

## **Welcome to Brussels Airport!** **Information file on guided tours of the airport**

Every year Brussels Airport draws about 20,000 visitors who get to see far more than just a few aeroplanes. Accompanied by a **professional airport guide** visitors are acquainted with the various aspects of life at the airport. Visits are organised in English, Dutch and French.

Interested? You can choose between the following types of visits that are described on the next pages:

**Access / Transit / Transit Plus/ Junior / Junior Plus**

Guided tours are organised every day of the week, even on weekends and in the evening.

A group may not consist of more than 23 participants per guide, however it is possible to guide several groups round the airport at the same time. Groups taking the JUNIOR tours may consist of up to 26 children (max. 30 participants, accompanying adults included).

### ***Do you wish to book one of these guided visits? Please follow this procedure***

1. **Complete the reply form** (p. 11), and return it to us at least two months prior to your planned visit.
2. You will receive a written **confirmation** of your visit. An invoice with **payment details** will be sent after your guided tour.
3. Please see to it that we receive the complete, clearly legible and numbered **list of all participants** with their personal data (see example on p. 6) at least 1 month prior to your visit. Within the same term we need to receive the requested **coach documents**, if your visit includes a coach tour and you decide to use your own coach (see pages 7). If these conditions are not met, your visit may be cancelled for security reasons, in which case administrative costs will be charged (see page 7).

Type of visit	Duration	Price (VAT incl)	Intended for	Coach	What you get to see:
<b>Access</b>	2 h	€ 200 per group <b>max. 23 people.</b>  <i>weekend: € 220</i>	as from 12 y.	Not required	<ul style="list-style-type: none"> <li>visit of the passenger terminal, including <ul style="list-style-type: none"> <li>tax-free area</li> <li>Pier A (Schengen) <b>OR</b> Pier B (non-Schengen)</li> </ul> </li> </ul>
<b>Transit</b>	3 h	€ 258 per group <b>max. 23 people.</b>  <i>weekend: € 278</i>	as from 12 y.	Required for tour of the airport grounds	<ul style="list-style-type: none"> <li>visit (2h) of the passenger terminal, including <ul style="list-style-type: none"> <li>tax-free area</li> <li>Pier A (Schengen) <b>OR</b> Pier B (non-Schengen)</li> </ul> </li> <li>One-hour bus tour on the airport grounds</li> </ul>
<b>Transit Plus</b>	4 h	€ 329 per group <b>max. 23 people.</b>  <i>weekend: € 349</i>	as from 12 y.	Required for tour of the airport grounds	<ul style="list-style-type: none"> <li>Visit (3h) of the passenger terminal, including <ul style="list-style-type: none"> <li>Tax-free area</li> <li>Pier A (Schengen) <b>AND</b> Pier B (non-Schengen)</li> </ul> </li> <li>One-hour bus tour on the airport grounds</li> </ul>
<b>Junior</b>	2h30	€ 180 per group <b>max. 30 people.</b>  <i>weekend: € 200</i>	5-16 year olds	Required for tour of the airport grounds	<ul style="list-style-type: none"> <li>visit (1h30) of the passenger terminal, including <ul style="list-style-type: none"> <li>tax-free area</li> <li>Pier A (Schengen) <b>OR</b> Pier B (non-Schengen)</li> </ul> </li> <li>One-hour bus tour on the airport grounds</li> </ul>
<b>Junior Plus</b>	3h30	€ 220 per group <b>max. 30 people.</b>  <i>weekend: € 240</i>	5-16 year olds	Required for tour of the airport grounds	<ul style="list-style-type: none"> <li>visit (2h30) of the passenger terminal, including <ul style="list-style-type: none"> <li>tax-free area</li> <li>Pier A (Schengen) <b>AND</b> Pier B (non-Schengen)</li> </ul> </li> <li>One-hour bus tour on the airport grounds</li> </ul>

Details on the different types of visits:

### **1. ACCESS**

**This guided tour shows you around the passenger terminal and is a perfect introduction if you're planning an air trip for the first time.**

#### ***Programme:***

In the public area of the passenger terminal your guide will during 2 hours explain the building construction, layout and capacity of the terminal.

