

# Transfer passengers

## – let CPH make your stay more comfortable



### Transfer Centre



Here you can get answers to your questions from your airline and handling company or change your ticket.

### Transfer screens

You can find transfer information on the screen at your arrival gate. The screen shows the first eight flight connections which the passengers on the arriving flight will be travelling on. In addition to gate numbers, the screen also shows how many minutes it will take to walk to the relevant gate.

#### Schengen arrivals and departures:



- ✈ If you are travelling on SAS, you will arrive at or leave from Pier B or D1-D4 in most cases
- ✈ If you are travelling on other airlines, you will arrive at or leave from Pier A2-24 in most cases

#### Non-Schengen arrivals and departures:

- ✈ All non-Schengen arrivals and departures are at Pier C or Pier D101-D104

#### Intercontinental arrivals and departures:

- ✈ All intercontinental flights are at Pier C15-C40

#### Domestic arrivals and departures:

- ✈ All domestic flights are in the Domestic Terminal – at Pier A25-A38

#### Minimum connection times for SAS

From/To	Domestic	Schengen	Non-Schengen	Interkontinental
Domestic	30 min.	40 min.	40 min.	45 min.
Schengen	40 min.	30 min.	40 min.	45 min.
Non-Schengen	40 min.	40 min.	40 min.	45 min.
Interkontinental	45 min.	45 min.	45 min.	45 min.

#### Minimum connection times for other airlines

Time/Destination	Domestic	Schengen	Interkontinental
Minimum requirement for transfers	30 min.	40 min.	40 min.

### Baggage:



- ✈ If your baggage is not checked to your final destination, you must pick it up and check it in on your next flight

- ✈ Allow plenty of time

### Smoking:



The airport is smoke free. Smoking is only allowed outside the terminal buildings.

# Transfer passengers

## – let CPH make your stay more comfortable

### Waiting time:



Get optimal use of your waiting time by shopping, eating, working, or – if you are travelling with children – by using the play areas.

**Work areas** – The Transfer Centre (see map) has a ‘work station’ with six to eight seats where you can power up your laptop. There are also seating areas throughout the airport, where you can work. Many eateries also have power sockets, so you can use your computer while you eat.

**Play areas** – the airport’s large play area can be used free of charge. [Click here to download information for families with children \(pdf\)](#)

**Shopping** – follow this link and print the page.

**Eateries** – follow this link and print the page.

**Wifi** – There are wifi facilities throughout the airport. Opening a browser on your computer will direct you to a payment page. The charge is DKK 40 per 30 minutes. There are also a number of computers in the transit area.

**Shower facilities** – there are no shower facilities at the airport.

### VAT refund:



Non-EU residents travelling to a non-EU country are eligible for VAT refund. The VAT amount will be paid out in Denmark if Denmark is the last EU destination before your final destination.

#### On purchases at the airport

- ✈ The refund ranges from 13% to 19% of the total price of the product, depending on the amount spent
- ✈ The minimum amount spent at each shop must be DKK 300
- ✈ The passenger must travel directly to a destination outside the EU
- ✈ The shop at the airport will deduct VAT when you pay for the goods

#### On purchases outside the airport

- ✈ The refund ranges from 13% to 19% of the total price of the product, depending on the amount spent
- ✈ The minimum amount spent at each shop must be DKK 300
- ✈ The shop will issue a Global Refund cheque on demand
- ✈ The Global Refund cheque can be cashed at the Global Refund office in Terminal 3 in the transit area. See map

