

# BER Guide Service



# Übersichtsplan Terminal 1/2

## Overview of Terminal 1/2

Ebene

Level

E4

E3

E2

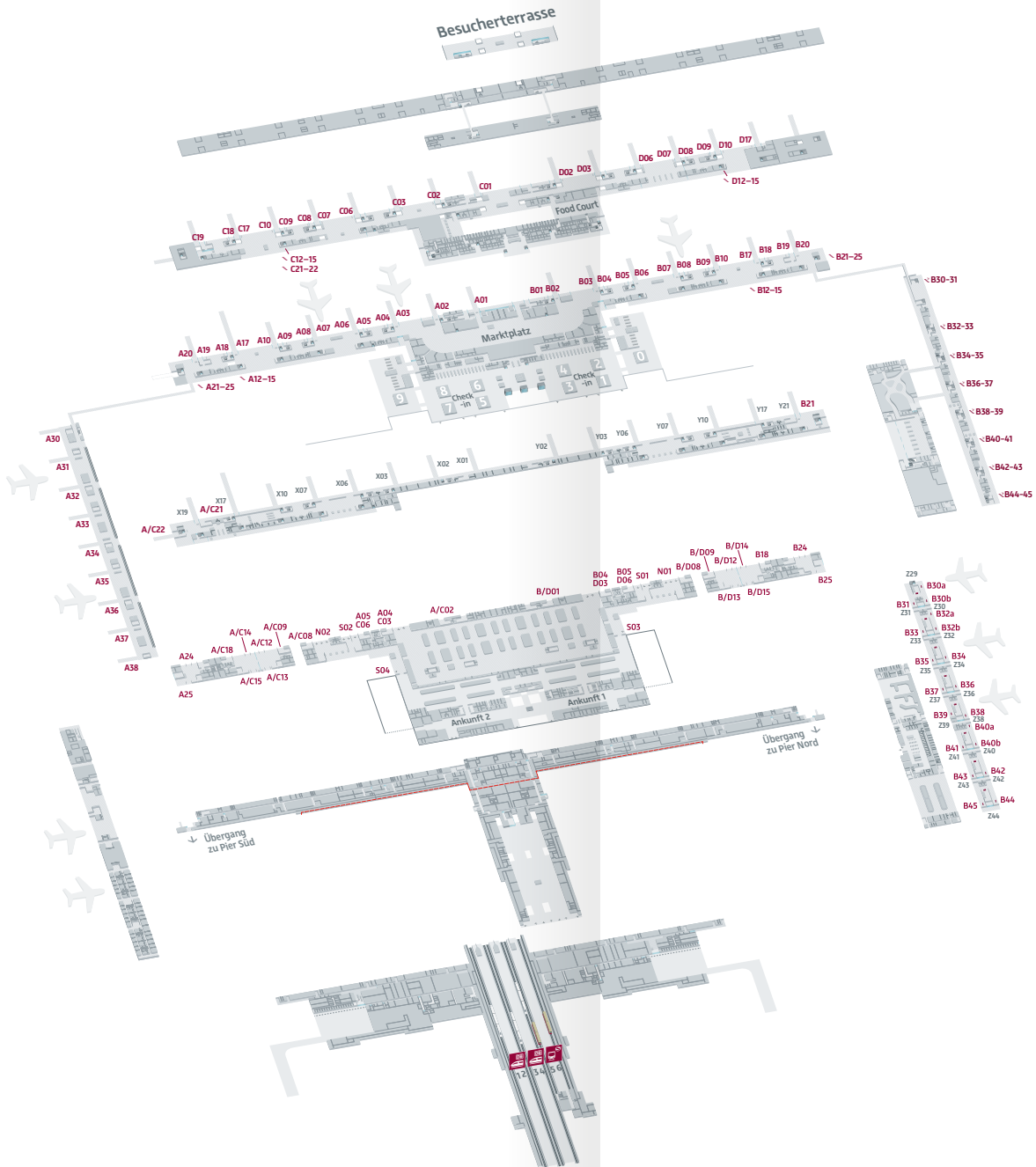
E1

EOZ

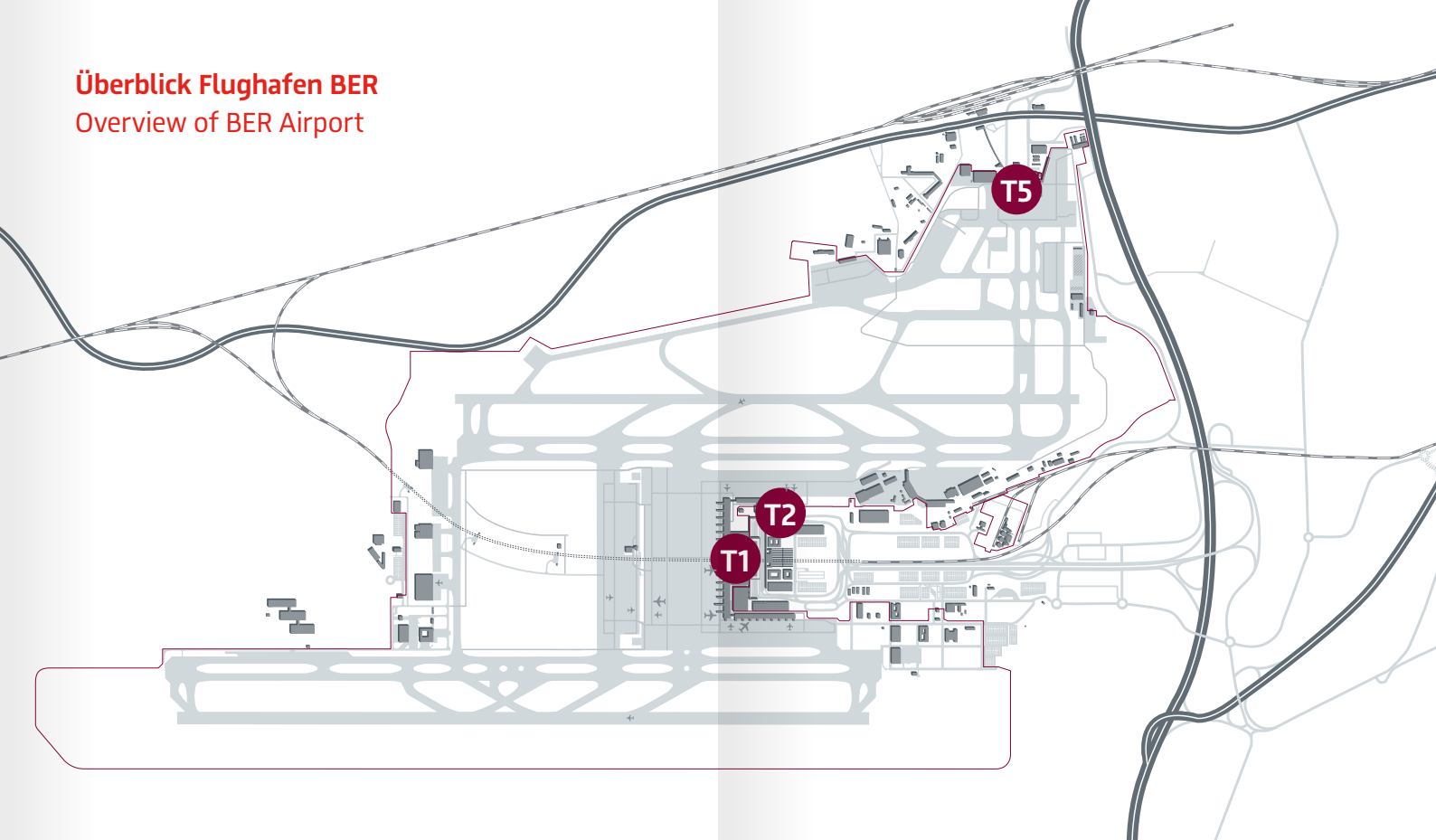
EO

U1

U2



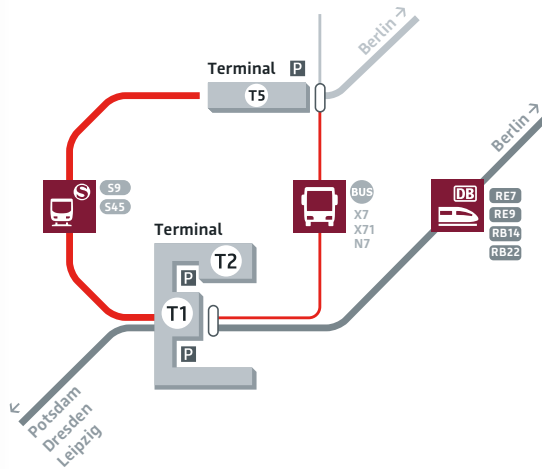
## Überblick Flughafen BER Overview of BER Airport



## Direkte Bahnverbindungen Berlin – BER Direct train connections Berlin – BER



## Verbindung zwischen den BER-Terminals Connection between the BER terminals



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# How to get to BER

The BER can be reached quickly and easily by public transport as well as by car.

