

Support for the use of the platform dedicated to managing your transport requests for Congress Session

Our platform only handles transport requests to and from Frankfurt Main, Stuttgart, Basel-Mulhouse and Baden-Baden airports.

Capitale européenne

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How to create a Member account?

As delegation secretary, you can create an account on our platform for each Congress Member you manage. Members must be registered individually and by a single e-mail address. Once the Members accounts are created, you can log into your personal account in order to add them to your online parliamentary team.

To do so, visit our platform here: <u>https://transport-europe.strasbourg.eu/</u>

You will arrive at the login window. Please click on : "You don't have an account yet? Register now".

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	English 🗸	
Welcome on the online platform dedicated to you	r transport requests for plenary sessions in Strasbourg	
This service is for Europ	pean elected members only	
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E-mail addr	ress *	
Password *		
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Lforgota	my, password	
you don't have an a	ccount yet? Register now	
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City and Eurometropolis of Strasbourg 2021		_
Strasbourg.eu		
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You are now directed to the account creation window.

	English	~
	Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg	
	This service is for European elected members only	
	~~	
	REGISTER	
Institution : *		
O European Parliament		
O Council of Europe		
I am : *		
O An elected member		
O A Delegation Secretary		
Member State : *		
ENTER A CHARACTER		
E-mail address : *		
EXAMPLE@DOMAIN.COM		
Password : * 😧		
Gender : *		
	~	
LAST NAME : *		

Fill in the fields based on the information of the Congress Member you are creating the account of, and click on "*Confirm*".

An email address can be used to create a single account. Please create the Congress Members accounts with their own e-mail addresses, as you cannot use yours for other accounts.

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EXAMPLE@DOMAIN.COM				
, to the use of my personal data by th	he City of Strasbourg. I understand it will be done in	order to provide me with the servi	ce through this platform, as desc	i ribed in the legal
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The Congress Member's account is now created. You are redirected to the platform home page.

To create the accounts of other Congress Members you manage, log out by clicking on the button at the top right of your screen and repeat the above steps.

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		SHOW ALL MY TRIPS			
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		FAQ			
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Show all Frequently Asked Questions					
RIVACY POLICY					
strasbourg.eu					

Once the Congress Members accounts are created, provide access to them so they can change their password in the "*My Account*" tab. They can also access the platform and click on "*I forgot my password*".

How to create a delegation secretary account?

After registering the Congress Members you manage, you can create your account to link it to their account. To do so, visit our platform here: <u>https://transport-europe.strasbourg.eu/</u>.

You will arrive at the login window. Please click on "You don't have an account yet? Register now".

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you don't have an account yet? Register now	LOGIN →		
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You are now directed to the account creation window.

			English	v
	Welcome on the online platform	dedicated to your transport requests for p	lenary sessions in Strasbourg	
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		REGISTER		
Institution : *				
O European Parliament				
O Council of Europe				
I am : *				
O An elected member				
O A Delegation Secretary				
Member State : *				
ENTER A CHARACTER				
E-mail address : *				
EXAMPLE@DOMAIN.COM				
Password : * 😧				
Gender : *				
Gender : *				
		~		
LAST NAME : *				
First name : *				

Fill in the fields based on your information, and click on "Confirm".

	Welcome on the online platform dedicated to your transport	equests for plenary sessions in Strasbourg		
	This service is for European electe	d members only		
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	REGISTE	R		
Institution : *				
O European Parliament				
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O An elected member				
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Member State : *				
ENTER A CHARACTER		*		
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EXAMPLE@DOMAIN.COM				
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o the use of my personal data by the Cit	ty of Strasbourg. I understand it will be done in order to pr	ovide me with the service through this	platform, as described in the legal	*
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Your account is now created. You will be redirected to the platform home page.

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If you would like a second person (another delegation secretary or the assistant of the Congress Member) to also receive the e-mails sent during the transport confirmations, you have the possibility to insert a second e-mail address in the tab "*My account*". Confirmation emails will be sent to both addresses.

However, this secondary email address will only allow you to receive emails. It will not allow you to connect to the platform. The second email address will therefore only allow information to be transmitted, it will not be possible to ask for new requests or changes with this second email.

How to link the account of a Member with that of a delegation secretary?

If you wish to make requests on behalf of one or more delegation members, you can add them *via* the "*My Team*" tab. In order to do this, log in to your delegation secretary account. Then, go to the dedicated page to add the desired delegation members.

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You are redirected to the linked accounts management page.

