

Terminal Regulation Zurich Airport

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1. GENERAL

1.1. The Terminal Regulation

1.1.1 Purpose

The purpose of this document is to clarify the respective rights and obligations between the service providers, Airlines and Flughafen Zürich AG (FZAG). These include the mutual needs and benefits of working in a partnership. The Terminal Regulation (TR) ensures:

- **An acceptable standard of overall performance**
- **Transparency for services rendered by FZAG towards all Airport users**
- **A high level of service towards the passengers**

This is essential due to the fact that there are a multitude of Airport users present within the landside and airside terminals who are involved in handling daily operations.

1.1.2 Applicability

The Terminal Regulation is valid for all terminal buildings (Airport zone, airside and landside, public and non-public areas) and for all Airport users (Handling Agents, service providers, Airlines) involved in the passenger and baggage handling or offering services within the Terminal buildings.

All activities within the terminal buildings (Airport zone, airside and landside, public and non-public areas) which are not regulated in the Terminal Regulation and/or by individual contracts between FZAG and the respective service providers and Airport users, require an approval from FZAG Terminal Management (exceptions: pre-defined promotion areas, convention desks in arrival halls 1 + 2)

1.1.3 Information to Employees

The service providers and Airlines must ensure that all employees are informed about and act according to all valid regulations and guidelines, including the Terminal Regulation.

1.1.4 Airport Infrastructure Irregularities

FZAG aims to provide a fully functional, clean and tidy infrastructure.

If an Airport user notices any defects, then FZAG Service 24 or FZAG Terminal Management should be contacted immediately (contacts see chapter 1).

1.1.5 Administration Terminal Regulation and Distribution

Update

The Terminal Regulation is updated twice a year by FZAG Terminal Management. At least one week before the start of the following timetable period the valid version for the next timetable period is published on the internet. In addition, all Airlines and service providers are sent a copy of the latest edition by email.

Validity

The Terminal Regulation is generally valid for one timetable period. FZAG Terminal Management reserves the right to update or change the Terminal Regulation at any given moment.

Distribution

The Terminal Regulation is published in electronic format only.

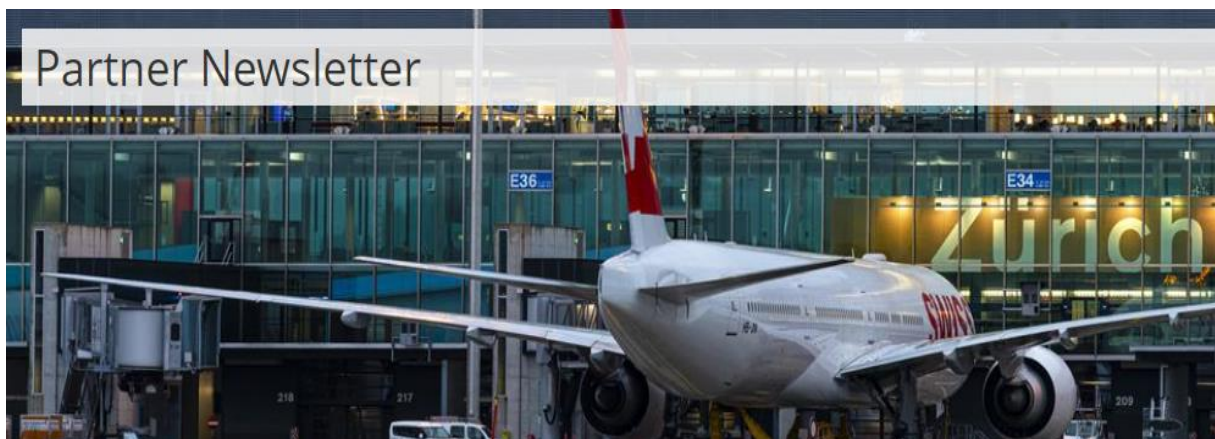
The Terminal Regulation is available online:

[Bodenabfertigung – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Bodenabfertigung) → Terminal Regulation

Newsletter

In addition to the Terminal Regulation, Marketing Communications publishes a fortnightly newsletter for all Airport partners. This document is sent electronically and contains important information regarding aviation news, infrastructure etc.

[Partner Newsletter – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Partner-Newsletter)



Your contact with FZAG: marketing@zurich-airport.com

1.2. Terms, Abbreviations and Definitions

To simplify the readability of this document following terms and abbreviations are used:

Term / Abbreviation	Definition
Flughafen Zürich AG / FZAG	Means the Airport Operator, Flughafen Zürich AG
Service Providers	Service Providers directly involved in Passenger and Baggage Handling Ground Handling Agents Fuelling companies Ground Transportation companies Aircraft Maintenance companies De-icing companies Catering companies Other Service Companies not listed here, e.g. ISS Cleaning Services
Airport User	Service Providers (see detailed list above) Airlines Consumers
TR	Terminal Regulation

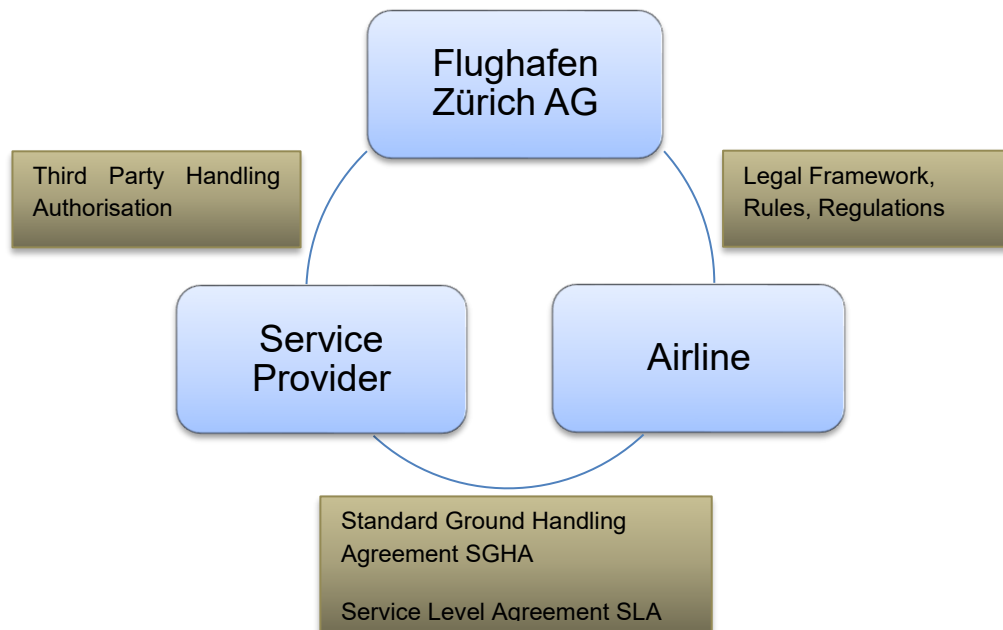
Definition “Non Standard” Operational Conditions

Term	Explanation
Non-standard operating conditions	Non-standard operating conditions are for example: Partial or total infrastructure failure such as baggage sorting system, Skymetro, FIDS, CUTE, electricity, escalators etc. Impaired passenger flow / congestion of the Airport infrastructure Impaired appearance (order, functionality, building work) Irregularities outside the terminal building (meteorological conditions, air traffic control, strike, infrastructure failure, railway disruption, congestion of access roads etc.) Emergency situation according to the Emergency organisation Zurich Airport

1.3. Airport Operation Framework / Relationship

From FZAG's point of view, the Airport operation framework comprises three components (aviation business):

- Flughafen Zürich AG, as the Airport operator
- Flughafen Zürich AG customers → Airlines
- Flughafen Zürich AG suppliers → Service providers



Each entity covers a subset of processes, of which the majority are crucial for the success of the airport's operation and others, in the case of an exceptional situation, can disrupt it. Some of the processes are owned by a corporation, whilst others are shared.

1.3.1. Contractual Relationship

When a passenger purchases an air ticket, he enters a contract with the Airline. No contractual relationship exists between passengers and airport.

Zurich Airport is the platform for service providers and Airlines to do successful business and FZAG recognises that the Airport operator has a duty of care towards the passenger.

1.3.2. Regulatory Framework

The use and organization of Zurich Airport is regulated by

- **The Swiss Aviation Law (Luftfahrtgesetz) and subordinated Ordinances**
- **Operating Concession of May 31, 2001 (Betriebskonzession)**

[Operating concession – Flughafen Zuerich \(flughafen-zuerich.ch\)](http://flughafen-zuerich.ch)

- **The Operating Regulation (Betriebsreglement)**

[Operating concepts – Flughafen Zuerich \(flughafen-zuerich.ch\)](http://flughafen-zuerich.ch)

- **The Ground Traffic Regulation (Bodenverkehrsordnung)**

[Operating concepts – Flughafen Zuerich \(flughafen-zuerich.ch\)](http://flughafen-zuerich.ch)

- **Airport Charges Catalogue**

[Charge regulation – Flughafen Zuerich \(flughafen-zuerich.ch\)](http://flughafen-zuerich.ch)

1.3.3. Third Party Handling Authorisation

Detailed information about rules and conditions regarding third party authorisation can be found under the following link:

[Ground handling – Flughafen Zuerich \(flughafen-zuerich.ch\)](http://flughafen-zuerich.ch)

--> Information Third Party Authorisation Terminal (Information for applicants)

The following important obligations must be adhered to by Handling Agents and/or Service Providers regarding daily operation:

- Agreed quality requirements must be met
- Handling processes must meet punctuality goals of FZAG (75% departure punctuality)
- FZAG verifies quality by measurements, either electronically or manually
- A contact person, reachable at all times, has to be defined by Handling Agents or Service Providers
- A free passenger flow in front of the gate must be guaranteed at all times during the boarding process. Waiting times in pre-boarding zones must not exceed 10 minutes and in airbridges, the limit is a maximum of 3 minutes waiting time.
- During operating hours, every Handling Agent must provide at least one assisted counter (transfer counter or service counter) land- and airside. A free passenger flow in front of this counter must be guaranteed at all times.
- In case of irregularities, the assistance of the passengers according EU regulation 261/2004, must be ensured. Enough staff must be provided in order to handle the irregularity process. If passengers stay at the airport overnight, the Handling Agent must ensure assistance during the night.
- Handling Agents are obliged to deliver baggage with a “delivery at aircraft tag” to the aircraft door upon arrival.
- During baggage delivery, a representative of the Handling Agent must be present in the customs hall. Rush baggage must not be stored in public areas.

Other important Rules and Regulations

- Customs Regulation (Zollvorschriften für den Flughafen Zürich) of July 1, 2023 (Zollinspektorat Zürich-Flughafen)
- Waste Management (Abfallbewirtschaftung Zürich Flughafen)
- House Regulations (Hausordnung)
- Air Passenger Rights Switzerland and European Union
- Planning and Usage Regulations, Handling Desk
- Airport Emergency Plan

1.4. Contacts

The most important operational contacts within the Terminal Buildings are listed below.

1.4.1. Operational Contacts

Customer Contact Center / FZAG

	PHONE NO	FAX NO	E-MAIL / INTERNET
Customer Contact	043 816 22 11		info@zurich-airport.com

Airport Steering

	PHONE NO	FAX NO	E-MAIL / INTERNET
Airport Steering	043 816 77 44	043 816 21 13	airportsteering@zurich-airport.com
Resource Disposition	043 816 77 55	043 816 21 13	dispo@zurich-airport.com
De-icing	043 816 77 00	043 816 21 13	deicing@zurich-airport.com

Airport Authority

	PHONE NO	FAX NO	E-MAIL / INTERNET
Airport Manager	043 816 21 11	043 816 47 57	airportauthority@zurich-airport.com

Terminal Management

	PHONE NO	FAX NO	E-MAIL / INTERNET
Duty Terminal Manager	043 816 76 00		terminal@zurich-airport.com

Airport Guides

	PHONE NO	FAX NO	E-MAIL / INTERNET
Disposition	043 816 25 01		dispo.apg@zurich-airport.com

Zurich Airport

	PHONE NO	FAX NO	E-MAIL / INTERNET
PRM Pick-up Point Check-in 1	043 816 47 01		
PRM Pick-up Point Check-in 2	043 816 47 03		

Service and Information Desks

	PHONE NO	FAX NO	E-MAIL / INTERNET
Check-i 2, inside the PRM Pick-up Point	043 816 47 03		infodesks@zurich-airport.com
Arrival 2	043 816 78 72		infodesks@zurich-airport.com
Arrival 1 Infopoint			infodesks@zurich-airport.com
Airside Center	043 816 75 56		infodesks@zurich-airport.com
Service Center (Arrival 2)	043 816 86 01		servicecenter@zurich-airport.com
Duty Manager	043 816 46 01		service-info-dutymanager@zurich-airport.com

Family Services

	PHONE NO	FAX NO	E-MAIL / INTERNET
Dock A	043 816 46 31		familyservices@zurich-airport.com

Transit Hotel / Dayrooms

	PHONE NO	FAX NO	E-MAIL / INTERNET
Non-Schengen Service Zone	043 816 21 08		transithotel@zurich-airport.com

VIP Service

	PHONE NO	FAX NO	E-MAIL / INTERNET
VIP Service	043 816 21 42	043 816 72 56	vip@zurich-airport.com

Porter Service (CGS)

	PHONE NO	FAX NO	E-MAIL / INTERNET
Shift Leader	076 356 85 85	043 816 67 25	porter@cgs-ltd.com

Baggage Sorting System

	PHONE NO	FAX NO	E-MAIL / INTERNET
Baggage Sorting	043 816 73 67		gsa@zurich-airport.com

Zurich Airport

Baggage Trolley Service

	PHONE NO	FAX NO	E-MAIL / INTERNET
Shift Leader	076 356 72 38		gepaeckwagenlogistik@zurich-airport.com

Bulky Items Counter

	PHONE NO	FAX NO	E-MAIL / INTERNET
Check-in 1	043 816 33 21		
Check-in 2	043 816 33 22		
Check-in 3	043 816 33 23		

Left Luggage

	PHONE NO	FAX NO	E-MAIL / INTERNET
Left Luggage	043 816 35 00		gepaekaufbewahrung@zurich-airport.com

Lost Property

	PHONE NO	FAX NO	E-MAIL / INTERNET
Swissport	0900 57 10 15		zrh.lostbag@swissport.com

Bus Service

	PHONE NO	FAX NO	E-MAIL / INTERNET
Bus Service	043 816 21 16	043 816 21 13	busreservation@zurich-airport.com

Parking & Access Control

	PHONE NO	FAX NO	E-MAIL / INTERNET
Parking & Access	043 816 37 10	043 881 14 61	zutritt-parking@zurich-airport.com

Service 24

	PHONE NO	FAX NO	E-MAIL / INTERNET
Service 24	043 816 24 24	043 816 30 75	service24@zurich-airport.com

SITA Helpdesk

	PHONE NO	FAX NO	E-MAIL / INTERNET
SITA Helpdesk	043 816 67 64		zrh.cute.admins@sitaaero.com

AOS Support

	PHONE NO	FAX NO	E-MAIL / INTERNET
AOS	043 816 77 44	043 816 21 13	aossupport@zurich-airport.com

Flughafen Zürich AG ICT Hotline (CSD)

	PHONE NO	FAX NO	E-MAIL / INTERNET
ICT Hotline	043 816 73 00	043 816 76 90	ICT-servicedesk@zurich-airport.com

Flight Information

	PHONE NO	FAX NO	E-MAIL / INTERNET
Flight Information	043 816 22 11		www.zurich-airport.com

Railway Information (SBB)

	PHONE NO	FAX NO	E-MAIL / INTERNET
Railway	051 222 73 27		www.sbb.ch

Real Estate

	PHONE NO	FAX NO	E-MAIL / INTERNET
Real Estate	043 816 56 74	043 816 44 99	realestate@zurich-airport.com

Emergency Passport and Visa office (Police)

	PHONE NO	FAX NO	E-MAIL / INTERNET
Passport & Visa	044 655 57 65		

Corporate Communications

	PHONE NO	FAX NO	E-MAIL / INTERNET
Corporate Communications	043 816 99 99		medien@zurich-airport.com

Dufry Group

	PHONE NO	FAX NO	E-MAIL / INTERNET
Dufry Group AG	079 525 00 72	058 440 85 02	

Zurich Airport

Restaurants Duty Managers

	PHONE NO	FAX NO	E-MAIL / INTERNET
SSP Dock E	076 356 91 61		
SSP Dock A	076 356 77 19		
SSP Dock B/D	076 356 77 13		
Autogrill	076 537 31 32		
Marché	043 816 65 10		
Bindella (V. Antinori)	043 816 16 16		
Candrian (Centerbar)	044 576 46 80		

