

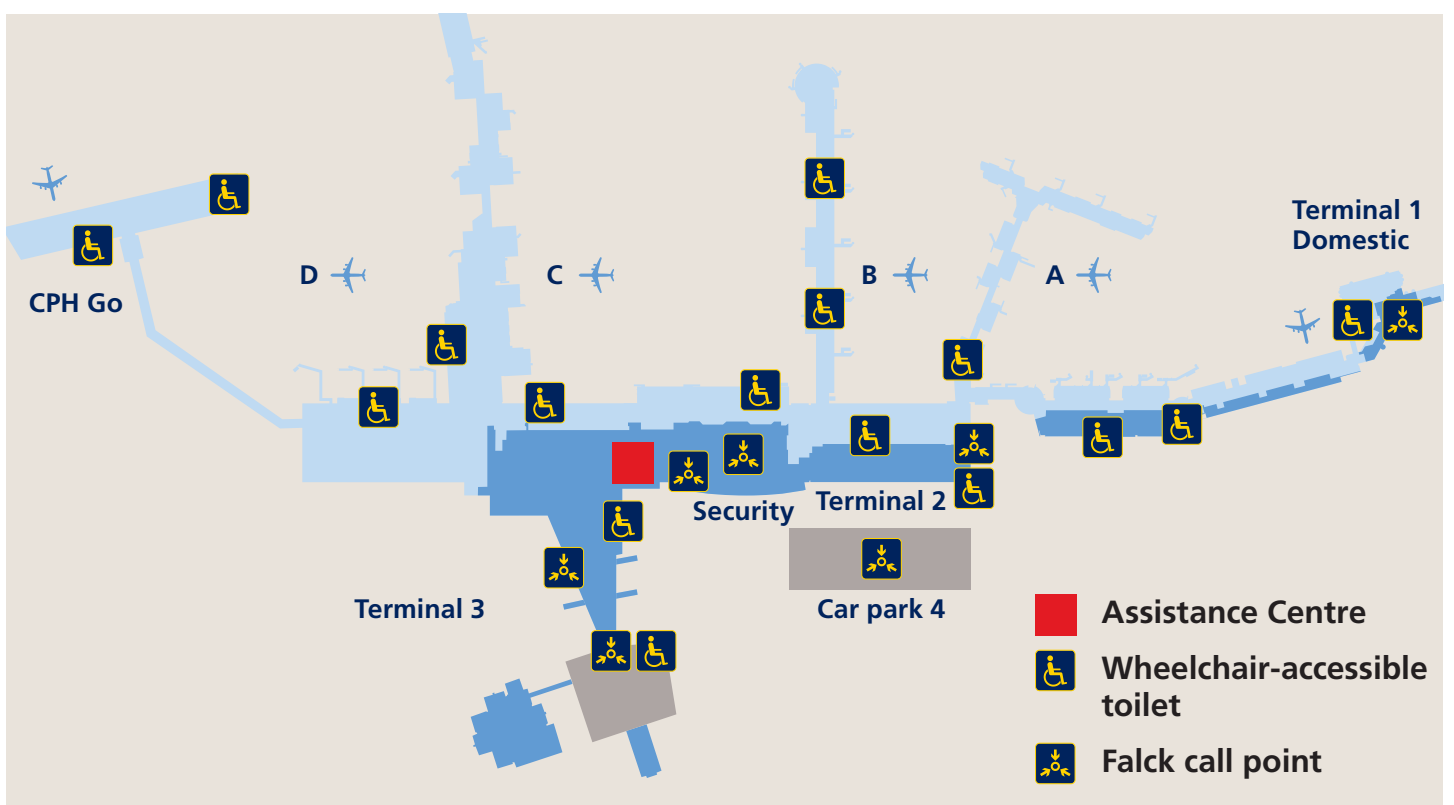
Passengers with reduced mobility – let CPH assist you through the airport

Your guide through Copenhagen Airport



- ✈ Book assistance with your airline when you book your ticket. If you forgot to do so, you can book assistance on [Copenhagen Airport's website](#)
- ✈ Book parking if you are driving to the airport. There are special parking spaces close to the terminals designated for passengers with reduced mobility. [Click here to get more information](#)
- ✈ When you arrive at the airport, you should find the nearest call point (see map) and push the button. You will then be picked up by Falck staff, who will assist you through the airport. You can arrange with Falck how much assistance you would like.

You can also get assistance from the airport's green-shirted helpers – staff wearing green T-shirts who circulate in the check-in area in Terminal 2.



Passengers with reduced mobility

– let CPH assist you through the airport

Assistance Centre



The Assistance Centre is the core of Copenhagen Airport's disability service. Here is a toilet of nine square metres with a 1.1 metre wide door. In addition to the toilet and wash basin, there is also a shower and a bench. The centre also has a rest area with a plank bed.

Wheelchair-accessible toilets



- ✈ In the Domestic Terminal, Terminal 1
- ✈ On either side of the connecting pier between Terminals 1 and 2
- ✈ At the west end of Terminal 2 before check-in
- ✈ In Pier A
- ✈ Between Pier A and Pier B
- ✈ In Pier B
- ✈ Between Pier B and Pier C
- ✈ In the Assistance Centre just after security
- ✈ In Terminal 3 before check-in
- ✈ By the metro station
- ✈ In the Pier C access area
- ✈ In Pier C
- ✈ In Pier D
- ✈ The red icon shows the location of the Assistance Centre.
There is also a toilet there.

Levels at Copenhagen Airport

The airport is free of level changes. There are elevators to and from all levels.

Q&As

What do I need to do if I have an electric/battery-powered wheelchair?

You must provide this information when you book your ticket. This kind of wheelchairs is not allowed in the cabin. You can get assistance to transfer to an airline wheelchair when your own wheelchair has been checked in. You can only use your own wheelchair all the way to the gate if you have a manual, collapsible wheelchair.

Can I get help to go through security?

Yes. You should book the service in advance. The security screening staff is trained to check passengers with special needs in the most discrete manner.

Can I bring my medicine through security?

As a general rule, liquids in excess of 100 ml are not allowed through security. However, special rules apply to medicine. You are allowed to bring aids such as disposable catheters with or without integrated water, insulin, etc. If you are in doubt, you should ask your doctor or [read more here](#)

For more Q&As on Copenhagen Airport's PRM service, go to cph.dk



Photo: Ernst Tobisch

Telephone to Falck

If you have any questions about the PRM scheme, you are also welcome to call Falck on tel

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