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Specialised Services at Munich Airport by Lek Boonlert

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Munich airport recognised long ago that some customers have additional requirements that need to be met in order to ensure time spent here is equally enjoyable for all. With this in mind, there are a range of facilities for those customers with more specialist needs.

Hotels

Situated next to the terminals, hotels in Munich Airport include, Novotel and the Kempinski. The Kempinski Hotel is five star, offering the very best in accommodation for all of its customers including those with special needs.

The Check-In Desk

Lufthansa airlines have provided a special check in desk for people with disabilities that allow them to approach the desk from the side. The desk can be found in Terminal Two and guarantees individual service to its customers. Here customers can also request any additional services they may require up the boarding of their flight to make their journey as comfortable as possible, though Munich Airport does ask customers to disclose their needs some disabilities are not always immediately apparent.

The Terminal

Both terminals have been designed to offer unrestricted access to customers with special requirements such as wheel chair access, and are denoted by the universal wheelchair symbol. The airport also offers services for blind and deaf customers such as a Braille Information Point in the central area and telephone typewriters. There is also a Medical Centre in Terminal One. In addition, customers in need of help are able to approach any of the information desks throughout the terminal to ask for any assistance they may require during their time at Munich Airport.

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