	LINKED ACCOUNTS MANAGEMENT	
	LINKED ACCOUNTS MANAGEMENT	
NAME OF THE MEMBER :		
Enter a character		-
LIST OF MEMBERS :		
LAST NAME	↑↓ First name	11 Setting
	No data available in table	First Previous Next Last
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In the "*Name of the Member*" bar, type the names of Congress Members for whom you wish to make requests.

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	LINKED ACCOUNTS MANAGEMENT	
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Their names appear in the "List of Members". <u>If a member of your delegation does not appear, check</u> that their account has been created beforehand. If not, please create an account. To do so, you can refer to the <u>"How to create a Congress Member account?</u>" section.

MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORM	ATION -	MY NAME1 MY LASTNAM
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	LINKED ACCOUNTS MANAGEMENT	
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Enter a character		•
LIST OF MEMBERS :		
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MY LASTNAME	MY NAME	
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How can a delegation secretary create an arrival request for a Member? → II

Adding the managed Congress Members in your "*My Team*" tab enables you to create a travel request for them for an arrival trip, until the Thursday preceding the beginning of the session.

To do this, from your account home page, click on "Request transportation".

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í (KTTI NEW TRANSPORT REQUEST	
	SHOW ALL MY TRIPS	
Request number 11 Status	T Date of flight 1 Session 1 Flight № 1 Way	1 Pickup date and time
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You are redirected to the transport request page.

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Flight Number • EC, UB00 SEARCH BACK RCY POLICY		Date of flight *			
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Select the relevant session for the request.

	MAKE A TRANSF	PORT REQUEST	
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CPLR-OCT21 - Congress session - 26	0/2021 to 29/10/2021		
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Flight Number *			
E.G., LH900			
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Select the date of the flight.

	MAKE A TRANSPORT REQUEST	
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CPLR-OCT21 - Congress session - 26/10/2021 to 29/10)/2021	~
Date of flight *		
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3 4 5 6 🥑 8 9	BACK	
10 11 12 13 14 15 16		
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51		
PRIVACY POLICY		

Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.

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26/10/2021 III Fight Number III LH 921 SEARCH BCK BCK	CPLR-OCT21 - Congress sessi	ion - 26/10/2021 to 29/10/2021		~
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The platform will then automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 921 instead of LH921.

A	My request is for a transfer from Frankfurt to Strasbourg	→Ⅲ
YOUR TRANSFER REQUEST • A transport to Strasbourg	RELATES TO *	
⊖ A transport from Strasbourg		
From *		
London	≥	
Destination *		
Frankfurt	` <i>—</i>	
Arriving time *		
09:05		
Traveler(s) *		
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Special requests		
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	SEND	
	ВАСК	
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If your flight number is not recognized by the platform, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.

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YOUR TRANSFER REQUEST RELATES A transport to Strasbourg	то•		
○ A transport from Strasbourg			
From *			
		<u>×</u>	
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Arriving time *			
: O			
Traveler(s) *			
Mrs MY NAME MY LASTNAME ×	-		
Special requests			
The trunk must accommodate a whe	eelchair and a large suitcase		
			ĥ
	SEND		
	BACK		
POLICY			

Select the Congress Member(s) receiving the transport. <u>You can only select Members previously</u> <u>linked to your account, and you cannot add other delegation secretaries through this process.</u>

A	My request is for a transfer from Frankfurt to Strasbourg		→Ⅲ
YOUR TRANSFER REQUEST RELATE A transport to Strasbourg	s to •		
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London		<u>></u>	
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Traveler(s) *			
Mrs MY NAME MY LASTNAME	: [[77]]		
			ĥ
	SEND		
	ВАСК		

Specify any transportation special requests. For example, if you wish to travel with your delegation members and other delegation secretaries, you can specify this in this space "Special Requests". This "Special Requests" field is also used to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.

A	My request is for a t	ransfer from Frankfurt to Strasbour	g	→
• A transport to Strasbourg	RELATES TO *			
○ A transport from Strasbourg				
From *				
London			<u>×</u>	
Destination *				
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Arriving time *				
09:05				
Traveler(s) *				
Mrs MY NAME MY LASTNAME ×		v		
Special requests				
The trunk must accommo	date a wheelchair and a large suitca	ase		

Click "Send". You are redirected to the home page.

