



VIP-SERVICES

Service Catalog and Price List

Valid starting July 1st, 2018

Dear Customer,

Thank you very much for your interest in our services!

The following pages provide detailed information on the VIP services that are available at Frankfurt Airport.

The options include our classic "Carat" VIP service, which can be flexibly supplemented by additional services (see page 4), and three other very popular packages (Color, Clarity and Cut).

To make it easier for you to compare these service packages, the annex to this catalog contains a detailed overview of all available service components. We will of course also be happy to advise you and answer any questions you may have.

You can reach us by calling +49 69 690-70366 or sending an email to vip-services@fraport.de.

We're looking forward to welcoming you!

Best regards from the Frankfurt Airport VIP-Services



VIP-SERVICES

Services and Prices

VIP-Services

Service	Name	Description	Price w/o VAT
Arrival or departure	Carat	Our Carat package comprises a complete set of VIP services: Personal assistance for and coordination of all steps in the travel process while bypassing the normal passenger flows in the terminals, use of a lounge, and transfer by luxury limousine.	€330 for 1 person, €180 for each additional person
Transfer	Carat	Additional special services and private rooms can also be booked.	€340 for 1 person, €260 for each additional person

VIP-Service Packages with Rooms and Other Services

Service	Name	Description	Price w/o VAT
Arrival or departure	Color	The Color package includes the standard VIP-Service for one guest , plus a limousine service for transferring to or from a location within a 20-kilometer radius around the airport and private use of a Panorama Suite (4 hours) .	€480 for 1 person €160 for each additional person*
	Clarity	The Clarity package includes the standard VIP-Service for two guests , plus a limousine service for transferring to or from a location within a 40-kilometer radius around the airport, private use of a Superior Suite (4 hours) , and up to three meeters & greeters and/or business partners .	€790 for 2 persons €160 for each additional person*
	Cut	The Cut package includes the standard VIP-Service for three guests , plus a limousine service for transferring to or from a location within a 80-kilometer radius around the airport, private use of a Royal Suite (4 hours) , up to three meeters & greeters and/or business partners , import or export clearance by a customs officer, a 2nd luxury limousine and much else.	€1,600 for 3 persons €160 for each additional person**
Transfer	Color	This Color package includes the standard VIP-Service for one guest and private use of a Panorama Suite (4 hours) .	€430 for 1 person €220 for each additional person*
	Clarity	This Clarity package includes the standard VIP-Service for two guests , private use of a Superior Suite (4 hours) , and up to three meeters & greeters and/or business partners .	€770 for 2 persons €220 for each additional person*
	Cut	This Cut package includes the standard VIP-Service for three guests , private use of a Royal Suite (4 hours) , up to three meeters & greeters and/or business partners , import or export clearance by a customs officer, a 2nd luxury limousine and much else.	€1,600 for 3 persons €220 for each additional person**

When booking VIP services, please keep the maximum capacities of the different accommodations in mind.
Depending on the size of the group, it may be necessary to book additional suites.

* This service is for a maximum of 4 guests.

** This service is for a maximum of 8 guests.

All prices shown here are net, i.e. they do not include the applicable value-added tax. Infants up to the age of two may accompany paying family members free of charge. VIP services may be booked for up to four hours and are coordinated with the scheduled arrival and/or departure times according to the flight schedule (STD/STA).

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VIP-SERVICES

Exclusive Use of Private Rooms

High-speed Wi-Fi is available at no additional charge in all lounges and suites.