Checkport

	PHONE NO	FAX NO	E-MAIL / INTERNET
Checkport	079 800 09 23		

FZAG PRM Services Disposition

	PHONE NO	FAX NO	E-MAIL / INTERNET
FZAG PRM Services	043 816 54 41		dispo.prm@zurich-airport.com

1.4.2. Administrative Contacts

Passenger Operations

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Passenger Operations Ronny Roth	043 816 73 05	043 816 21 13	ronny.roth@zurich-airport.com
Key Account Manager Airlines Ruedi Schweizer	043 816 46 23		ruedi.schweizer@zurich-airport.com
Head Airport Operation Partners H.P. Spänhauer	043 816 24 49	043 816 72 34	hanspeter.spaenhauer@zurich-airport.com
Head Planning and Optimisation Silvio Barro	043 816 76 76	043 816 47 21	silvio.barro@zurich-airport.com

Zurich Airport

Steering and Projects

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Steering and Projects Richard Mengel	043 816 72 36		richard.mengel@zurich-airport.com
Head Terminal Management Corinne Zingg	043 816 75 32		corinne.zingg@zurich-airport.com
Head Airport Steering Balz Projer	043 816 77 44		balz.projer@zurich-airport.com
Head Terminal Services Alzira Pinto	043 816 00 56		alzira.pinto@zurich-airport.com

Passenger Services

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Passenger Services Urs Herzig	043 816 23 20		urs.herzig@zurich-airport.com
Head VIP Services Urs Herzig	043 816 23 20		urs.herzig@zurich-airport.com
Head Information Services Davide Caenaro	043 816 71 43		davide.caenaro@zurich-airport.com
Head Transit Hotel & Family Services Esther Armand	043 816 09 67		esther.armand@zurich-airport.com

PRM Services

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head PRM Services Marc Mischler	079 461 42 93		marc.mischler@zurich-airport.com
Deputy Head PRM Services Pratheepan Iampillay	076 408 92 69		iampillay.pratheepan@zurich-airport.com

Zurich Airport

Ground Logistics

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Ground Logistics Reto Federer	043 816 75 52		reto.federer@zurich-airport.com
Head Bus Service Daniel Eigenmann	043 816 21 10		daniel.eigenmann@zurich-airport.com
Head Cargo Andreas Bachmann	043 816 26 51		andreas.bachmann@zurich-airport.com
Head Baggage Sorting Ralph Hoppenheit	043 816 72 66		ralph.hoppenheit@zurich-airport.com
Head Baggage Trolley Service Sandor Lauper	043 816 38 48		sandor.lauper@zurich-airport.com

Aviation Development

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Aviation Development and Statistics Florian Raff	043 816 00 67		florian.raff@zurich-airport.com
Invoicing of Airport Charges Bianca Riedle	043 816 74 07		bianca.riedle@zurich-airport.com charges@zurich-airport.com
Vice President Aviation Development Stefan Wermelinger	043 816 24 70		stefan.wermelinger@zurich-airport.com
Vice President Aviation Development Rolf Hancock	043 816 75 16		rolf.hancock@zurich-airport.com

Flight Operation

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Flight Operation Jann Döbelin	043 816 38 86	043 816 83 43	jann.doebelin@zurich-airport.com
Head Apron and GA Services Basil Gamper	043 816 25 78		basil.gamper@zurich-airport.com

Zurich Airport

Real Estate

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Property & Portfolio Tanya Schild	TBN		tanya.schild@zurich-airport.com
Head Portfolio Management Marco Rutz	043 816 71 62		marco.rutz@zurich-airport.com
Head Property Management Roman Völkle	043 816 19 89		roman.völkle@zurich-airport.com
Head Utilities & Data Rebecca Thamberger	043 816 46 83		rebecca.thamberger@zurich-airport.com
Senior Property Manager Jon Skumpjia OPC1, Fracht, GAC	043 816 73 64		jon.skumpjia@zurich-airport.com
Property Manager Britta Muskalla Dock B, Airport Shopping, Check-in 2 and 3, Arrival 2	043 816 30 74		britta.muskalla@zurich-airport.com
Property Manager Pascal Dietz Dock E + Check-in 1 + Arrival 1	043 816 46 89		pascal.dietz@zurich-airport.com

Safety & Security

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Head Safety/Security Stephan Bühler	076 816 79 15	043 816 47 99	stephan.bühler@zurich-airport.com
Head Crisis and Continuity Management Marc Schäfer	043 816 47 80		marc.schaefer@zurich-airport.com
Manager Fire Prevention Jochen Tussinger	043 816 19 33	043 816 47 99	jochen.tussinger@zurich-airport.com
Head Airport Security Roman Frick	043 816 75 67	043 816 47 99	roman.frick@zurich-airport.com
Head Airport Authority Mark Gubler	043 816 73 71	043 816 47 57	mark.gubler@zurich-airport.com

Others

FUNCTION	PHONE NO	FAX NO	E-MAIL / INTERNET
Communication Technology Christian Stamm	043 816 72 59	043 816 83 86	christian.stamm@zurich-airport.com
Customer Relations	043 816 49 31	043 816 57 47	customer.relations@zurich-airport.com
ICT Shared Services	043 816 75 00		ictservices@zurich-airport.com

Please note

All personal email addresses of FZAG are following the format:

firstname.lastname@zurich-airport.com.

1.4.3. Emergency Contacts

FUNCTION	PHONE NO.
Police	117
Fire Brigade	118
Ambulance	144
REGA Swiss Air Ambulance	1414

1.5. Isometric Plans

1.5.1. Access Map Zurich Airport

Under the following link, locations of shops, gastronomy, Check-in areas and many other places of interest can be displayed. Those maps are always up to date. Just type in a point of interest or an area (e.g. Check-in 2) in the search field and the respective map will be retrieved.

[Interaktive Karten – Flughafen Zuerich \(flughafen-zuerich.ch\)](http://flughafen-zuerich.ch)

1.6. Site Plan Terminology

To avoid any misunderstanding it is important that all Airport users apply the same terms for their communication (internal/external) about the different areas at Zurich Airport.

Designations mentioned exclusively in English are marked with a “x”.

Kommunikation gegen aussen		Interne Bezeichnungen / Beschriebe Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!		
Deutsch	Englisch		Lage / Zone	Gebäude
Airport VIP-Lounge	Airport VIP-Lounge	X	FZAG VIP Service Terminal 1 G0	Terminal 1 Gebäudecode A
Airport Shopping	Airport Shopping	X	ehemals Airport Center	Airport Shopping Gebäudecode PT
Airside Center	Airside Center	X	Verbindung Passagierbereich zwischen Gates A & B	Terminal 1 /2, Dock A, Gebäudecode B, A20
Airport Information Airside Center	Airport Information Airside Center	X	Airside Center, Level 1	
Airport Information Ankunft 2	Airport Information Arrival 2	X	Ankunft 2	
Airport Information Digital Point	Airport Information Digital Point Arrival 1	X	Ankunft 1, G0, Abkürzung mit Piktogramm «I»	
Andachtsraum	Prayer Room / Chapel			
Anlieferung Airport Shopping	Delivery Airport Shopping		Airport Shopping, G0	Airport Shopping Gebäudecode PT
Anlieferung Mitte	Delivery Mid		Terminal 2, G01	Terminal 2 Gebäudecode B
Anlieferung Süd	Delivery South		Terminal 2, G01	Terminal 2 Gebäudecode B
Ankunft 1	Arrival 1		Terminal 1, G0	Terminal 1 Gebäudecode A
Ankunft 2	Arrival 2		Terminal 2, G0	Terminal 2 Gebäudecode B
Ankunftsebene A	Arrival Level A		Dock A, G0Z	Dock A Gebäudecode A20
Ankunftsebene E	Arrival Level E		Dock E, G1	Dock E Gebäudecode M1
Ankunftskorridor B Nord / Süd	Arrival corridor B North / South		Non Schengen	Dock B Gebäudecode B 20
Ankunftskorridor E Nord / Süd	Arrival corridor E North / South		Non Schengen	Dock E Gebäudecode M1
Aspire Lounge Airside Center	Aspire Lounge Airside Center	X	Airside Center G3 Ehemals Skyteam Lounge	Terminal 2 Gebäudecode B
Aspire Lounge E	Aspire Lounge E	X	Dock E G3	Dock E Gebäudecode M1
Ausreisehalle 1	Departure Hall 1		Terminal 1, G1	Terminal 1 Gebäudecode A

Kommunikation gegen aussen			Interne Bezeichnungen / Beschriebe	
			Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!	
Deutsch	Englisch		Lage / Zone	Gebäude
Ausreisehalle 2	Departure Hall 2		Terminal 2, G2	Terminal 2 Gebäudecode B
Automatisierte Passkontrolle Lokaleinreise	e-passport control local immigration		Passkontrollhalle Airside Center G01	Terminal 2 Gebäudecode B
Automatisierte Passkontrolle Ausreise D	e-passport control local emigration D		Dock B G1	Dock B Gebäudecode B20
Automatisierte Passkontrolle Ausreise E	e-passport control local emigration E		Passkontrollhalle Airside Center G01	Terminal 2 Gebäudecode B
Automatisierte Passkontrolle Einreise D	e-passport control local immigration D		Dock B G1	Dock B Gebäudecode B20
Bahnhof Flughafen Zürich	Train Station Zurich Airport	X	Airport Shopping, Geschoss G02	Perron / Sortierung Gebäudecode PS
Reisezentrum SBB	Travel Center SBB		Airport Shopping, Geschoss G01	Airport Shopping Gebäudecode PT
Bordkartenkontrolle 1 Economy	Boarding Pass Control 1 Economy		Ausreisehalle 1, Terminal 1, G1	Terminal 1 Gebäudecode A
Bordkartenkontrolle 1 Priority	Boarding Pass Control 1 Priority		Ausreisehalle 1 Terminal 1, G1	Terminal 1 Gebäudecode A
Bordkartenkontrolle 2	Boarding Pass Control 2		Ausreisehalle 2 Terminal 2, G2	Terminal 2 Gebäudecode B
Bordkartenkontrolle Swiss First Lounge A	Boarding Pass Control Swiss First Lounge A		Ausreisehalle 1 G2	Dock A Gebäudecode A20
Busgates A50-59	Bus Gates A50-59		Ehemals Busgates A01-10, G0 und G1	Busgate A Gebäudecode A8
Busgates A01-06	Bus Gates A01-06		Terminal 1 G0	Terminal 1 Gebäudecode A
Busgates B01-10	Bus Gates B01-10		Schengen Busgates G0	Busgate Süd Gebäudecode B15
Busgates D21-26	Bus Gates D21-26		Non Schengen Busgates G0	Busgate Gebäudecode B10
Busgates B61-B69	Bus Gates B61-B69		Schengen Busgates G0 und G1	Busgate Gebäudecode B22
Bus Station	Bus Station	X	ehemals Bushof Öffentlicher Bereich	Bus Station Gebäudecode PV
Check-in 1	Check-in 1	X	G1	Terminal 1 Gebäudecode A
Check-in 2 Geschoss 2	Check-in 2 Level 2		Reihen 1- 4 G2	Terminal 2 Gebäudecode B
Check-in 2 Geschoss 1	Check-in 2 Level 1		Reihe 5 Ausreisehalle 2 (B/G1)	Terminal 2 Gebäudecode B
Check-in 3	Check-in 3	X	Airport Shopping, G01	Airport Shopping Gebäudecode PT
Circle	Circle	X		Circle Gebäudecode H
Dock A	Pier A			Dock A Gebäudecode A20
Dock B	Pier B			Dock B Gebäudecode B20

Kommunikation gegen aussen		Interne Bezeichnungen / Beschriebe		
		Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!		
Deutsch	Englisch		Lage / Zone	Gebäude
Dock E	Pier E			Dock E Gebäudecode M1
Emirates Lounge	Emirates Lounge	X	Dock E, G3	Dock E Gebäudecode M1
Family Services A	Family Services A	X	Dock A Nähe Transferschalter A	Dock A Gebäudecode A20
Fundbüro	Lost and Found		Ankunft 1 Öffentlicher Bereich	Terminal 1 Gebäudecode A
Fundbüro SBB	Lost Property SBB		Airport Shopping G01	Airport Shopping Gebäudecode PT
Galerie Airport Center	Gallery Airport Center		Zwischen Service Center, Bus Station und Mietwagen, G1	Airport Shopping Gebäudecode PT
Gates A	Gates A	X	Schengen G1	Dock A Gebäudecode A20
Gates B	Gates B	X	Schengen G1	Dock B Gebäudecode B20
Gates D	Gates D	X	Non Schengen G0	Dock B Gebäudecode B20
Gates E	Gates E	X	Non Schengen G1/G2	Dock E Gebäudecodes M1
Gepäckaufbewahrung	Left Luggage		Check-in 2, G2	Terminal 2 Gebäudecode B
Gepäckausgabe 1	Baggage Claim 1		Zollhalle 1 G0	Terminal 1 Gebäudecode A
Gepäckausgabe 2	Baggage Claim 2		Zollhalle 2 G0	Terminal 2 Gebäudecode B
Gepäckermittlung 1	Lost and Found 1	X	Zollhalle 1 G0	Terminal 1 Gebäudecode A
Gepäckermittlung 2	Lost and Found 2	X	Zollhalle 2 G0	Terminal 2 Gebäudecode B
Grüezi A (Busankunft A)	Grüezi A (Bus Arrival A)		Busankunft Dock A G0	Dock A Gebäudecode A20
Grüezi B (Busankunft B)	Grüezi B (Bus Arrival B)		Busankunft Dock B Non Schengen OSS, G0	Dock B Gebäudecode B20
Grüezi D (Busankunft D)	Grüezi D (Bus Arrival D)		Fingerwurzel Dock B Non Schengen, G0	Dock B Gebäudecode B20
Grüezi H (Busankunft H)	Grüezi H (Bus Arrival H)		Westfassade Busgate B01-10, G0	Busgate Süd Gebäudecode B15
Grüezi Z (Busankunft Z)	Grüezi Z (Bus Arrival Z)		Busankunft Gepäckausgabe 2 Schengen	Terminal 2 Gebäudecode B
Hotel Shuttlebus	Hotel Shuttlebus	X		Dock A Gebäudecode A20
Information Check-in 2	Information Check-in 2	X	Check-in 2, G2	Terminal 2 Gebäudecode B

Kommunikation gegen aussen		Interne Bezeichnungen / Beschriebe	
		Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!	
Deutsch	Englisch	Lage / Zone	Gebäude
marhaba Lounge	marhaba Lounge	X Airside Center G3, ehe. Dnata Skyview Lounge	Terminal 2 Gebäudecode B
Medical Center	Medical Center	X	
Mietwagen	Car Rental	Im Parking 3, G1	Airport Shopping Gebäudecode PT
Non-Schengen Korridor Dock B	Non-Schengen Corridor Pier B	Verbindungskorridor zwischen Grüezi D und Passkontrollhalle, G01	Terminal 2 Gebäudecode B
Notpassbüro	Emergency passport office	Ausreisehalle 2 Terminal 2, G1	Terminal 2 Gebäudecode B
Operation Center 1	Operation Center 1	X Operations Center (OPC) Eingang A: OPC 1/D1 Eingang B: OPC 1/D2	Operation Center 1 Gebäudecode D1 Gebäudecode D2
Operation Center 4	Operation Center 4	X Ehemals Bürogebäude Fracht	Operation Center 4 Gebäudecode F3
Park	Park	X Erholungszone Circle	Gebäudecode H
Parking 1 (P1)	Parking 1 (P1)	X	Parking 1 Gebäudecode PA
Parking 2 (P2)	Parking 2 (P2)	X	Parking 2 Gebäudecode PB
Parking 3 (P3)	Parking 3 (P3)	X	Parking 3 Gebäudecode PC
Parking 4 (P4)	Parking 4 (P4)	X	
Parking 6 (P6)	Parking 6 (P6)	X	Parking 6 Gebäudecode PF
Parking 60 (P60)	Parking 60 (P60)	X Neben Werft	Parking 60 Gebäudecode P60
Parking 65 (P65)	Parking 65 (P65)	Neben Runway 34	Parking 65 Gebäudecode P65
Parking 37 (P37)	Parking 37 (P37)	X Neben P3 (südlich) Neben Catering / bei Gate Gourmet	
Parking 38 (P38)	Parking 38 (P38)		
Passagierterrasse Dock E	Passenger Observation Deck Dock E	Terrasse Dock E, Kern F	Dock E Gebäudecode M1
Passage B	Passage B	X Zwischen Airside Center und Busgate B01-10	Terminal 2 Gebäudecode B
Passage Parking 1	Passage Parking 1	X Eh. Jostkurve	Parking 1 Gebäudecode PA
Passerelle Nord	Service Bridge North	Verbindung zwischen Airport Shopping und Terminal 2	Terminal 2 Gebäudecode B
Passerelle Süd	Service Bridge South	Verbindung zwischen Airport Shopping und Terminal 2	Terminal 2 Gebäudecode B

