

Welcome

Welkom op Luchthaven Schiphol!

Don't worry if you're not fluent in Dutch – we're here to offer all the information, advice and translation (on second thought, maybe not *all* of the translation) that you will need to know if you are planning to travel through Amsterdam Airport Schiphol.

Our definitive guide to Schiphol will guide you there and back again, whether you fly from and back to Schiphol, or even if you use it as a stepping stone on your travels into or out of the Netherlands – we've got it covered. We can even help you find the cheapest way to fly, stay and drive on your travels with our fantastic [price comparison pages](#): why not check them out?

Schiphol is a very busy and popular airport, especially for passengers making connections on long-haul flights. There is only one terminal building, with three departure halls under the same roof, leading to six runways. The airport can seem quite daunting due to its size and sheer number of people, but our helpful guides will make travelling through Schiphol a breeze. We can even find a flight for you with our [flight comparison engine](#).

Background

Amsterdam Airport Schiphol is the principal airport of the Netherlands. The airport is located 9.1 km (5.6 miles) south-west of Amsterdam, in the Dutch municipality of Haarlemmermeer, one of the Dutch Polders.

The name Schipol is actually derived from the Dutch term 'ship-hole', in reference to the number of boats lost to a lake which used to exist on the site before the land was reclaimed in 1852.

Statistics and Information

Amsterdam Schiphol (airport code **AMS**) is ranked as the third-largest airport in Europe in terms of both international passenger traffic and cargo tonnage. It has the fifth-highest number of flights in Europe, which correlates to 16th in the world.

2008 saw 47,393,000 passengers travel via Schiphol airport: the population of Holland is only 16,000,000!

Travelling to and from Schiphol is really easy: there are plenty of local bus links to and from the airport, as well as taxis and the [Schiphol Shuttle](#) service which takes you directly to your hotel. Alternatively, catch a train to your hotel from Schiphol station which is located directly beneath the airport! Services run all over Europe, as well as directly to the heart of Amsterdam within 15 minutes. Not sure which hotel you're staying in? Our handy [hotel comparison tool](#) can help you find the best deal.

If you prefer to drive, our [car hire comparison tool](#) can help find a great deal for you that could work out better value than public transport, as well as being much more flexible.. If you are travelling by car, Schiphol has great [parking facilities](#) and variable terms of stay: short term, long term and extended long term, all with flexible payment systems, so you will only pay for how long you need to park. For disabled passengers, there are dedicated disabled parking bays close to the terminal building, which is fully-adapted throughout to make for a comfortable, pleasant travelling

experience. Throw in a variety of [bars and restaurants](#), fantastic [shopping](#) facilities and entertainment for the kids, and you've got Schiphol airport. There are even on-site hotels and beauty treatment facilities: what more could you ask for?

Amsterdam is a truly fascinating city. The Dutch capital has the largest historical city centre in Europe, with over 6,800 protected buildings and monuments dating back to the 16th century. There are plenty of museums and galleries, most notably the Anne Franks museum, the Van Gogh museum and the Rijksmuseum, which houses artefacts and paintings belonging to the wealthy families of the Dutch Golden Age; a time when Amsterdam was the wealthiest city in the world.

Despite its grand history, Amsterdam has remained a relatively small city, and it is surprisingly easy to get to see it. The narrow, winding streets and network of canals create a fantastic sense of romance that is best seen by bicycle for a truly authentic experience. The lack of road traffic makes exploring Amsterdam's hidden secrets really easy, and makes for an unforgettable travel experience.

The culture of Holland, and of Amsterdam, is definitely one of tolerance and diversity, and it is impossible to not to relax and unwind there whilst taking in the sights and sounds of a modern yet historical city. Plenty of traditional bars and cafes add to the sense of relaxation, or if you prefer, experience one of Amsterdam's less 'mainstream' cafes.

The Amsterdam ArenA is the home to AFC Ajax, one of the most famous football clubs in the world with a decorated history. If you prefer shopping, check out the Oud Zuid district, where many designer boutiques are to be found, or grab a bargain in one of the many markets.

The best time to visit Amsterdam is from late Spring to Autumn, when the temperatures are fairly warm with the occasional heatwave. High season tends to run from April to August, with the major crowds arriving in the month of June for 'Holland Month', which draws tourists and artists alike from all over the world. Try booking in June for a truly unforgettable experience of Amsterdam, or if crowds aren't your thing, try booking in September or October when the weather is still moderately warm.

Amsterdam is the perfect blend of old and new, traditional and modern and a fantastic place to explore, or sit back and watch the world go by. Whatever you need from a break, Amsterdam has it, and so much more.

Fancy a trip to Amsterdam? Use these great [comparison search engines](#) find the best value [flights](#), [accommodation](#) and [car hire services](#) around. Simply choose where you would like to depart from, and the arrival/ return dates. Search over 250 airlines to find your perfect [cheap flight to Amsterdam](#).

If you would prefer the freedom of private transport whilst in Amsterdam, why not try the [car hire comparison tool](#)? We can help find you the lowest price to give you total freedom during your stay. And whilst we're on the subject, do you have somewhere to stay? If not, find a bargain with the [hotel comparison tool](#) and search over 86,000 hotels worldwide. We can help to quickly find you the ideal place to stay in Amsterdam, whatever budget you're on.

Parking

Long stay

Long stay parking allows you to park your car for than three days or more. Car Park P3 offers long-term stays, with the rates as follows:

0 – 72 hours: EUR 50.00
For each 24 hour period after this: EUR 6.50

You can also [reserve](#) a long stay at a slightly cheaper rate than you'd get if you simply paid on arrival:

0 – 72 hours: EUR 48.50
For each 24 hour period after this: EUR 5.50

You can also park using **reserved long stay parking** for anything between 3 – 75 days. This can is paid for on a day-by-day basis for up to three days (72 hours). This is handy if you would like to park your car for between one and three days without paying by the hour, which can become expensive.

