

AirportCity Guide



1 To and from Schiphol

Bus

City and regional busses operate between Schiphol and all the surrounding towns. More information? Go to www.ovr.nl.

Car rental

Schiphol has six international car rental companies, all located in Schiphol Plaza. Opening hours: 07.00 to 23.00 hours and in some cases 06.00 to 23.30 hours.

Dropping people off

If you are being dropped off, you may get out in front of the departure hall. Please do so at the blue sign that indicates the airline with which you are flying.

Long term parking at P3

P3 is located between Schiphol-Centrum and Schiphol-Oost. The first three days that you have parked here will cost you a total of € 87,50. From day 4 onwards, this costs € 10,- per day. The Parking Hopper - an un-manned and automatic transportation system, will take you from your car to the central area. A free bus to the Terminal will leave from here every 10 minutes.

Luxury parking at P7

This parking garage is located immediately under the Terminal and is only open to credit card holders or subscribers. This parking garage is not indicated by any signs.

Parking for the disabled

In P1 and P2 and at P3 there are special parking places for people with a handicapped exemption.

Schiphol Travel Taxi

This new taxi service offers passengers combined taxi transportation to and from Schiphol. For more information and/or reservations call +800-SCHIPHOL [+800-72 44 74 65] or go to www.schiphol.nl.

Short term parking at P1 or P2

Parking garages P1 and P2 are within a short walk of Schiphol Plaza. For the first three hours you will pay € 3,75 per half-hour. Thereafter it is € 4,50 per hour, with a maximum of € 50,- per 24 hours for the first three days. Every day thereafter will be a maximum of € 25,- per 24 hours. Payment possibilities: cash, credit card, or cash card.

Taxi

In front of Schiphol Plaza there are taxis 24 hours a day, that will take you to any place in the Netherlands. For information or reservations call +31 (0) 20 653 10 00 or go to www.schipholtaxi.nl.

Train

The train will take you to the very core of Schiphol Airport. The platforms are located under Schiphol Plaza, the central hall of the Terminal. For travel recommendations call: go to www.ns.nl.

Vip Valet Parking

If you leave your car in front of the departure hall, the employees of this company will park your car in a separate parking area. You can hand in your keys at the counter in Departure 2. Upon your return, they will make sure that your car will be ready for you at the Terminal. Information: +31 (0) 20 406 78 90.

2 At Schiphol

Accompaniment at Schiphol

Employees of your airline and IHD Schiphol Service (International Help to the Disabled) are at your service for accompaniment at Schiphol. Please let us know your wishes beforehand. Call: +800-72 44 74 65 or contact the IHD: +31 (0) 20 316 14 17.

Baby care facilities

There is a baby room with cradles between gates E and F for the tiniest members. This is open between 06.00 and 22.00 hours.

Baggage carts

Free baggage carts for suitcases and heavy baggage and small carts for your hand baggage are available all over Schiphol.

Baggage depot

In the baggage depot located in the basement between Arrival halls 1 and 2, you can store your baggage for a maximum of 1 month. The opening hours are between 06.15 and 22.45 hours. Telephone: +31 (0) 20 601 24 43.

Baggage lockers

You can store your baggage in the baggage lockers for a maximum of 168 hours. You can find these lockers at different places in the Terminal. Telephone +31 (0) 20 601 23 03.

Business Center

Business travelers can rent offices and meeting rooms here, either with or without secretarial support and/or computer and telecommunications facilities. The Business Center is open from 08.30 to 17.30 hours. Telephone: +31 (0) 20 653 24 80. Fax +31 (0) 20 653 25 66. For these facilities you may also contact Business Center Skyport, telephone: +31 (0) 20 654 16 00. Fax +31 (0) 20 654 16 01.

Check-in counters

The monitors in Departure halls 1, 2, and 3 and in Schiphol Plaza show you which check-in-counter to go to and your flight's exact departure time.

Communication Center

Between 06.00 and 23.00 hours, you are welcome in the Communication Center for making telephone calls, sending mail, and e-mail. You can also surf the Internet or work in peace in one of the eight mini-offices. The Communication Center is located on the top floor of Lounge Central.

Facilities for the hearing impaired

Most information and transfer counters have a 'hearing loop'. The only thing you need to do is put your hearing aid in the T-position.

First class and business class lounges

The lounges for first class and business class travelers are located behind the passport check. Follow the signs.