Kommunikation gegen aussen		Interne Bezeichnungen / Beschriebe	
		Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!	
Deutsch	Englisch	Lage / Zone	Gebäude
Passkontrolle Ausreise D	Emigration D	Dock B G1	Dock B Gebäudecode B20
Passkontrolle Ausreise E	Emigration E	Passkontrollhalle Airside Center G01	Terminal 2 Gebäudecode B
Passkontrolle Einreise D	Immigration D	Dock B G1	Dock B Gebäudecode B20
Passkontrolle Grüezi A	Passport Control Grüezi A	Busankunft Dock A	Dock A Gebäudecode A20
Passkontrolle Lokaleinreise	Local Immigration	Passkontrollhalle Airside Center G01	Terminal 2 Gebäudecode B
Passkontrolle Transfer Einreise E	Transfer Immigration E	Passkontrollhalle Airside Center G01	Terminal 2 Gebäudecode B
Passkontrollhalle	Passport Control Hall	Airside Center, G01	Terminal 2 Gebäudecode B
Personenschleuse Grüezi D	One-way-corridor Grüezi D	Fingerwurzel Dock B Non Schengen G0	Dock B Gebäudecode B20
Personenschleuse Grüezi Z	One-way-corridor Grüezi Z	Busankunft Gepäckausgabe 2 Schengen, G0	Terminal 2 Gebäudecode B
Personenschleuse Kern C	One-way-corridor Customs Kern C	Dock E, G1, Kern C	Dock E Gebäudecode M1
Personenschleuse Zollhalle 1	One-way-corridor Customs Hall 1	G0	Terminal 1 Gebäudecode A
Personenschleuse Zollhalle 2	One-way-corridor Customs Hall 2	Dock B, G1	Terminal 2 Gebäudecode B
Prime Center 3	Prime Center 3	X G 8-10 im Hotel Radisson	Hotel Radisson Gebäudecode A16
Primeclass Lounge	Primeclass Lounge	X Dock E G3	Dock E Gebäudecode M1
Schliessfächer SBB	Lockers SBB	Airport Shopping G01	Airport Shopping Gebäudecode PT
Self Bag Drop	Self Bag Drop	X	
Sicherheitskontrolle Grüezi A	Security Control Grüezi A	Busankunft Dock A	Dock A Gebäudecode A20
Sicherheitskontrollgebäude	Security Control Building	SKG	Terminal 1 Gebäudecode A
Sicherheitskontrollgebäude Linien 01 - 07	Security Control Building Lanes 01 - 07	SKG Level 0	Terminal 1 Gebäudecode A
Sicherheitskontrollgebäude Linien 11 - 17	Security Control Building Lanes 11 - 17	SKG Level 1	Terminal 1 Gebäudecode A
Sicherheitskontrollgebäude Linien 22 – 27	Security Control Building Lanes 22 - 27	SKG Level 2	Terminal 1 Gebäudecode A
Sicherheitskontrollgebäude Linien 31 - 37	Security Control Building Lanes 31 - 37	SKG Level 3	Terminal 1 Gebäudecode A
Sicherheitskontrolle Swiss First Lounge A	Security Control Swiss First Lounge A	Ausreisehalle 1 G2	Dock A Gebäudecode A20
Sicherheitskontrolle Transfer E Linien 21 – 24	Security Control Transfer E Lanes 21 – 24	Dock E, Kern C	Dock E Gebäudecode M1

Kommunikation gegen aussen		Interne Bezeichnungen / Beschriebe	
		Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!	
Deutsch	Englisch	Lage / Zone	Gebäude
Sicherheitskontrolle Transfer E Linien 31 – 34	Security Control Transfer E Lanes 31 – 34	Dock E, Kern D	Dock E Gebäudecode M1
Sicherheitskontrolle Transfer E Linien 41 – 44	Security Control Transfer E Lanes 41 – 44	Dock E, Kern E	Dock E Gebäudecode M1
Sicherheitskontrolle Transfer D Linien 1-6	Security Control Transfer D Lanes 1-6	Dock B, G0	Dock B Gebäudecode B20
Sicherheitskontrolle Zuschauerterasse	Security Control Observation Deck	Dock B, G2	Dock B Gebäudecode B20
Skymetro Station Airside Center Nord / Süd	Skymetro Station Airside Center North / South	Airside Center, G02 Trennung EU – ICAO secure	Terminal 2 Gebäudecode B
Skymetro Station Dock E Ost / West	Skymetro Station Dock E East / West	Dock E G01 Trennung EU – ICAO secure	Dock E Gebäudecode M1
Smoking Lounge	Smoking Lounge	X	
Staff SIKO Ausreise 1	Staff Security Control Departure 1	Ausreisehalle 1 Terminal 1, G1	Terminal 1 Gebäudecode A
Staff SIKO Zollhalle 2	Staff Security Control Customs Hall 2	Gepäckausgabe 2	Terminal 2 Gebäudecode B
Swiss Arrival Lounge	Swiss Arrival Lounge	X	Korridor Passerelle Ausreisehalle 2 (B/G1) Terminal 2 Gebäudecode B
Swiss First Lounge A	Swiss First Lounge A	X	Transferzone A Dock A Gebäudecode A20
Swiss Lounge D	Swiss Lounge D	X	Non Schengen Service Zone Busgate B Gebäudecode B10
Swiss Lounge Center A	Swiss Lounge Center A	X	Transferzone A, G2 Dock A Gebäudecode A20
Swiss Lounge Center E	Swiss Lounge Center E	X	Dock E G3 Dock E Gebäudecode M1
Taxi	Taxi	X	
Terminal 1	Terminal 1	X	Terminal 1 Gebäudecode A
Terminal 2	Terminal 2	X	Terminal 2 Gebäudecode B
Transit Hotel / Dayrooms	Transit Hotel / Dayrooms	X	Non Schengen Service Zone G1 Busgate B Gebäudecode B10
Transferschalter A	Transfer Desk A	X	Dock A Dock A Gebäudecode A20
Transferschalter B	Transfer Desk B	X	Dock B G1 Schengen Dock B Gebäudecode B20
Transferschalter D	Transfer Desk D	X	Dock B G0 Non Schengen Dock B Gebäudecode B20
Transferschalter E	Transfer Desk E	X	Dock E G2 Dock E Gebäudecode M1
Vaping Lounge	Vaping Lounge	X	
Vorfahrt Ankunft 1 & 2 abholen	Curbside Arrival 1 & 2 pick up		Äussere Spur Ankunft G0 Vorfahrt Gebäudecode P33

Kommunikation gegen aussen		Interne Bezeichnungen / Beschriebe	
		Die Begriffe dürfen in der externen Kommunikation nicht eingesetzt werden!	
Deutsch	Englisch	Lage / Zone	Gebäude
Vorfahrt Ankunft Services	Curbside Arrival Services	Innere Spur Ankunft G0	Vorfahrt Gebäudecode P33
Vorfahrt Check-in 1 & 2 Abflug	Curbside Check-in 1 & 2 drop off	Äussere Spur Abflug G1	Vorfahrt Gebäudecode P33
Vorfahrt Check-in Services	Curbside Check-in Services	Innere Spur Abflug G1	Vorfahrt Gebäudecode P33
Zollbüro Ausreise	Customs Office Export	Ausreisehalle 1, Terminal 1, G1	Terminal 1 Gebäudecode A
Zolldurchgang Ankunft 1	Customs Arrival 1	Ankunft1 1 G0	Terminal 1 Gebäudecode A
Zolldurchgang Ankunft 2	Customs Arrival 2	Ankunft 2 G0	Terminal 2 Gebäudecode B
Zuschauerterrasse	Observation Deck	Dock B, G2	Terminal 2 Gebäudecode B20
Zuschauerterrasse Dock E	Observation Deck Dock E	Dock E, G3	Dock E Gebäudecode M1
ZRH - Center	ZRH - Center	X Hauptsitz Flughafen Zürich AG, 5. Stock	Circle Gebäudecode H12
ZRH - Club		X Airside Center, Level 1	Dock A Gebäudecode A20

1.7. Opening Hours

1.7.1. General

The Terminal buildings (landside) are classed as public areas and are therefore open 24 hours.

Important: In case of irregularities, it is the responsibility of the Handling Agents to inform Airport Steering as well as Terminal Management. Involved authorities (e.g. Passport Control, Security Control, Customs etc.) are informed by FZAG about possible extensions of the below mentioned opening hours.

1.7.2. Check-in

The **common** Check-in areas are open as follows

Check-in	Row	Opening Hours	Handling Agent
Check-in 1		04:00 – 22:15 LT	Swissport
Check-in 2	all rows	04:30 – 22:00 LT	Swissport
		04:00 – 22:00 LT	Dnata
Check-in 2 / SBD	5	04:00 – 20:00 LT	Swissport / Dnata
Check-in 3		04:15 – 22:00 LT	Swissport / Dnata
Check-in 3 / SBD		04:30 – 17:30 LT	

The opening hours for the **dedicated** Check-in is agreed between the respective Airline and the Handling Agent.

1.7.2.1 Advance Check-in & Evening Check-in (Common Areas)

The advance & evening Check-in are open as follows

Handling Agent	Opening Hours
Swissport	18:00 – 20:00 LT
Dnata	currently not used

1.7.3. Boarding Pass Control

The boarding pass control counters are open as follow: (**During XMAS and New Year 04:15 – 22:30**)

Boarding Pass Control	Opening Hours
Boarding Pass Control 1	04:30 – 22:30 LT
Boarding Pass Control 2	04:30 – 22:30 LT

Passport Control:

Passport Control is open as follows:

Location	Opening Hours
Local Immigration	06:00 – last flight
Emigration D	05:00 – 23:00 LT
Emigration E	05:00 – last flight
Immigration D	05:30 – 23:00 LT
Transfer Immigration E	06:00 – last flight
Grüezi A	05:00 – 23:00 LT

1.7.4. Security Control

The security check lines are open as follows

Location	Opening Hours
Security Check Building	04:15 – 22:30 LT
Security Check Transfer E	05:15 – last flight
Security Check Transfer B	05:30 – 00:00 LT
Security Check Obser. Deck	10:00 – 18:00 LT

Note: During peak times (holidays, summer season), the Security Check Building and the Boarding Pass Control open at 04:15hrs.

1.7.5. Customs

The customs check points are open as follows

Location	Opening Hours
Customs Hall 1	06:00 until last arrival
Customs Hall 2	06:00 until last arrival
Customs Office Export	06:00 – 22:00 LT

1.7.6. Passengers with Reduced Mobility (PRM)

The pick-up-points, managed by FZAG, are open as follows (*use phone – when counter not attended)

Location	Opening Hours
Check-in 1*	04:35 – 17:00 LT or staff on call
Check-in 2*	05:05 – 21:30 LT or staff on call
Check-in 3	on call

2. PASSENGER HANDLING LANDSIDE

2.1. Check-in Options

2.1.1. Use of Common, Alliance and Airline dedicated Check-in

For use of Common, Alliance and Airline dedication Check-in, please refer to the document “Planning and Usage Regulations – Handling Desk”, on the FZAG website.

[Bodenabfertigung – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Bodenabfertigung)

2.1.2. Manual Check-in

Due to security requirements (100% baggage reconciliation) manual check-in (handwritten boarding passes, handwritten baggage tags) is generally not allowed at Zurich Airport. In non-standard operational conditions (e.g. system failure) manual check-in is possible according to the specifications of FZAG.

Airlines have the right to perform tests for manual Check-in, however only with prior approval from FZAG Terminal Management. Terminal Management then informs the baggage handling department and the boarding pass control. Such tests are to be kept to a minimum.

2.1.3. Web Check-in and home printed baggage tags

Web Check-in is offered by most Airlines at Zurich Airport. Also home printed baggage tags may be used at Zurich Airport. Prior approval by the FZAG baggage handling department is necessary.

Handling Agents have the possibility to offer evening check-in on behalf of the Airlines.

2.1.4. Check-in at and to Swiss Railway Stations

Passengers departing from Switzerland have the possibility to check-in at selected Swiss railway stations. The baggage can be checked through to the final destination on SWISS or EDELWEISS flights and the passenger receives the boarding pass at the railway station. It is also possible to send baggage to the airport regardless of airline, however without check-in.

Passengers departing from an airport outside of Switzerland and flying to Switzerland have the possibility to use the “**Fly Rail Baggage**” service. The baggage can be checked through to the final railway destination in Switzerland.

For detailed information regarding above mentioned topics -> please refer to:

[Flight luggage: Zurich | SBB](#)

Restrictions apply for airlines handled on their own Departure Control System as well as for high risk destinations. More information can be found on the internet.

2.1.5. Self Service Bag Drop Devices

In total 20 Self Service Bag Drop devices (10 in Check-in 2, row 5 and 10 in Check-in 3) are available. Passengers must be checked-in and have a “normal” baggage in order to use those machines. Skis, golf bags or similar bulky items is not eligible for this service. No xbags are accepted. For any requests or questions regarding the SBDs, please contact your Key Account Manager.



2.2. Common Use Terminal Equipment (CUTE)

All Check-in counters at Zurich Airport are equipped with CUTE (Common Use Terminal Equipment) and is operated by SITA. All Handling Agents and Airlines are obliged to work on this system.

2.3. The Terminal User Concept

The Terminal User concept for the current timetable period regarding common/dedicated Check-in is as follows (subject to changes at short notice):

Check-in	Alliance	Airlines
Check-in 1	Star Alliance	LH, LX, OS, OU, SN, WK, A3, EN
Check-in 2	Star Alliance	AC, AI, EW, ET, LO, MS, SQ, TG, TK, TP, UA
	Oneworld	AA, AT, AY, BA, CX, IB, QR, RJ, WY
	Skyteam	AF, AZ, DL, KE, KL, SK, SV, UX
Check-in 3	Star Alliance	Other Airlines not operating in Check-in 1 or 3 LH, LX, OS, OU, WK, A3, EN

2.3.1. Check-in Counter Allocation and Operation

The Check-in counters are allocated to the Handling Agents by Operations Planning and Optimisation on a planned usage time. The allocation of Check-in desks to the Airlines is dealt with FZAG according to traffic needs and the terminal user concept. Changes from the standard allocation of counters in non-standard operational conditions can be decided by FZAG Terminal Management. For general regulations concerning the use of Check-in counters, please refer to “Planungs- und Nutzungsreglement Abfertigungsschalter” under the following link:

[Bodenabfertigung – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Bodenabfertigung)

2.4. Latest Check-in Time and Walking Distances

The official latest Check-in times need to be based on standard procedures, in particular for the baggage handling process.

The latest Check-in time has to be agreed between the respective Airline and the Handling Agent. The agreed latest Check-in times need to take into consideration the time required for baggage handling, security procedures, immigration and the walking distance to the gates. Latest Check-in times during peak months and for high security destinations may vary.

The approximate walking times in minutes from Check-in to the respective gates are the following:

Gates	Check-in 1	Check-in 2	Check-in 3
Gates A	12	15	18
Gates B/D	13	14	18
Gates E	15	17	19

2.5. Queuing

2.5.1. Responsibility

It is the responsibility of the Handling Agent to manage the passenger queues. If queues are longer than the foreseen queuing system or overflow outside the Handling Agent's Check-in area, the Handling Agent should position staff to coordinate the passengers and the queue overflow. The queue must not obstruct the general passenger flow within the Terminals.