## Travelling to and from the airport by public transport

### By train

All trains stop directly under Terminal 1 on Level U2. From here, you can take the Airport Express every 15 minutes to Berlin Central Station (Hauptbahnhof). The journey takes 30 minutes. There are connections to Königs Wusterhausen (16 minutes), Wünsdorf-Waldstadt (30 minutes) and Potsdam (56 minutes) every hour.



### By Suburban train and bus

The suburban train (S-Bahn) also stops at Level U2 in Terminal 1. Six suburban trains per hour connect BER with the capital's local transport network. The journey to Alexanderplatz takes 44 minutes. You can also reach the Berlin underground station Rudow (U7) in 18 minutes with the closely timed express buses X7 and X71.



### → Terminal 5

All suburban trains also stop at Terminal 5, formerly Berlin Schönefeld Airport. Suburban trains and buses also commute closely between Terminal 1 and Terminal 5. The journey takes 8 minutes. The regional train does not stop at Terminal 5.

## Getting to and from the airport by car



The direct way to BER Terminals 1/2 by car is via the A113 motorway, exit no. 8: "Flughafen Berlin Brandenburg". If you want to go to BER Terminal 5, leave the motorway at junction 7, "Schönefeld-Süd". The B96a federal road also goes to Terminal 5. From the slip roads to the A113, you can reach Berlin's city motorway, the A100, within 15 minutes heading north and the Berliner Ring, the A10, within 10 minutes heading south.



### Parking

All terminals have parking spaces. There are five car parks (P1, P2, P3, P7 and P8) and two parking areas (P4 and P6) to choose from at Terminals 1/2. You will find ten charging points for electric cars in P8. Terminal 5 has two car parks and a multi-storey car park. Accessible parking spaces can be found in all parking areas. You can recharge your e-car at 16 charging points in P54. Book a parking space online at: → [parken.berlin-airport.de](https://parken.berlin-airport.de)

### Hire cars

Hire car desks are located directly in the T1 arrival hall. You can pick up and drop off your vehicle at the hire car centre. The car hire centre is located in the multi-storey car park P2 and can be reached by foot from the main Terminal 1 in just a few minutes.

You can also book, pick up and drop off rental cars at Terminal 5. The car hire centre is located directly in front of Terminal Section L. Please park your rental car in car park P54 when returning it.

→ **Do you want to pick up or drop off passengers at BER**  
There are more than 20 short-stay (10 minutes) parking spaces on the approach to Terminal 1 and Terminal 5 (5 minutes).

### Car sharing

Would you rather use a car for a short time instead of hiring it long term? Car sharing service operators provide their customers with special parking facilities at BER. You will find the vehicles in car park P4 at Terminals 1/2. There are parking spaces from various car sharing providers in car park P56 at Terminal 5.

Please contact the car sharing providers directly to book vehicles. You will find a list of companies at the airport on the page → [service.berlin-airport.de](https://service.berlin-airport.de).



## Getting to and from the airport by taxi

If you arrive at Terminal 1/2, use the two taxi stands North and South in front of Terminal 1 on the arrivals level E0. Departing passengers get out of the taxi on departure level E1. Terminal 5 also has its own taxi stands.



For more  
information,  
please visit:  
[orientation.berlin-airport.de](https://orientation.berlin-airport.de)

# At the airport

BER airport consists of three terminals: Terminal 1 (T1) and Terminal 2 (T2) are directly adjacent to one another and Terminal 5 (T5) is located in the northern part of the airport.

T1 is the centrally located main terminal. T5 is the former Schönefeld Airport on the opposite side of the airport grounds. It is located about 2.5 kilometres linear distance from Terminals 1/2.

You will find many cafés, shops, restaurants and services in addition to facilities for passenger and baggage handling and security controls in all terminals.



→ Before flying, find out from which terminal your airline will fly!