	SEARCH	
A	My request is for a transfer from Frankfurt to Strasbourg	→Ⅲ
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\bigcirc A transport from Strasbourg		
From *		
London	<u>×</u>	
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Frankfurt	· /	
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09:05		
Traveler(s) *		
Mrs MY NAME MY LASTNAME ×	*	
Special requests		
The trunk must accommodate	e a wheelchair and a large suitcase	

<u>The delegation secretaries may make transport requests for one or more Congress Members</u> <u>under their management. Conversely, Congress Members can only make reservations for</u> <u>themselves via their personal accounts.</u>

If delegation secretaries wish to travel with their delegation members, it has to be indicated in the *"Special Requests"* field. This service is for Congress Members only, we cannot guarantee transport for delegation secretaries. However, in some cases we might be able to offer this service if seats remain available and you have requested them.

How can a delegation secretary create a departure request for a Member? →→

The addition of the managed Congress Members in your "*My Team*" tab enables you to create a transport request for them for a journey (return) from Strasbourg, until the day before departure before 12:00am.

To do this, from your account home page, click on "Request transportation".

Image: contract the City of Stratburger Welcoming Team? Contract the Cit	MY ACCO	UNT MYTRIPS MYTEAM REQUEST TRANSPORTATION INFORMATION -	MY NAME1 MY LAST
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You are redirected to the transport request page.

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Select the relevant session for the request.

		MAKE A TRAN	ISPORT REQUEST		
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Select the date of the flight.

	MAKE A TRANSPORT REQUEST	
	If you face any issues, please contact 00 33 3 68 98 77 03	
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17 18 19 20 21 22 23		
24 25 26 27 28 29 30		
PRIVACY POLICY		
City and Eurometropolis of Strasbourg 2021		

Finally, enter the flight number. You will find this number on your plane ticket. It usually consists of 2 to 3 letters and 3 to 4 numbers. For example, LH 921 or EZY 1234.

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	MAKE A TRANSPORT REQUEST	
	If you face any issues, please contact 00 33 3 68 98 77 03	
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26/10/	2221	
Flight Nu	umber *	
KL 170	56	
	SEARCH	
	ВАСК	
PRIVACY POLICY		
Strasbourg.e		

The platform will automatically display the flight details. If this is not the case, retype the number by adding a space between letters and numbers. For example, LH 900 instead of LH900.

A	My request is for a transfer from Strasbourg to Frankfurt	→ }
YOUR TRANSFER REQUEST RELATES TO *		
A transport from Strasbourg		
From *		
Frankfurt	· Ž	
Destination *		
Amsterdam	<u>~</u>	
Departure time *		
11:45		
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Traveler(s) *		
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<u>If your flight number is not recognized by the platform</u>, you can fill in the fields of your transport request manually. The remainder of the procedure is identical for both cases.

YOUR TRANSFER REQUEST RELATES TO* • Arangeot to Stateours From * • Comparison of the stateours Destination * • Comparison of the stateours Departure time * • Comparison	A	My request is for a transfer from Strasbourg to	→ ⊁
<pre>* Attangent from Strateburg From * From * Destination * Destination * Comparison * Destination * Des</pre>			
Destination * Departure time * Wished departure time * Traveler(s) * Special requests Pick up place * SEND BACK	A transport from Strasbourg		
Destination * Departure time * Wished departure time * Traveler(s) * Special requests Pick up place * SEND BACK	From *		
Departure time * Departure time * Wished departure time * Traveler(s) * Special requests Pick up place * SEND BACK		, <u>></u>	
Departure time *	Destination *		
Departure time * Wished departure time * Traveler(s) * Special requests Pick up place * SEND BACK	Destination	4	
		—	
Wished departure time *	Departure time *		
Traveler(s)* Traveler(s)* Special requests Pick up place* SEND BACK	: O		
Traveler(s) * Special requests Pick up place * SEND BACK	Wished departure time *		
Traveler(s) * Special requests Pick up place * SEND BACK			
Special requests Pick up place * SEND BACK			
Special requests	Traveler(s) *		
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BACK			~
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Once the information has been verified, select the wished departure time from Strasbourg. <u>The wished</u> <u>departure time is subject to change by the city of Strasbourg</u> depending on the groups or to guarantee a timely arrival at the airport so as not to miss your flight.