The area in front of the Check-in Desks is available for the management of the American Queuing. FZAG denies any liability for any damage of persons or items related to the use of those areas by the Handling Agent or the Airline, e.g. by installing pillars or carpets etc. For general regulations concerning the use of tensa barriers, please refer to "Nutzungsordnung Tensatoren" under the following link:

[Bodenabfertigung – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Bodenabfertigung)

2.5.2. Queuing Material

FZAG provides the equipment for American Queuing in front of Check-in counters. If used permanently, Airlines may use their own branded queuing tensa bars. Please note, that in Check-in 2, no own branded queuing bars are allowed due to possible irregularities in the daily operation. Entrance steles in front the common check-in area are provided by FZAG. Modification costs at those steles are also at FZAG's expense. A4 Queuing Displays, including the respective inlays, as well as A3 displays for security information are provided by FZAG. Dedicated queuing displays are not permitted in Common check-in areas. A4 Queuing Display regarding dangerous goods regulations are permitted in the queuing areas.

Important:

No advertisement or promotions of any kind are allowed within the queuing area.

Damaged displays can be exchanged for new ones, although a limit of 2 displays per rented desk per airline per year will apply. For this purpose, a year will commence with the beginning of the summer timetable. Any airlines requiring more displays than allowed will be charged at the following rates (VAT included): **A4 Queuing Display 110.-, A4 Inlay 20.-, A3 Poster Display 35.-**

2.5.3. American Queuing

Only fixed installations are permitted at Zurich Airport. Under certain circumstances, FZAG, Terminal Management, may grant exceptions for mobile queuing. American queuing will provide an efficient and fair service to passengers.

The entrance and exit to and from the American Queuing need clear signage. The Handling Agent / Airline is responsible for the preparation of the American queuing set-up before and after the Check-in period.

2.5.4. Cleaning

For cleaning purposes, FZAG may instruct the Handling Agent to remove the queuing poles. In this case, the queuing equipment must be stowed in the designated areas and the queuing holes must be closed properly.

2.6. Special Features Check-in

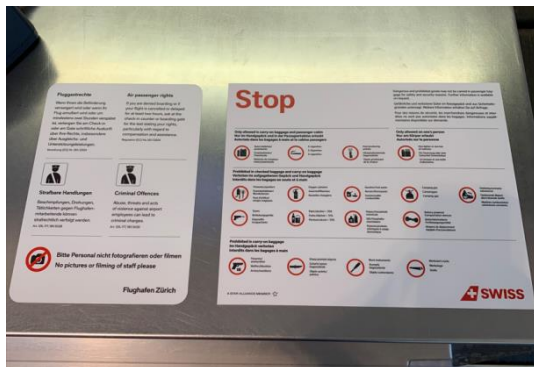
Definition:

Carpets, Carry-on Baggage frames, flowers, mobile desks, displays etc. All features used at the Check-in counters have to be presented in a clean and orderly condition. FZAG Terminal Management has the right to request the immediate removal of any material not considered as suitable.

2.6.1. Check-in 1

On the counter

No features are permitted on the counter. On every check-in counter, relevant information concerning dangerous goods, film and photography and unruly behavior is affixed.



In front of the counter

1 CARPET PER COUNTER

Permitted in front of priority counters only; maximum dimensions as per the width of the check-in counter (1 meter) and 2 meters as per length in front of the counter.

Approval required by FZAG Terminal Management prior to installation.

No carpets in the American queuing.

1 COB FRAME PER DEDICATION CHECK-IN

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

The use of mobile check-in desks or supervisor desks are not allowed unless the respective airline faces major IT problems and the normal check-in desks cannot be used.

No mobile bagtag or check-in devices are allowed in or in front of the queuing area unless they are worn by an agent.

Mobile profiling desks are allowed in the queuing area, maximum dimensions: D50 x W70 x H140cm however for dedicated check-in counters only.

Mobile triage desks are allowed at the entrance of the queuing, maximum dimensions: D50 x W50 x H100cm.

Important:

Approval by FZAG Terminal Management is required for all the above mentioned features. Furthermore, all features must not be made of combustible material and therefore CH-RF2 certified.

Any above mentioned features in use must not cause additional queues and must be stored on their own premises when not in use.

Due to fire regulations, we recommend the use of aircraft trolleys or USM Haller desks in anthracite colour, as no certificate is required.

[Büromöbel | USM](#)



Example of a USM Haller desk

For all other desks, a CH-RF2 certificate must be obtained and submitted together with the application.

Any above mentioned features in use must not cause additional queues and must be stored on their own premises when not in use.

1 SECURITY DISPLAY

Only permitted if required by the airline's civil aviation authority; maximum dimensions: height 140cm

Approval required by FZAG Terminal Management prior to installation

1 FZAG BULKY BAGGAGE CART

The baggage cart is permitted for US carriers only (special security requirements).

Within the counter

No special features (flyer stands, marketing display material, bags, carton boxes etc.) are permitted within the counter. **Important:** Portable ventilators and heaters are not allowed for safety reasons.

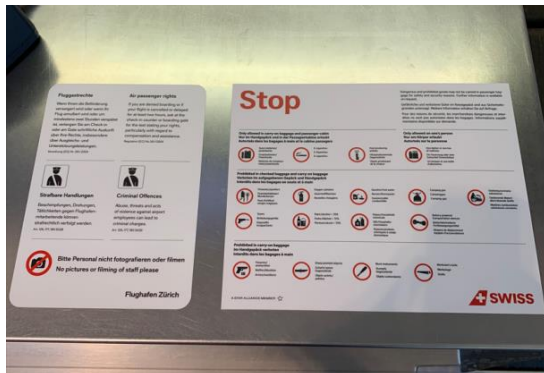
Special Rules

Exceptions to above mentioned rules may be granted for Check-in 1. Approval required by FZAG, Terminal Management.

2.6.2. Check-in 2

On the counter

No features are permitted on the counter. On every check-in counter, relevant information concerning dangerous goods, film and photography and unruly behavior is affixed.



On the back counter

Behind the normal check-in counters, there are so called “back counters”. On these counters the following features are permitted

1 DISPLAY

One format A3 display is permitted for security relevant information only, if required by the airline’s civil aviation authority.

1 FLOWER ARRANGEMENT

Permitted only on priority counters; maximum dimensions: diameter 15cm, height 50cm.

In front of the counter

1 CARPET PER COUNTER

Permitted in front of priority counters only; maximum dimensions as per the width of the check-in counter (1 meter) and 2 meters as per length in front of the counter.

Approval required by FZAG Terminal Management prior to installation.

No carpets in the American queuing.

1 COB FRAME PER DEDICATION CHECK-IN

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

The use of mobile check-in desks or supervisor desks are not allowed unless the respective airline faces major IT problems and the normal check-in desks cannot be used.

No mobile bagtag or check-in devices are allowed in or in front of the queuing area unless they are worn by an agent.

Mobile profiling desks are allowed in the queuing area, maximum dimensions: D50 x W70 x H140cm, however for dedicated check-in counters only.

Mobile triage desks are allowed at the entrance of the queuing, maximum dimensions: D50 x W50 x H100cm.

Important:

Approval by FZAG Terminal Management is required for all the above mentioned features. Furthermore, all features must not be made of combustible material and therefore CH-RF2 certified.

Any above mentioned features in use must not cause additional queues and must be stored on their own premises when not in use.

Due to fire regulations, we recommend the use of aircraft trolleys or USM Haller desks in anthracite color, as no certificate is required.

[Büromöbel | USM](#)



Example of a USM Haller desk

For all other desks, a CH-RF2 certificate must be obtained and submitted together with the application.

Any above mentioned features in use must not cause additional queues and must be stored on their own premises when not in use.

1 SECURITY DISPLAY

Only permitted if required by the Airlines civil aviation authority; maximum dimensions: height 140cm

Approval required by FZAG Terminal Management prior to installation

1 FZAG BULKY BAGGAGE CART

The baggage cart is permitted for US Carriers only. (special security requirements)

Within the counter

No special features (flyer stands, marketing display material, bags, carton boxes etc.) are permitted within the counter. **Important:** Portable ventilators and heaters are not allowed for safety reasons.

Queuing Area

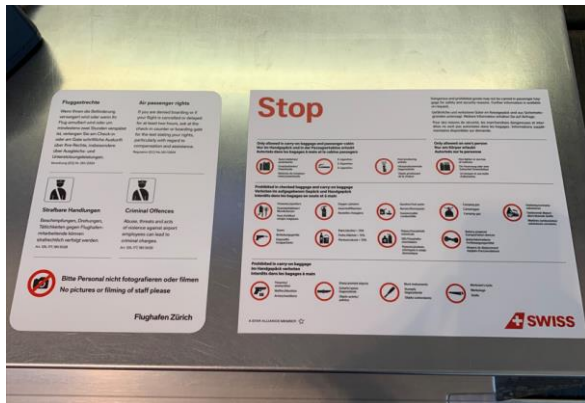
In the queuing area, only A4 displays provided from FZAG, Terminal Management are allowed.

In common check-in area, A3 displays are allowed, if 6 or more airlines share the respective queuing.

2.6.3. Check-in 3

On the counter

No features are permitted on the counter. On every check-in counter, relevant information concerning dangerous goods, film and photography and unruly behavior is affixed.



In front of the counter

1 CARPET PER COUNTER

Permitted in front of priority counters only; maximum dimensions as per the width of the Check-in counter (1 meter) and 2 meters as per length in front of the counter.

Approval required by FZAG Terminal Management prior to installation.

No carpets in the American queuing.

1 COB FRAME PER DEDICATION CHECK-IN

Maximum dimensions: height 140 cm

Approval required by FZAG Terminal Management prior to installation.

The use of mobile check-in desks or supervisor desks are not allowed unless the respective airline faces major IT problems and the normal check-in desks cannot be used.

No mobile bagtag or check-in devices are allowed in or in front of the queuing area unless they are worn by an agent.

Mobile profiling desks are allowed in the queuing area, maximum dimensions: D50 x W70 x H140cm, however for dedicated check-in counters only.

Mobile triage desks are allowed at the entrance of the queuing, maximum dimensions: D50 x W50 x H100cm.

Important:

Approval by FZAG Terminal Management is required for all the above mentioned features. Furthermore, all features must not be made of combustible material and therefore CH-RF2 certified.

Any above mentioned features in use must not cause additional queues and must be stored on their own premises when not in use.

Due to fire regulations, we recommend the use of aircraft trolleys or USM Haller desks in anthracite colour, as no certificate is required.

[Büromöbel | USM](#)



Example of a USM Haller desk

For all other desks, a CH-RF2 certificate must be obtained and submitted together with the application.

Any above mentioned features in use must not cause additional queues and must be stored on their own premises when not in use.

1 SECURITY DISPLAY

Only permitted if required by the airline's civil aviation authority; maximum dimensions: height 140cm

Approval required by FZAG Terminal Management prior to installation.

1 FZAG BULKY BAGGAGE CART

The baggage cart is permitted for US Carriers only (due to special security requirements).

Within the counter

No special features (flyer stands, marketing display material, bags, carton boxes etc.) are permitted within the counter. **Important:** Portable ventilators and heaters are not allowed for safety reasons.

Special Rules

Exceptions to the above mentioned rules may be granted. Approval required by FZAG, Terminal Management.

2.6.4. General Rules for Special Features

- All items can be placed no earlier than 30 minutes before opening the Check-in desk
- All items must be removed 30 minutes after Check-in closure at the latest
- All items have to be maintained by the Airline or Handling Agent
- All items placed in front of the desk have to be stowed in own premises or specially designated areas after 22:00h.

2.6.4.1. Exceptions to General Rules for Special Features

Single User Rental – Long Term Usage

Is a Check-in desk paid by the Handling Agent as single-user rental, it is permitted to keep the Check-in features in front of the desk, even if Check-in is currently not open. In that case, during the day, the agent must ensure that the monitor shows the information about the Airline. During the night, COB frames shall be removed and correctly stored. Other features on queuing poles may be kept overnight, assuming that the check-in will be used the next day.

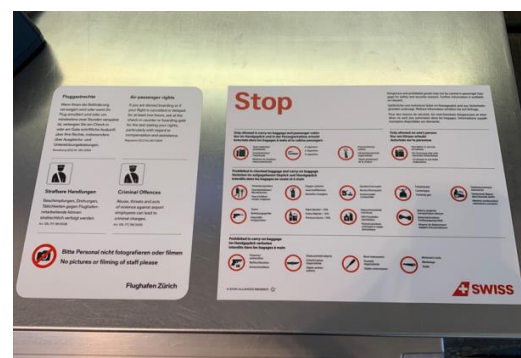
Multiple User Rental – Short Term Usage

If the check-in area is clearly designated by screens or rear wall branding, then the check-in features may be left as long as no other usage of the desks is planned. Should the desks be used by others in between, flights (even at short notice), then the airline must remove and correctly store their features. During the night, COB frames shall be removed and correctly stored. Other features on queuing poles may be kept overnight, assuming that the check-in will be used the next day.

2.6.5. Security Information

Dangerous Goods

All passengers need to be informed about dangerous goods which are not accepted in the checked baggage or hand baggage. FZAG informs by means of displays in the Terminals, at the counters, on gate monitors etc. about these rules and regulations specified by the relevant national and international bodies. Handling Agents have to make sure that this information is available at all check-in, gate, ticket and transfer counters.



Security Advices

FZAG displays posters in the check-in areas and in front of the security check points as well as on gate monitors in order to inform the passengers about items which not allowed on board an aircraft. The posters are produced in cooperation with the respective Swiss authorities (FOCA/BAZL). Handling Agents have to make sure that this information is available at all check-in, gate, ticket and transfer counters. At check-in and transfer counters, this information is affixed **on** the counter.

Check-in Counter Security

According to FOCA (BAZL) security regulations, all drawers and cabinets within the check-in counters have to be closed and locked when unattended.

2.7. Storage of Equipment

For security reasons as well as to maintain the overall appearance of the Airport, equipment not in use, e.g. security check desks, COB frames, poles, carpets etc. have to be stored in their own premises or in designated storage rooms.

Equipment not stored correctly will be removed by FZAG Terminal Management. For each removal an administrative fee of CHF 50 per item will be charged by FZAG to the respective Airline. Only items used on a regular basis and approved by FZAG (should such approval be required) at check-in may be stored in the storage rooms. Flammable items such as baggage tags, name labels, cardboard boxes etc. may not be stored openly in the storage rooms. Damaged material may not be stored in the storage rooms. FZAG will charge the respective airline for the costs of disposal of such items.

2.8. Supervisor Counters Check-in 2

The supervisor counters may only be used exclusively for activities directly relating to the supervision of the check-in process.

No features are permitted in or in front of the supervisor counters. The supervisor counters may not be branded for any handling agent or airline specific use.

2.9. Ticket and Supervisor Counters

2.9.1. Special Features permitted

On the counter

1 DISPLAY

For opening hours and contact information a display of maximum size A4 may be used and is mandatory when the counter is not attended.

1 FLYER DISPENSER

Maximum dimensions for the flyer dispenser is 24x30x10cm. The dispenser is provided by FZAG. The tenant can also use their own branded dispenser provided it does not exceed the maximum dimensions. Loose flyers or other materials are not permitted on the counter. No other features are allowed.

In front of the counter

No special features (carpets, queuing systems etc.) are permitted in front of the counter

Within the counter

No special features (flyer stands, marketing display material etc.) are permitted within the counters. Storage of passenger luggage is not permitted for security reasons. **Important:** Portable ventilators and heaters are not allowed for safety reasons.

TV Monitors (Check-in 2 only)

Tenants have the option to equip their ticket counter with TV monitors.

The tenant has the right to decide on the content shown on the monitors provided

- Content is in direct relation to tenants business
- Publicity for third parties is not shown on the display

FZAG Terminal Management has the right at any given time to request the immediate removal of any material not considered as suitable. These monitors are part of the rental agreement with property management.

Wall panels (Check-in 2 only)

Tenants have the possibility to equip their ticket counter with wall panels and can choose the content shown on them:

- Content is in direct relation to tenants' business
- Publicity for third parties is not allowed

The size of any publication may not exceed the size of the panel. FZAG Terminal Management has the right to request the immediate removal of any material not considered suitable at any given time. These panels form part of the rental agreement with property management.

General

No paper, stickers or any other material may be fixed to the counter infrastructure (counter, furniture or other). For security reasons, no cardboard boxes or luggage may be stored at the ticket counter when not attended. Coffee machines, water kettles or similar devices may not be used at the ticket counter. Plants and flowers are not permitted at the ticket counter. FZAG Terminal Management has the right to request the immediate removal of any material considered as not suitable at any given time.