The rates are as follows:

0 - 24 hours: EUR 32.50
24 – 48 hours: EUR 65.00
48 – 72 hours: EUR 97.50

For each 24 hour period after this: EUR 28.50

Please note: Car park P3 also offers short-term stays to those with vehicles which exceed the 2.0 metres (6.5 feet) maximum overhead clearance, at the short-term rate.

Those using car park P3 can take advantage of a [free shuttle bus \(short stay\)](#) which runs every 10 minutes, 24 hours a day between both arrivals and departures and car park P3. The journey takes around 10 minutes.

If you are arriving at Schiphol by air, you can catch the shuttle bus to P3 at the entrance to Schiphol Plaza. If you are departing from Schiphol by air, the shuttle runs from P3 to the departure hall. You can unload your luggage at the shuttle departure point before parking your car, minimising the time you need to carry your luggage.

Smart Parking

You can guarantee yourself a parking space and save a lot of worry by using the **Smart Parking** service at Schiphol. You must book in advance [online](#), however, as demand is often high for this service as there are hefty price savings to be made in comparison to paying daily. Prices are as follows:

8 days: EUR 49.50

15 days: EUR 87.50

22 days: EUR 118.00

Valet Parking

For those who prefer to travel without having to worry about the little things, Schiphol offers a **valet parking service**. Valet parking allows drop-off and pick up directly outside the departure hall in a specially-designated lane. Your car will be parked in a secure location and waiting for you in the same location when you return. This service must also be booked [online](#) but after that, just simply turn up and drop off your keys. Valet parking is charged as follows:

1 – 3 days: EUR 38.50

4 – 7 days: EUR 28.50

Please note: the Schiphol valet parking desk is located in Departure Hall 2 and is open daily from 0600 – 2330. If you cannot reach the desk between these times you should contact Schiphol Valet Parking before you book on +31 (0)20 406 7890.

Disabled parking

All parking facilities are fully accessible, with disabled parking located near the exit or shuttle bus points for added convenience. Drivers who require the use of a wheelchair can request free assistance for transportation to the terminal by calling +31(0)20 405 7900 at least 24 hours in advance.

Public Transport

Amsterdam Schiphol airport is accessible by a range of public transport systems, including bus, taxi and a dual international/ domestic rail line. It is even possible to cycle into the airport.

Bus

Schiphol airport has extensive bus links with surrounding towns and cities. The majority of these links are provided by the Schiphol Sternet network. These lines operate frequently from early morning until late evening, with selected lines running a night service.

It could not be simpler to use these buses; there is only one stop at Schiphol, and passengers must embark and disembark here. The stop is located directly in front of both the Arrival and Departure Halls.

Amsterdam Schiphol Airport is well served by a number of public buses that run from the terminal to Amsterdam centre every 15 - 20 minutes. In addition, there is a **shuttle service (airport shuttles)** to Amsterdam centre that stops off at the hotels in the city required by passengers.

Schiphol Sternet also offers an express service called the Interliner, which runs Between Alphen aan den Rijn, Leimuïden, Amsterdam Airport Schiphol, Amsterdam Zuid and Amsterdam Centre (Leidseplein).

An express bus service is also found in the Zuidtangent service. The buses on this service use designated bus lanes to avoid congestion and ensure speedy journeys to and from the airport, even during rush hour. These buses offer low floors for easy access and plenty of room for luggage, making them a great option for travellers. Zuidtangent operates two services:

- Line 300: Haarlem, Vijfhuizen, Hoofddorp, Amsterdam Airport Schiphol, Amstelveen, Ouderkerk, Amsterdam Zuidoost and vice versa (at least six times hourly, with one service per hour at night).
- Line 310: Nieuw Vennep, Hoofddorp, Amsterdam Airport Schiphol, Amsterdam Buitenveldert and vice versa (at least twice hourly, four times hourly to/ from Nieuw Vennep).

Bus services by location

Location	Bus line
Aalsmeer (TV studio, city centre and VBA)	198, Nightline 72
Alphen a/d Rijn	370 (Interliner)
Amstelveen	
Oranjebaan	300 (Zuidtangent)
Centre, Busstation	300 (Zuidtangent) / 186 / 199
Middenhoven/Waardhuizen/Westwijk/Bovenkerk	199
Amsterdam	
Buitenveldert/Rivierenbuurt	310 (Zuidtangent)
Centrum, Oud Zuid, Stadionplein	197, 370 (Interliner), Nightline 97 en 358
Osdorp	192
Slotervaart	195, Nightline 358
Haarlem City Centre and Schalkwijk	300 (Zuidtangent)
Hoofddorp	
Centre	196
Graan voor Visch Zuid and Pax	300, 310 (Zuidtangent), 196
Overbos/Bornholm/Toolenburg/NS Railway Station	300, (Zuidtangent), 196
Lisse	61
Leimuiden	370 (Interliner)
Ouderkerk aan den Amstel	300 (Zuidtangent)
Sassenheim	61
Uithoorn	188, Nightline 72
Vijfhuizen	300 (Zuidtangent)

For more information on public transport to and from Amsterdam Airport Schiphol, call +31 (0)900 – 9292 (EUR 0.70/min).

Taxi

Schiphol Travel Taxis offer a cheap, 24 hour shared, private or business taxi service directly to the airport. Passengers can share a taxi with others, picking up at various points en route, but a journey will never be more than 1.5 times the distance to the airport from the first pickup point.

Private ensures the taxi will transport you/ your party only, and business offers travel in a Mercedes E or V type, or other comparable vehicle. The Schiphol Travel Taxis service must be pre-booked; you **cannot** book any of these taxis at the airport. However, the official Schiphol service does come recommended. Alternative taxis can be found outside of the arrivals hall, but be aware that these drivers often don't think twice about inflating their fares for tourists. A journey from Schiphol to Amsterdam is around 30 minutes (depending on traffic) and should set you back around EUR 30.00 – 40.00 (Amsterdam taxis are amongst the most expensive in Europe)!

