



## **Checklist for the parents/escorts of unaccompanied children**

This practical checklist from Lufthansa will help you and the child making the journey on their own to be as well prepared as possible, so that you can both look forward to the trip with confidence:

### **Booking:**

Tickets for unaccompanied children cannot be booked online, but only by calling the [Lufthansa Service Centre](#), at your travel agency or at the Lufthansa ticket desk at the airport. To be sure of receiving the service, you must book no later than 24 hours prior to departure.

- We strongly recommend that you pay the special service charge at the same time as you book your ticket through the Service Centre or your travel agency. You can also pay the charge after booking by calling the [Lufthansa Service Centre](#) up to 24 hours prior to departure. You can then go straight to the check-in counter with your child on departure day without having to allow extra time for paying the charge at the Lufthansa ticket desk in the airport.
- If you did not reserve a seat and/or a special children's meal when you booked, you can order these up to 24 hours before departure online at [lh.com](#) or by calling the [Lufthansa Service Centre](#).
- To enable us to notify you as soon as possible by text or by email about any disruptions to your flight, please let us know your current mobile phone number and email address no later than 23 hours before your child's scheduled departure. The quickest way to do this is to save your details under 'My [Bookings](#)' after logging in online. Simply go to the 'Passengers' section and click on 'Edit contact details' to enter your mobile phone number and email address in the relevant fields.
- You may want to find out about taking out travel-cancellation insurance.

### **Check-in:**

Please check in your unaccompanied child from 23 hours before departure online at [LH.com](#) or via your mobile.

In any case you should arrive with your child at the airport check-in desk at least 2 hours before departure in order to allow sufficient time to complete the flight preparations and to say goodbye calmly to your child.

As the child's parents, guardians or escorts, please stay at the airport until your child's flight has taken off. This ensures that, in the event that the flight is cancelled at the last minute, you can take charge of your child again.



Please bring the following documents with you to the airport check-in counter:

- the boarding pass (if you have already checked your child in online)
- a print-out of the booking confirmation or the passenger receipt
- the receipt for the already paid special service charge.  
If you have not yet paid the special service charge, we recommend that you do so no later than 24 hours prior to departure by phoning our Service Centre. If you are unable to pay the charge before checking in, please allow sufficient time to pay it at the Lufthansa ticket desk on arrival at the airport. Unless the payment has been made, we are regrettably unable to allow your child to fly with us.
- the receipt for any other services that you have already paid for (if available)
- the completed [special service form](#) in duplicate.  
NB: the special service form consists of two pages. Please print out two copies of each page (4 pages in all) and bring these, fully completed, to the check-in counter at the airport.
- you may wish to make a copy of the completed special service form for your records
- a valid identity card or (child's) passport which includes a photograph of your child (depending on what is required for the destination country)
- all the documents required for the journey, such as a visa, vaccination certificate, birth certificate, etc. Please check the current requirements in good time with the relevant embassy.
- in some countries special provisions apply to the entry and exit of children who are travelling alone. Please make enquiries with the relevant consulate as to whether such special provisions apply to your child's journey and whether special documents will be required (e.g. written permission from both parents or legal guardians for your child to travel alone).
- your child's travel insurance policy (if available).
- allergy alert card (if necessary)  
Please notify us in good time if your child has any existing allergies. Please also ensure that your child is informed about their allergies, can tell the cabin crew about them and can exercise the necessary caution and observe the appropriate restrictions on their own initiative. Where appropriate, your child should carry the required emergency medicine (allergy emergency kit, EpiPen®) and be able to administer it correctly on their own (also see → Medicines). During the flight in the context of the regular onboard service it is not possible – or only possible to a very limited extent – to take your child's allergies into account. Lufthansa therefore accepts no liability for any possible allergic reaction your child may have as a result of an existing (food) allergy.



- a valid photo ID (identity card or passport) for the person who is accompanying the child to check-in and who is specified on the special service form.

**Carry-on baggage:**

Please note that your child should be able to carry their carry-on baggage comfortably unaided and that the carry-on baggage should not exceed a weight of 8 kg and dimensions of 55 x 40 x 23 cm.

Your child's carry-on baggage should contain the following:

- warm clothing, as it could be cold at the airport, on board the aircraft or at their destination
- a favourite toy (is recommended)
- a small amount of spending money (is recommended)
- If applicable, medicines which have to be taken during the flight or at the destination.

If your child will be carrying medicines and/or syringes in their carry-on baggage, it is advisable for customs purposes to also carry a medical certificate confirming that these medicines are required for personal use. You can find further information [here](#). Please note that, where applicable, you must ensure that your child takes the necessary medicines him- or herself and bear the responsibility for this. Lufthansa employees have neither the necessary medical qualifications nor the authority to administer drugs or to monitor whether they are taken correctly. Our employees will not supervise your child during the journey to ensure that he or she has taken any required medicine and Lufthansa accepts no liability for any possible harm that may result from your child failing to take their medicine or taking it incorrectly.

**Free baggage allowance:**

- You can get details of the free baggage allowance included in the price of your child's ticket from your booking confirmation or from information on lh.com.

**Collection at the destination:**

- The person collecting the child at their destination is the person named in the special service form under 'Escort on arrival'.
- You have told the person collecting your child that they must identify themselves with a valid photo ID (identity card or passport) before the child will be given into their care.
- An unaccompanied child is usually collected at their destination airport at the exit behind the Baggage Reclaim for the relevant flight. In Frankfurt the



- individual collecting your child should contact the Lufthansa Support Service in the corridor between Departure Halls A and B in Terminal 1.

**Prepare your child for the flight too**

You may find the following links helpful:

<http://www.lufthansa.com/de/en/Unaccompanied-children-process>

<http://www.jetfriends.com/teens>

<http://www.jetfriends.com/kids>

**Information on lh.com:**

There is further information about unaccompanied children available on our website. You will find this [here](#).