2.9.2. Rules for Special Features

- All items have to be presented in a clean and orderly condition
- All items have to be maintained by the tenant

2.10. Disposal of sensitive Documents

According to the EU General Data Protection Regulation (GDPR), airlines and handling agents are obliged to shred confidential data and documents.

For this purpose, specially designed “Shredding Containers” are placed at following locations throughout the landside area of the airport:



Check-in 1: Behind the Supervisor desk 130, in the back area

Check-in 2: Next to the boarding pass control entrance

Check-in 2: Next to the PRM pick-up-point

Check-in 3: Behind the counter 330, in the corridor

3. PASSENGER HANDLING AIRSIDE

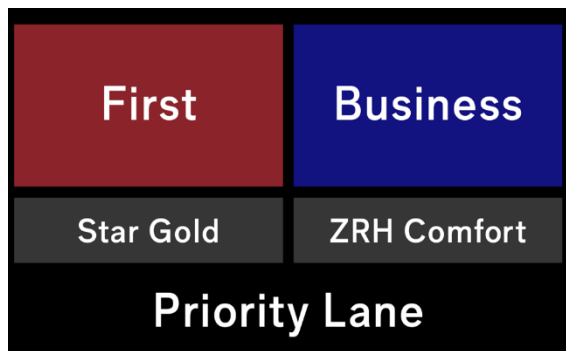
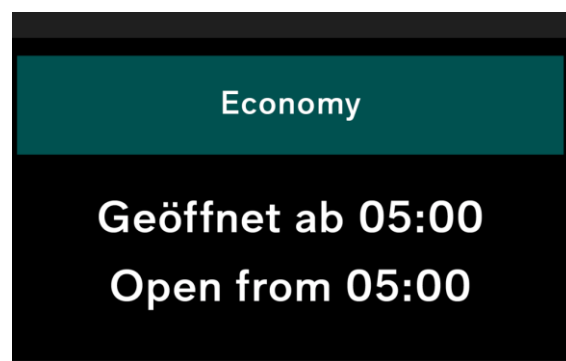
3.1. Airside Areas

3.1.1. Passenger Access to Airside Terminal

Passengers must be in possession of a valid boarding pass or a valid ticket, containing a barcode suitable for the installed readers at the official boarding pass control.

3.2. Boarding Pass Control

Airside access is checked at boarding pass control, managed by FZAG.



3.2.1. Boarding Pass Control for Passengers

All local passengers departing from Zurich Airport pass the Boarding Pass Control at Check-in 1 or 2 and then clear security in the security check building (see chapter 3.3.). The passengers can use the self-service boarding pass control or pass through a staffed lane.

There are special lanes for Economy as well as for Business and First Class passengers available.

Passengers have the opportunity to buy the so called “ZRH Comfort” offer, which allows them to use the Business Class lane at the Security Check point. Furthermore, this offer includes a special seating facility in the Airside Center, a snack as well as a drink and it costs CHF 49 per person.

3.2.2. Access for Staff / Security Check

Staff have the following possibilities to get to the airside terminal:

Staff security check, which is located behind the “Edelweiss Café” in Check-in 1. This check is open 24 hours and may be used exclusively by staff. In the security check building, line 22 on floor 2 is designated for a mix use of staff, crew and passengers. Please note, that staff are allowed to pass passengers in order to save time.

3.2.3. Access Control for PRM/UMNR, VIP and Airline Crew

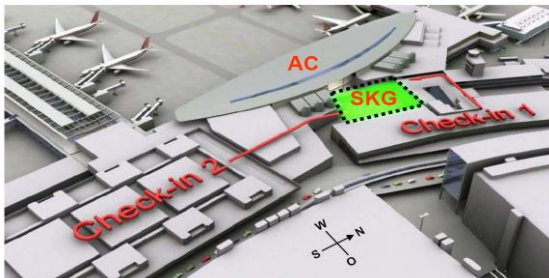
There are so called service doors which are always located on the left side of the boarding pass control stations. Entry via service doors is controlled by FZAG access control. This access can only be used under special circumstances e.g. PRM/UMNR handling as well as for VIPs accompanied by staff. To be certain that passengers using the service door have a valid boarding pass, it is checked on the boarding pass scanner located by the left service door.

Airline crew has to access via the staffed counter. The Airport Guide (FZAG) is responsible to check the crew's ID (crew member card).

3.3. Security Check Building

The security check building is accessible from Check-in 1 and Check-in 2 and the Airside Centre.

There are 4 different floors with security check lanes for economy and priority passengers. The two main floors (Levels 1 and 2) offer 6 lanes each. Two more levels (Level 0 and 3) offering additional 7 lanes which are used at peak times. A total of 27 security check lanes is available in this building.

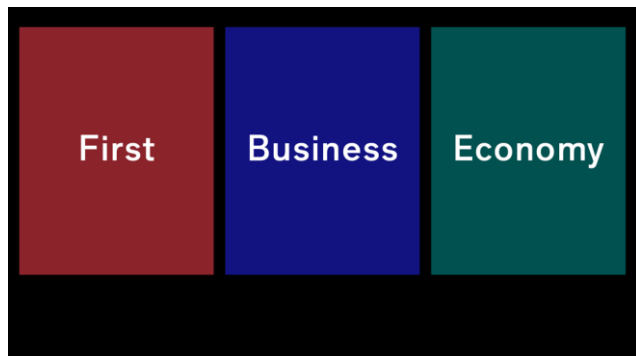


3.3.1. Security Check Dispenser and Dispenser for Liquids

At security check points, security info flyers and re-sealable plastic bags are provided. Flyers with the relevant security information are available in German, English and French. Special waste bins for liquids and sharp objects are available prior to the security check points.

3.3.2. Security Procedure for Passengers

For passengers there are Economy and Priority lanes available.

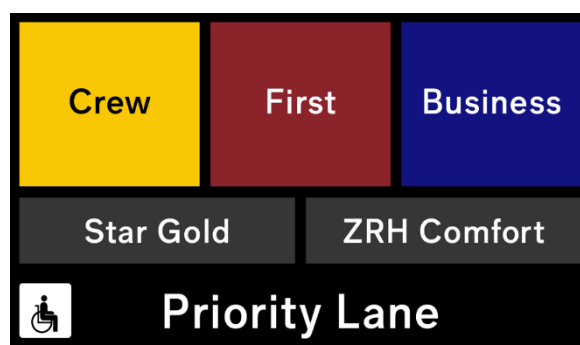


3.3.3. Security Procedure for PRM and VIP Passengers

Passengers with reduced mobility (PRM) and very important passengers (VIP) accompanied by FZAG PRM Services or FZAG may use the staff line in order to proceed through security.

3.3.4. Security Procedure for Staff and Crew

On level 2, there is lane 22, which is designated for a mix use for staff, crew and passengers. Staff may also use the staff security check behind the “Edelweiss Café” in Check-in 1. (chpt. 3.2.2.)



3.3.5. Transportation of Goods

Goods or other material may not be transported via the security check building. (Exception: small items suitable for x-ray).

3.3.6. Visitors / Groups

Visitors accompanied by a tour guide must contact the FZAG Airport Guide Dispo (for contacts see chapter 1) at least 10 minutes before proceeding through the security check. The Airport Guide Dispo will inform the tour guide about the designated security check lane for the group.

3.4. OSS (One Stop Security)

For certain FOCA (BAZL) approved origins (USA, Canada, EU, UK, Montenegro, Singapore), no additional security check is necessary for transfer passengers. Arriving passengers can proceed to the departure gate of their next flight without any additional security check.

The OSS procedure is available in Docks A, B, E and at "Grüezi" B. Handling Agent staff are responsible for the handling of the OSS process at the gates (except: Gates A -> no staff required, automatic doors).

3.5. Handling in case of flight irregularities

In case of major flight irregularities, the Handling Agent is obliged to hold a briefing with FZAG Terminal Management and/or other relevant partners (police etc.) Topics like free WIFI activation, general procedures, activation of CP11 (stranded passenger contingency plan) etc. are to be discussed.

3.5.1. Process with Duty Free Products in case of Irregularities

In case of a late evening cancellation of a flight, the Duty Manager Dufry and/or the respective Handling Agent of the cancelled flight is informed by Airport Steering.

Passengers who purchased Tax- and Duty Free goods in a Dufry store, are advised to drop their purchased goods at the "Pick-up" point at the Arrival Duty Free Store in Arrival 2.

Dufry staff accepts delivery of the goods and hands out a receipt to the passengers.

The goods are deposited in the supervisor's office in Arrival 2. The following day, these goods are brought to the Humidor cashier desk in the Walkthrough Shop Airside Center, Level 1 where they will be handed out to the passenger against the receipt which was handed out the evening before.

3.5.2. Contacting Dufry

The shops in the gate areas are open until boarding of the flight has been finalised.

The shop supervisor of Dufry is on duty until 23:00 hrs and verifies that all flights are airborne before leaving the office.

In case of a flight delay, Dufry can be contacted 079 173 46 34

In case of an inflight return, Dufry can be contacted via the emergency Check list.

3.5.3. Contacting SSP, Autogrill or Marché

In case of irregularities, drinks and/or sandwiches can be ordered:

SSP:	076 356 77 19 (Gates A), 076 356 77 13 (Gates B + D), 076 356 91 61 (Gates E)
Autogrill:	076 537 31 32
Marché:	043 816 65 10
Bindella:	043 816 16 16
Candrian:	044 576 46 80

Please allow a delivery time of approx. 10-15 minutes for drinks, 30-60 minutes for sandwiches.

3.5.4. Stranded Passengers

There is a difference between “Stranded Passenger Support” (SPS) and the “Emergency Operation Concept” (NBK, Notbetriebskonzept):

SPS: Stranded passengers due to flight cancellations where one specific airline is affected

NBK: Stranded passengers due to severe operational restrictions (several airlines affected)

In case of a “SPS”, FZAG will provide the Accommodation Sets to Non-Schengen passengers only, however the airline and/or handling agent is responsible to move and distribute the sets to the point where the passenger will sleep.

In case of a “NBK”, FZAG will provide the Accommodation Sets and will move them to the point where the passengers will sleep and support the airline/handling agent with the distribution, if operationally possible.

Note:

The handout of Accommodation Sets is generally strictly limited to exceptional situations (NBK)

For detailed information please refer to the respective contingency plan CP11 (stranded passengers):

[Contingency Plan Portal \(zurich-airport.com\)](http://zurich-airport.com/ContingencyPlanPortal)

3.6. Gates A, B, D and E

3.6.1. Gate Allocation

The daily stand and gate allocation is the duty of FZAG Airport Steering (for contacts see chapter 1).

3.6.2. Gate Counter

The gate counters have to be vacated at the latest 10 minutes after STD/ETD. Thereafter the gate can immediately be attended by the Handling Agent and / or Airline for the next departing flight.

Important: The gate monitors are equipped with automated and pre-defined screens and setups are therefore not managed by FZAG Terminal Management.

Note: FZAG does not allow to play any sound brandings at Zurich Airport at the gates. Furthermore, no GIF animations are allowed on screens. For technical reasons, templates with individual text (e.g. community/award flight) etc. for gate monitors are **not realizable**.

3.6.3. Gate Counter Security

All drawers and cabinets within the transfer counters and gate counters must be closed and locked when unattended. Labels and forms have to be constantly under surveillance.

3.6.4. Inflight Services provided on Ground

If an airline decides to provide any inflight services (e.g. meal and drink services) to passengers prior to departure in standard operational conditions, the following rules & conditions apply:

- Prior approval has to be requested from FZAG via Key Account Manager.
- Prior approval has to be requested from Swiss Customs.
- Proper handling and supervision of the inflight services has to be ensured at all times
- Possible fees arising from such services will be charges by FZAG to the Airline concerned

3.6.5. Newspapers/Magazines Distribution

FZAG can authorise the restricted distribution of newspapers as part of the boarding process only. Prior approval must be obtained from FZAG Terminal Management. For safety reasons, mobile newspaper dispensers are not allowed in the passenger loading bridges.

Emergency exits and corridors leading to escape routes must be kept free at all times.

3.6.6. Special Features permitted

On the counter

1 FLYER DISPENSER OR A4 DISPLAY

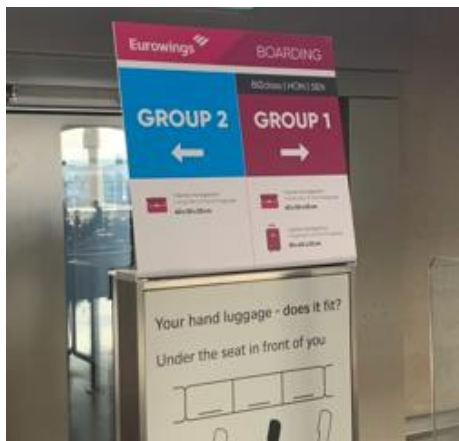
One flyer dispenser with maximum dimensions of 24x30x10cm plus one dispenser with passenger rights is permitted at the gate. Loose flyers are not permitted on the counter. In addition, A4 displays may be used. No other features are permitted on the counter.

Important: Advertisements and promotions are only permitted if they stand in relation to a flight relevant topic, e.g. upgrade promotions or information regarding frequent flyer programs. Please note, that only upgrade promotions may be advertised by calls.

In front of the counter

1 COB FRAME (FOR DEDICATED AIRLINES ONLY)

As an alternative, there are standard COB frames installed at all gates. Airlines offering their passengers priority boarding may use a metal inlay to help separate the boarding groups. Approval required by FZAG Terminal Management prior to installation.



The following measurements apply: **Width 44cm / Height 45cm**

PROFILING DESKS

Approval required by FZAG Terminal Management prior to installation.

1 SECURITY DISPLAY

Approval required by FZAG Terminal Management prior to installation

SET OF QUEUING POLES FOR BOARDING PROCESS

Approval required by FZAG Terminal Management prior to installation

ROLL-UP DISPLAY

Approval required by FZAG Terminal Management prior to installation

TOTEMS

Approval required by FZAG Terminal Management and only approved when stored in own premises

Within the counter

No special features as e.g. bags, cardboard boxes are permitted within the counter. **Important:** Portable ventilators and heaters are not allowed for safety reasons.

3.6.6.1 Rules for Features

- Placement of **all** special features is only allowed max 90 minutes before STD
- All items must be cleared no later than STD or ETD of flight
- All items have to be in a clean and orderly condition. All items have to be maintained by the Airline or the Handling Agent
- Any material used at the gate **must be cleared away 30 minutes after ATD** the latest. Should the gate be used immediately by a following departure, the material must be cleared away instantly.
- COB frames requiring a charging station must be stowed in a separate premise. The general storage rooms may not be used for this purpose. Also the responsibility of charging options lies with the user.

Dedicated Handling Material is only permitted at the gate if an airline has a dedicated check-in area!

3.7. Document Check Desks and Partitions

Document check desks as well as partitions are provided by FZAG in Dock E and in Dock B/D-Gates. The equipment must be placed in the storage room after each flight. For the regulations regarding partitions, document check desks and tables, please refer to "Nutzungsordnung für mobile Schalter, Sichtschutzwände und Tische" under the following link:

[Bodenabfertigung – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Bodenabfertigung)

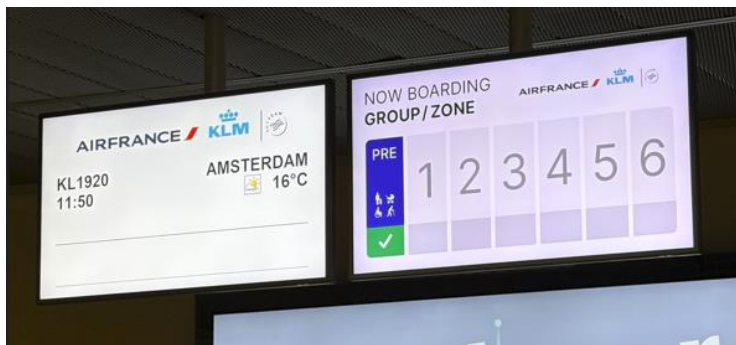
3.8. Boarding

At Zurich Airport, three types of boarding procedures exist:

Boarding via jetway bridge -> Passengers access the airplane directly from the gate through a movable loading bridge.

Boarding via passenger bus -> Passengers are driven to the aircraft by bus and access the airplane via stairs.

As of October 8th, on Boarding gate monitors specific group/zone boarding information can be displayed. This new service is available at all gates at Zurich Airport.