Depending the terminal you wish to visit, you pass the border control to proceed to

#### **Pier B:**

- You visit the Gallery of Light with its tax-free shops, its bars, restaurants and places of worship.
- From the Sky view Lounge in this area you have a wonderful view of the aprons. You can watch the docking of aircraft, the loading and unloading of luggage, in-flight meals and beverages, the refuelling operations as well as the putting into position of the boarding bridges. All these "airside operations" are explained to you by your airport guide.
- From the large windows of the Sapphire you can see the new pier A that opened in 2002 and is reserved to passengers who travel within the Schengen area. The guide explains the future development plans of the airport.

*or*

#### **Pier A:**

- You go through the connector that links the main building with the Topaz, the building at the north westerly end of pier A. Pier A opened in 2002 and is reserved to passengers travelling within the Schengen area (about 60% of all passengers at Brussels airport).
- You visit the Topaz, the refurbished commercial centre of pier A where the classic duty and travel free offer is extended with a select range of international chain stores and Belgian brands that are known well outside our borders.
- From the pier you have a wonderful view of the aprons. You can watch the docking of aircraft, the loading and unloading of luggage, in-flight meals and beverages, the refuelling operations as well as the putting into position of the boarding bridges. All these "airside operations" are explained to you by your airport guide.
- At a distance of a mere 500 meters you see runway 25. The ideal opportunity to learn more about how an aircraft flies, how the pilot is guided, which destinations are served from our airport, which airlines operate from Brussels and which aircraft types can be seen here.
- You visit the baggage reclaim hall where arriving passengers can pick up their luggage. Then you go through customs to end your visit in the *Arrivals hall*.

***You meet your guide at the information desk in the arrival hall*** of the passenger terminal (second floor).

## **2. TRANSIT**

You do not only visit the passenger terminal (see ACCESS programme) but you also make a tour of the airport grounds by coach. However, during this tour you are not allowed to leave the coach.

### ***Programme:***

#### ***Part 1 : passenger terminal***

You visit the passenger terminal, as described above for the ACCESS tour.

This will take two hours if you visit either pier A or pier B.

#### ***Part 2 : coach tour***

After the visit to the passenger terminal the guide will take you on a one-hour coach tour of the airport grounds. This tour will take you past “General Aviation” to the cargo city of Brucargo, the airport fire service, the military airport of Melsbroek, the new control tower and the computer-controlled air traffic control centre CANAC. Your guide will provide you with expert explanation on all installations and services you pass along the way.

***You meet your guide at the information desk in the arrival hall*** of the passenger terminal (second floor).

## **3. TRANSIT PLUS**

This tour is an extended TRANSIT tour where you will visit terminal A and terminal B.

### ***Programme:***

#### ***Part 1: Passenger terminal***

This part of the tour takes three hours in which the visitors have the opportunity to visit pier A and pier B.

#### ***Part 2 : coach tour***

This part of the tour is the same as described in the Transit tour.

***You meet your guide at the information desk in the arrival hall*** of the passenger terminal (second floor).

#### **4. JUNIOR**

This visit is a special programme for 5 to 16-year olds and therefore perfect for a school trip.

Not only do you visit the passenger terminal, you also make a coach tour of the airport grounds. During the trip you are not allowed to leave the coach.

Of course the guides adapt their explanations to the age and interests of their public.

##### ***Programme:***

##### ***Part 1: passenger terminal***

The 1h30 visit of the passenger terminal is a shortened version of the ACCESS programme and includes a visit to pier A or B.

##### ***Part 2: coach tour***

This part of the tour is the same as described in the Transit and Access tours (as mentioned above).

***You meet your guide at the information desk in the arrival hall*** of the passenger terminal (second floor).

#### **5. JUNIOR PLUS**

***This tour is for the older student capable of walking 3h30.***

##### ***Programme:***

##### ***Part 1: passenger terminal***

This part of the tour takes two and a half hours in which the visitors have the opportunity to visit pier A and B.

##### ***Part 2: coach tour***

This part of the tour is the same as described in the Transit and Access tours (as mentioned above).