Taxis in Amsterdam don't have the best reputation: if you must take a non-Schiphol taxi, look out for the more reputable TCA (Taxi Centrale Amsterdam) taxi company, distinguishable by an orange skylight. Call +31 (0)20 777 7777 to book with TCA.

Train

The quickest and most direct way to travel between Schiphol and your destination is certainly by train. There is a train station directly beneath the airport that will get you to Amsterdam Central Station within 15 minutes. There is a lift available for disabled passengers between the Schiphol Plaza and the train platform.

Domestic tickets can be purchased from the yellow machines near the platforms, whilst both domestic and international tickets are on sale from the ticket office in Schiphol Plaza. Adult single tickets from Schiphol to Amsterdam Central cost EUR 6.60 for First Class or EUR 3.90 for Second. Further ticket information is available [here](#).

If you require a taxi at Amsterdam Central, TCA are again recommended. They do not pick up at the train station as they receive rough treatment at the hands of the drivers of less reputable taxi companies, so calling to book is again advised.

Bicycle

If you so desire, it is actually possible to cycle into the Schiphol airport on specially-created cycle paths. Only recommended for those without suitcases!

Airport Shuttles

The simplest way to travel between Schiphol airport and your final destination is via the Conexxion Schiphol Hotel Shuttle service. The Conexxion service runs to [over 100 hotels](#) in Amsterdam between 0600 and 2100, and you will never be waiting more than 30 minutes for one; in fact, they usually depart every 10 minutes. On returning to the airport, you should arrange for pickup from your hotel at least two hours before your flight departure.

You do need tickets for the Conexxion Shuttle, but these are readily available from many outlets including many hotels, Tourist Information and at the Conexxion desk on Schiphol Plaza, near [Arrival Hall 4](#). You can even buy them from your driver. Shuttles depart from platform A7, just outside the Arrivals Hall.

The Conexxion Shuttle website's [Hotel and Departures](#) section has a handy tool that gives you your fare in advance. Just select which hotel you are staying in from the drop-down menu and it will give you both single and return fare prices.

Please note: There are only adult prices when travelling by Conexxion shuttles. Children under 9 travel free, but there are no rates for children aged 10 and over; therefore, adult rates apply.

Collecting and Bringing Passengers

Short stay

Short stay parking allows you to park your car for up to three days. Car Parks P1 and P2 offer short-term stays, with the rates as follows:

0 – 0.5 hours: EUR 2.00

0.5 – 1.0 hour: EUR 4.00

1.0 – 1.5 hours: EUR 6.00

1.5 – 2.0 hours: EUR 8.00

2.0 – 2.5 hours: EUR 10.00

2.5 – 3.0 hours: EUR 12.00

For each hour after this: EUR 4.00

Parking can also be paid for on a daily basis for up to three days (72 hours). This is handy if you would like to park your car for a day or more without paying by the hour, which can become expensive.

The rates are as follows:

0 - 24 hours: EUR 32.50

24 – 48 hours: EUR 65.00

48 – 72 hours: EUR 97.50

For each 24 hour period after this: EUR 28.50

For details of parking facilities for stays of 72 hours or more, please visit the [long stay parking page](#).

Please note: The maximum overhead clearance of the P1 and P2 car parks at Schiphol is 2.0 metres, or 6.5 feet. If you intend to use short stay car parking and your vehicle exceeds this height, you can simply use [long stay car park P3](#) and still pay the short stay rate.

Picking up and dropping off

Parking directly in front of the terminal is strictly prohibited. It is permissible to pick up and drop off passengers within designated areas outside of the entrance, but if you park there the chances of receiving a fine are very high.

To drop off passengers, take the Schiphol exit off the A4 motorway and follow signs for Departures. This will take you to the road running directly outside the three Departure halls.

Police and Security do monitor all of Schiphol Airport's parking facilities using video surveillance and regular patrols. However, parking is always at your own risk and the airport cannot be held responsible for any loss or damage incurred while using the facilities.

Meeting Point

For those picking up passengers from Schiphol, or perhaps those who have become separated from their party, there is now an electronic meeting point in Schiphol Plaza which displays an SMS text message from four huge digital screens. Simply send a message to the board and within moments it will be on display to everyone in the airport. To send the message:

- Send MEET + FRIEND'S NAME to number 5030
- The message is checked and confirmed
- The sender receives confirmation of their SMS message
- The message appears on the digital screens.

Alternatively, for those who prefer the old-fashioned way, simply hand write your message and pin it to the board.

Glass Wall

Schiphol airport's Glass Wall allows passengers waiting at baggage claim to wave at family and friends come to greet them upon their arrival. More recently, two telephones have been installed within the Glass Wall to allow two-way communication between passengers and their loved ones. Pretty nifty eh? Look out for the phones, which are surrounded (as are all information/ help points in Schiphol) in red and white tiles.

Eating

Whether you want a snack or three course meal, or just a quick coffee (or something stronger), Schiphol airport offers something to suit every size of appetite and the pickiest of palates. Pastries, sandwiches, seafood, ice cream: it's all there - although not on the same plate. The variety of bars and restaurants is present both landside and airside, so everyone is catered for.

Before Passport Control

Snacks

Meals

Sweets

After Passport Control

Snacks

Meals

Sweets

Before Passport Control

If you are looking for a tea or coffee or a light snack whilst waiting with family or friends, try one of these:

Balcony Café: The name says it all; sit back and relax on the balcony with a hot drink and a roll whilst taking in the spectacle of aircraft taking off and landing.

Opening hours: 0530 – 1800 (1 November – 31 March)
0200 – 2000 (1 April – 31 October)

Coffee Bar: The clue is in the name; coffee and snacks served here.