Boarding via Ramp -> Temporarily, certain jetway bridge gates are used as so called "Ramp Boarding gates". Please refer to the following link to get more detailed information regarding this type of Boarding procedures. Document check desks as well as partitions are provided by FZAG in Dock E and in Dock B/D-Gates. The equipment must be placed in the storage room after each flight. For the regulations regarding partitions, document check desks and tables, please refer to "Nutzungsordnung für mobile Schalter, Sichtschutzwände und Tische" under the following link:

[Bodenabfertigung – mitgeltende Dokumente – Flughafen Zuerich](#)

3.9. Queuing Definition/Responsibility

It is the responsibility of the handling agent to manage the passenger queues in front of the gate counters. In order to minimize passenger flow obstructions, FZAG provides so-called "JetTracs", 10 additional queuing poles, and 4 so called "telescope poles" for signage at each longhaul gate in Dock E. All airlines are encouraged to use these items!

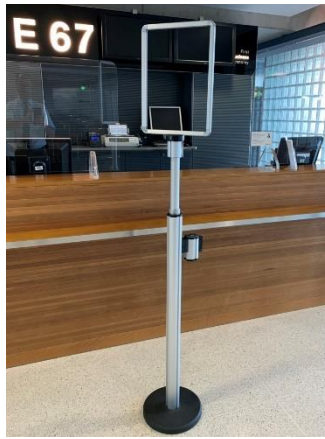
Following rules must be observed:

- Small FZAG queuing poles must be stored in the lockers behind the gates. They are available at each longhaul gate (**10 items**)
- FZAG "telescope" poles are stored adjacent to the gate. They are available at each longhaul gate (**4 items, A3 magnetic inlays**), telescope poles must not be extended beyond 1.80 meters for safety reasons

- If an airline is in need of more than 4 A3 displays, it can purchase additional displays at its own cost and use the queuing poles stored in the lockers behind the gates for this purpose. The purchase can be done directly with the manufacturer or via FZAG
- Inlays of “telescope” poles have to be cleared after ATD so that the following airline can use them
- Airline specific material must be placed in own premises or in designated storage rooms when not in use
- Damaged FZAG material must be reported to Terminal Management, phone 043 816 76 00
- JetTracs must be left at the gate. Each Jet Trac is marked with a gate number
- Should an airline handle two consecutive flights at the same gate (e.g. first departure at 10:00, second at 12:30), the set up can be left standing between those flights.



JetTrac



Telescope Poles



Regular Poles

The queue must not obstruct the general passenger flow within the terminals and should be aligned along the building and not across the corridor.

3.10. Storage of Equipment

For security reasons as well as the overall appearance of the airport, equipment not in use, e.g. security check desks, COB frames, poles, carpets etc. must be stowed on their own premises or in a designated storage areas. Equipment not stored correctly will be removed by FZAG Terminal Management. For each removal an administrative fee of CHF 50 per item shall be charged by FZAG to the respective Airline.

Only items used on a regular basis and approved by FZAG (should such approval be required) may be stored in the storage areas. Flammable items such as baggage tags, name labels, cardboard boxes etc. may not be stored in the storage rooms. Damaged material may not be stored in the storage areas. Items not permitted in the storage areas will be removed by FZAG Terminal Management.

3.11. Passport Control Grüezi A

An additional passport control is located at “Grüezi A”. This passport control may be used exclusively by the following passengers

- Special Assistance (PRM, UM, MAAS) for all Airlines
- VIP/HON/First for Swiss and Lufthansa
- VIP accompanied by FZAG staff
- RDS (Ramp Direct Services) passengers

Passengers using this passport control must be accompanied by the respective staff of the handling agent or the airline at all times.

3.12. Transfer Desks

Transfer A is equipped with a TV-monitor. This monitor is to be used for irregularity information (cancellations, delays etc.) for passengers.

Swissport rear wall at transfer counter A is equipped with logo units for easy changing of airline logos. FZAG is responsible for the maintenance and updates of these logo units. Please refer to chapter 6.2. for details.

According to FOCA (BAZL) security regulations, all drawers and cabinets within the transfer counters must be closed and locked when unattended. Labels and forms have to be constantly under surveillance.

Should the transfer counters not be staffed permanently, an information board and a phone must be placed on all transfer counter locations for assistance to passengers. If the handling agent operates one transfer counter permanently, the respective info and phone must be placed at the other locations. Each handling agent is allowed to use at least 2 transfer counters per area (Dock A, B, E) where flights are handled. No handling agent is allowed to use more than 50% of the counters offered per area (Dock A,B,E). Gate counters not in use at time of departure may be used as dedicated transfer counters, however only with prior approval from FZAG.

If a handling agent needs more counters (e.g. in case of irregularities), then additional counters can be requested from another handling agent. FZAG Terminal Management has to be informed accordingly. For more information, please refer to “Planungs- und Nutzungsreglement Abfertigungsschalter” under the following link:

[Bodenabfertigung – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/Bodenabfertigung)

3.12.1. Special Features Permitted

On the counter

No features are permitted on the counter. On every transfer counter, relevant information concerning dangerous goods, film and photography and unruly behavior is affixed.

In front of the counter

1 COB FRAME

Approval required by FZAG Terminal Management prior to installation.

MOBILE OR PROFILING DESKS

Approval required by FZAG Terminal Management prior to installation.

1 SECURITY DISPLAY

Approval required by FZAG Terminal Management prior to installation

SET OF QUEUING POLES

Approval required by FZAG Terminal Management prior to installation

Within the counter

No special features as e.g. bags, carton boxes are permitted within the counter. **Important:** Portable ventilators and heaters are not allowed for safety reasons.

3.13. Baggage Claim Area

3.13.1. Racetrack Disposition

Racetrack Disposition Arrival 2

FZAG has defined the following criteria for the racetrack disposition in customs hall 2:

Racetrack	Priority 1	Priority 2
21	Narrowbody	Widebody
22	Widebody	Narrowbody
23	Widebody	Narrowbody
24	Widebody	Narrowbody
25	Widebody	Narrowbody
26	Widebody	Narrowbody
27	Widebody (double-RT)	Widebody (double-RT)
28	Bulky items	Bulky items
29	Widebody (double-RT)	Widebody (double-RT)
30	Bulky items	Bulky items
31	Widebody	Narrowbody
32	Narrowbody	Widebody

Definition:

Widebody aircraft: Capacity more than 210 passengers

Narrowbody aircraft: Capacity between 100 and 210 passengers

Commuter aircraft: Capacity less than 100 passengers

FZAG Airport Steering handles the racetrack disposition (for contacts see chapter 1). For special requests regarding the racetrack disposition the airline should contact their FZAG Key Account Manager. Furthermore it is the handling agents responsibility to keep the racetracks tidy after the use.

3.13.2. Special Rules concerning Racetracks

No special features (boxes, suitcases, display material or other) are permitted on or near the racetracks.

Each handling agent must be present in the customs hall whenever a baggage delivery of this respective handling agent takes place. Furthermore, the respective handling agent is obliged to take care of unclaimed baggage on the racetracks. After usage of racetracks, they must be left in a tidy condition at all times.

3.14. Lost and Found / Baggage Tracing

Each passenger must be able to report any baggage irregularity after flight arrival in the baggage claim area. Checked baggage is handled in the Lost and Found offices of the respective handling agents. Each handling agent must be present during the published opening hours of the respective Lost and Found office.

3.14.1. Lost and Found Offices

The lost and found offices of all handling agents are located in customs hall 2.

Passengers can also obtain information about lost baggage via the following internet link:

For Swissport handled flights:

<https://missing-bag.swissport.com/>

For Dnata handled flights:

<https://www.sita.aero/solutions/sita-at-airports/sita-baggage-management/worldtracer/>

3.14.2. Special Features permitted

On the counter

1 DISPLAY

One display (format A4) with opening hours and contact information is permitted only when the counter is not attended.

1 DISPLAY

One display (format A4) for dangerous goods information

1 FLYER DISPENSER

One flyer dispenser with maximum dimensions of 24x30x10cm may be used. The handling agent or airline can also use an own branded dispenser provided it does not exceed the maximum dimensions. Loose flyers or other material is not permitted on the counter.

In front of the counter

Any additional features in front of the Lost and Found counters require approval by FZAG Terminal Management prior to installation. **Note:** Roll-ups, totems or other kind of displays are not permitted.

3.15. Passengers with Reduced Mobility (PRM)

3.15.1. Definition

PRM handling is carried out by FZAG. Zurich Airport staff accompany and assist the passenger on the way from Check-in pick up point to the aircraft seat, from the aircraft seat to the arrival hall drop off point and in transit.

Note: Reception at the various pick-up points for PRMs is provided by FZAG staff or call button.

3.15.2. Locations

FZAG operates 3 pick-up points, FZAG PRM Services operates one PRM lounge:

- PRM Lounge A (next to Transfer Desk A)
- Pick-up point 1 (Check-in 1, staffed or via call button)
- Pick-up point 2 (Check-in 2, staffed or via call button)
- Pick-up point 3 (via call button)



3.15.3. Standards

Departure

PRM assistance prenotified (at least 36 hours prior to departure, PAL, CAL)

- For 80% of passengers – maximum waiting time 10 minutes
- For 90% of passengers – maximum waiting time 20 minutes
- For 100% of passengers – maximum waiting time 30 minutes

PRM assistance not booked in advance (PAL, CAL, PSM)

- For 80% of passengers – maximum waiting time 25 minutes
- For 90% of passengers – maximum waiting time 35 minutes
- For 100% of passengers – maximum waiting time 45 minutes

Arrival

PRM assistance prenotified (at least 36 hours prior to departure):

- For 80% of passengers – maximum waiting time 5 minutes
- For 90% of passengers – maximum waiting time 10 minutes
- For 100% of passengers – maximum waiting time 20 minutes

PRM assistance not booked in advance:

- For 80% of passengers – maximum waiting time 25 minutes
- For 90% of passengers – maximum waiting time 35 minutes
- For 100% of passengers – maximum waiting time 45 minutes

Important:

It is very important, that PRM prenotification messages (PAL,CAL,PSM) for all PRM are sent in order to avoid waiting times upon arrival in ZRH. PRM service provider FZAG PRM Services is dependant on a high ratio of such messages in order to allow an efficient resource allocation.

3.16. Escorting of unaccompanied minor (UMNR) to the Gate

At Zurich Airport it is possible to accompany an unaccompanied minor (UMNR) to the gate. The following rules must be adhered to:

- The escort must be in possession of a written permit (form) to the escort of the unaccompanied minor (the form is available at check-in).
- The escort must be in possession of a valid travel document (passport, ID) and has to pass through the required security and passport checks and proceed through the official passenger channels.
- Once the child is in the care of airline staff at the gate (however no later than take-off of the aircraft), the escort must exit the transit area directly through the official passenger channels.
- No more than 2 escorts per UMNR are allowed.

Important

Purchases or acceptance of goods in the transit area while escorting UMNR to the gate is prohibited. Valid customs and security regulations apply.

3.17. Minimum Connecting Time

3.17.1. Minimum Connecting Time Definition

The Minimum Connecting Time (MCT) is the shortest time interval needed to transfer passengers and their checked baggage from one flight to a connecting flight. Standard minimum connecting times are defined by airlines and airports and are published by IATA on their behalf.

Note: Airlines may have exceptions to these times which are generally are less than the standard although in some cases may be more (e.g. high security destinations).

3.17.2. Minimum Connecting Time at Zurich Airport

The minimum connecting time at Zurich Airport is 40 minutes for flights within Schengen or within Non-Schengen transfers. The minimum connecting time for Non-Schengen/Schengen border crossings is 50 minutes. Handling agents and self handlers are obliged to design their handling processes in such a way that they can comply with the published minimum connecting times.

3.18. Disposal of sensitive Documents

According to the EU General Data Protection Regulation (GDPR), airlines and handling agents are obliged to shred confidential data and documents.

For this purpose, specially designed "Shredding Containers" are placed at following locations throughout the airside area of the airport:



Dock A: Staff corridor, next to customs office

Dock B: Next to the transfer desk B

Dock B: Next to gate D34

Dock E: Next to gate E36, opposite lift 756

Dock E: Next to Starbucks coffee, opposite lift 760

4. AIRPORT SERVICES

4.1. Services Provided by FZAG

4.1.1. Transit Hotel / Dayrooms

The Transit Hotel is operated by FZAG. There are single, double and triple rooms available. Rooms are available on a first come first served basis for “walk-ins”. They can be reserved in advance for day use or night use by internet or phone. Furthermore, there is a rest area with 12 reclining chairs. Shower facilities are available in the premises of the Transit Hotel. Basic first aid material is available.

Location

The Transit Hotel is located opposite the transfer desk near the gates B in the non-Schengen area.

Opening Hours

The Transit Hotel is open 24 hours. Access from the Schengen area to the Transit Hotel however is only possible during the official opening hours of passport control.

Tariffs

The rates include the free use of the shower facilities. No meals are served in the Transit Hotel. Restaurants in the terminals are accessible during the regular opening hours. The rates can be found under the following link:

[transit_hotel_pricelist_2025_en.pdf](#)



4.1.2. Family Services and Playroom

FZAG operates supervised Family Services in the gate areas A (next to transfer desk A – open daily from 06:00 – 20:30. Newly, the entrance is combined with PRM services with a common reception. The use is free of charge for all passengers. Children have to be accompanied by an adult at all times. Babysitting services are not provided.

The following services and facilities are available

- Support, assistance and information
- Basic first aid
- Baby care products
- Changing tables
- Separate rooms for sleeping and breastfeeding
- Equipped kitchenette with microwave
- Playing areas
- Toys for children of all ages
- Stroller rental



4.1.3. Children's Play Areas

In the various terminals at Zurich Airport children's play areas can be found. These play areas are not supervised. Parents must accompany the child at all times. The play areas can be found near the A70 and A80 gates and near the B and D gates.



4.1.4. Showers

At Zurich Airport public showers are available in the Non-Schengen transit area at the Transit Hotel (open 24 hours).

Tariff

The rate per person is CHF 25.00 (including towel and soap)

Other Shower Facilities

More shower facilities are available in the Swiss Arrival Lounge (arrival hall 2), the Swiss lounge (Airside Centre) and at the Zurich Airport Lounge. For opening hours, rates and access conditions check with the respective lounge.

4.1.5. Custody and Care of Inadmissible Passengers (INAD)

In accordance with ICAO Annex 9 and articles 92 et seq. of the Foreign Nationals and Integration Act (FNIA), as well as article 8 of the Operating Permit of the Federal Office of Civil Aviation FOCA for Airlines operating to Switzerland, the aircraft operators are obliged to provide immediate assistance to any passengers that they are carrying who are denied entry to the Schengen area.

At Zurich Airport the obligation to provide assistance to inadmissible passengers (INAD) consists of:

The immediate transport to the country of origin, to the state issuing travel documents or to another state where the admission is guaranteed

Ensuring a point of contact for inadmissible passengers for information and assistance

The covering of all costs of the required attendance, support and custody and care until departure, including:

- **All kind of arrangements with border police and airline**
- **Handling of baggage**
- **Costs of food, drinks and overnight accommodation at the Transit Hotel if they cannot be covered by the inadmissible passenger**
- **Permanent passenger monitoring and knowledge of place of stay within the terminal**
- **Escorting to onward flight**
- **Other expenses depending on the case**

4.1.5.1. INAD Handling at Zurich Airport

On behalf of the airport operator (FZAG) inadmissible passengers at Zurich Airport will be assisted by Checkpoint Ltd.

Airlines not wishing to assign the INAD handling to Checkpoint Ltd. can make their own arrangements or delegate the handling to the handling company. In any case, however, it must be ensured that the Custody and Care requirements are being met. Such arrangements must be announced to the border police incl. contact details such as name of postholder and telephone number (reachable from 06:00 – 24:00).

Important:

In the order to comply with police regulations the airlines need

- To take over the passengers from Border Authorities (Grenzfehndung) within 30 minutes after notification of INAD
- To always know whereabouts of inadmissible passengers. In case inadmissible passengers cannot be presented to the Border Authorities within 30 minutes the police will search for the passengers and all arising costs will be charged to the airlines
- To inform the Border Authorities in writing about the departure details of inadmissible passengers

4.1.5.2. INAD Rates at Zurich Airport

Checkpoint Ltd. shall charge the following rate to the respective airline:

Per person: CHF 125 for adults and children aged 2 or older

Additional expenses for meals, accommodation or other services will be charged to the airlines according to actual expenditure.

