

Senior passengers

– let CPH start you off easy



Information desks



There are two information desks. They are manned round the clock with staff ready to answer your questions.

Location of the information desks:

- ✈ in Terminal 3 in the arrivals area before you go through security
- ✈ In Terminal 3 after security on the other side of the large duty- and tax-free store

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.



Seating areas

(after security)



There are a total of 6,000 seats at the airport where you can rest your legs

Below is a list of some of the areas

- ✈ The Transfer Centre
- ✈ The Rotunda in Pier A West
- ✈ The Pier C access area
- ✈ Pier D
- ✈ By the restaurants Prego and Yam Yam
- ✈ In the Cylinder
- ✈ At Nytorv
- ✈ In the rest area (Terminal 2 by the play area)
- ✈ In the baggage reclaim area
- ✈ In all gates
- ✈ And, of course, in restaurants and cafés

Toilets



There are toilets in all three terminals, both before and after security. In the international terminals (Terminals 2 and 3) there are about 125 metres between the toilets. There are also toilets at the beginning of each pier, in several locations along the pier systems, and in most gate lounges.

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Assistance



If you need assistance in the airport or on board your flight, you should notify the airline when you book your ticket. If you forgot, you can book assistance at cph.dk. A Falck staff member will pick you up at the call point of your choice. If you have pre-booked assistance, the waiting time will be short.

The call points are here:



- ✈ The domestic terminal/Terminal 1
- ✈ The western end of Terminal 2
- ✈ In car park 4
- ✈ In the arcade between Terminals 2 and 3
- ✈ Immediately after security
- ✈ On the western side of Terminal 3 opposite DSB (railway office)
- ✈ By the metro station

[Click here for more information on assistance](#)

Lifts



Copenhagen Airport is free of level changes. There are lifts to and from all levels, so you do not have to walk on stairs. The lifts are located:

- ✈ at the western end of Terminal 2
- ✈ in the arcade between Terminals 2 and 3
- ✈ at both sides of the arrivals end of Terminal 3
- ✈ at the first floor by the Metro
- ✈ at the railway station
- ✈ at the underground car parks
- ✈ at CPH Go

