



### **Crew way FRA (ad-hoc subcharter/non-home based carrier only)**

- ALL TUI flights are handled in Terminal 2
- Departure Level 2 for Schengen flights
- Departure Level 3 for Non-Schengen
- drop-off at airport anywhere crew desires, preferable in front of main entrance/T2

#### **DEPARTURES IN GENERAL:**

- ➔ Kindly contact DHS OPS about your arrival-time at gate ahead of time and clarify open issues (DHS Back Office OPS: +49 151 23211 415)
- ➔ Transmit your tripinfo or fuel order to: [FRA-ops@dhs.aero](mailto:FRA-ops@dhs.aero)
- ➔ **For live flights please always proceed to designated gate for both - remote & bridge position**  
**For remote positions pls order a crew bus yourself +49 69 690 70483 and point out clearly at which gate the bus driver can pick you up (as this process is different from X3 crew).**  
**Please keep in mind, that after the bus was ordered it can take 5-10 mins for the bus to arrive at the gate. DHS gate staff will open all gate doors for you.**

#### **DEPARTURES > SCHENGEN:**

- from main entrance **level 2** straight ahead about 80m go directly in the direction of passengers security control check points (#01 – #12)
- use left of #12 "**Personal- und Warenkontrolle/ staff and goods control**" (written on a black cube)

#### **DEPARTURES > NON-SCHENGEN:**

- from entrance straight one floor up to **level 3** by escalator or lift towards passport control/federal police on right hand side
- after control turn LEFT for all gates "E (+ number)" or RIGHT for all gates "D (+ number)"
- find "**staff and goods control**" check point NEXT to passengers security check points for assigned gate

#### **ARRIVALS > SCHENGEN:**

- follow passengers way to baggage claim area. Any crew baggage from hold to be transported by crew.

#### **ARRIVALS > NON-SCHENGEN:**

- Follow passengers way through passport control to baggage claim area. Any crew baggage from hold to be transported by crew.

Transportation by AP/HOTAC and vice versa should be prearranged through crew contact;  
**meeting point pick-up is Parking P19 (T2/area E/level 2 exit 9)**

#### **Sample crew ID**

Samples of crew IDs for new airlines at FRA should be send to:

[PWK-TEAM@FRAPORT.DE](mailto:PWK-TEAM@FRAPORT.DE); [M.VOLNHALS@FRAPORT.DE](mailto:M.VOLNHALS@FRAPORT.DE); [A.WANDERS@FRAPORT.DE](mailto:A.WANDERS@FRAPORT.DE)