### Entry conditions and security regulations:

- A group may not consist of more than 23 participants. For security reasons exceptions to this rule are not allowed. However, you are free to constitute more than one group that will visit the airport at the same time. For instance, two groups of 23 persons and two guides can use a single coach. For security reasons children under 5 years are not allowed.
- Groups making the JUNIOR tour may consist of up to 26 children (max. 30 participants, accompanying adults included)
- Objects that are not allowed on board (e.g. penknives, defensive sprays, liquids and gels) are likewise forbidden on the guided tour. Personal items can be stored in the lockers located in the public area level 0 - busstation. More information on tariffs can be found on our website.  
[http://www.brusselsairport.be/en/passngr/services/luggage\\_lockers/](http://www.brusselsairport.be/en/passngr/services/luggage_lockers/)
- The corporate communication department of Brussels Airport Company allows filming and taking pictures only if it's for private use. Under no circumstances you are allowed to take pictures of equipment/installation from the Federal police, the customs and security personal.
- All zones that are visited are accessible to wheelchair users. Please inform us in advance whether your group has any wheelchair users. For operational reasons (use of the elevators) their number has to be limited. If necessary, Brussels Airport Company can provide a few wheelchairs. Please see to it that there are sufficient people to assist the wheelchair users.
- Tax-free purchasing is strictly reserved to passengers with a boarding pass ... and is therefore not allowed to visitors.
- It is possible that the airport authorities unexpectedly change the visit for security reasons.
- You know one of our guides personally and wish to be guided by him or her ? Please write his or her name on the reply form.
- From April to September you can also apply for an evening visit of the airport. However, the visit has to end by 10.00 p.m. at the latest.

### List of participants:

**At least 1 month before your visit is to take place** we have to be in possession of the following data for every person in your group:

- name, first name, place and date of birth, nationality and passport or ID card number (no photocopies of ID cards or passports please!)

<b>No.</b>	<b>Name</b>	<b>First name</b>	<b>Place of birth</b>	<b>Date of birth</b>	<b>nationality</b>	<b>Passport* / ID card number</b>
<b>1.</b>						

\* for participants under twelve years, who do not have a Kids ID, the ID card number has to be replaced by their full address or (for Belgian residents) the number on the upper right corner of their SIS card.

We advise you to include the details of a number of substitutes; these may replace any absentees without you having to inform us of this. However, the number of participants may under no circumstances exceed the maximum. Persons whose personal data do not occur on the list of participants **will not be admitted.**

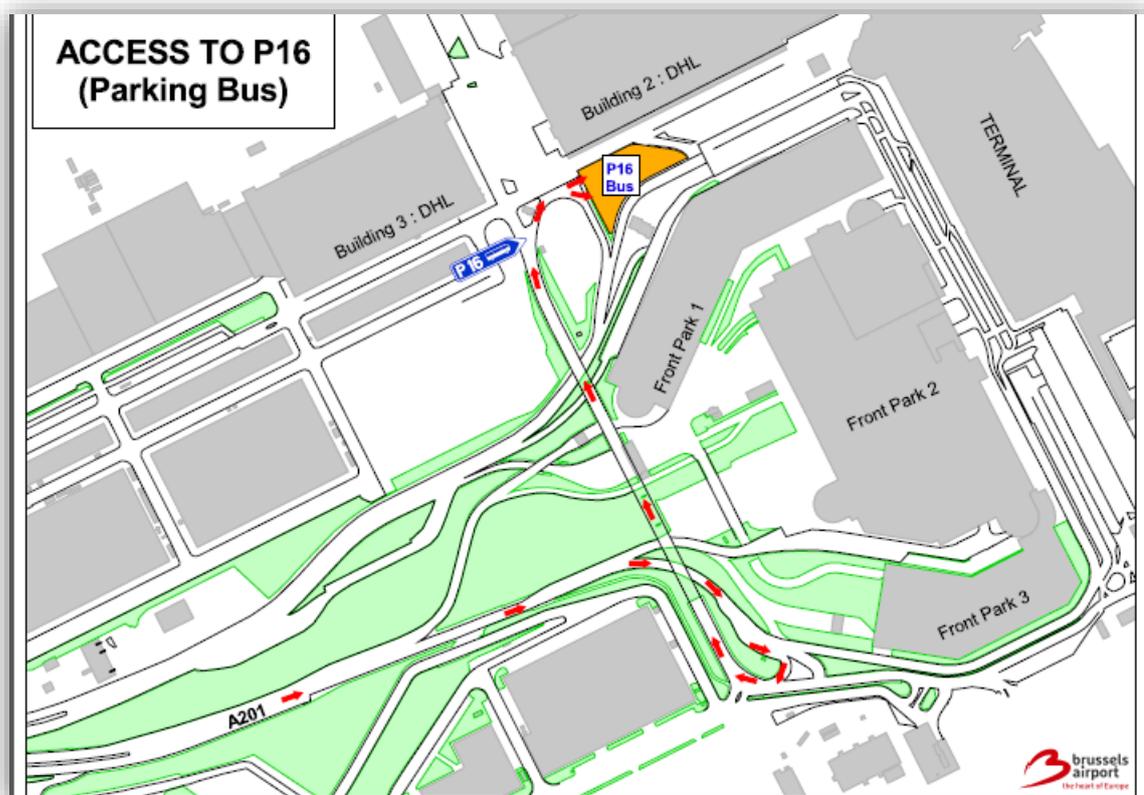
### Coach:

The coach you hire to come to the airport may also be used for the tour of the airport grounds, on condition that we have received the required documents at least 1 month prior to your visit:

- Name, address, telephone and fax number of the coach hire company
- Legible copy of the coach European licence (please write the number plate of the coach legibly on the copy)
- legible copy of the green card of the coach
- the particulars of the driver (name, first name, date and place of birth, nationality and ID card number) as required for the other participants.

If we have not received this information in time, your coach will be denied access to the airport ring-road and the aprons.

The driver may park the coach on the public coach park (P16) at 150m from the passenger terminal (level 0). For the duration of your visit the coach can be parked for free. When your visit date has been confirmed, please forward p.9 to your coach company. This way they are informed well in time of which documents we need to receive 1 month prior to the visit.



***If you prefer to hire a coach for the tour of the airport grounds through The Brussels Airport Company, do not forget to mention this on the reply form.***

For a 30 seat coach the additional charge is € 152

For a 47 seat coach the additional charge is € 172

### Booking:

- **Reply form:**

If you wish to book a guided tour, please fill in the **reply form** (last page of this info file) and return it **at least two months prior to your planned visit** to [Guided.tours@brusselsairport.be](mailto:Guided.tours@brusselsairport.be) or fax it to no. 02 753 43 93.

- **Confirmation of your booking:**

On the reply forms please fill in three possible dates at which you wish to visit the airport + the starting hour. We will send you an official document confirming your request.

- **Payment:**

Please pay the amount **upon receipt of the invoice** which will be sent to you after your guided tour.

If you cancel or postpone your visit in the 3 weeks prior to the visit or, if we have to cancel or postpone the visit because you failed to let us have the requested data, we will charge € 50, - for administrative costs.

- **Group meals :**

You are of course free to take your lunch **before or after the visit** in any of the restaurants in the terminal areas that are accessible to the public (departure hall, arrivals hall and Promenade). At the Wingtips restaurant you can reserve a group arrangement directly from the restaurant operator (see p. 10).

### Transport:

- You come by **train**: the train stops below the passenger terminal (level -2). For fares and timetables please contact the Belgian railway company NMBS/SNCB on tel. 02 528 28 28 or surf to [www.b-rail.be](http://www.b-rail.be)
- You arrive on a scheduled service **bus** of **De Lijn**: the bus stops in front of the passenger terminal (level 0). For fares and timetables please contact De Lijn on tel. 070/22 02 00 or surf to [www.delijn.be](http://www.delijn.be)
- You arrive on a scheduled service **bus** of **MIVB/STIB** (Airport Line): the bus stops in front of the passenger terminal (level 0). For fares and timetables please contact MIVB/STIB on tel. 02 515 20 00 or surf to [www.mivb.irisnet.be](http://www.mivb.irisnet.be)
- You come by **car**: you will find several car parks opposite the passenger terminal. For parking fees contact Interparking on tel. 02 715 21 10 or consult our website [www.brusselsairport.be](http://www.brusselsairport.be).

**Information attn. the COACH HIRE COMPANY in charge of transport to and from Brussels Airport \***

Dear Madam,  
Dear Sir,

Your company is in charge of transporting the group

(*name*) .....

To Brussels Airport on (*date*) .....

