

Meet and Assist:

These special services at Munich Airport comprise individual care, tailored to your needs and are provided by a uniformed employee of our Terminal and Passenger Services department. On arrival at the airport you will meet a sign-carrying member of our service staff, who will take care of your needs and escort you to your gate or another location of your choice on the airport property. Naturally our service staff will be pleased to help you with any other concerns or questions that arise, such as in connection with baggage, passport and security screening or customs.

Special additional services:

Porter Service

Our service team can arrange for the airport's porter service to assist you with your luggage or bulky items. The porters of the Porter Service will be on hand to help you from the time of your arrival in the terminal until you check in. If needed they will also transport your suitcases from the baggage conveyor to the location of your choice in the airport building. The porter service is an independent company operating at the airport. Services can be paid either in cash or by invoice. The basic price for porter service to transport two items of luggage is € 4.00, including VAT*. For further information on pricing please refer to our price list..

Please notice: Porter Service work at their own commission and have to be paid extra

Language Service

On request, and subjected to availability, we will be glad to provide you a Meet and Assist staff member who speaks Italian, French, Spanish, Polish or Russian for a fee of € 15.00 including VAT*.

Tax refund assistance

If you are entitled to a VAT rebate on purchases made in the EU, we will be happy to assist you. There is an additional charge of € 25.00 including VAT * because this service automatically adds one hour to the required time. Please note that we will charge a fixed fee of € 60 € including VAT* for each Meet and Assist employee for each hour if Service is longer than 90 minutes.

Lounge pick-up

Guests who are escorted to a lounge can arrange to be picked up there again for an additional service charge of € 15.00 including VAT*. Our service staff will be happy to pick you up on the same day at the time of your choice, offering you with support and assistance.

Strollers/prams

If you need a stroller or pram for children travelling with you, please let us know. Our service staff members will meet you at the gate with a stroller for no extra charge.

Lounge use in Terminal 1

For € 24.00 incl. VAT* you can access the Atlantik Lounge or Europa Lounge in Terminal 1. You will receive a separate invoice for this service.

Special requests

If you wish to arrange for other special services not listed in our product range, such as flowers to be presented to an arriving passenger, please contact us. We will be happy to make the arrangements for you.

Flughafen München GmbH
Meet and Assist Service
P.O. Box 23 17 55
85326 München-Flughafen

Phone +49 89 975-21366
Telefax +49 89 975-60538
Email meetandassist@munich-airport.de