## Terminal 1

Are you a departing passenger? Then level E1 in Terminal 1 is important for you. There, you will find the central passenger information desk, the check-in area and security control. Beyond that is the market square with lots of cafés and shops.

Terminal 1 is BER's central building. As an arriving passenger, you will find the arrivals area and the baggage claim hall on level E0.

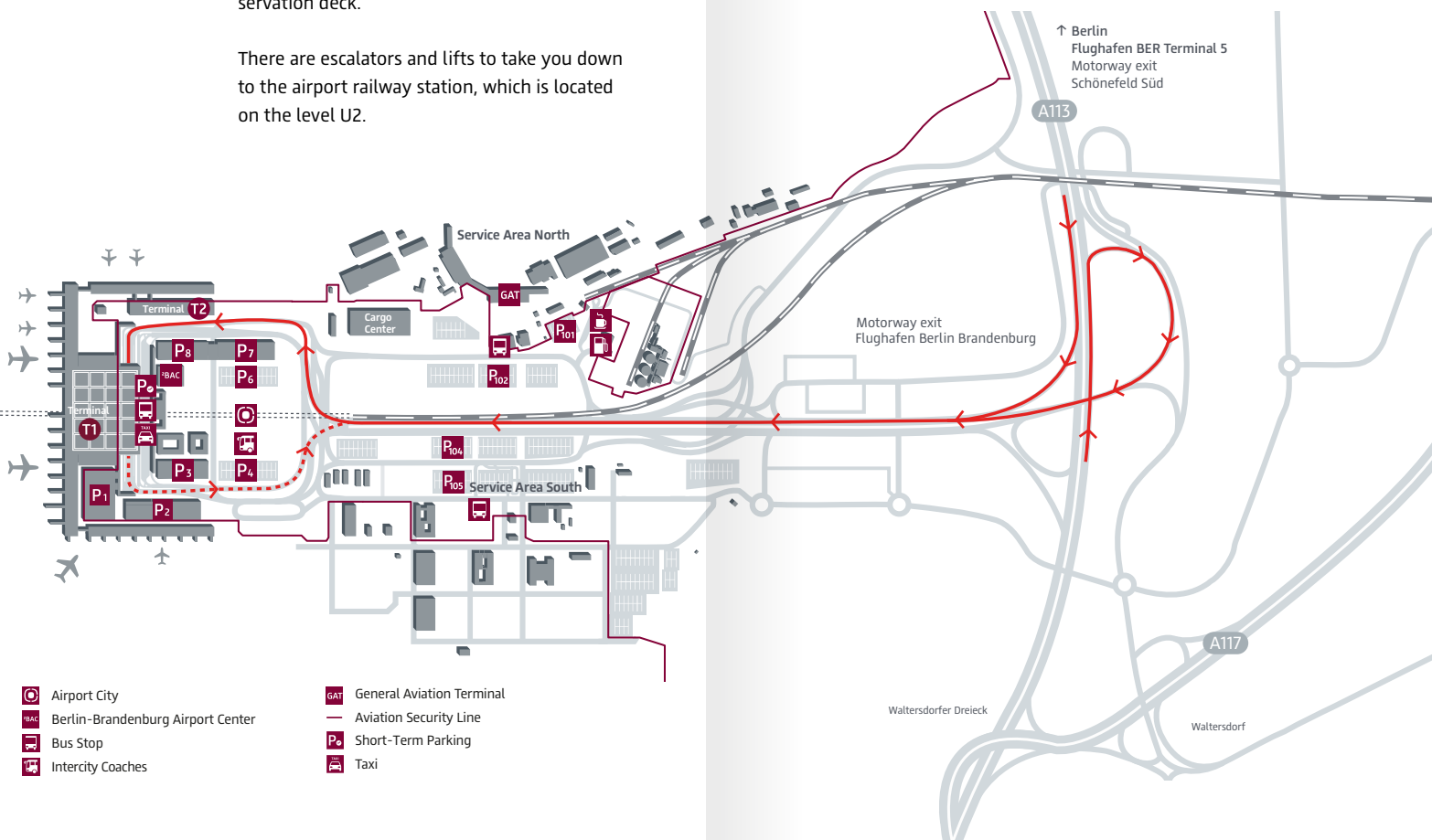
In the public area you will find the Room of Silence on the gallery and access to the observation deck.