**If you plan to use this coach to make the tour on the airport grounds**, it is imperative that you send – **at least 1month prior to your visit** - the following data to [Guided.tours@brusselsairport.be](mailto:Guided.tours@brusselsairport.be) or faxes it to no. 02 753 43 93:

- Your contact data (company name, address, telephone and fax number or e-mail address + name of the person in charge of this account)
- Legible copy of the coach operating licence (please write the number plate of the coach legibly on the copy)
- legible copy of the insurance card of the coach
- the particulars of the driver (name, first name, date and place of birth, nationality and number of identity card or passport) : please typewrite or write these data legibly and do not send a copy of identity card, passport or driver's licence

We advise you to make a copy of the requested documents in advance so it won't be a problem if the coach or driver is not around on the day we need to receive the documents.

In order to avoid complications in case the coach breaks down or the driver falls ill, it is advisable to also send a copy of the requested documents of a second and third coach and the details of a second and third driver. We gladly provide access cards for three drivers / coaches, of which you will need only one on the day of the visit. However, for safety reasons, we cannot accept last minute changes.

If your company unexpectedly decides to send another coach or another driver for which we did not receive the necessary documents or details in time, we will ask your client (the person in charge of this group)

- € 152 (30 seats) or € 172 (47 seats)
- or to cancel the tour of the airport grounds without being entitled to any compensation.

Thank you for understanding.

**\* requested for Junior (Plus) or Transit (Plus) tours only**

## ***Food & beverage facilities at the airport***

Upgrade your guided tour with a lunch or dinner at the airport!  
Brussels Airport offers a whole range of F&B facilities.

Meals and beverages are NOT included in the price of a guided tour.

### *Eat where you fancy or advance booking?*

You are of course free to take your lunch in any of the restaurants in the terminal areas that are accessible to the public (departure hall, arrivals hall and Promenade).

If you wish to reserve tables for your group or prefer a smoother service, we recommend the group formula, but has to be booked with the restaurant operator Autogrill (see below).

Eating you picnic lunch in the terminal is not allowed. That's why self-service restaurants offer a special school formula to school groups. School meals have to be ordered two weeks in advance.

For information and reservation of a group arrangement contact Autogrill phone number 02/719 11 00 or by e-mail to [banqueting-airport@autogrill.net](mailto:banqueting-airport@autogrill.net)

For information on our Shop & Restaurants, please consult [www.brusselsairport.be](http://www.brusselsairport.be)

## **Reply form for a guided tour of Brussels Airport**

To book a guided tour, please complete and sign this form and return it at least two months prior to the requested visit to: [Guided.tours@brusselsairport.be](mailto:Guided.tours@brusselsairport.be)  
Or fax it to 02 753 43 93.

Requestor for a guided tour at Brussels Airport:

**Name:** ..... **First name:** .....

**tel. (business):** .....

**Fax or e-mail:** .....

**Mobile n°** reachable on the day of your visit:.....

**Name of association/company** .....

**For schools / training centres: branch and year:** .....

**Invoice adres:** .....

**VAT number:**.....

Date of visit, in descending order of preference (e.g. Monday 20 Nov, 2.00 p.m.)

1. .... (Day of the week) ..... (Date) ..... (starting hour)

2. ....(Day of the week) ..... (Date) ..... (starting hour)

1. ....(Day of the week) ..... (Date) ..... (starting hour)

I expect ca. .... (Number) participants. (max. 23 participants, supervisors included)

The youngest is ..... years old. I wish to form ..... (number) groups.

Regarding the Junior and Junior Plus tour, a maximum of 30 participants will be allowed, supervisors included).

I would like a tour in *(delete where not applicable)*:

**English – Dutch – French**

I choose the following type of visit *(delete where not applicable)*:

**ACCESS /TRANSIT / TRANSIT Plus / JUNIOR / JUNIOR Plus**

For the tour of the airport grounds my group will use *(delete where not applicable)*:

- **the coach with which we come to the airport** (I agree with the conditions mentioned on p. 6 of this file and submit p.9 to the coach hire company in charge of transporting my group).

- **A coach which we rent through Brussels Airport Company**

(Delete where not applicable)

- Coach of 30 seats at € 152
- Coach of 47 seats at € 172

**\* Prices are subject to annual review and VAT included.**

***I have read the information in this file and agree with the contents thereof.  
Brussels Airport Company accepts no liability for any injury, loss or damage incurred  
by visitors during the guided visit of the airport, unless it can be proved that it was  
caused by a fault on her part.***

***Signature & date: .....***