Opening hours: 0600 – 2100 (1 November – 31 March)
0600 – 2000 (1 April – 31 October)

Colour Café: Enjoy a tea or coffee with some delicious baked treats including cake, rolls and pastries.

Opening hours: 0600 – 1600 (1 November – 31 March)
0600 – 1900 (1 April – 31 October)

Hello There: A cheerful bar where you can sip a coffee and have a snack as you wait for passengers to arrive.

Opening hours: 0700 – 2200, 1 November – 31 March
0700 – 2300, 1 April – 31 October

Hot n Cold: Grab a sandwich, or a tasty cookie or muffin for a great convenient snack.

Opening hours: 0600 – 2100 (1 November – 31 March)
0600 – 2200 (1 April – 31 October)

Juggle Juice Bar: A range of freshly prepared fruit juice drinks, smoothies and cocktails served daily. Please note: between 31 March and 24 April the bar will be closed for refurbishment, but drinks will continue to be served from the Juggle Juice Sandwich Bar opposite.

Juggle Sandwich Bar: Freshly made sandwiches and rolls are made to order here, as well as offering takeaway hot meals.

Opening hours: 24 hours

Starbucks: Treat yourself to a world-famous Starbucks coffee, freshly-brewed daily.

Opening hours: 0600 – 2200

If you need something a little more substantial, you'd do well to try the following:

Café Rembrandt: A welcoming, traditional-style Amsterdam pub where you can get comfortable and enjoy a nice cold beer.

Opening hours: 0900 – 0030 daily

Grand Café Plaza: Choose either a bar seat or table service at this restaurant, and choose from a menu of both hot and cold snacks, as well as a selection of hot meals. The Grand Plaza also offers a wide range of wines by the glass. The lighting and music create a vibrant sense of enjoyment, making it an ideal place to unwind before a flight.

Opening hours: 24 hours

Balcony Café: The name says it all; sit back and relax on the balcony with a hot drink and a roll whilst taking in the spectacle of aircraft taking off and landing.

Opening hours: 0530 – 1800 (1 November – 31 March)
0200 – 2000 (1 April – 31 October)

Or, for those with a sweeter tooth, pay a visit to the **Pronto IJssalon**, which serves delicious Italian ice cream as well as other types of home made ice cream and Italian-style rolls.

Opening hours: 0700 – 2200

After Passport Control

Café Ellipse: A wide range of snacks and drinks, with a great view of the runway.

Opening hours: 0630 – 2000

Coffeebar B-Pier and Constellation Bar: Both serve hot drinks and snacks.

Opening hours: 0600 – 2000

Cone Bar: Another coffee/ snack bar.

Opening hours: 0600 – 2100 (1 November – 31 March)
0600 – 2000 (1 April – 31 October)

Deli Holland Boulevard: A wide selection of snacks and pastries along with hot drinks. The deli offers great views of the runway.

Opening hours: 0600 – 2000

EspressoBar: Serves drinks such as fresh coffee and cold beer, as well as snacks.

Opening hours: 0730 – 2000

Galaxy Bar: Grab a coffee and a roll before taking to your plane.

Opening hours: 0630 – 1900 (1 November - 31 March)
0630 – 1700 (April – 31 October)

Juicy Details: Soon to be introduced to Schiphol, Juicy Details will offer a huge range of health drinks and smoothies which invigorate mind and body and help you relax before a long flight. Salads, tea and coffee will also be available, to help keep you fit and healthy.

New Destinations: A new, contemporary bar which serves a variety of drinks and snacks.

Opening hours: 0630 – 2000 (1 November - 31 March)
0530 – 2130 (April – 31 October)

Network Bar: Connect to the internet and enjoy a Dutch beer or snack here.

Opening hours: 0700 – 2130

Heineken Bar: Serves a variety of drinks and snacks.

Opening hours: 0600 – 2000

GrabAndFly: An ideal place to get a snack to take onto the plane. A wide range of snacks include sandwiches and salads, along with less traditional foods such as sushi.

Hot snacks are available, including pizzas, toasted sandwiches and sausage rolls. Hot and cold drinks are also available, as well as handy carrier bags and you can even buy a newspaper here. What more can you ask for in one place?

Opening hours: 0500 – 2100

Aside from all of these, there remains room for full restaurant-style establishments, including:

Bubbles: A contemporary eatery which contains both a casino and saltwater aquarium! The theme here is most certainly aquatic, as most of the menu revolves around seafood. Take your pick from a seafood platter, or a shrimp or salmon sandwich. If you're feeling flush, splash out on oysters or even caviar and wash it all down with wine or champagne, available by the glass or bottle.

Opening hours: 0600 – 2000

Café Amsterdam: A welcoming bistro which recreates the atmosphere of a typical Dutch bar. Serves hot lunch and dinner, with a variety of drinks including a *pikketanissie*, a local cocktail.

Opening hours; 0700 – 2100

Casino Bar: Enjoy a drink whilst you play. The bar also offers a range of seafood, including sushi.

Opening hours: 0600 – 2000

Grand Café het Paleis: With wooden flooring, a large bar and wine bottles stacked so high a ladder is needed, the charming Grand Café het Paleis offers full table service both inside and on its terrace. Breakfast is served all day with an extensive menu for other dishes.

Opening hours: 0600 – 2100

Murphy's Irish Pub: Enjoy traditional Irish drinks and dishes in the warm hospitality of the Emerald Isle.

Opening hours: 0630 – 2100 (1 November – 31 March)
0700 – 2200 (1 April – 31 October)

Sports Café: A sports-themed bar where you can unwind over a game of pool or table football. Also shows the latest sports events and news on many television screens.

Opening hours: 0600 – 2000

There is also an ice cream parlour exclusively serving delicious Häagen Dazs ice cream.

Opening hours: 0800 – 1630 (1 November – 31 March)

0730 – 2130 (1 April – 31 October)

Travelling with Children

Travelling with children can sometimes be a trial at the best of times. Schiphol airport is well-equipped to help deal with the rigours of keeping the kids entertained, especially if a flight is delayed.