Flight information

There are monitors all over Schiphol that show the departure and arrival times. Or check www.schiphol.nl.

Hotel facilities at Schiphol

On the top floor of Lounge West of Schiphol, there is a Hotel Mercure Schiphol Terminal. The hotel is located beyond the passport check. Telephone: +31 (0) 20 604 13 39. Fax: +31 (0) 20 653 04 38.

Hotel reservations

Use the hotel reservations panel in Arrivals 2 and 3 to choose from over fifty hotels in the area. Press the button and you have immediate telephone contact with the selected hotel. You can also contact the Holland Tourist Information in Arrivals 2.

Imports, exports, and VAT

The customs office is located in Departures 3. This is where you must go for any matters concerning imports, exports, or VAT refunds.

Information counters

The Schiphol information counters can be found in Schiphol Plaza Arrivals 2 and 3, and between Departures 2 and 3 before the passport check. After the passport check, the information counters can be found in Lounges Central and West.

Information maps

These can be found in the lounges and at the beginning of the gates.

Lost and found

The lost and found counter is located in the basement between Arrivals 1 and 2. Opening hours: Monday to Friday between 07.45 and 16.15 hours. Outside of these hours please contact the baggage depot, telephone: +31 (0) 20 601 24 43.

Medical service

This is open 24 hours a day for first aid and medications. The Medical Service is located on the top floor of Departures 2, above counter 16, or follow the 'First Aid' sign. Telephone: +31 (0) 20 601 25 28.

Meeting Point

The Meeting Point is located in the middle of Schiphol Plaza, right next to the red and white checkered art piece 'Coda'.

Police/Royal Marechaussee

The police station of the Royal Marechaussee is located in Schiphol Plaza. The Royal Marechaussee is also present at the passport check in the Terminal. Telephone: +31 (0) 20 603 82 22.

Porter service

You can use the porter service to carry your baggage. You can ask for assistance at the calling posts in front of the departures hall and at the baggage carousels between 06.15 and 22.45 hours. For more information or reservations call +31 (0) 20 601 23 03.

Quiet center

In the Quiet Center you may pray or meditate. This area is located on the top floor of the connecting hallway between Departures 2 and 3 and is open between 06.00 and 23.00 hours.

Self-service check-in

In Departures 2 you will find six self-service check-in machines, also known as the Speedpoints.

Smoking

Smoking is only permitted in sections of the bars and restaurants.

Taking care of money matters

The ABN AMRO offices are located in Arrivals 1, 2, and 3. The GWK is located in Schiphol Plaza. Passengers can also get cash or change currency at the ABN AMRO offices in Lounge Central, South, and West. Cash machines can be found in Lounge South, West, and Central.

Transfer counters

Monitors in the Terminal will tell you at which counter you can pick up your boarding pass. These counters can be recognized by the large yellow signs 'Transferbalie' and a number.

Vaccination center

Follow the 'First Aid' signs from Schiphol Plaza and you will reach the vaccination center. Information: +31 (0) 20 601 25 28 or +31 (0) 20 601 47 12.

More information?

Internet: www.schiphol.nl
Telephone: +800-SCHIPHOL
[+800-72 44 74 65]
(22 ct/min)

For information at Schiphol, please contact the information counter employees.

Amsterdam
Airport Schiphol



AirportCity Guide

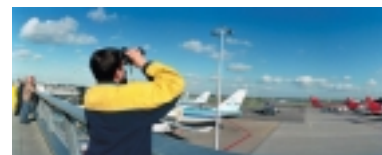


AirportCity Schiphol: the world at your feet

Schiphol Airport is an AirportCity. With aviation as the beating heart, Schiphol is developing into a modern city

where you can shop, eat and drink, visit a casino, or simply enjoy the endless colorful flow of people.

And of course, it is the ideal place to see airplanes come and go. AirportCities are cities that are in continuous motion, more so than any other city. For Schiphol Airport it is important that visitors feel pleasant and have an enjoyable stay at the airport. That is why we are working every day to improve and expand comfort, services, and facilities.



Massages by 'Back To Life'

A massage is certainly nothing new. But a massage at Schiphol is. At 'Back to Life' you can choose between a 10 or 20 minute massage. The masseurs do not use oils. You keep your clothes on and are seated comfortably in an ergonomically designed chair, while your shoulders, head, neck, back, arms, and hands are treated. 'Back to Life' can be found in the hall between the E and F gates and is open every day between 09.00 and 19.00 hours.

