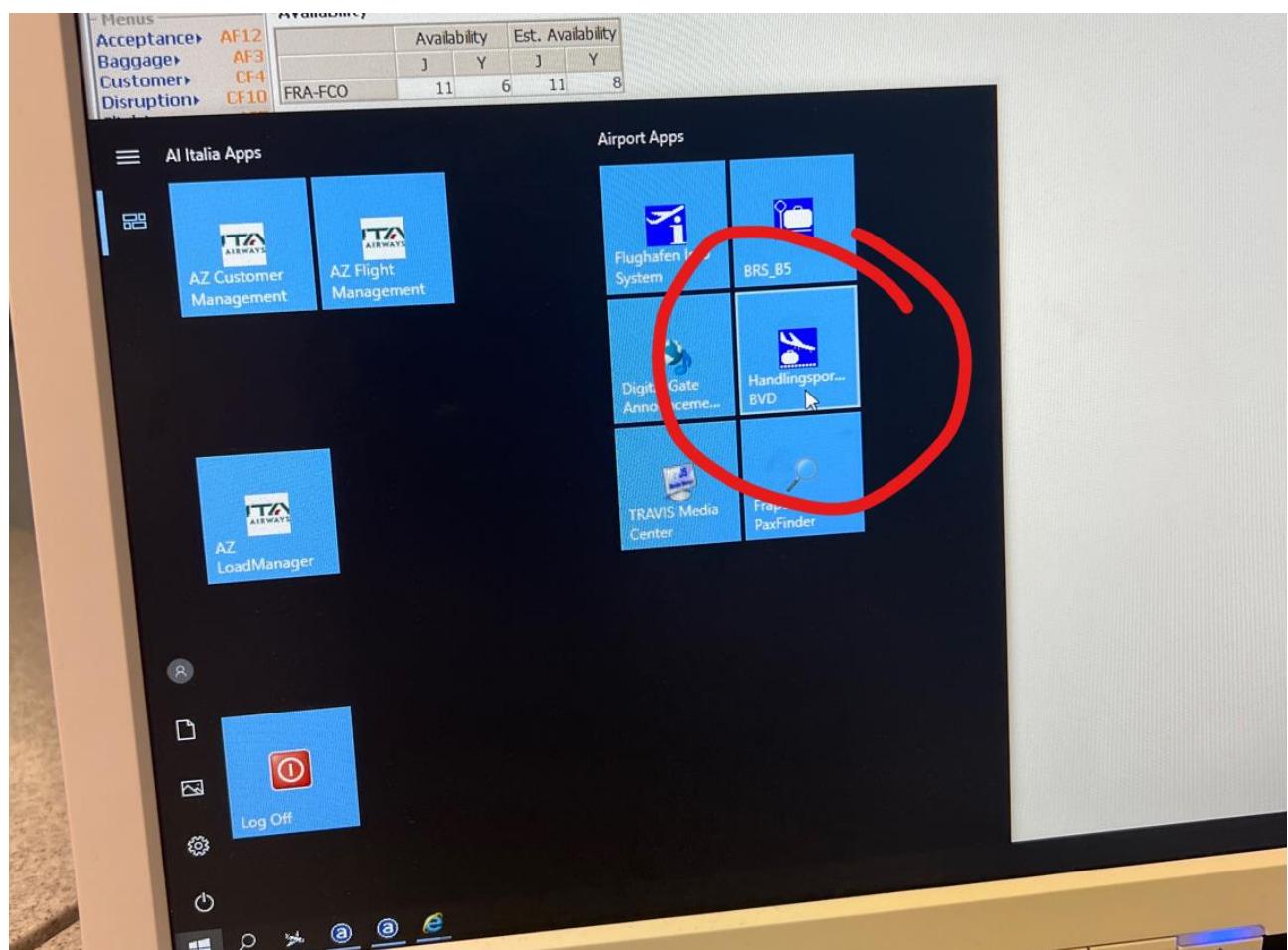
It is applicable and should be performed only in Terminal 2 and only on the Schengen Gates. Flights: ITA & airBaltic.