4.1.5.3. INAD Contacts

Checkpoint Ltd.	Phone	043 356 85 34, 053 816 93 25
Border Department	E-Mail	immigration.zrh@kapo.zh.ch
Immigration/Enforcement	Phone	058 648 54 24
Transit Hotel	E-Mail	transithotel@zurich-airport.com
	Phone	043 816 21 08

4.1.6. Airport Information Desks

Airport Information Desks offer a wide range of services. You will find them in Arrival hall 2 (Service Center included) , Arrival hall 1 (digital solution, not staffed, Check-in 2 and in the Airside Center.)

4.1.6.1. Airport Information Point / Arrival 1

Digital solution, not staffed

4.1.6.2. Airport Information Arrival 2



Services:

Flight and general information

Brochure-stand space for rent

Rent of temporary welcome desks in the arrival hall to greet guests personally

Rental pocket WIFI

For sale:

Sale of Swiss Travel Passes, ZVV tickets Zürich

Zürich Card

Hotel bookings (no service charge)

Airport gift cards

Airport souvenirs

eSIM cards

Wifi:

General information concerning our Airport Wifi

4.1.6.3. Service Center (Arrival 2)

Services:

Flight and general information

Parking information

Deposits (envelopes only)

Document copy service

Rental pocket WIFI

For sale:

Sale of Swiss Travel Passes, ZVV tickets Zürich

Zürich Card

Hotel bookings (no service charge)

Airport gift cards

Airport souvenirs

eSIM cards

For rent:

Brochure-stand space

4.1.6.4. Airport Information Airside Center

The following services are offered:

- Flight and Airport information
- Directions
- Airport Souvenirs
- Zurich Card
- ZVV Tickets

4.1.7. VIP Service

FZAG offers a state-of-the-art VIP Service. Tailor-made offers are available for passengers and their delegations arriving, departing and transiting in Zurich. Information about rates and detailed offers is available on the FZAG website:

[VIP Service – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/vip-service)

Flughafen Zurich VIP services are available daily between 05:00 and 23:00.



4.1.8. Left Luggage

FZAG offers a left luggage facility and a cloakroom service. These are operated on behalf of FZAG until December 31st 2025 by Custodio Ltd. As of January 1st 2026, they are operated by CGS (Customer Ground Service Ltd. . Left luggage service is located at Check-in 2, opposite row 4.

4.1.9. Baggage Trolleys

FZAG has some 2500 baggage trolleys available for passenger use landside within the terminal buildings. This service is free of charge. The baggage trolleys are to be used exclusively for the transportation of passenger baggage.



Locations

The baggage trolleys are available in most areas of the airport and the terminals

- Parking 1, 2, 3, 6, and P60
- Curbside Arrival 1
- Curbside Arrival 2
- Custom halls arrival 1 & 2
- Railway station on platforms
- Bus and tram station

4.1.10. Buggy Rental Service

Departing passengers with small children have the possibility to rent a buggy at Zurich Airport. The buggy can be collected at check-in and must be returned to the gate. This service is not available to arriving passengers. For transit passengers, buggies may be rented at the family services next to the PRM lounge near Transit A. The fee amounts to CHF 5, land- and airside.

Handling agents and airlines are not permitted to use airline own buggies at Zurich Airport.



The buggies may be rented at the reception of the Family and PRM Services.. For opening times please refer to chapter 3.14.2. The passenger returns the buggy before departure at the gate. FZAG PRM Services staff collect the buggies at the gates and return them to the respective pick-up-points.

4.1.11. Prams, Buggies and Maxi Cosis

Each airline has specific rules regarding the transportation of buggies, maxi cosis or prams. Delivery of buggies upon arrival at the destination Airport is subject to local rules and regulations. For detailed information either the the airline or the respective handling agent should be contacted.

4.1.12. Observation Decks B and E

4.1.13.1. Observation Deck B

The entrance to the Observation Deck B is located at Check-in 2. Facilities on the observation deck include a children's playground, multimedia binoculars, a restaurant and flight information pillars. It is open daily between 10:00 and 17:00 hrs.

4.1.13.2. Observation Deck E

During summer months, a bus service connects on week-ends the Observation Desks B and E. During winter, the Observation Deck E is accessible for passengers only from 08:00 to 21:45.

4.2. Other Services

4.2.1. Lost Property

Lost on board an aircraft:	Contact Lost & Found of respective Airline
Lost in the Terminals:	Contact the Lost Property Office in Arrival 1 *
Lost on the train or at the railway station:	Contact the SBB Lost & Found

Swissport Ltd. is managing the lost property office on behalf of FZAG.

4.2.2. Public Announcement System | Silent Airport

At Zurich Airport the "silent airport philosophy" applies. This means that standard flight arrivals and departures are not announced within the terminals. In general, announcements should be kept to an absolute minimum and should take place in the affected area and not in the whole airport.

Calls permitted:

- Advice times (ADV)
- ETD: if a ETD time is corrected and set earlier, a call can be requested
- Gate changes only if the new gate is situated in a different dock
- Automatically generated calls regarding baggage theft are played regularly
- Special security calls upon request of Police, Airport Steering or Terminal Management
- If a person has lost his passport, laptop or handbaggage
- Calls in relation with flight irregularities (weather, handling stop etc.)

Calls not permitted:

- Boarding calls (Exception: if 15 minutes before STD more than 15 passengers still missing, a call can be requested by SOM, DSM or the station manager of the affected airline)
- Last calls
- Missing passenger name calls
- Calls regarding the promotion for upgrades or similar

4.2.3. Flight Inquiries

Information about the flight

If there are any questions about check-in at Zurich Airport or about departure or arrival, the information can be found on the following pages:

- [Check-in](#)
- [Departure](#)
- [Arrival](#)

Information is also provided by telephone on +41 43 816 22 11, daily from 06:00 to 23:00.

4.2.4. Bag Safe Service

In Check-in 2 passengers can have their baggage wrapped. The service is available between 05:30 and 21:00. For more information see www.safe-bag.com

4.2.5. Lockers

Lockers are available next to the Spettacolo café in the Airport Shopping, level Check-in 3 and are managed by SBB (Swiss Railways).

4.3. Gastro and Retail

A multitude of services, restaurants and retail shops are available at Zurich Airport.

4.3.1. Airport Shopping

The Airport Shopping with many restaurants, shops and services is open 365 days a year. The shops are generally open between 08:00 and 21:00, the food stores between 06:00 and 23:00 and the restaurants and bars between 06:00 and 22:00.

4.3.2. Rules for Gastro and Retail

Commercial outlets in the Airport Centre are not allowed to place any features outside the rented areas unless prior approval has been received from FZAG.

4.3.3. Appearance

Shops and restaurants must be in an orderly and clean state at all times. It is not permitted to store any material outside the commercial outlets.

4.4. Medical Services

At Zurich Airport the following medical services are available:

4.4.1. University Hospital Zurich (USZ)

Location	The Circle, 59
Opening Hours	Daily between 08:00 and 19:00
Contacts	Phone 044 255 11 11

4.4.2. Airport Medical Center

Location	Airport Prime Center 1
Opening Hours	Daily between 07:30 and 19:00
Contacts	Phone 043 816 60 00

4.4.3. Airport Dental Service

Location	Airport Prime Center 1
Opening Hours	Daily between 07:00 and 19:00
Contacts	Phone 043 816 61 61

4.4.4. Eye Clinic

Location	Airport Prime Center 1
Opening Hours	Monday to Friday between 08:00 and 17:30
Contacts	Phone 043 816 70 00

4.4.5. Pharmacies

Locations	Airport Center (daily between 07:00 and 21:00) Check-in 1 (daily between 06:00 and 22:00) Airside Center (daily between 06:00 and 22:00)
Contacts	Phone 058 851 32 49 (general number for all stores)

4.4.6. Ambulance, Defibrillators, First Aid

At Zurich Airport the following additional medical services are available:

Ambulance Call 118 or 144

40 Defibrillators Throughout the passenger Terminals



First Aid Kits At various locations in the Terminals

5. BAGGAGE HANDLING

5.1. Baggage Carts / Definition

Baggage carts (Frechwagen) may be used for transportation of bulky items, group baggage or lost and found luggage.

5.1.1. Storage and Appearance

Baggage carts used within the terminals and at the curb side have to be in an orderly and fully operational condition. Storage within the terminals is not allowed. Equipment not stowed in specially designated curb side areas will be removed by FZAG. Costs will be billed to the owner or the responsible operator.

5.2. Baggage Sorting System

The FZAG baggage sorting system operates daily, generally between 04:00 and 23:00 (extended operating hours apply during peak months). If an airport user requires earlier operating hours then FZAG Airport Steering needs to be informed at least one week prior to the date (for contacts see chapter 1)

Baggage Labels

The baggage labels used at Zurich Airport have to be of good quality. FZAG may ask the service provider or airline to change the baggage label supplier if the quality of the labels could cause problems to the baggage sorting system.

Important: Any changes of DCS address stamps for sending BSMs need to be reported immediately to FZAG, IT department, phone 043 816 73 00.

5.3. Bulky Items

5.3.1. Baggage Categories to be treated as Bulky Items

The following items are to be treated as bulky items, even if they are within the dimensions for normal baggage. Otherwise, interferences within the baggage sorting system may occur:

- Live animals
- Skis
- Bicycles
- Plastic bags
- Badly packed baggage, e.g. wine boxes
- Baby buggies
- Baby/child car seats
- Children vehicle
- Wheelchairs
- Cooling boxes
- Metal or wooden boxes
- Loose carton boxes
- Military bags
- Golf bags
- Sharp-edged baggage
- Highchairs
- Tool bags and boxes
- Umbrellas and Hiking Sticks (to be transported in baggage trays)

Maximum baggage dimensions for normal baggage are:

	length in mm	width in mm	height in mm	weight
Maximal dimensions and weight	900	450	700	40 kgs
Minimal dimensions and weight	200	200	50	2 kgs

Allowable dimensions for bulky items are:

	length in mm	width in mm	height in mm
Baggage with max length of 1600 mm	1600	900	800
Baggage with max length of 1900 mm	1900	800	800
Baggage with max length of 3000 mm	3000	600	600
Baggage with max length of 5000 mm	5000	200	200

Bicycles can be transported in cardboard boxes (within the above-mentioned measurements). If no box is used, bicycles must be transported manually via elevator.

Any baggage exceeding these measurements must also be transported manually via elevator, as well as:

- Bicycles not in boxes as well as battery-operated wheelchairs
- All bags which are smaller than the minimum permitted measurements for checked baggage
- Live animals
- Wheelchairs

5.3.1.1. Transportation of Firearms

The transportation of firearms has to follow a special process which is defined by the FZAG Airport Security Department.

The following steps must be complied with:

- The passenger reports the transportation of a firearm to the handling agent at time of check-in
- The handling agent sends the passenger to the bulky items desk (handled by FZAG)
- The firearm must be unloaded in a designated room together with the CGS supervisor
- Unloading of firearm is double checked
- Baggage item (firearm) is accepted and bag tag is scanned
- Attendance is invoiced and paid for by passenger
- Passenger is accompanied to customs in order to check the necessary documents
- Customs sticker is put on the bag tag if everything is in order
- Baggage item (firearm) is scanned and entered into the baggage sorting area

5.3.2. Baggage bins

Baggage trays with a Velcro fastening are available behind every check-in desk and must be used for small items e.g. vanity case or hat boxes.

5.3.3. Crew Bag Handling

In order to speed up crew bag handling and to avoid errors by manual handling, machine readable labels for crew bags must be used and BSM for these bags must be sent. Crew bags will not be accepted at the bulky items counter. They must be delivered at the regular check-in desk of the respective airline or handling agent.

6. SIGNAGE

6.1. General Signage Guidelines

The Signage Guidelines (Signaletik Normen Flughafen Zürich) are binding for all airport users at Zurich Airport.

It is FZAG's duty to manage the check-in monitor setups. The longterm planning is conducted by FZAG's operations planning. For short-term changes as well as requests for special flight counters less than 3 days before STD, Terminal Management is responsible.

6.1.1. Information and Publication of Flights on FIDS

All flights arriving and departing are displayed in the Flight Information Display System (FIDS).

IATA/ICAO (2 or 3 letter code)	YES
Airline Name (full text)	NO
Flight Number	YES
Destination (full text) including intermediate stops	YES

6.2. Airline Logos

6.2.1. Logo Policy

The Airline logo is only displayed at Zurich Airport provided the airline operates at least one weekly flight throughout the year. No differentiation is made between scheduled and charter flights. Airline logos of airlines operating for one timetable period only are not displayed.

Airline logos and class specifications in the language of origin are allowed, however only relating to the airline name and the booking class. Should the airline not provide a logo, the system will automatically generate the airline name on the Check-in monitor. If no airline class logos are provided, FZAG will display generic Economy, Business, and First Class logos.

6.2.2. Airline Logo Locations

The Airline logo for Airlines operating to Zurich are displayed at the following locations:

- | | |
|------------------------|--|
| • Terminal Entrances | Analogue display at curb side |
| • Check-in Counter | Electronic display(monitor), analogue display on branding wall |
| • Sales Counter | Analogue display on panel |
| • Gate | Electronic display (monitor) |
| • Transfer Counter | Electronic display (monitor), analogue display on rear wall |
| • Lost & Found Counter | Analogue display on rear wall |
| • FIDS/AOP | Electronic display (tailfin) |

6.2.3. Airline logo, class logo, – electronic display

Location: Monitors (e.g. Check-in, Gate and Transfer) and FIDS

Please note that for monitors at the gate, logos in colour are permitted!

For the initial publication or the change of an electronically displayed airline or class logo, the ordering party (airline or handling agent) should submit the logo to the FZAG Key Account Manager.

At Check-in, two options of logo displays are available:

- Split screen with airline logo, freetext (optional) and class logo
- Full screen logos (for dedicated counters only)

The following requirements must be observed for uploading or replacing logos:

- Ordering party: Airline or Handling Agent
- Contact: FZAG Key Account Manager
- Format: .bmp / .jpg
- Size: Split screen logos: 1715 x 343 pixels -> **same format for gate screen logos**
- Size: Full screen logos: 1920 x 1080 pixels
- Size for tailfin logo: 45 x 45 pixels (FIDS)
- Information needed: The airline / handling agent needs to advise FZAG if an additional logo is needed or if an existing logo will be replaced
- Restrictions: In common check-in areas as well as on the FZAG homepage, airline logos can only be displayed if they are submitted on a white (clear) background and do not contain any additions such as alliance logos, slogans or other.

Additional restrictions for Full Screen Option:

- No combination possible within one (dedicated) check-in area between split screen and full screen function
- No free text field function: any additional text must be provided by airline on pre-defined templates
- Logo templates must be created by the airline and include "closed", and, if applicable, "supervisor"remark
- Airlines not operating regular flights (ie. on the same day at the same time) will be assigned a slot for the whole day. In this case, a splitscreen logo will be displayed when the desk is closed.

Processing and uploading/reconfiguring of new logos can take up to 10 working days.

Please note: Special logos (company logos and similar) can not be displayed on Check-in, Gate or Transfer monitors.

Only information directly related to flight, destination and class are allowed on the Check-in monitor screens. If the counter is used for a separate, extraordinary purpose, the purpose of use shall be specified.

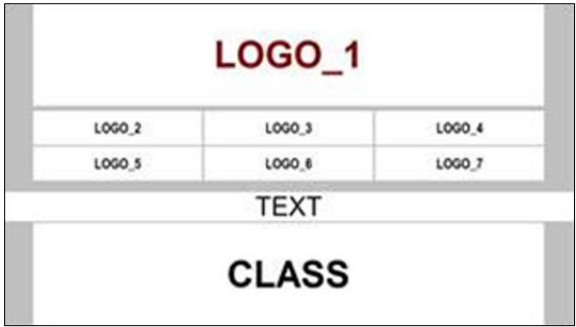
The publication of airline and class logos is generally free of charge. FZAG reserves the right to apply charges incurred in the event of an unreasonably high number of logo orders.