A	My request is for a transfer from Strasbourg to Frankfurt		→ +
YOUR TRANSFER REQUEST RELATES TO *			
A transport from Strasbourg			
From *			
Frankfurt		· ×	
Destination *			
Amsterdam		<u>~</u>	
Departure time *			
11:45			
Wished departure time *			
07:45 🛇			
07 45	(r)		
08 46	·		
09 47 sts			
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11 49			
12 50			1
13 51			
			~
	SEND		
	BACK		
PRIVACY POLICY			

Select the Congress Member(s) receiving the transport. <u>You can only select a Members previously</u> <u>linked to your account, and you cannot add other delegation secretaries through this process.</u>

Δ	My request is for a transfer from Strasbourg to Frankfurt	→ }
YOUR TRANSFER REQUEST RELATES TO • O A transport to Strasbourg		
A transport from Strasbourg		
From *		
Frankfurt	, ×	
Destination *		
Amsterdam	<u>~</u>	
Departure time *		
11:45		
Wished departure time *		
07:45 🔘		
Traveler(s) *		
Mrs MY NAME MY LASTNAME	(////	
Mrs MY NAME MY LASTNAME	[ful]	
Mrs MY NAME MY LASTNAME	the	
MIS MY NAME MY LASTNAME Pick up place *	(tree)	
	(trr)	~
	SEND	~
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	SEND BACK	· ·
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Specify any transportation special request. <u>For example, if you wish to travel with your delegation</u> members and other delegation secretaries, you can specify this in this space *"Special Requests"*.

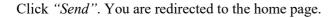
This "Special Requests" field is also used to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.

A	My request is for a transfer from Strasbourg to Frankfurt	→ ⊁
YOUR TRANSFER REQUEST RELATES TO *		
A transport from Strasbourg		
From *		
Frankfurt	· Ž	
Destination *		
Amsterdam	<u> </u>	
Departure time *		
11:45		
Wished departure time *		
07:45 🛇		
Traveler(s) *		
Mrs MY NAME MY LASTNAME ×	~	
Special requests		
The trunk must accommodate a wheelchair and a	large sultcase.	
Pick up place *	///	<i>B</i>
		~
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Finally, select the wished pick up place of the Congress Member, and specify the information.

A	My request is for a trans	fer from Strasbourg to Frankfurt		→ ⊁
YOUR TRANSFER REQUEST RELATES	то•			
A transport from Strasbourg				
From *				
Frankfurt		v	<u>×</u>	
Destination *				
Amsterdam			<u>*</u>	
Departure time *				
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07:45	٥			
Traveler(s) *				
Mrs MY NAME MY LASTNAME ×		v		
Special requests				
The trunk must accommodate a wh	eelchair and a large suitcase.			
Pick up place *				
				~
Palais de l'Europe Hotel				
X.	\$	BACK		
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v				
RIVACY POLICY				
ity and Eurometropolis of Strasbourg 2021				

A	My request is for a transfer from Strasbourg to Frankfurt	→ / ►
YOUR TRANSFER REQUEST REL O A transport to Strasbourg	ATES TO '	
A transport from Strasbourg		
From *		
Frankfurt	· 🎽	
Destination *		
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Departure time *		
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Traveler(s) *		
Mrs MY NAME MY LASTNAME ×		
Special requests		
The trunk must accommodate	a wheelchair and a large suitcase.	
Pick up place *		h.
Hotel		~
Specify *		
Hôtel Régent Contades		
	SEND	
	BACK	



<u>The delegation secretaries may make transport requests for one or more Congress Members</u> <u>under their management. Conversely, Congress Members can only make reservations for</u> <u>themselves via their personal accounts.</u>

If delegation secretaries wish to travel with their delegation members, it has to be indicated in the *"Special Requests"* field. This service is for Congress Members only, we cannot guarantee transport for delegation secretaries. However, in some cases we might be able to offer this service if seats remain available and you have requested them.

Where to track the evolution of transportation demands?

You will be able to consult all your trips and follow the evolution of their status:

- On the home page (only the next 4 trips are visible):

			NEW TRANSPORT REQUEST			
			SHOW ALL MY TRIPS			
Request number	11 Statu:	s 11 Date of flight	1. Session	^{↑↓} Flight N°	1 Way 1 Pickup date and time	
962	(Lets	26/10/2021	CPLR-OCT21 - Congress session	LH 888	→ → 26/10/2021	
	<i>.</i>	Š.				
			~~			
			NEWS			
No news available						
			~~			
			FAQ			
[Q04-V] How do I f	e City of Strasbourg Welcor ind my flight number?	-	d Karlsruhe / Baden-Baden airports?			
Show all Frequent		mankiuri, stuttgalt, basel, al	u Kansi une z bauen bauen bauen all ports:			
	,					
PRIVACY POLICY						Í

- Or by clicking on the "*My Trips*" tab (you will find all your trips, including your history):

	(n)	~			
		MY REQUESTS / MY TR	ANSPORTS		
Show © Current / L ○ Previous ○ All	Jpcoming				
		NEW TRANSPORT REQUEST			
Request number	11 Status 11 Date of flight	11 Session	1⊥ Flight N°	11 Way 11 Pickup date and time	
962	26/10/2021	CPLR-OCT21 - Congress session	LH 888	→→ 26/10/2021	
		BACK			_
PRIVACY POLICY					
Strasbourg.eu					

How to track the evolution of transportation demands?