- The play area is a great place for kids to burn off some excess energy and relieve the boredom of waiting around in queues
- Nintendo computers will keep your child occupied; alternatively, there is a selection of educational games to play
- For the young architect, a huge supply of Lego is available
- Television screens show Disney and other cartoons non-stop.

The play area is open daily between 0600 – 2200 and is located between piers E and F.

Please note: The play area is **unsupervised**; parents must take full responsibility for the safety of their child/ children.

Schiphol also offers designated areas to help you care for your baby in the airport. A specially created Babycare Lounge has been introduced, offering a fantastic service for babies and parents alike.

- The Lounge provides sanctuary from the busy terminal where parent and baby can get some valuable peace and quiet.
- Babies can be fed and bathed, and even sleep in one of seven cosy bed cabins. Parents can remain close by whilst resting on rather comfortable seats as their child sleeps or plays.

The Babycare Lounge can be found on Holland Boulevard, between Lounges 2 and 3. The Lounge is open between 0600 – 2200 daily.

Hints and Tips

There is so much to remember when travelling with a baby, especially if you have never done so before. Our handy list includes some helpful information to consider when travelling via Schiphol to help take some of the worry off your mind:

- Be aware that temperatures on aircraft can fluctuate, and it would be a good idea to bring warmer clothing, especially on a night flight. Consider keeping a blanket in your bag too.
- If possible, pack extra food and nappies: delays can and do happen! Remember, there are now strict [guidelines](#) for passengers regarding the amount and types of

substances allowed. If possible, check with the airport or your airline to see exactly what you may take on board. Also, officials may ask you to taste the food in front of them: you have been warned!

- Favourite toys can provide a sense of familiarity in a strange and intimidating new place.
- Make sure your baby avoids dehydration: air is a lot drier higher in the atmosphere, and this will be reflected on board. If possible, give your baby cooled, boiled water in between feedings. If you are breastfeeding, you should ensure you remain fully hydrated too.
- Ear pressure can be painful for babies; relieve it by giving your baby a drink when you feel pressure in your own ears as swallowing alleviates this.
- If you are travelling with young children, it is always a good idea to provide them with activities such as games, colouring or reading, as well as some snacks. Introduce these gradually through the flight to keep them occupied.

Money Services

If you need to withdraw money or exchange currency, Schiphol has plenty of cash machines and exchange bureaus to help.

GWK Travelex

- The most popular currencies available on demand
- Traveller's cheques available on demand
- Foreign Currency Exchange Return service – allows you to exchange unused currency for a one-off fee of EUR 2.50
- International money transfers
- You can even order currency and/ or traveller's cheques online.

To order your currency and traveller's cheques from Travelex [online](#), simply select your country and currency, enter the amount you require and select one of the two Schiphol offices in order to collect from Schiphol airport. You won't need to pay for your currency until you arrive at the airport.

Opening hours

Branch situated in	Opening hours
Schiphol Plaza	24 hours
Departure Lounge 1	0600 - 2030
Pier F (Departures)	0600 - 1930
Pier G (Departures)	0600 - 1930

ABN Amro

- Buy or sell foreign currency and traveller's cheques
- Take out travel insurance
- Collect pre-ordered currency/ traveller's cheques.

ABN Amro banks can helpfully be found both before and after Passport Control.

Opening hours

Branch situated in	Opening hours
Arrivals 1	0800 - 2200
Arrivals 2	0600 - 2200
Arrivals 3	0700 - 2100
Reclaim 3	0600 - 1900
Departure Lounge 1	0000 - 2000*
Departure Lounge 2	0000 - 2200*

Departure Lounge 3 0000 - 2100*
Pier D (Departures) 0600 - 2100
*0500 - 2000 (1 May - 1 November)

There are also many ABN Amro ATM machines in Schiphol, including:

- 5 foreign exchange ATMs
- 16 Euro ATMs
- 2 US Dollar ATMs
- 13 chipknip charge points (chipknip is a type of Dutch pre-loaded payment card).

To pre-order currency and traveller's cheques, visit ABN Amro [online](#). You can order up to EUR 2500.00 with no additional costs aside from paying for the service, which you only need to do upon arrival at Schiphol.

Shopping

Amsterdam Schiphol airport offers a fantastic shopping experience. There are a vast number of shops offering cosmetics, alcohol, clothing, electricals, chocolate, toys and traditional Dutch food amongst many other things.

One of the things that makes shopping so special at Schiphol is that many of their shops are before Passport Control, and therefore open to the general public as well as passengers. Shops before Passport Control are found in Schiphol Plaza and are open between 0700 - 2200

Schiphol airport shops after Passport Control became collectively known as the world-famous 'SeeBuyFly' brand. Duty-free shopping has not existed within the European Union since 1999, with many airports now charging two different prices to customers flying within and outside of the EU. Amsterdam Schiphol is one of the few that charges the same price to all passengers, to all destinations. SeeBuyFly shops are open daily, one hour before the first flight departs and 30 minutes before the final flight departs.

In addition, Schiphol airport applies many special offers to goods in its stores. These are on average 10% lower than in other major European cities, but can be as low as 35%.

If you find these special offers too good to resist, but don't want to cart your purchases around Amsterdam, you can take advantage of the pick up service available. Your purchases will be stored safely, securely and free of charge for you to collect upon your return. Don't worry if you fly when the shops are closed: pick up is available 24 hours a day.

Don't forget, though, that if you are there to fly and not to shop: some of the departure gates are up to a 10 minute walk from the shops. Be sure to allow plenty of time to get to your gate.

Please note: all purchased liquids, whether perfumes or alcohol, will be sealed upon purchase. You are not permitted to open them until you reach your final destination. The receipt of your purchases will be added to your boarding pass.