There are escalators and lifts to take you down to the airport railway station, which is located on the level U2.

## Terminal 2

Terminal 2, directly adjacent to Terminal 1, has two levels. If you are departing from here, go to the security control on upper level E1 after check-in. Beyond that is a duty-free plaza and the connecting bridge to your departure gate.

If you arrive at T2, go to the baggage claim on the level E0. Car hire counters, taxis, buses and the airport railway station are located in Terminal 1, which is only a few minutes away by foot.



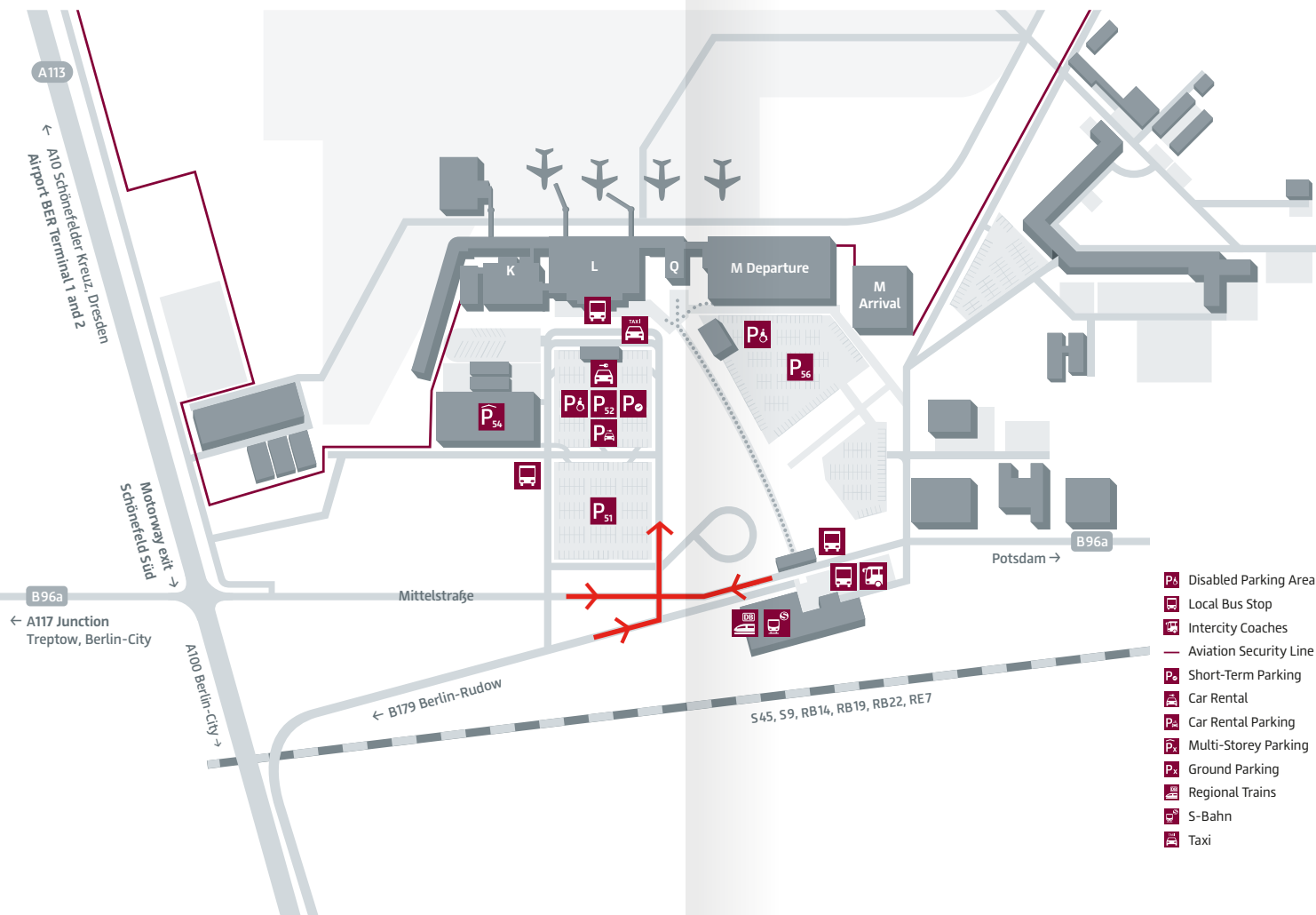


## Terminal 5

Terminal 5 is located in the northern part of the airport, about 2.5 kilometres linear distance away. This was formerly Schönefeld airport. Take the bus or the suburban train to change between Terminals 1/2 and T5. The journey between the terminals takes 8 minutes (see page 5).