In the "My Trips" tab, you have access to all your trips, including your history. You will find several information.

First, a unique transport request number. You can contact us if you have any problems with your booking, by mail or by phone.

		M	YR	EQUE	S	rs / M	Y TF	RANS	PORTS		
Show Current / Upcoming Previous All											
					NEW	TRANSPORT F	EQUEST				
										Search:	
Request number	↓ Status ↑↓	Date of flight	ţ.	Session		Flight N°		Way 斗	Pickup date and time	1 Traveler	
869	X	05/07/2021		COEJUL21		LH 921		→≣	05/07/2021	MY NAME MY LAST	TNAME
870	X	09/07/2021		COEJUL21		KL 1766		→ ⊁	09/07/2021	MY NAME MY LAST	TNAME
										First Pres	vious 1 Next Last
						BACK					
RIVACY POLICY											
Strasbourg.eu											

Then, you are informed of the status of your application. This can be:

Pending validation

Status Date of flight 11 Session 11 Flight N* 11 Way 11 Pickup date and time 11 Traveler est number 5/07/2021 COEJUL21 LH 921 今 9/07/2021 MY NAME MY LASTNAME 電 09/07/2021 COEJUL21 KL 1766 → → 09/07/2021 MY NAME MY LASTNAME	ihow © Current / Upcoming O Previous O All NEW TRANSPORT REQUEST
Status Date of flight 11 Session 11 Flight N* 11 Way 11 Pickup date and time 11 Traveler est number 5/07/2021 COEJUL21 LH 921 今 9/07/2021 MY NAME MY LASTNAME 電 09/07/2021 COEJUL21 KL 1766 → → 09/07/2021 MY NAME MY LASTNAME	Current / Upcoming Previous AI: New TRANSPORT REQUEST
Status Date of flight 11 Session 11 Flight N* 11 Way 11 Pickup date and time 11 Traveler	
Status Date of flight Ti Session Ti Flight N* Ti Way Pickup date and time Ti Traveler 図 05/07/2021 COEJUL21 LH 921 今 員 05/07/2021 MY NAME MY LASTNAME 図 09/07/2021 COEJUL21 KL 1766 今 身 09/07/2021 MY NAME MY LASTNAME	Search
図 05/07/2021 COEJUL21 LH 921 予聞 05/07/2021 MY NAME MY LASTNAME 図 09/07/2021 COEJUL21 KL 1766 予予 09/07/2021 MY NAME MY LASTNAME	
▼ 09/07/2021 COEJUL21 KL 1766 → I 09/07/2021 MY NAME MY LASTNAME	Request number 11 Status 11 Date of flight 11 Session 11 Flight N° 11 Way 11 Pickup date and time 11 Traveler
	869
First Previous 1 N	870 🛛 🖉 09/07/2021 COEJUL21 KL 1766 → → 09/07/2021 MY NAME MY LASTNAME
	First Previous 1 N
BACK	BACK

The direction of your transport is also indicated:

 \rightarrow Transport from the airport to Strasbourg: <u>Arrival</u>

→ → Transport from Strasbourg to the airport: <u>Departure</u>

				M	IY F	REQUI	S	rs/my	TRAN	ISPORTS		
	Show Current / Upcoming Previous All											
							NEV	TRANSPORT REC	QUEST			
											Search:	_
	Request number	Status	11 0	Date of flight	Ť	Session		Flight N°	î⊥ Way	11 Pickup date and time	11 Traveler	
	869	X	0	05/07/2021		COEJUL21		LH 921	÷₽	05/07/2021	MY NAME MY LASTNAME	
	870	X	c	09/07/2021		COEJUL21		KL 1766	÷۲	09/07/2021	MY NAME MY LASTNAME	
								BACK			First Previous 1	Next Last
PRIV	ACY POLICY											
	asbourg.eu											

Finally, the beneficiary(ies) of the requested transport is/are visible. When you request transportation for multiple travellers, you can do so *via* a single form on our platform.