Shops by Category

Delicacies, Chocolates & Sweets

- AH To Go
- Dufry Liquors of the World
- Food Village
- Leonidas
- Per Tutti

Fashion, Gifts & Jewellery

- America Today
- Artitis
- Expo
- Gassan Plaza
- Global Brands
- H&M
- Inwear/ Matinique
- Mexx
- Nike Store
- Paolo Salotto Menswear
- Paolo Salotto Shoes
- Wonder Woman

Flowers & Bulbs

- Aviflora
- Bloem!
- Fleurtiek

Media & Electronics

- Airport Telecom Shop
- AKO
- Capi
- Libris

Perfumes & Cosmetics

- The Body Shop
- Etos
- Kappé Perfumes & Colours

Recreation

When travelling through Schiphol, you will be able to use many facilities designed to make your trip as enjoyable and comfortable as possible.

Hotels and Rooms

Hotel Mercure Schiphol offers 33 rooms for passengers to rest in within the airport itself. Situated beyond passport control, this hotel is strictly for passengers only. The hotel offers private facilities as well as pay-as-you-go television service and mini bar.

If you are looking for another, more flexible way to rest within the airport, check out the Yotel: a scaled-down hotel room to stay in, with a minimum stay of four hours. The concept behind Yotel is to create affordable hotel rooms where space is at a premium. with 56 rooms at either 7 or 10 square metres. Click [here](#) for more information.

Hotel Mercure also offers the use of shower facilities to all passengers whether staying in a room or not. These are available for use 24 hours a day: ideal if you are transferring from one long flight to another. Towels, soap and shampoo are all available free of charge.

Massage and Relaxation

If you would like to relax further still, you can receive a Back To Life chair massage. Sit in an ergonomically designed chair as your head, neck, shoulders, back, arms and hands are massaged, all whilst you remain fully clothed. Prices are as follows:

10 minute massage: EUR 16.50

20 minute massage: EUR 27.50

Alternatively, for the ultimate in relaxation, opt for a full-body Back To Life aqua massage. This service also allows you to remain fully clothed.

All massages are available between 0830 – 1900.

If you are spending a longer time in Schiphol, you can even buy a day pass to the Sheraton Hotel Fitness and Spa facilities. Located within the Sheraton Hotel, you can indulge yourself in the sauna, rainforest shower or steam rooms, as well as receiving beauty treatments and massages.

A day pass costs EUR 20.00, whilst a day pass including a EUR 10.00 refreshments voucher can be purchased for EUR 27.50. These services are available 24 hours a day.

The Xpress Spa also offers services that will help you to relax as much as possible before your flight. The spa provides:

- Beauty treatments, including manicures and pedicures
- Head/ neck massage
- Full body massage

- Foot reflexology massage

All services are available without appointment, and can even be carried out simultaneously if time is of the essence. The Xpress Spa is located in Departure Lounge 2 and is open daily between 0700 – 2000.

Religion

If you need an area to cater for your religious needs, Schiphol has a passenger-only Meditation Centre which welcomes all faiths. A selection of religious books are available to use in various languages. A church service is held on Sundays at 1100, along with Anglican and Protestant services. The centre is open between 0900 – 1700 daily.

Communication and Internet

If you require an internet connection for business or recreational use, Schiphol airport offers Wi-Fi connection throughout. You can use your own laptop or PDA

- Open your internet browser using either your laptop or PDA
- The Schiphol connection portal will open automatically
- Create an account, and then choose how long you wish to use the service for: 30 minutes, 90 minutes or 24 hours.
- Pay using a credit card, or by cash with a top-up card.

There is also an Internet Centre, which allows you to use and charge your laptop, PDA or mobile phone. If your laptop is not Wi-Fi enabled, the centre provides LAN cables for easy connection to the internet. Alternatively, if you do not have your own laptop, you may use a desktop computer. Printing services are also available, in black and white and full colour.

Wireless Internet

If you would like to use the internet wirelessly at Schiphol, you can connect via the Schiphol connection portal, or through your own provider. If you connect with your own provider, you will be subject to roaming charges. Schiphol's wireless service is only available to those with a laptop or PDA with either an internal or external Wi-Fi card.

If you need any help with using the wireless internet service when you're at Schiphol, there is a helpdesk available 24 hours a day. Call +31 (20) 653 1852 from a mobile phone, or (020) 653 1852 from any of the public payphones in the airport. Alternatively, there are staff on location between 0600 – 1800 Monday to Friday, and 0700 – 1400 Saturday to Sunday.

Wireless Internet User Guide

Click [here](#) to read a very handy user guide to connecting to the Schiphol network.

Terminals and Departure Halls

Schiphol Terminal

Schiphol has only one terminal; which means that all Arrival and Departure facilities are under the same roof. The terminal is divided into three halls, which are connected by piers. It is possible to move between these halls and piers freely on both sides of Passport Control. The one exception to this is Pier M, where once you go through Passport Control, you cannot return.

Departure Halls 1, 2 and 3

Departure Halls

The departure halls are laid out as follows:

- Departure Hall 1: Desk rows 1 – 8 inclusive
- Departure Hall 2: Self-service check-in and baggage drop-off points, desk rows 9 – 16 inclusive
- Departure Hall 3: Desk rows 17-32 inclusive.

Piers

Piers B and C are dedicated Schengen areas. Piers E, F and G are dedicated non-Schengen areas. Piers D and H/M are mixed piers, using the same gate positions for Schengen and non-Schengen flights.

Pier D has two floor levels. The lower floor is used for non-Schengen flights, the upper floor for Schengen flights. Schengen gates are numbered D-60 and up, non-Schengen gates are numbered from D-1 to D-59.

Piers H and M, the low-cost pier, share the same construction. Here, the H-gates are non-Schengen gates, the M-gates are Schengen gates. Both areas are on the same level.

To see which airlines depart from each departure gate, click [here](#).

