

FAQ for Online Parking

How do I reserve a parking space?

- Enter the start of the parking period (date and time) and the end of the parking period (date and time)
- Choose parking space
- Enter personal information
- Complete reservation
- You will receive an email confirmation with QR code

How far ahead of time may I reserve a parking space?

You may reserve a parking space by 4 hours before the planned start of the parking period.

Do I have to reserve a parking space in advance?

An advance reservation is not required, but we recommend online reservation during peak periods due to limited capacity, especially on parking lot C. This is the only way to guarantee your parking space. Furthermore, you can take advantage of special offers by booking in advance, which represent a tariff reduction compared to the normal tariff on site.

May I cancel a parking space?

Cancellation of a reservation is possible in accordance with point 5 of the General Terms and Conditions. You may not change your reservation to a different date.

May I change a parking space?

It is not possible to change your reservation to a different date.

May I change the selected parking garage / selected parking space at a later time?

It is not possible to change your selected parking garage / parking space. To do so, you must cancel your reservation and make a new reservation.

Can reservations be combined?

Reservations may not be combined with each other (for example, you may not make two reservations for 4 days using a special offer and park for 8 days). Only one reservation is permitted per parking transaction.

As a person with a disability, do I have to reserve a parking space?

No reservation is necessary.

I am not going to keep my reservation. Do I still have to pay for the parking space?

If you do not keep your reservation and do not cancel in time, you are required to pay the booked amount. There are no refunds for the amount paid at the time the reservation was made.

I did not receive a reservation confirmation by e-mail and did not save my reservation reference number. What should I do?

Please check if the e-mail may have been directed to your spam folder.

If you did not save your reference number, please contact us and provide your e-mail address and the start and end of the parking period using our contact form on the homepage; our staff will send you your reservation confirmation again.

I forgot my password, where can I request a replacement?

You may request a new password under “My Account.” Enter your e-mail address under “Forgot Password.” You will receive an e-mail shortly with a link to reset your password.

What is a promotion code?

A promotion code is given out in conjunction with an advertising campaign. You must enter the promotion code in the “Promotion Code” field when making your reservation. The promotional offers will be displayed.

All offers listed on our homepage may be booked without a promotion code.

How do I enter the parking space?

At the entry pillar, please hold the QR code (printout or mobile phone) towards the QR code reader at the bottom left until the green light is illuminated. You will receive a parking ticket in exchange, which functions as the exit ticket. Please store this parking ticket so it is protected from light, heat and moisture. Follow the guidance system and choose the nearest free parking space.



What should I do if the reader does not recognize the QR code?

Please be sure to press the information button on the gateway column. You will be connected with our staff who will be happy to provide you with further assistance. Please take a short-term parking ticket only if our staff asks you to do so.

May I enter before the start of the reserved parking period?

You may enter up to 2 hours before the start of the reserved parking period.

May I enter after the end of the reserved parking period?

You may also enter after the end of the reserved parking period. The reserved and paid parking period will not however be extended. No refunds are given for unused portions of the parking period.

What should I do if I took a ticket when entering but I did not provide authorization with the barcode?

If you mistakenly took a ticket, you may leave the parking area within 10 minutes and enter again using the barcode.

Do I need to use the automated pay station before exiting?

No, there is no need. You may drive your car directly to the exit.

How do I exit the parking space?

After inserting the parking ticket at the exit column, the gate will open automatically and you may exit.

What should I do if I have exceeded the booking period?

If you have exceeded the booking period (for example because of a late return flight), the additional time will be charged based on the displayed parking rates. Payment can be made using a credit card at the exit column, or you can do this at the automated pay station. Press the receipt button if you would like a receipt.

Will I receive an assigned parking space with my reservation?

You will not receive an assigned parking space, but we guarantee that there will be an open parking space/parking garage.

Will I receive an invoice for the parking space reservation?

For reservations up to EUR 400 (including VAT), the reservation confirmation functions as small-sum invoice (according to § 11 Para. 6. UStG.).

What should I do if something was incorrectly invoiced?

Please contact us along with all of your information using our contact form on the homepage. We will look into the matter for you.

What should I do if there are problems?

There is an information button on all the entrance and exit gates, which will connect you with staff at our parking headquarters. Staff is available 24 hours a day 7 days a week to answer your questions.

I lost my parking ticket. What should I do?

Please contact our staff using the information button (which can be found at all entrance and exit gates and the automated pay stations); our staff is available 24 hours a day 7 days. You will receive a replacement ticket.

May I enter and exit the parking area multiple times?

No. You are only permitted to enter and exit the parking area once.

Will I receive a refund if I exit before the end of my reserved parking period?

No. There are no refunds.