



# Welcome to Brussels Airport!

## Info 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, French or German.

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

### **Access / Access Plus - Transit / Transit Plus Junior / Junior Plus - Artport**

Participants on a tour that includes a two-hour walk through the passenger terminal (Access, Transit and Junior Plus) can choose between a visit to pier A or to pier B. Programmes with a three-hour walk through the terminal (Access Plus, Transit Plus and Artport) include a visit to both pier A and B.

The ARTPORT visit will take you on a tour of the art collection at the airport.

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

A group may not consist of more than 24 participants per guide, but several groups can be shown round the airport at the same time. Groups taking the JUNIOR tour may consist of up to 26 children (max. 30 participants, accompanying adults included).

### ***You wish to book one of these visits? Please go through the following steps:***

1. **Complete the application** (p. 9), and return it to us at least two months prior to your planned visit.
2. You receive a written **confirmation** of your visit with the **payment details**. The visit has to be paid for in advance.
3. You see to it that we receive the complete, clearly legible and numbered **list of all participants** with their personal data (see example on p. 5) at least 1 month before your visit takes place. Within the same term we need to receive the requested **coach documents**, if the visit you chose includes a coach tour of the airport grounds (see pages 5 and 6). If these conditions are not met, your visit may be cancelled for security reasons, in which case administrative costs will be charged (see page 6).
4. If you wish to combine your visit with a meal or coffee break at the airport, please read p. 8. Meals and drinks are not included in the price of a guided tour.

***We kindly request you to carefully read this information and strictly follow the instructions. Do not throw this info file away until your visit has taken place. It contains all details on the organisation of your visit. Thank you in advance.***

| Type of visit       | Duration | Price   | Intended for   | Coach  | What you get to see:   |
|---------------------|----------|---|----------------|--|--|
| <b>Access</b>       | 2 hours  | € 160 per group of max. 24 people.<br><i>Weekend: € 170</i> | 12 – 99 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>Access Plus</b>  | 3 hours  | € 240 per group of max. 24 people<br><i>Weekend: € 250</i>  | 12 – 99 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>AND</b> Pier B (non-Schengen)</li> </ul> </li> </ul>  |
| <b>Transit</b>      | 3 hours  | € 240 per group of max. 24 people<br><i>Weekend: € 260</i>  | 12 – 99 y.     | Required for tour of the airport grounds (pp. 5 – 7) | <ul style="list-style-type: none"> <li>visit ( 2 h.) 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 hours  | € 310 per group of max. 24 people<br><i>Weekend: € 330</i>  | 12 – 99 y.     | Required for tour of the airport grounds (pp. 5 – 7) | <ul style="list-style-type: none"> <li>Visit (3 h.) 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>       | 2 hours  | € 130 per group of max. 30 people<br><i>weekend: € 150</i>  | 5-16 year olds | Required for tour of the airport grounds (pp. 5 – 7) | <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 B (non-Schengen)</li> </ul> </li> <li>Bus tour on the airport grounds</li> </ul>  |
| <b>Junior Plus</b>  | 3 hours  | € 210 per group of max. 30 people<br><i>weekend: € 230</i>  | 5-16 year olds | Required for tour of the airport grounds (pp. 5 – 7) | <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> <li>bus tour on the airport grounds</li> </ul>                  |
| <b>Artport</b>      | 3 hours  | € 240 per group of max. 24 people<br><i>weekend: € 250</i>  | 12 – 99 y.     | not required   | <ul style="list-style-type: none"> <li>tour of the art collection at the airport, 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> </ul>  |

It is possible to visit the airport with **several groups** at the same time or to split up your group according to language. If you wish to do so, please indicate this clearly on the reply form.

You know one of our **guides** personally and wish to be guided by him(her)? Please write his(her) name on the reply form.

Should your group include persons with reduced mobility we can adapt the guided tour and put a limited number of **wheelchairs** at your disposal.

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.

## 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. But even if you flew from our airport before, this tour will prove to be very instructive, as you will learn all about the whys and wherefores of airport operations.**

The passenger terminal at Brussels Airport was officially opened in 1994. Every day about 50,000 passengers use this terminal. Although it is always buzzing with activity, the general atmosphere in the terminal is very pleasant. The high-technology means used to guarantee the safety and comfort of the passengers stay in the background while the glamorous shops and attractive snack bars and restaurants, and the extensive range of services catch all attention.

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

#### **Programme:**

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

You pass 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 Skyview 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.

**and/or** (for the ACCESS tour you have to choose between the two, whereas with the ACCESS PLUS tour visits both piers)

#### **pier A :**

- You go through the tunnel that connects the main building to the Topaz, the building at the northwesterly 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 recently refurbished commercial centre of pier A where the classic duty and tax-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 R (which is mainly used for takeoffs). 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 go down to 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*.

## **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.**

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

### **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.

In the TRANSIT PLUS tour this part will take about three hours as you visit both the Schengen and non-Schengen piers.

#### **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.

## **3. 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.**

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

### **Programme:**

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

The one-hour visit of the passenger terminal is a shortened version of the ACCESS programme and includes a visit to pier B. If you choose the JUNIOR PLUS tour, you can choose between a visit to either pier A or pier B, as in the ACCESS programme.