For full layout and maps of all terminals and gates, click [here](#).

Checking In

The check-in procedures at Schiphol are exactly the same as at all airports:

Check-in

Departures

- Firstly, check-in at your airline's desk. All of the check-in desks are located in [Departure Halls 1, 2 and 3](#).
- Present your ticket and passport at the desk, where your luggage will be weighed. Any excess luggage weight must be paid for; check with your airline for limits.
- You will then be issued with your boarding card, which you need to show at your gate to access your flight.

When traveling from Schiphol, as with all airports, it is advisable to check-in no later than **two hours before** your flight is due to depart, if you are traveling to a destination within the EU. If you are traveling beyond the EU, arrive no later than **three hours before**. This will allow you plenty of time to check in, go through passport control and reach your gate. All of the check-in desks are located in [Departure Halls 1, 2 and 3](#).

Arrivals

- Make your way to Passport Control by following the 'Arrivals' and 'Exit' signs.
- After showing your passport, you will arrive at baggage claim.
- Once you have collected your baggage, you must pass through Customs.

Baggage is subject to numerous checks at Amsterdam Schiphol airport in the interest of safety. All baggage is checked by human and technological methods to ensure there are no hazardous or dangerous items onboard any aircraft passing through Schiphol.

Prohibited items

There are two lists of items that are restricted on all aircraft:

List 1

This list contains those items that you as a passenger are not allowed to take with you on board the aircraft either in person or as part of your hand luggage. You are allowed to take these items with you in your hold luggage **only if** you are in possession of any documents that may be required.

a) Guns, Firearms and Weapons

Any object capable, or appearing capable, of discharging a projectile or causing injury, including:

- Air pistols, rifles and pellet guns
- All firearms (Pistols, Revolvers, Rifles, Shotguns etc)
- Animal Humane Killers
- Ball Bearing Guns
- Catapults
- Component parts of firearms,(excluding telescopic sighting devices & sights)
- Cross bows
- Harpoon & Spear Guns
- Industrial Bolt and Nail Guns
- Lighters shaped like a firearm
- Replica and imitation firearms
- Signal flare pistols
- Starter pistols
- Stun or shocking devices e.g. cattle prods, ballistic conducted energy weapons (tasers)
- Toy guns of all types.

b) Pointed/ edged Weapons and Sharp Objects

Pointed or bladed articles capable of causing injury, including:

- Axes & hatchets
- Arrows & darts
- Crampons
- Harpoons & spears
- Ice axes & ice picks
- Ice skates
- Knives, including ceremonial knives, with blades of more than 6 cm, made of metal or any other material strong enough to be used as a potential weapon.
- Lockable or flick knives with blades of any length
- Meat cleavers
- Machetes
- Open razors and blades (excluding safety or disposable razors with blades enclosed in cartridge)
- Sabres, Swords & swordsticks
- Scalpels
- Scissors with blades more than 6 cm in length
- Ski and Walking/Hiking poles
- Throwing stars
- Tradesman's tools that have the potential to be used as a pointed or edged weapon e.g. drills and drill bits, box cutters, utility knives, all saws, screwdrivers,
- crowbars, hammers, pliers, wrenches/spanners, blow torches.

c) Blunt Instruments

Any blunt instrument capable of causing injury, including:

- Baseball and softball bats
- Billiard, snooker and pool cues
- Clubs or batons (rigid or flexible), e.g. Billy clubs, blackjacks, night sticks & batons
- Cricket Bats
- Fishing rods
- Golf Clubs
- Hockey sticks
- Kayak and Canoe paddles
- Lacrosse sticks
- Martial arts equipment e.g. knuckle dusters, clubs, coshes, rice flails, num chucks
- Kubatons, kubasaunts
- Skateboards.

d) Explosives and Flammable Substances

Any explosive or highly combustible substances which poses a risk to the health of passengers and crew or the security / safety of aircraft or property, including:

- Aerosol spray paint
- Alcoholic beverages exceeding 70% by volume (140% proof)
- Ammunition
- Blasting caps
- Detonators & fuses
- Explosives and explosive devices
- Fireworks, flares in any form and other pyrotechnics (including party poppers and toy caps)
- Flammable liquid fuel e.g. Petrol / gasoline, diesel, lighter fluid, alcohol, ethanol
- Grenades of all types
- Gas & gas containers e.g. Butane, propane, acetylene, oxygen (in large volume)
- Mines & other explosive military stores
- Non safety matches
- Replica or imitation explosive material or devices
- Smoke generating canisters or cartridges
- Turpentine & paint thinner.

e) Chemical and Toxic Substances

Any chemical or toxic substances which poses a risk to the health of passengers and crew or the security / safety of aircraft or property, including:

- Acids and Alkalis e.g. spillable 'wet' batteries
- Corrosive or Bleaching Substances - e.g. mercury, chlorine
- Disabling or incapacitating sprays - e.g. mace, pepper spray , tear gas
- Fire extinguishers
- Infectious or biological hazardous material. - e.g. infected blood, bacteria and viruses

- Material capable of spontaneous ignition or combustion
- Poisons
- Radioactive material. - e.g. Medicinal or commercial isotopes.

List 2

This list details all items which may not be taken onto aircraft **in any circumstance**; be it upon your person, within your hand baggage or within your hold baggage.

- Corrosives, including Mercury, vehicle batteries
- Explosives, including Detonators, fuses, grenades, mines and explosives
- Flammable liquids, including Gasoline, methanol
- Flammable solids and reactive substances, including Magnesium, firelighters, fireworks, flares
- Gases: Propane, butane
- Oxidizers and organic peroxides, including Bleach, car body repair kits
- Radioactive material, including Medicinal or commercial isotopes
- Toxic or infectious substances, including Rat poison, infected blood
- Vehicle fuel system components which have contained fuel.

No rights may be derived from this list. Members of the security staff at all times reserve the right to refuse an item on the grounds of security.