You will also find numerous cafés and shops in T5. It also offers a wide range of services, including car hire desks, ATMs, taxis, buses and a suburban train connection to Berlin city centre.

→ Use public transport for transferring between Terminals 1/2 and 5. Please allow enough time for this.





## Cafés, shops, services Shopping at BER

BER offers you a wide range of shops, services, bars, cafés and restaurants in all terminal areas. The central market square is located in T1 directly behind the security controls. There are plenty of culinary and shopping opportunities in the gates, too. In the public area, there is a supermarket, pharmacy and other food and shopping services in addition to the tourist information office.

T5 also has shops and food inviting you to stay for a while and relax.



For more  
Information,  
please visit:  
[poi.berlin-  
airport.de](https://poi.berlin-airport.de)

# Your flight

Do you want to know if your flight is leaving on time? Or which terminal your flight will depart from? Or you're picking someone up and want to know if the aircraft will land on time?

For the latest information about your flight, please visit our website and the Berlin Airport App. There you will also find the contact details of the airlines, site maps, tips on flying, news and contacts centrally provided.

→ Please be at the airport at least **two hours before your departure** even if you are only travelling with hand luggage!



→ [www.berlin-airport.de](http://www.berlin-airport.de)



→ [app.berlin-airport.de](http://app.berlin-airport.de)



## Flying under coronavirus conditions

The current situation requires compliance with several rules of conduct. Please find out before your flight and follow the rules!

### Rules of conduct

Please comply with the distance markings on the floor in the check-in areas, at security controls and in baggage claim areas and use the contactless dispensers and cloth dispensers to disinfect your hands. For transport to and from the aircraft, enough buses are provided so that only half of every bus is occupied. Passengers are requested not to all board the first available bus to ensure that the maximum capacity is maintained.

### Coronavirus tests

Please inform yourself about entry regulations, quarantine regulations and obligatory tests before you travel or return.

(last updated: 10/10/2020)



## Basic rules for passengers

- 01** Keep distance
- 02** Wear mouth and nose protection in the terminal
- 03** Wash your hands and use hand disinfectant
- 04** Only 1 piece of hand luggage per passenger
- 05** Use online check-in
- 06** Arrive at the airport at least 2 hours before your departure
- 07** Leave the terminal directly after your arrival
- 08** If returning from a risk region get tested

### CURRENT INFO

Find out about up-to-date regulations.

- [www.berlin-airport.de](http://www.berlin-airport.de)
- [www.rki.de](http://www.rki.de)
- [www.kkm.brandenburg.de](http://www.kkm.brandenburg.de)
- [www.berlin.de](http://www.berlin.de)

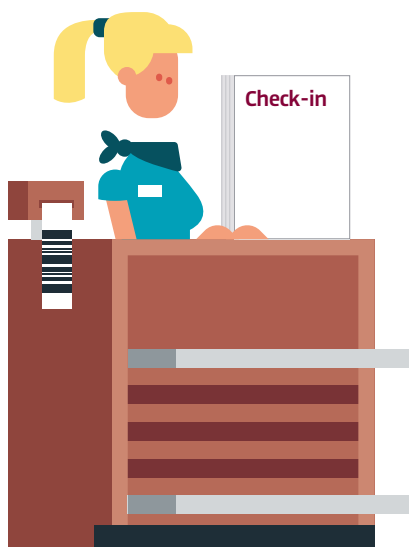
## Check-in and boarding

### Getting to the aircraft

Use the online check-in of your airline. Alternatively, check-in islands are available in the Terminal 1 with 118 counters one each in the North and South Pavilions. The two drop-off points for bulky baggage are located at the passages to the Pavilions.

Terminal T5 is located at the northern part of the airport grounds. You can reach T5 from T1 by suburban train and bus. There you will find 47 check-in counters and a bulky baggage drop-off point in the departure hall. You can reach all gates via all security controls in terminal areas K, L, M and Q (only for passengers with hand luggage and boarding card).

16 check-in counters and a bulky baggage drop-off point are located in Terminal 2.



