

Contact

The Travellers Aid office at the Frankfurt Airport:

Counseling office:

- 📍 Terminal 1, Departure hall C, opposite entrance 8
Room 2029 + 2039
- ☎ +49 (0)69 690 – 50 201 and +49 (0)69 690 – 47 131
- ✉ kirchlicher.sozialdienst.erv@flughafen-frankfurt.de
- 🌐 www.diakonie-frankfurt-offenbach.de

Donation account:

Evangelischer Regionalverband Frankfurt und Offenbach

Evangelische Bank eG

IBAN DE11 5206 0410 0104 0002 00

BIC GENODEF1EK1

Verwendungszweck: Kirchlicher Sozialdienst für Passagiere



Travel crisis at the Frankfurt Airport?

Get help at the Travellers
Aid office!

COUNSELING • INFORMATION • MEDIATION



The Travellers Aid office offers:

Counseling:

The counseling center offers a safe space. Here, passengers can relax, explain their situation and sort out their thoughts. Meals and clothing are available to those in need.

The social workers listen, clarify the situation and point out support options. The consent of the passengers is a prerequisite. Helping people to help themselves is our main goal.

Information:

Passengers seeking advice can learn about ways to get money or tickets, what travel options are available, as well as which local authorities and agencies from their homeland they can contact for further aid.

Mediation:

The Travellers Aid office negotiates directly with airlines as well as local and foreign agencies upon request. Our aim is to help passengers continue their journey or return home. If this is not possible, accommodation can also be arranged.

Aid at counter 700.1 in Terminal 1:

Volunteers from the Travellers Aid office can be found at counter 700.1 in Terminal 1 between areas B and C for passengers who find themselves in need. If necessary, they will guide people looking for aid to the counseling office of the Diakonie Frankfurt und Offenbach.

The Travellers Aid office is for people who find themselves in need at Frankfurt Airport.

We offer professional help

- free of charge
- open to all religions and nationalities

There are many emergencies passengers may have:

- Problems with a ticket, passport or visa
- Financial emergencies because of theft, problems with credit cards, unexpected costs for rebooking or the purchase of a new ticket
- Mental health emergencies from high-stress situations
- Mental distress, confusion or disorientation