Eating and drinking

Schiphol Plaza

Schiphol has a large number of bars and restaurants and just as much variation in the area of eating and drinking. Below are some tips: Juggle Sandwich Bar: 24 hours a day, fresh Dutch sandwiches and fruit juice. Pronto ijssalon: a broad selection of delicious ice cream. Touch Down (3rd floor): self-service restaurant with a selection of hot and cold snacks and drinks. Flemish fries: fries like they were meant to be. You can get a cone of delicious fries from a true "fries stand".



Lounge Central and the gates

Staying in this beautiful area of the airport is very pleasant. A breath taking view in the central area, wonderful stores, and good food and drinks at Foodcourt: pizza at Sbarro, delicious sandwiches at the Boulangerie Paul and hamburgers at McDonalds. You can have coffee at Jacqmotte and for an à la carte meal you will enjoy the Brasserie next to it. Café Ellipse (in the E gate): for delicious coffee and a view of the airplanes.

Lounge West

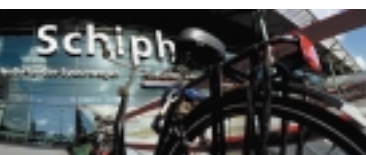
Café Amsterdam: a true Amsterdam café, as brown as brown can be. Lounge West, top floor. In de Bonte Koe: next to Café Amsterdam you can eat à la carte in a restaurant that is reminiscent of old VOC-ships, even including the climbing ropes.

This guide ...

... is meant to help you find your way around Schiphol City. On one side you will find practical information, and on the other there are shopping tips, eating and drinking ideas, and other suggestions for a pleasant and inspiring stay in AirportCity Schiphol. You would almost forget that you have yet to undertake a flight. Have fun, and have a good flight.

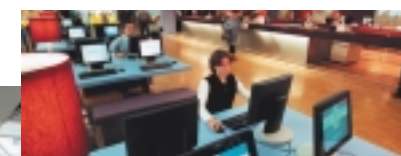
CNN Airport Network

There are television monitors in all lounges. They will show you the latest world news at any moment of the day, brought to you by CNN Airport Network.



See Buy Fly

From perfume, alcoholic beverages, cigarettes, clothes, leather wares, and jewelry, to rolls of film, and the most advanced electronics. See Buy Fly is a complete department store for all travelers, regardless of their destination. Over 100,000 brand products from Chanel to Sony, from Droste to Swatch. And all at exceptionally low prices. Even though tax-free shopping within Europe has been discontinued, you barely notice this. After all, the shop owners compensate the VAT so the prices continue to be as low as before. The only difference is that alcoholic beverages and smoking articles for travelers within the EU are only available at the local prices. And note the Special Offers, with even more attractive prices. More information: call: +800-SCHIPHOL [+800-72 44 74 65] or go to www.schiphol.nl.



Communication Centre

On the top floor of Lounge Central, we have opened a brand new and very up to date communications center. For one person this is the place to enjoy surfing the Net, and for someone else it is a true temporary office or the possibility to quickly check e-mail messages at the laptop bar, where five portable computers can log in at the same time. In addition to the 28 internet stations at the vide, there are eight mini-offices, each equipped with its own computer, fax, and telephone facilities. In short, the Communication Centre is for all the possible forms of communication: fax, telephone (also international calls, of course), internet, and e-mail. This is also the place to go for copies and tax refunds, and there is also a post office.



Renovated children's room

Schiphol is an experience for children too. But for the little ones it is also important that they can play in their own world. That is why there is a special play room between the E and F gates, full of toys for children of all ages. From cuddly toys to computer games.

Baggage lockers

There are several sites at Schiphol where you can temporarily store your baggage in lockers. Follow the signs. Depending on the size of the locker, you will pay f 6,- or f 8,- per 24 hours (with a maximum of 168 hours).



Schiphol Plaza

This is the center of Schiphol, which is open to everyone. From Plaza you can immediately reach the underground NS station, you have direct connections to the different parking garages, or you can walk right up to busses and taxis. In Schiphol Plaza you can also thoroughly enjoy yourself shopping (over 40 shops), eating, and drinking. Schiphol Plaza is open 365 days a year, between 07.00 to 22.00 hours. From Mexx to the Food Village supermarket, from Burger King to Délifrance.