6.2.3.1 Examples

Check-in Dedication – without code share



Check-in Dedication – with code share



Check-in Dedication - Full Screen Logo



Zurich Airport

Check-in - Common Area

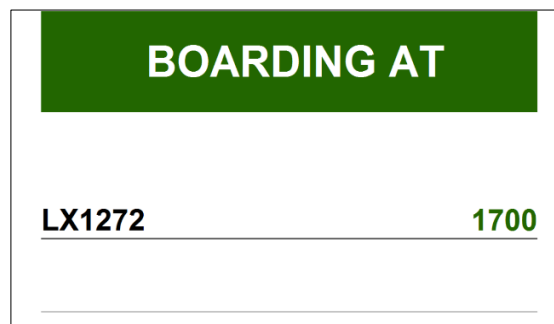
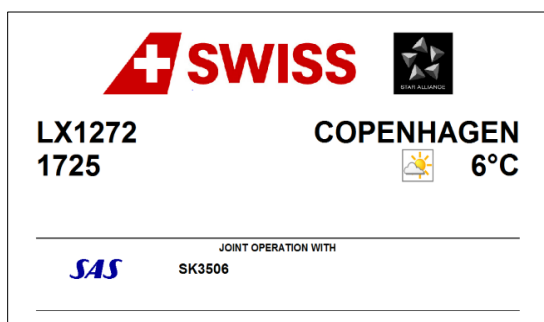


Transfer Desk



Gate

Alternating screens with various information



6.2.4

Airline Logo Publication – analogue display

Location: Terminal Entrances, Transfer Counter (rear wall), Lost & Found Counter (rear wall), guidance to lounges (Dock E).

Please note: Backwall brandings are only allowed in Check-in 1, Check-in 2 row 5 and in Check-in 3 if the respective airline has rented their counters on the **basis of long term usage**.

For publication the airline or handling agent should contact the FZAG Key Account Manager.

- Format: .cdr / .eps / .ai / .wmf – also acceptable are .tif / .psd / .jpg
- Size: 1:1 format (300dpi, CMYK colours)

Logos can only be displayed if they are submitted on a white background and do not contain any additions such as alliance information, slogans etc.



Example for Transfer Desk



Example for Lost and Found Desk

6.2.4.1 Charges

The **first** publication of an airline logo, respectively the production of panels and branding walls, is free of charge. For any changes initiated by the airline, the costs are charged to the airline.

Note: For logos to be published in the airline's own premises (e.g. sales counter, lounge etc.) the respective tenant has to order and pay for the logo. No restrictions for such logos are imposed by FZAG.

7 MISCELLANEOUS

7.1 Customer Relations Management

FZAG expects Airlines, Handling Agents and service providers to apply the FZAG visions and values.

7.1.1 Passenger Comments sent to FZAG

Passenger comments to FZAG can be sent to the following address:

Flughafen Zürich AG
Customer Relations
P.O. Box
CH-8058 Zurich-Airport

Email: customer.relations@zurich-airport.com

Internet Feedback:

[Contact and feedback – we'd like to hear your opinion – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/contact-and-feedback)

Should the passenger comments concern services offered by airlines, handling agents or service providers, FZAG forwards the comments to the concerned party.

7.1.2 Passenger Comments sent to Airlines, Handling Agents or Service Providers

FZAG expects Airlines, Handling Agents and service providers to

- Acknowledge receipt of passenger comments within 24 hours (working day)
- Send an answer to the passenger no later than 3 weeks after receiving the feedback
- Inform FZAG should the comments concern infrastructure at Zurich Airport and services rendered by FZAG

Should the passenger comments concern services performed by FZAG, then the Handling Agents, Airlines and service providers must forward the comment to FZAG.

7.1.3 Passenger Surveys

FZAG has the right to conduct passenger surveys in all land- and airside Terminals. Partner companies are informed through the bi-weekly partner newsletter about such activities. Surveys and similar activities on behalf of companies other than FZAG are not permitted unless prior permission has been obtained in writing from FZAG.

Requests

Requests for conducting surveys should be addressed to umfragen@zurich-airport.com

7.2 House Regulations

Validity

The regulations are valid since July 7th, 2020 and remain valid until further notice.

Supervision

FZAG Terminal Management is responsible for enforcing the House Regulations in the terminals.

Scope of Application

The House Regulations apply to all public (landside) and non-public (airside) areas as well as to rented space, rooms and zones belonging to FZAG.

Public and non-public areas

Public and non-public areas and facilities within the buildings belonging to and managed by Flughafen Zürich AG (halls, stairways, escalators, lifts, public toilets, etc.) may be used for their designated purpose by anyone during official opening hours. Anyone who causes a public disturbance, aggravates other users or whose behaviour gives cause for complaint may be ordered off the premises by those persons in charge.

Hygiene Regulations, mandatory wearing of face masks

In areas marked accordingly, special hygiene regulations must be observed. These include in particular:

- a. maintaining a signalized minimum distance from other persons
- b. wearing a face mask

Requirement to obtain permission

Permission or authorisation must be obtained from Flughafen Zürich AG for the following activities in particular:

- a. the installation of any type of moveable structure or equipment
- b. the distribution and/or affixing of advertising material, flyers, leaflets, posters, advertisements, any type of signage or the organisation of marketing events
- c. the use of sales stands or mobile shops, as well as the general sale or distribution of products and/or the advertisement of services (the undertaking of commercial activities)
- d. the collection of donations or the gathering of petitions
- e. the production of photographs, videos, sound recordings or films for commercial purposes or any recording of security personnel/equipment
- f. the holding of musical performances or similar events, or the holding of exhibitions, presentations or demonstrations of any sort
- g. the transportation of goods except on the delivery routes provided for this purpose, namely in the public areas primarily reserved for the movement of people
- h. passenger surveys or similar activities

Smoking Ban

There is a general ban on smoking inside Flughafen Zürich AG premises with the exception of specially designated smoking zones. There is also a ban on smoking in front of the entrances to and exits from Flughafen Zürich AG buildings (no smoking zones). The smoking ban also covers all types of e-cigarette.

Emergency Exits

Emergency exits and escape routes, entrances and exits, corridors, escalators and elevators must be kept clear at all times.

Use of Vehicles

The use of motor vehicles, bicycles, scooters, inline skates, skateboards and any other transportation means is prohibited within Flughafen Zürich AG buildings for safety reasons. Exceptions may be granted by Flughafen Zürich AG in justified cases.

Combustible Materials

The use of flammable or combustible materials of any sort (including candles), or of any foul-smelling substances, is not permitted anywhere on airport premises.

Storage of Goods

It is not permitted to store goods of any sort in publicly accessible areas or in general (non-rented) areas inside or outside Flughafen Zürich AG buildings.

Waste

Waste must be separated into recyclable and non-recyclable material and disposed of in the special containers provided. Waste material may only be disposed of at locations specifically designated by Flughafen Zürich AG for this purpose. The disposal of hazardous material is not permitted.

Baggage and personal belongings

Baggage and personal belongings must not be left unattended. Flughafen Zürich AG is not liable for the loss of baggage or personal belongings. Breaches of this regulation will be penalised and the person responsible will be charged for the costs of the security measures that have to be taken as a result of any abandoned baggage and/or personal belongings.

Lost Property

Any lost property that is found on the airport premises must be handed in to the lost property office or to the cantonal police.

Dogs

Dogs must be kept on a leash at all times on the Airport premises. Non-compliance may lead to expulsion from the Airport. Vicious dogs and those listed on Breed Type List II (para. 5 of Dog Act; HuV (ZH LS 554.51)) must wear a muzzle. Any dog mess must be cleaned up by the owners themselves.

Soiling / Littering

The Airport site (areas, premises, fixtures and materials) must not be soiled or littered. Persons causing exceptional soiling or littering must clear their own mess up. If they fail to do so, they will be invoiced for the resulting costs.

Video monitoring

For safety reasons the Airport is monitored by video surveillance.

Note: In the event of non-compliance with these site regulations, Flughafen Zürich AG is entitled to order offenders off the Airport premises and/or ban them from the site. It reserves the right to initiate criminal proceedings and/or claims for damages.

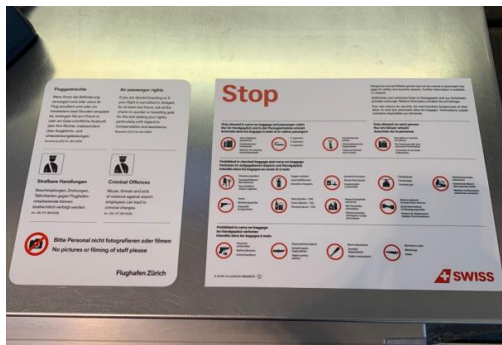
7.3 Filming and Photography of Airport Staff

The Airport is a public location, taking pictures and filming therefore cannot be prohibited. Film or photography made by chance, where staff are photographed at work, has to be tolerated. Filming and/or photography, who affect the intimacy or private area however is not acceptable. The following procedure applies if a staff feels his/her rights were violated:

- Ask the person to stop or delete recordings
- If the person refuses to do so, police can be called
- Police tries to mediate between the two parties
- Collection of the personal data of both parties by the police
- No securing of image or recorded medium by the police
- No erasure of pictures or film without permission of creator possible
- Possible opening of civil and/or criminal proceedings by the individual involved in agreement with the employer

All check-in - and transferdesks are equipped with affixed information regarding photography and unruly behavior.

Example:



7.4 Passenger Guiding System

To guide passengers through the Terminals, FZAG provides appropriate signage, electronic flight information systems and first-hand information from the information desks and/or Airport Guides stationed in the terminals.

7.5 Air Passenger Rights in Switzerland and the European Union

EU Passenger Rights (EC 261/2004)

FZAG is committed to publishing and enforcing the Air Passenger Rights of the European Union within the respective Terminal buildings.

Publication Locations

Updated Information boards with the Air Passenger Rights are published at various locations throughout the Airport. Information and flyers with Air Passengers Rights are available at Information-, Check-in, Gate, Ticket and Transfer counters. Handling Agents have to make sure that this information is available at all the above-mentioned desks.

For more information also see:

http://europa.eu/youreurope/citizens/travel/passenger-rights/air/index_en.htm

[Air Passenger Rights \(admin.ch\)](#)

7.6 Information and Communication Services

FZAG is the owner and operator of important ICT services:

System	Utility
IP MPLS	Campus IP network based on IP MPLS technology to operate all Airport IT systems as listed below
AOS	AirportOperationalSystem Data provider for Flight Information System and other operations systems such as SALLY, DARTS.
AOP	Airport Operations Plan , System providing various information regarding Flight lists, Airport Maps, numbers of transfer passengers etc.
BRTS	Baggage Reconciliation and Tracking System
CUTE	Common Use Terminal Equipment Hard- and software for Airlines access to their reservation and departure control systems
FIDS	Flight Information Display System for passengers, visitors, Airlines, handling agents, service providers and restaurants
PAMOS	Voice system for announcements via loudspeaker within Terminals
SALLY	Stand, gate and racetrack disposition system
Airport Radio System	Airport ground radio for handling and push back (Trunked Radio Technology - Digitaler Bündelfunk)
Video	Video surveillance for controlled areas and optimization of Airport processes
Telephony	Airport VoIP telephony platform for operation and customer use
Internet	Internet access over secured firewall infrastructure designed for all Airport services
WLAN	Wireless LAN for use in Airport operation processes and as a free service for passengers
Rent-a-Client	IT servers and clients used by customers as a pay per use service

7.7 Limitations on ICT Technologies

To prevent Airport operation services from disruption and reduce risks, some systems and technologies cannot be implemented without permission from the Airport authorities:

- Installation of cables (copper and glass)
- Installation of video systems
- Installation of wireless systems including WLAN

Permission for all ICT based technologies is handled exclusively the FZAG ICT department.

7.8 Contact ICT Services

All ICT services and permission to use technologies regarding these services is handled by the FZAG ICT department:

Flughafen Zürich AG, ICT Shared Services

Phone +41 43 816 75 00

eMail ictservices@zurich-airport.com

7.9 Company Mail

Company mail must be handled according to the IATA Airport Handling Manual, AHM 017. According to AHM, company mail should be packed in suitable sacks and be properly labelled. Parcels and cartons must be shipped as service freight and may therefore not be placed in the company mail.

All Airline company mail may be stored in the comail rack at the baggage unloading area 2.

Company mail needs to be collected on a daily basis. Company mail not picked up within two months will be removed and destroyed without prior notice. It is also possible that airline company mail can be stored in the lost and found office of the respective handling agent.



7.10 Transportation of PRM and material in Skymetro

Special conditions apply to the transportation of PRM in the Skymetro. For safety reasons the transportation of goods or other material is not allowed in the Skymetro.

8 ORGANISATIONAL ENTITIES

8.1 Flughafen Zürich AG

Vision, Values and Strategies

Details about FZAG's policy framework is published on the internet:

[Policy framework – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/policy-framework)

Organisational Chart

The current organisational management chart is published on the internet:

[Executive Board – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/executive-board)

Environment

The environmental vision and values are published on the internet:

[Environmental management – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/environmental-management)

Companies and Organizations at Zurich Airport

A list of most companies present at Zurich Airport is available on the internet

[All shops – Flughafen Zuerich \(flughafen-zuerich.ch\)](https://www.flughafen-zuerich.ch/all-shops)

8.2 FZAG Terminal Management

Terminal Management is responsible for the enforcement of the Terminal Regulation, the House Regulations in the terminals (airside and landside) and of the User Concept in standard and non-standard operational conditions.

Managerial Authority

The Terminal Management has the right to correct and instruct airline and handling staff and staff of other service providers at the airport if deemed necessary. The main aim is the fast re-establishment of standard operational conditions for all parties involved.

Construction Sites

The Terminal Management is the contact unit for any complaints regarding construction noise within the Terminal. Material for construction purposes is delivered via official delivery point. If, due to the size, the material has to be delivered through check-in areas, Terminal Management has to be informed in advance and has to approve such transports.

Presence / Contact / Office

Terminal Management can be contacted daily between 04:00 until 23:30. Outside these times, the caller (043 816 7600) is redirected to Airport Authority. The Terminal Management office is located in Check-in 1 at office A 3-398 (for contact see chapter 1).

8.3 AOC (Airline Operators Committee)

Flughafen Zürich AG Representative

The FZAG representative in the AOC is Mr. Ronny Roth, Head Passenger Operations (for contacts see chapter 1)













8.4 Emergency Organisation

8.4.1 Airport Emergency Plan

The Zurich Airport Emergency Plan is published on the internet:

<https://login.kundenportal.zrh.ch/>

[Emergency Plan Portal \(zurich-airport.com\)](https://zurich-airport.com/emergency-plan-portal)

Flughafen Zürich Emergency Plan Portal	
<p>Herzlich willkommen!</p> <p>Mit dieser Plattform werden Ihnen die Notfalldokumentationen der Emergency Management Safety & Security Abteilungen zur Verfügung gestellt.</p>	
54 Ergebnisse	
Dokument ↓	Kategorie
 N201-02d Alarme Alarmstern.ppt	 Einsatzunterlagen Krisenorganisation Notfallplan Deutsch
 N225e Emergency Contact Information.doc	 Emergency Plan English Notfallplan Deutsch
 N740e AET Care Situation Map.ppt	 Emergency Plan English
 N360d Notfallbegleitsdienst.doc	 Notfallplan Deutsch
 N222d Kontaktdaten Krisenorganisation.xls	 Einsatzunterlagen Krisenorganisation
 N450d_Notfallplan_Infektionskrankheiten	 Einsatzunterlagen Krisenorganisation











Responsible from FZAG is Marc Schäfer, Head Emergency Management (for contacts see chapter 1)

Please note: Incidents not covered by the Airport Emergency Plan have to be managed by the respective Handling Agent or Airline.

8.4.2 Airport Contingency Plans

At Zurich Airport various contingency and evacuation plans exist.

[Contingency Plan Portal \(zurich-airport.com\)](https://zurich-airport.com/ContingencyPlanPortal)

Flughafen Zürich Contingency Plan Portal	
<p>Herzlich Willkommen!</p> <p>Auf dieser Plattform werden Ihnen die Contingency Pläne der Abteilungen Ground Operation (Terminal- & Passagierprozesse) und Airport Security (Tore & Staff-Durchgänge) des Flughafens Zürich in der gültigen Version zur Verfügung gestellt.</p>	
35 Ergebnisse	
Dokument ↓	Kategorie
 OSE_CP_003_Contingency Plan Tore & Staffdurchgänge Grobkonzept	 Tore & Staffdurchgänge
 OSE_CP_002_Contingency Plan GA & BA	 Tore & Staffdurchgänge
 CP019_Ausfall_Check_in.docx	 Terminal- & Passagierprozesse
 CP011_Betriebsprozess SPS NBK.docx	 Terminal- & Passagierprozesse
 CP011_Gestrandete_Passagiere.docx	 Terminal- & Passagierprozesse

Responsible from FZAG is Mark Zajfert, BCM, Emergency Management (for contacts see chapter 1), or email to: contingency@zurich-airport.com