Prices for the exclusive use of suites	Price for < 2h	Price for each additional hour	Price per day (> 5 hours)
Panorama Lounge Approx. 200 m ² , premium furnishings and amenities, a panoramic view of the apron, lounge, eating and work areas for up to 55 guests	Please inquire	Please inquire	Please inquire
Club Lounge Approx. 100 m ² , premium furnishings and amenities, a bar, lounge, eating and work areas for up to 30 guests	Please inquire	Please inquire	Please inquire
Red Royal Suite Approx. 55 m ² , premium furnishings and amenities, a lounge area for up to eight guests, television with SAT reception, a separate toilet, and a luxurious bathroom with tub	€600	€150	€1,000
Blue Royal Suite Approx. 60 m ² , premium furnishings and amenities, lounge, eating and work areas for up to eight guests, television with SAT reception, a separate toilet, and a luxurious bathroom with shower	€500	€150	€1,000
President Suite Approx. 50 m ² , premium furnishings and amenities, a panoramic view of the apron, lounge, eating and work areas for up to eight guests, television with SAT reception and a videoconferencing setup	€250	€100	€800
Grand Conference Lounge Approx. 60 m ² , high-end conference facility with a panoramic view of the apron and lounge area for up to 12 guests, television with SAT reception and a videoconferencing setup	€400	€200	€1,500
Conference Lounge Approx. 50 m ² , a high-end conference facility lounge area for up to 12 guests, television with SAT reception and a videoconferencing setup	€250	€100	€800
Grande Suite No. 1–2 Approx. 40 m ² , premium furnishings and amenities, lounge, eating & work areas for up to four guests, TV with SAT reception, separate toilet, luxurious bathroom with shower & footbath or bathroom with tub	€250	€100	€800
Superior Suite No. 1–3 Approx. 30 m ² , premium furnishings and amenities, lounge, eating and work areas for up to four guests, television with SAT reception, separate toilet, luxurious bathroom with shower	€150	€80	€600
Dream Lounge No. 1–2 Approx. 20 m ² , premium furnishings and amenities, 2 single beds or one double bed for up to two guests, a separate toilet and a luxurious bathroom with shower	€150	€80	€600
Petite Suite Approx. 20 m ² , premium furnishings and amenities, lounge, eating and work areas for up to four guests, TV with SAT reception, separate toilet, luxurious bathroom with shower and baby changing table	€100	€80	€500
Panorama Suite No. 1–3 Approx. 25 m ² , premium furnishings and amenities, a panoramic view of the apron, lounge, eating and work areas for up to four guests, TV with SAT reception	€100	€80	€500
City Suite Approx. 30 m ² , premium furnishings and amenities, for use when arriving or departing, located in the presecurity zone, for up to eight guests, TV with SAT reception, daily newspapers and magazines	€300	€150	€2,000

All prices shown here are net, i.e. they do not include the applicable value-added tax. Prices for indicated special services are additionally charged. Infants up to the age of two may accompany paying family members free of charge.

There is no Long Stay charge when booking a private suite or lounge.
Booked special packages (Color, Clarity and Cut) are limited to four hours.

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Additional Services Available When Purchasing a Service Package

Service	Description	Price w/o VAT
Deployment of an additional limousine	On the airport premises during a booked service package	€180
Additional meeters & greeters and/or business partners *	One is included in the price, thereafter	€60 per person
Long Stay	Extra time beyond the included four hours **	€200
Export or import clearance by a customs officer in the VIP-Services facility ***	15 minutes Each additional 15 minutes	€67.50 €22.50
Follow-me apron escort to or from the General Aviation Terminal (GAT) for a private vehicle		Please inquire
Groups	20 persons or more	Please inquire
Transfers	To or from a hotel at the airport	€80
	To or from one of the airport train stations	€80
	To the Lufthansa First Class Terminal ****	€80
	To or from the Frankfurt-Egelsbach Airport	€150
Limousine service	Within a 20-kilometer radius around Frankfurt Airport	€130
	Within a 40-kilometer radius around Frankfurt Airport	€160
	Within an 80-kilometer radius around Frankfurt Airport	€200
Valet Parking *****	Per day	€35
	One week	€200
	Two weeks	€380
	Longer than two weeks	Please inquire
Service before 6 a.m. *****	Flat fee	€150

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- * In accordance with the official regulations. The VIP-Service may only authorize additional persons to accompany guests if they present a valid officially issued passport or ID card. Diplomatic accreditation cards and protocol passes cannot be accepted.
- ** VIP services may be booked for up to four hours and are coordinated with the scheduled arrival and/or departure times according to the flight schedule (STD/STA).
- *** A separate invoice is issued for this service, indicating the complete price including value-added tax.
- **** Only for entitled passengers with a connecting Lufthansa flight. The VIP-Service ends when they arrive in the First Class Terminal.
- ***** This special service may only be booked together with an arrival or departure service package.
- ***** This also applies to meeters & greeters who meet a passenger at the aircraft.



VIP-SERVICES

Service Catalog and Price List for 2018 - Annex

Detailed Overview

All Services Offered for Departing and Arriving Passengers

Services	Carat	Color	Clarity	Cut
Price for first VIP guest per service package	€330	€480	€790	€1,600
Price for each additional VIP guest for the same service package	In-/outbound: €180 Transfer: €260	In-/outbound: €160 Transfer: €220	In-/outbound: €160 Transfer: €220	In-/outbound: €160 Transfer: €220
Maximum number of guests per service package		4	4	8

Arrival and Departure Services (with Alternative Options)

A) Limousine service or		Up to 20 km	Up to 40 km	Up to 20 km
B) Valet parking or		Up to 1 week	Up to 1 week	Up to 2 weeks
C) Transfer to or from a hotel at the airport or		◆	◆	◆
D) Transfer to the Lufthansa First Class Terminal after arriving* or		◆	◆	◆
E) Transfer to or from one of the airport train stations or		◆	◆	◆
F) Transfer to or from the Frankfurt-Egelsbach Airport				◆
Exclusive use of the limited-access driveway to the VIP Terminal	◆	◆	◆	◆
Short-term parking spaces in front of the VIP Terminal for chauffeurs or for leaving vehicles for valet parking	◆	◆	◆	◆