→ If you only have hand luggage and have already checked in online, please go directly to security control. Your printed or electronic boarding pass on your smartphone opens the entrances to the departure area using scanner.

## Airlines at BER

### An alphabetical overview for each terminal

#### Airlines at Terminal 1

Aegean Airlines  
 Aer Lingus  
 Aeroflot  
 airBaltic  
 Air Canada  
 Air France Rouge  
 Air Malta  
 airSerbia  
 Alitalia  
 American Airlines  
 Austrian Airlines  
 Azerbaijan Airlines  
 Belavia  
 British Airways  
 Brussels Airlines  
 Bulgaria Air  
 Croatia Airlines  
 Danish Air Transport  
 Delta Air Lines  
 easyJet  
 EgyptAir  
 El Al Israel Airlines  
 Eurowings  
 Finnair  
 Flyegypt  
 Georgian Airways  
 Hainan Airlines  
 Iberia Express  
 Icelandair  
 KLM  
 LOT  
 Lufthansa  
 Luxair  
 MIAT

Norwegian  
 Qatar Airways  
 Rhein Neckar Air  
 Rossiya  
 Royal Air Maroc  
 Royal Jordanian  
 S7 Airlines  
 SAS  
 Scoot  
 Swiss  
 TAP Portugal  
 Turkish Airlines  
 Ukraine International Airlines  
 United Airlines  
 UTair  
 Vueling

#### Airlines at Terminal 5

Bulgarian Air Charter  
 Corendon Airlines  
 Free Bird  
 Iraqi Airways  
 Nouvelair Tunisie  
 Onur Air  
 Pegasus  
 Pobeda  
 Rusline  
 Ryanair  
 Sundair  
 SunExpress  
 Tailwind  
 Transavia  
 TUIfly  
 Tunis Air  
 WizzAir

Due to the impacts of the coronavirus pandemic, Terminal 2 is not required for the commissioning of BER. Flights are handled at Terminals 1 and 5.

# All about baggage

How large and heavy is my hand luggage allowed to be? And my checked baggage? Every airline has its own rules. And then there is the general baggage policy.

Please go to your airline's counter at the airport with your checked baggage. You will find the counter number for your flight on the display boards in the terminals and on our website. Some airlines have separate counters or even self-service baggage drop-off machines. Oversized and bulky baggage must always be checked in separately.

→ We recommend that all passengers check with their airline before departure to see what further restrictions apply to hand luggage or checked baggage.



## Baggage policy

### What is / isn't allowed?

#### Hand luggage

The size and weight of hand luggage is determined by the airline. The content is subject to general security regulations. Please find out which items you are allowed to carry in your hand luggage before your trip. For example, liquids are only permitted in small quantities. They must be presented separately at the security control. We recommend that our passengers put any liquids in their checked baggage wherever possible.

#### Checked baggage

Please note your airline's regulations regarding the size and weight of your checked baggage.

Certain items may not be carried in hand luggage or checked baggage. Please find out from your airline, our website, and the German Federal Police and Federal Aviation Authority websites which items are generally prohibited in your baggage.

- [www.berlin-airport.de](http://www.berlin-airport.de)
- [www.bundespolizei.de](http://www.bundespolizei.de)
- [www.lba.de](http://www.lba.de)

## Baggage storage

### Knowing where

#### Storing baggage securely

You can have your baggage stored securely at BER for hours or even days. Baggage storage in T1 is located on Level U1 (public area). Baggage storage in T5 is located in Terminal Section M Arrivals (public area).

#### Baggage tracing

You forgot something on the plane or your baggage did not arrive? Then contact your airline or the company it has contracted. Information about baggage tracing can be found at → [baggage.berlin-airport.de](http://baggage.berlin-airport.de)

#### Oversized and bulky baggage

Baggage that is too large for the regular baggage carousel is known as oversized or bulky baggage. Find out about any restrictions regarding dimensions and weight, possible registration obligations or fees carrying bulky and special baggage from your airline before departure.

#### Upon arrival:

You will receive your bulky baggage directly at the baggage carousels and do not have to go to a special counter. Look for the "Bulky Baggage" signs.





