

Terms of use

This transportation service is exclusively dedicated to Members of the European Parliament (hereinafter referred to as "users"). The City of Strasbourg agrees to transport the spouses and minor children of users, subject to vehicle capacity. Assistants and advisers of Members of the European Parliament are not eligible for this service.

This transfer service is **free of charge** and provided by the City of Strasbourg, financed by the Contrat Triennal Strasbourg capitale européenne 2024-2026. It aims to facilitate the accessibility of Strasbourg for users during plenary session. Users can benefit from up to **two** transfers per session (arrival and departure).

For the European Parliament:

- Possible days of arrival: Sunday, Monday
- Possible days of return: Thursday, Friday

List of served airports:

- Frankfurt Main Airport (FRA)
- Stuttgart Airport (STR)
- Basel-Mulhouse Airport (BSL)
- Baden-Baden Airport (FKB)

No other destination is eligible for this service (train stations, other airports, hotels, etc.).

The meeting points at the airports are unilaterally determined by the City of Strasbourg and cannot be modified in any way. Here are the defined meeting points:

- **Frankfurt Main Airport:** Terminal 1, Arrival level, Hall A, inside near Exit 1, next to the Sixt Diamond Lounge.
- **Basel-Mulhouse Airport:** Arrival level, French side.
- **Stuttgart Airport:** Hall 1, Level 2, TREFFPUNKT A meeting point.
- **Baden Karlsruhe Airport:** Arrival level, Arrival Hall.

The transfers organized by The City of Strasbourg **are not privatized for one user**. The City will regroup and gather users depending on the arrival time of their flights. Thus, the transport service may be assured by car (small car, monospace or van) or by bus. The City of Strasbourg has no obligation to inform the user of the type of vehicle used for his transfer in advance.

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Gatherings may sometimes result in a wait upon arrival at the airport. The City strives to minimize this wait, aiming not to exceed 30 minutes between the MEP's arrival at the meeting point and departure with the driver. However, the City cannot anticipate flight delays or advances, nor possible delays related to luggage retrieval.

For departures, the time indicated in the "desired departure time from Strasbourg" section by users is subject to change. The City takes into account the flight times of grouped users and road constraints to set the actual departure time, which will be scheduled on the hour (for example, 08:00, 09:00, 10:00, etc.).

The meeting point for departures is located at LOW T01 073.

Drivers will grant a maximum courtesy delay of 5 minutes. After this delay, the vehicle will leave without the absent travelers, and no alternative will be provided. To ensure quality service and to best handle transportation requests, the City asks users to make reservations, modifications, or cancellations within the following deadlines:

- **The Thursday before the plenary session until 23:59** for the arrivals on Sundays and Mondays of the plenary
- **The day before the departure until 11:59** for all departures during the week (e.g. *if you want to reserve a vehicle for Thursday, please make sure to place your order before Wednesday 11:59am*)

Past these deadlines we unfortunately cannot accept any additional requests for the ongoing session but need to consider one transfer as used.

Luggage – Liability

The City of Strasbourg accepts no responsibility for any loss, theft or damage to luggage during transfers. Users are advised to keep their personal belongings with them whenever possible and not to leave valuables unattended in the vehicles. No claims will be accepted in this regard.

All transfers reservations must be placed during working days. During the weekend, the City of Strasbourg welcoming team can only be reached in the case of an emergency by phone but will not be able to book any reservations nor will have a guaranteed access to the email address.

If you have lost an item during a transfer, please contact the City of Strasbourg. The item found will be kept by our team and can be collected at the next session. For a return to Brussels, for example, cost shall be borne by the person concerned.

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