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

After the visit to the passenger terminal you make a coach tour of about one hour on the airport grounds.

On this coach tour you will discover the lesser-known aspects of aviation: business aviation, cargo, military aviation and air traffic control. The guide will explain which installations are used and what measures are applied to make sure that aircraft traffic runs as smoothly and safely as possible on the ground as well as in the air. The most spectacular part of the tour is of course when you get close to the runway: the touchdown, taxiing and docking of aircraft ... you witness it all from a privileged point of view and with expert explanations.

## **4. ARTPORT**

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

As in the ACCESS PLUS programme you will visit the terminal and both piers, but the tour focuses on the large art collection of Brussels Airport in which the different trends in contemporary art in Belgium are represented.

## Entry conditions and security regulations:

- A group may not consist of more than 24 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 24 persons and two guides can use a single coach.
- 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.
- It is prohibited to film or photograph during guided tours.
- 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, The 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.
- It is strictly forbidden to smoke at the airport. Visitors are therefore requested to observe this smoking ban.

## 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!)

| No. | Name | First name | Place of birth | Date of birth | nationality | Passport* / ID card number |
|-----|------|------------|----------------|---------------|-------------|----------------------------|
| 1.  |      |            |                |               |             |                            |

\* for participants under twelve years who do not have an ID card, 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 in 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 operating 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.

**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 € 130

For a 48-seat coach the additional charge is € 150

## 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 form please fill in three possible dates at which you wish to visit the airport + the starting hour. We will confirm in writing at what date and time your visit can take place. Unless your programme differs from the standard programmes described here, all information on the procedure is to be found in the info file, so further correspondence is unnecessary.

- **Payment:**

Please pay the amount due **within two weeks upon receipt of the confirmation** of your visit into account no. BE 19-7310-0869-4912 of The Brussels Airport Company, with the following **mention "guided tour + group name + date of your visit."** 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 in any of the restaurants in the terminal areas that are accessible to the public (departure hall, arrivals hall and Promenade) With some airport restaurants group arrangements can be booked in advance. School meals have to be booked at least two weeks in advance from the restaurant operator (see p. 8).

## 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).
- You come by (hired) **coach**: the driver may park the coach on the public coach park (P16) at 150m from the passenger terminal (level 0). If the driver has to take a ticket to open the barrier, your guide will exchange this ticket for a free exit ticket. In other words, for the duration of your visit the coach can be parked for free.

***You also use this coach for a tour on the airport grounds: please forward p. 7 of this file to your coach hire company as soon as you book the coach. This way they are informed well in time of which documents we need to receive 10 days prior to the visit***

### Tip:

We advise you to have at least one member of your group carry a **mobile phone** on the day of the visit. Please mention the name of this person and the mobile number on the list of participants.

## **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 fax 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

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

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)

- 130 euros (30 seats) or 150 euros (48 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.  
When making your choice please take account of their location.  
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). From a simple snack to a four-course menu: the airport has a wide range of F&B facilities to fit any budget.

If you wish to reserve tables for your group or prefer a smoother service, we recommend one of the group formulas. These have to be booked with the restaurant operator (see below).

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

### *Group formulas*

- ***in the passenger terminal (operator: Autogrill)***

The panoramic **Wingtips** restaurant is located in the public area of the passenger terminal, on the fourth floor, one floor up from the departure hall. If your guided tour of the airport takes place in the morning, you can have breakfast first and/or lunch after. If you plan a guided tour in the afternoon, you can have lunch first or have afternoon tea to conclude your visit.

- **Group meal of your choice:** please consult the brochure on [www.brusselsairport.be/en/shopFinder/](http://www.brusselsairport.be/en/shopFinder/)
- **Coffee and cake at € 5.20 per person**
- **School meal at € 5 per person:** to be ordered from Autogrill on mobile phone no. 0473/230748 or by e-mail to [monika.herremans@autogrill.net](mailto:monika.herremans@autogrill.net)

## 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 **no. 02 753 43 93**.

I, the undersigned, wish to book a guided tour of Brussels Airport.

**Name:** ..... **First name:** .....  
**Street :** ..... **No:** ..... **box :** .....  
**zip code :** ..... **town/village :** .....  
**country :** ..... **e-mail address:** .....  
**tel. (business):** ..... **fax (business) :** .....  
**tel. (home) :** .....  
**mobile n°** on which you can be reached the day of your visit: .....  
**name of association/company** .....  
**for schools / training centres: branch and year:** .....

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)
3. ....(day of the week) ..... (date) ..... (starting hour)

I expect ca. .... (*number*) participants.

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

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

**English – Dutch – French – German**

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

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

We travel to the airport by (*delete where not applicable*):

**car – train – hired coach – De Lijn bus – MIVB bus**

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 pp. 5-6 of this file and submit p. 7 to the coach hire company in charge of transporting my group).

- **a coach which we rent through The Brussels Airport Company**  
(delete where not applicable)

- Coach of 30 seats at € 130
- Coach of 48 seats at € 150

**I have read the information in this file and agree with the contents thereof. The 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:**

.....