In order to facilitate the possible individual modifications for each traveller, transport requests for several Congress Members give rise to the creation of several order numbers. You can modify or cancel a member's request without altering the requests of the other beneficiaries of the journey.

		M	R	EQUE	S	rs/m	YT	RANS	PORTS	
Show Current / Upcoming Previous All										
					NEW	/ TRANSPORT F	EQUEST			
										Search:
Request number	Status 1	Date of flight	ţ1.	Session		Flight N°		Way	Pickup date and time	11 Traveler
869	X	05/07/2021		COEJUL21		LH 921		→Ⅲ	05/07/2021	MY NAME MY LASTNAME
870	×	09/07/2021		COEJUL21		KL 1766		→ +	09/07/2021	MY NAME MY LASTNAME
						BACK				First Previous 1 Next L
ty and Eurometropolis of Strasbourg 202	đ									

How to view news and FAQs (Frequently Asked Questions)?

You will find a "*FAQ*" (Frequently Asked Questions) on our platform to answer any questions concerning its use, as well as a "*News*" section, dedicated to information related to the transport of Congress Members.

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I Ou Cal	i view i		these to	pies ne	m me j	Jiationni	nome page.

			NE	W TRANSPORT REQUEST				
				SHOW ALL MY TRIPS				
Request number	Status 斗	Date of flight	1↓ Session	1↓ Flight N° 1↓	Way 斗	Pickup date and time	Traveler	
869	X	05/07/2021	COEJUL21	LH 921	→⊞	05/07/2021	MY NAME MY LASTNAME	
870	X	09/07/2021	COEJUL21	KL 1766	→ ┾	09/07/2021	MY NAME MY LASTNAME	
How to contact the City of Strasbo [Q04-V] How do I find my flight nu [Q23-V] Where are the meeting po		Team? kfurt, Stuttgart, Basel, a	and Karlsruhe / Baden-	Baden airports?				
[Q23-V] Where are the meeting po Show all Frequently Asked Question	ons							

It is also possible to access the dedicated sections via the "Information" tab at the top of the page.

			5	V~~~ ^	NEW TRANSPORT REQUEST				
				77	SHOW ALL MY TRIPS				
Request number	†↓ s	tatus	Date of flight	The second	^{↑↓} Flight N° ^{↑↓}	Way 斗	Pickup date and time	Traveler	
869		X	05/07/2021	COEJUL21	LH 921	→Ⅲ	05/07/2021	MY NAME MY LASTNAME	
870		X	09/07/2021	COEJUL21	KL 1766	→ ⊁	09/07/2021	MY NAME MY LASTNAME	
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How to contact the Cl [Q04-V] How do I find [Q23-V] Where are th	y of Strasbourg \ my flight numbe meeting points	Velcominį r? at the Frai	g Team? nkfurt, Stuttgart, Basel,	and Karlsruhe / Baden	-Baden airports?				
Show all Frequently A	ked Questions								
ACY POLICY									

You are redirected to the chosen page:

- "News"

HOME MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORMATION -	MY NAME1 MY LASTNAME1 🛈
~	
NEWS	
Welcome - First news Published on 01/06/2021	
Tutorial for this platform Published on 10/09/2021	
ВАСК	
PRIVACY POLICY	
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- "Frequently Asked Questions"

MY ACCOUNT MY TRIPS MY TEAM REQUEST TRANSPORTATION INFORMATION -	MY NAME1 MY LASTNAME1 (ህ
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FAQ	
How to contact the City of Strasbourg Welcoming Team?	
[Q02-V] How can I reserve transport from an airport to Strasbourg ?	
[Q03-V] How can I reserve transport from Strasbourg to an airport?	
[Q04-V] How do I find my flight number?	
[Q23-V] Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?	
[Q22-V] Where is the meeting point for a departure from Strasbourg?	
[Q10-V] I have to cancel my flight, how can I cancel my request?	
[Q11-V] I have to change my flight, how can I modify my request?	
[Q21-V] How long will I wait at the airport ?	
[Q13 - V] My flight is delayed, what do I have to do ?	
[Q14 - V] How can Lidentify my driver?	
[Q15-V] My flight is cancelled, how can I find an alternative solution?	
[Q24-V] How much time do I need to get to Frankfurt, Stuttgart, Basel or Baden-Baden airport?	
[Q19-V] I have a technical problem with the website, who should I contact?	
[Q12-V] How many trips does the City of Stasbourg cover?	
IO18-V-COET The airport Lwant is no longer available in the dron-down list, what can I do?	