In Terminal 2 on the Non-Schengen Gates (Pegasus, Corendon, HiSky) it is not possible to order the jet bridge driver through the system. They need to be called.

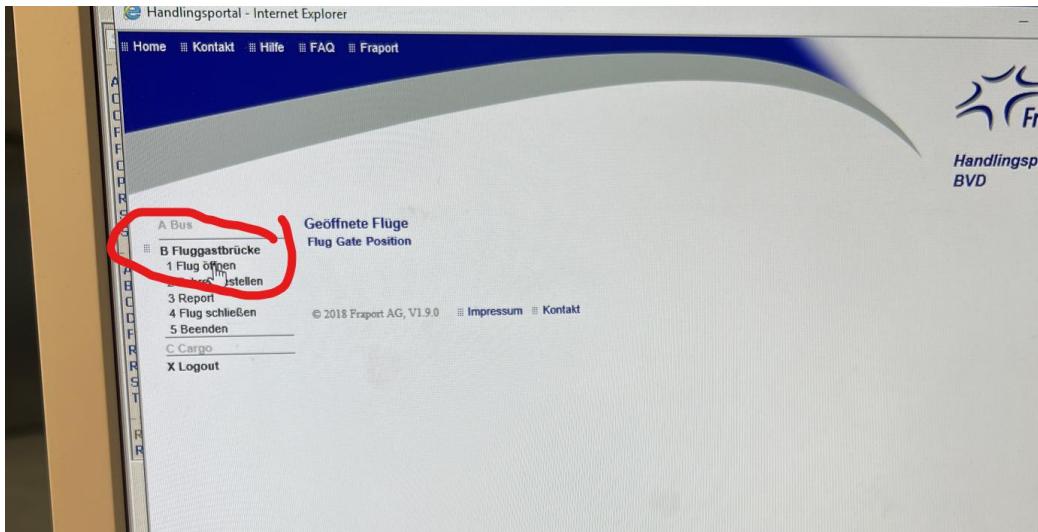
In Terminal 1 same.

But in Terminal 2 at the Schengen Gates, the jet bridge driver needs to be ordered in Fraport's system. So, if the aircraft is parked on a jet bridge position, as soon as you are finished with the boarding at the gate, order the jet bridge driver:

