



An Extended VIP Offering at Frankfurt Airport Ensures an Exceptional Travel Experience

“Committed to meeting all of our guests’ wishes”

At the gate, waiting passengers look up from their magazines and smartphones, startled to hear familiar melodies being played live. They twist in their seats and see, to their amazement, a well-known rock band. The musicians are currently on tour and have spontaneously decided to delight their fellow travelers with a brief concert. At the same time, a member of a European royal family is waiting in one of the suites of the VIP lounge for the lentil soup that he always orders when passing through Frankfurt Airport. It’s a popular place for guests from all over the world to visit, ranging from politicians and CEOs across actors and artists all the way to athletes and titled aristocrats. Exclusivity, discretion and personalized service characterize the VIP facilities at Frankfurt Airport, which have just been enlarged.

Your Personal Luxury

The exclusive travel experience starts for guests the moment they arrive at the airport. They are greeted in a separate area of the airport by a personal assistant, and from that point on are escorted by special routes that bypass the public terminal areas. They are taken through a private security check and don’t need to worry about anything—everything is handled for them by the assistant, who takes care of all formalities such as customs declarations. Nor is that all: “We’re committed to meeting all of our guests’ wishes,” say Nicole Ebner and Thorsten Jordan, the joint heads of VIP Services & Protocol. True to their motto, “FRA VIP Services—Your Personal Luxury”, on request the personal assistants can arrange for a tailor, masseur, hair stylist or physician. They even make sure that guests’ pets receive first-class treatment. VIP guests get to select the vehicle for riding across the apron straight to their plane just before it departs: they have their choice of a whole fleet that even includes a Bentley Mulsanne.

The Standard of a Five-Star Hotel

Because the demand for this exclusive mode of travel has strongly increased in recent years, Fraport decided to invest an eight-digit euro sum in a 1300-square-meter extension of its VIP facility. It took two years to build and has now nearly doubled the available space. The new lounge area is located in the B Transit zone of Terminal 1. The renowned Frankfurt architectural studio MM Design takes credit for the exceedingly tasteful design of the new rooms.

Attention focused on creating premium interiors with warm colors, lots of fabric, and *objets d'art*. “We have created a highly private, comfortable, relaxed atmosphere at a thoroughly mobile location,” stresses Nicole Ebner, adding that the facility matches the standard of a five-star hotel. For example, fabric covers large parts of the walls, some of the suites feature footbaths and bathtubs, and the bathroom fixtures are all made of marble.

The Taste of Camel's Milk Chocolate

The new VIP area has room for up to 80 guests, with the possibility of hosting up to 15 groups at the same time. VIP guests can choose whether they want to spend their time in company or privacy. All VIP travelers have access to a club lounge with bar, a gaming lounge, and a smoking lounge. For delegations and business meetings, a conference lounge is available. In addition, there are eight private suites of different sizes featuring a variety of furnishings, colors and amenities. A television set, magazines in different languages from various countries, and a selection of picture books are standard in every suite. High-speed Wi-Fi can be enjoyed throughout the facility. Table soccer, gaming consoles and a pinball machine in the gaming lounge help guests have fun and pass the time.

Those who are in the mood for some relaxed shopping can have anything available in the airport's shops brought to the VIP lounge to leisurely check it out: expensive jewelry, designer fashions, fine wines or liquors, caviar etc. Guests who work up an appetite from shopping or playing table soccer can order a meal or snack from a menu of dishes that are prepared fresh every day. Whether they prefer white sausage and wheat beer or caviar and Champagne, there's something for every taste, and even special wishes can be met, of which homemade lentil soup is just one example.

There's one thing that the rock musicians who spontaneously entertained passengers at the gate definitely won't forget: the taste of camel's milk chocolate, one of the culinary specialties of the VIP lounge at Frankfurt Airport.