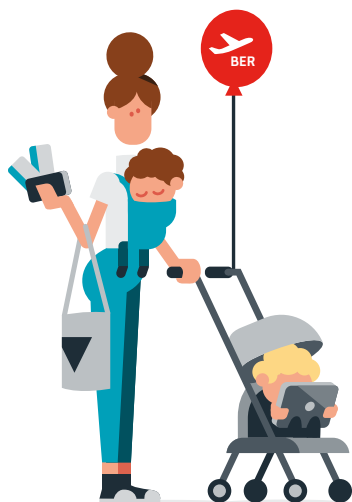
## Accessible travel Mobility Service

If you need assistance with your journey because of any mobility restrictions, our free Mobility Service is available. Please inform your airline, tour operator or travel agent about the extent of your assistance needs directly when you book your flight but no later than 48 hours before departure.

For more information, please visit: [prm.berlin-airport.de](http://prm.berlin-airport.de)

## Travelling with children Play, fun, excitement

Your relaxed family trip begins at BER: there are lots of facilities and services at BER that make air travel easier for your children. Explore the exciting world of aviation or pass the time waiting for your flight on our observation deck.



For more information, please visit: [family.berlin-airport.de](http://family.berlin-airport.de)

## Discover BER

A pop-up exhibition in collaboration with Kulturprojekte Berlin GmbH on the past, present and future of aviation shows the development of the airport on the ground floor of BER.

A timeline that runs through the entire exhibition shows the important events in aviation history in Berlin-Brandenburg.

**Where?** Level U1 (enter from Willy-Brandt-Platz)

Dream of flying! On our observation desk in Terminal 1 you can watch the planes take off and land and dream of faraway countries. Information and booking under:



→ [besucherterrasse.berlin-airport.de](http://besucherterrasse.berlin-airport.de)



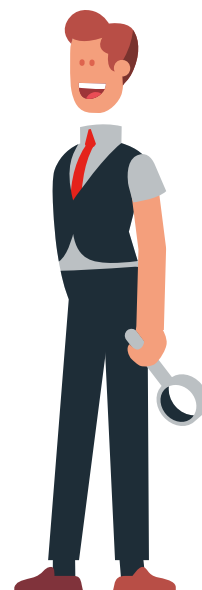
# Security check

Boarding pass and ID at the ready?  
Taken your laptop, tablet and liquids out of your hand luggage?  
Good preparation is everything.  
Then it will go quickly.

After your boarding pass has been checked, you and your hand luggage will pass through the security check. To do this, please place your hand luggage flat on the screening system's conveyor belt. Place all metallic objects from your bags and clothes, your laptop, your tablet and your properly packed and sealed plastic bag of liquids in the trays provided. Please also place your jacket or coat in the trays. Please do not enter the scanner until you are asked to do so.

The market square with its shopping facilities and restaurants is located beyond the security check. You can reach your departure gate from here. Find information about your gate on the display boards, our website, or our app.

→ You must always carry documents with you that allow you to establish your identity and you must be able to show them on request.



# VIABER: Transfers at the airport

Independent transfer has developed into an important way of travelling.

Are you arriving at Terminals 1/2? Then find out about your connecting flight's departure terminal and gate after leaving the aircraft. Follow the transfer signs to make your way to the gate if your connecting flight is also departing from Terminals 1/2.

If you are travelling with checked baggage, go to the baggage claim area after leaving the aircraft and collect your baggage. Check your baggage in again for your connecting flight at the airline's check-in counters. Upon arrival from a non-Schengen area or departure to a non-Schengen area, you will pass through a passport and security control.

If you have to change between Terminals 1/2 and Terminal 5, you will have to go through the security check in any case. Travel times must also be taken into account. Read more in the chapter „How to get to BER“

Staff at the VIABER-counters are available for any questions.

For more information, please visit:  
[viaber.berlin-airport.de](https://viaber.berlin-airport.de)

VIA  BER



# We are here for you!

Do you have questions or problems?  
You can get help here.

The Passenger Information Office is the central contact point for your questions. You can find them at these locations:

**TERMINAL 1: Level E0** (arrival hall)

**TERMINAL 1: Level E1** (Check-in-hall and market place)

**TERMINAL 1: Level E2** (departure section Non-Schengen)

**TERMINAL 2: Level E0** (Check-in-hall)

**TERMINAL 5: Level E0** (section L)

You will find news and service information about air traffic and destinations on our website and via social media.

Take a look.

→ [www.berlin-airport.de](http://www.berlin-airport.de)

→ **+49 30 6091 60910**

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## IMPRINT

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