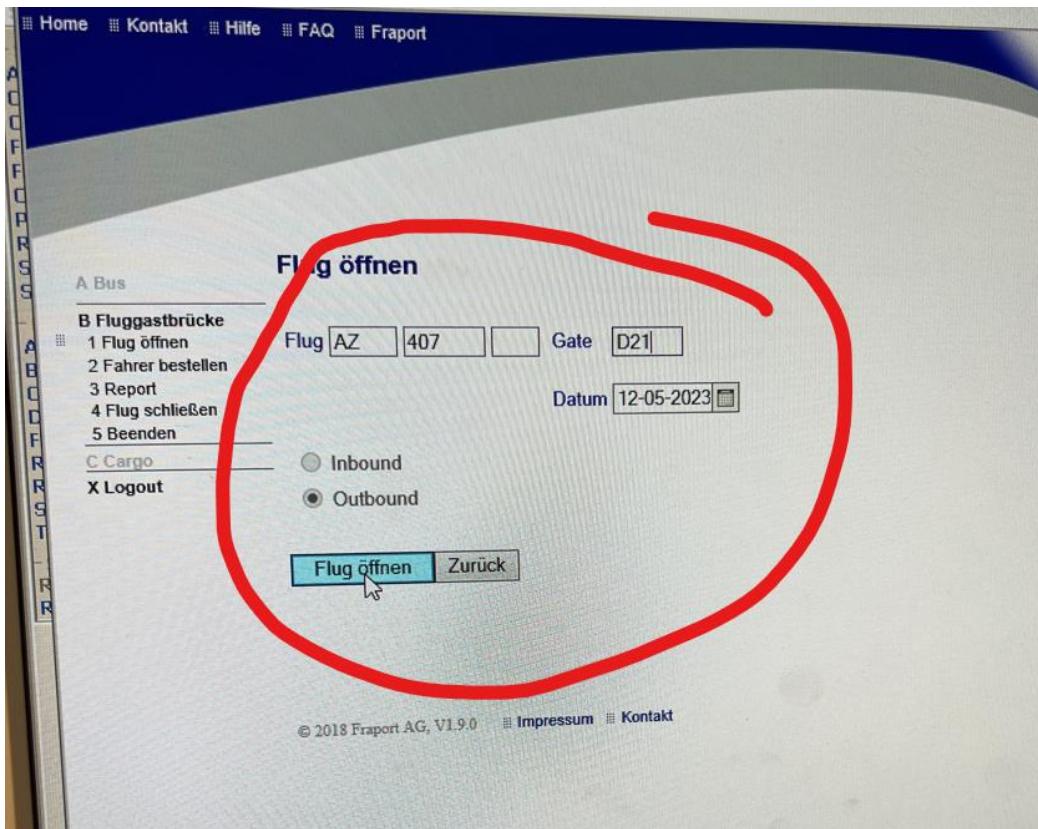
1. Step: Open the application



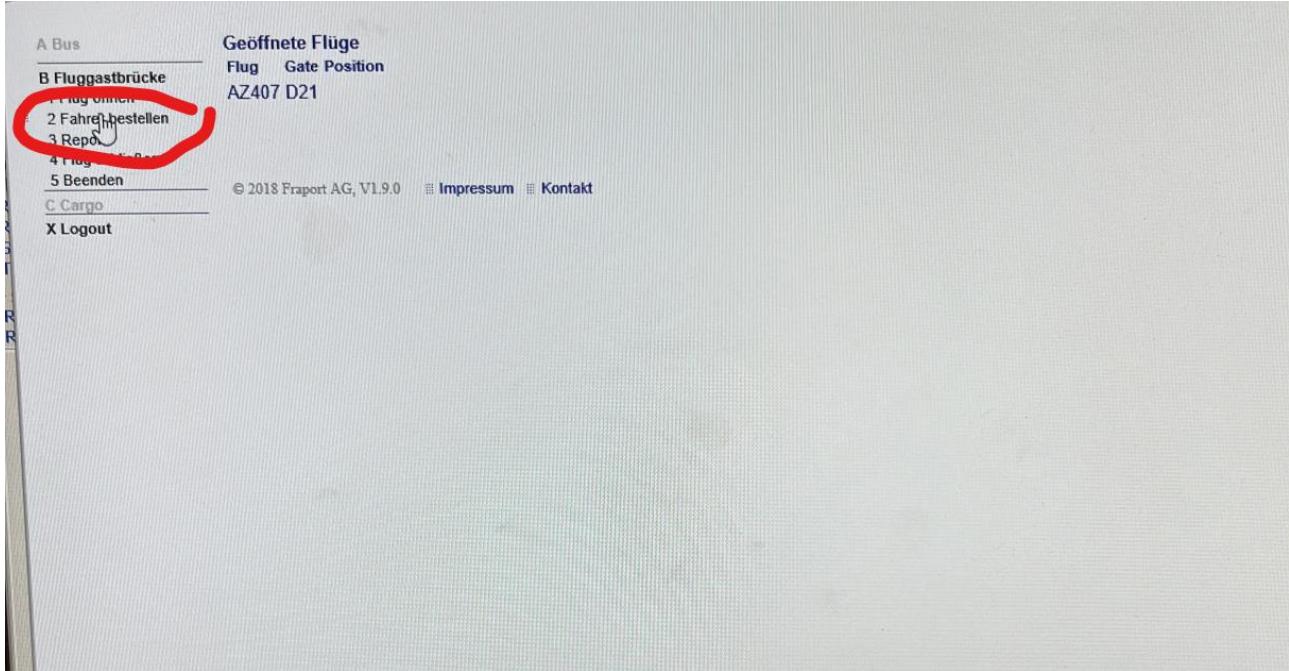
2. Step: Open your flight



3. Step: Add flight details



4. Step: Order Jet Bridge Driver



Please make sure you always use this tool on ITA and airBaltic if the aircraft is parked on a jet bridge position, and please order the driver as soon as the boarding is finished at the gate.

Thank you!

Norbert