Services at the Airport

Access to the VIP Terminal and the lounges in the transit zone	◆	◆	◆	◆
Personal support by a VIP assistant throughout the travel process while bypassing the main passenger flows in the terminals	◆	◆	◆	◆
Check-in and exclusive baggage drop-off or pickup, depending on the baggage handling rules of the booked airline	◆	◆	◆	◆
Exclusive drop-off or collection of additional baggage			◆	◆
Export clearance by a customs officer in the VIP facilities				30 min.
Import clearance by a customs officer in the VIP facilities				30 min.
Value-added tax refund	◆	◆	◆	◆

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All Services Offered for Departing and Arriving Passengers

Services	Carat	Color	Clarity	Cut
Use of an exclusive security checkpoint	◆	◆	◆	◆
Organization of and assistance for immigration and border checks	◆	◆	◆	◆
Transfer to or from the aircraft in a luxury limousine or VIP bus (for groups)	◆	◆	◆	◆
Deployment of an additional Presidential Luxury Limousine				◆
Use of the Panorama or Club Lounge**	◆	◆	◆	◆
Private suites or conference facilities		Panorama Suite	Superior Suite	Royal Suite
Food and beverages (alcoholic and non-alcoholic)	◆	◆	◆	◆
Foreign newspapers and magazines	◆	◆	◆	◆
Smoking and cigar lounges in the transit zone	◆	◆	◆	◆
Free Wi-Fi	◆	◆	◆	◆
Gym***	◆	◆	◆	◆
Showers	◆	◆	◆	◆
In-lounge duty-free shopping	◆	◆	◆	◆
Personal shopping assistant			◆	◆
Meeting of one person (who is not traveling with the guests) behind the security checkpoint or at the aircraft	◆	◆	◆	◆
Additional meeters & greeters and/or business partners after the security check or in the aircraft****			Max. of 3	Max. of 3

All prices shown here are net, i.e. they do not include the applicable value-added tax. Infants up to the age of two may accompany paying family members free of charge.

* Only for entitled passengers with a connecting Lufthansa flight. The VIP-Service ends when they arrive in the First Class Terminal

** For a maximum of four hours. The time during which services are provided is coordinated with the scheduled arrival and/or departure times according to the flight schedule (STD/STA).

*** Depending on the connecting flight and/or whether a suite is booked

**** In accordance with the official regulations. The VIP-Service may only authorize additional persons to accompany guests if they present a valid officially issued passport or ID card. Diplomatic accreditation cards and protocol passes cannot be accepted.



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VIP-SERVICES

All Services Offered for Transferring Passengers

Services	Carat	Color	Clarity	Cut
Price for the first VIP guest per service package	€340	€430	€770	€1,600
Price for each additional VIP guest for the same service package	€260	€220	1 included, thereafter €220	2 included, thereafter €220
Maximum number of guests per service package		4	4	8

Services at the Airport

Pickup and boarding by a VIP assistant right at the aircraft	◆	◆	◆	◆
Meeting of one person who is not traveling with the guests (meeter or greeter etc.) behind the security checkpoint or at the aircraft*	◆	◆	◆	◆
Additional meeters & greeters			max. of 3	max. of 3
Personal support by a VIP assistant throughout the travel process while bypassing the main passenger flows in the terminals	◆	◆	◆	◆
Transfer to or from the aircraft in a luxury limousine or VIP bus (for groups)	◆	◆	◆	◆
Deployment of an additional Presidential Luxury Limousine				◆
Use of an exclusive security checkpoint	◆	◆	◆	◆
Use of the Panorama or Club Lounge **	◆	◆	◆	◆
Private suites or conference facilities		Panorama Suite	Superior Suite	Royal Suite
Food and beverages (alcoholic and non-alcoholic)	◆	◆	◆	◆
Foreign newspapers and magazines	◆	◆	◆	◆
Smoking and cigar lounges	◆	◆	◆	◆
Free Wi-Fi	◆	◆	◆	◆
Gym (Depending on the connecting flight and/or whether a suite is booked)	◆	◆	◆	◆
Showers	◆	◆	◆	◆
In-lounge duty-free shopping	◆	◆	◆	◆
Personal shopping assistant			◆	◆
Import clearance by a customs officer in the VIP facilities				30 min.

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** For a maximum of four hours. The time during which services are provided is coordinated with the scheduled arrival and/or departure times according to the flight schedule (STD/STA).

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