

# derflughafentransfer - collection ticket

## DEPARTURE

After making your booking, we will call you one day before your departure in order to verify the flight information. During this call, the pick-up date, pick-up time, arrival time, departure airport and flight number will be compared with the information in your documents.

If you should notice any discrepancies in the information, please inform us as soon as possible. Generally, the pick-up times agreed upon in advance (please be ready for pick-up within a time frame of +/- 15 minutes!) are to be adhered to. However, because we carry out collective transfers, they may change slightly. If this is the case, you will be informed in time. If you do not wish to make use of a collective transportation vehicle, ask for our exclusive transfer.

You will be picked up at home. Please remain close to your telephone until our driver rings the doorbell.

Please do not wait in front of your building, so that we can reach you by phone if there are any unforeseen delays.

Payment is to be made in full on the way to your destination (in cash, check, credit card). You will be given a receipt.

Please note the meeting point for the return journey as indicated in the following as well as our General Terms of Carriage.

## ARRIVAL

Upon arrival in Frankfurt, our driver will be waiting for you at the **"Meeting Point" of the terminal where your plane is getting into position** (45 minutes after actual landing). **The terminal does not have to be changed!** Please have this ticket ready for identification during pick-up at the airport and show it to the driver.

**TERMINAL 1 — ARRIVAL HALL B or TERMINAL 2 — ARRIVAL HALL E**

You will recognize this meeting point by the large cube attached to the ceiling. Our driver will wait for you right under this cube.

### TERMINAL 1

- If you receive your luggage in **Arrival Hall A**, please go directly to the right after leaving the baggage claim and customs clearance. You will leave Hall A and enter Hall B.
- If you receive your luggage in **Hall B**, you will definitely see the meeting point after leaving the baggage claim and customs clearance.
- If you receive your luggage in **Hall C**, turn immediately to the left after leaving the baggage claim and customs clearance. You will then leave Hall C and enter Hall B. You will see the aforementioned cube at the end of this hall.

### TERMINAL 2

- If you should arrive in **Terminal 2**, please walk to the middle of the terminal. **Meeting Point E** will be located there. This is where you will need to be.
- If you should encounter **problems with your luggage** — e.g. something is missing or your luggage is damaged — please inform our driver immediately, as he cannot wait for you indefinitely. If our driver is not yet there waiting for you, please remember that we too are at the mercy of traffic and weather conditions, and that we may also encounter delays.

Delays may arise due to late arrivals or in the coordination of collective pick-ups. However, if your flight should arrive early, we ask for your understanding if you should have to wait a while for our driver, as we are only informed of the actual arrival time 60 minutes before landing.

- **If your flight should be delayed**, do not worry, we will have been informed of this. However, if you performed a rebooking at your destination, i.e. changed to a flight with a different flight number or arrival time than the one indicated on your transportation request, please inform us of this as soon as possible, as we operate exclusively using the data available to us. This also applies if your flight should be redirected, i.e. if you land at a different airport than the one specified to us.

In this case, we will not receive any information about your actual arrival time. Hence, please send us a short message informing us of this. We are available on the phone around the clock at the following numbers:

**Phone: +49 (0) 67 31 / 72 38 or Fax: +49 (0) 67 31 / 4 51 97**

**If you adhere to all the points mentioned above, a seamless transfer is guaranteed. However, if problems occur despite this, please contact us immediately. In the case of an inability to provide transport due to force majeure, there is no entitlement to claim damages.**

Please also read our Terms and Conditions at [www.derflughafentransfer.de/agb.html](http://www.derflughafentransfer.de/agb.html) for more information.