If you need to take any restricted items, you must inform your airline of your intention to do so in advance of your flight. The airline can then transport the item(s) as 'dangerous cargo', meaning they will reach your destination as safely as possible for all parties.

If you find you have packed (a) restricted item(s) upon arrival at Schiphol, you must inform airport security staff. You then have to place the item(s) into your hold baggage before arranging to have the item(s) sent on by post. You will have to pay for this service.

Please note: this service is **not** available for items detected during security checks. If you do not volunteer the restricted item(s) before they are detected, they will be confiscated from you and destroyed.

For further information on restricted items, contact Amsterdam Schiphol airport on +31 (0)88 489 0000.

Restricted items

In the interests of safety, only limited amounts of liquids can now be carried within hand baggage. Liquids can include bottled drinks, fragrances, cosmetics, and suntan lotion. The following restrictions apply to the carrying of liquids:

- Liquid items may only be carried in containers no larger than 100ml
- They must be carried separately in a single transparent, re-sealable plastic bag
- The bag must be no larger than 20cm x 20cm (8in x 8in) and all items must fit inside so that it closes properly

- At security control the bag must be placed separately on the conveyor belt for screening
- Liquid items larger than 100ml should be packed in your hold luggage – otherwise they will be confiscated.

Excess Baggage

All airlines allow a certain amount of baggage for passengers to carry both as hand baggage and hold baggage. If you exceed these limitations, either in size or weight, you will be required to pay an excess charge. Both limitations and charges vary from airline to airline, so you should check with your airline before you leave.

If you would like to travel with more than the permitted baggage allowance, you should consider shipping your excess baggage on a different flight as air freight. This method is often cheaper than paying to take it onto your flight. Arrange this before you arrive at Schiphol with your airline or [Worldwide Baggage Services](#) on +31 (0)20 446 6234. Alternatively, you can contact the Worldwide Baggage Services desk at Amsterdam Schiphol. The desk can be found in Departure Hall 3, opposite row 23.

Opening hours

Monday to Sunday, 0900 – 1700

If the desk is closed when you arrive, you can leave your luggage in Baggage Storage in the basement, located between Departure Halls 1 and 2.

Bicycle Boxes

If you would like to travel with your bicycle from Schiphol, you can buy a bicycle box. The boxes provide a safe, secure way to protect your bicycle in flight, and can be purchased between 0600 – 1800 daily from SDBV's baggage depot in the basement, below the central staircase in Departure Halls 1 and 2.

The bicycle boxes cost EUR 23.00 and can be used many times providing they remain dry and undamaged.

Baggage Sealing

For the ultimate in baggage security, you can even have your baggage foil-sealed. It won't seal in any flavour, just your case. Seal&Go provide this service in Departure Halls 2 and 3.

Baggage is sealed by means of heated, transparent foil, with handles and wheels being cut out by hand. The service can seal between 5 – 10 pieces of baggage per minute, regardless of their size. This service is available for EUR 7.50.

Opening hours

Departure Hall 2: Monday – Sunday 0500 – 2000

Departure Hall 3: Monday – Sunday 0630 - 1500

Security and Control

In order to pass through all security and control checks of you and your luggage, the following helpful tips can speed up the process and minimise security risks (and embarrassment):

- Make sure to pack your own bag, and do not allow anyone to tamper with you baggage
- Do not agree to transport anything on behalf of someone else to your destination, no matter how innocent it may seem
- Ensure all of your baggage is clearly labelled with your name and address; remove all old tags
- Do not leave your baggage unattended; this can be seen as a security threat and could lead to you bag being destroyed, or even the airport being evacuated
- Adhere to the restrictions on both the weight and contents of your baggage.

Passport Control

Following check-in to depart from Schiphol, you will need to go through Passport Control and Security Checks. The procedure, as with other airports, is:

- Place your hand luggage onto the conveyor belt, where it will be scanned using x-rays
- Place metallic items such as coins, keys and mobile phones into a tray before walking through the metal detection gates. Don't forget your belt buckle may be made of metal
- Laptop computers, portable DVD players and other electrical items may also be required to be placed into these trays
- If the alarm sounds, allow security staff to search you to find the cause of the alarm. Don't worry; just follow their instructions at all times
- After being cleared by security, collect your hand luggage and all items placed in the tray.

Please note: if you are leaving from Departure Hall 1, you will need to go through this process immediately following Passport Control. If you are leaving from Departure Halls 2 or 3, this will take place at the boarding gate. For a list of airlines which leave from Departure Halls 1, 2 and 3, click [here](#).

Schengen countries

The Schengen Agreement was introduced to allow free circulation of people between European territories. The following are a list of nations from which you may travel into Amsterdam Schiphol without being subject to Passport Control:

Austria	Germany	Luxembourg
Belgium	Greece	Malta
Czech Republic	Hungary	Netherlands
Denmark	Iceland	Norway
Estonia	Italy	Poland
Finland	Latvia	Portugal

France

Lithuania

Sweden

Please note: if you enter Schiphol from a *Schengen* country, you will not need to show your passport and may progress immediately to baggage claim. However, you will still need to pass through Customs whether you have something to declare or not. The UK and Ireland are not Schengen countries and as a result you will need to go through Passport Control when arriving from these countries.

Airport Regulations

Import and Export Regulations

As an airport within the European Union, Amsterdam Schiphol requires that you declare certain items upon your arrival. Click [here](#) to see a full list of these items, permissible amounts of these items which fall under 'personal allowance', and rules regarding travelling between EU states and between EU and non-EU states.

If you wish to enter Schiphol with more than your personal allowance of any of these items, you must declare this and pay any relevant import duty. If you fail to do so, you may be caught out and subject to heavy penalties. As an airport within the European Union, Amsterdam Schiphol requires that you declare certain items upon your arrival. If you have more than the permissible personal allowance in your possession, you should declare these after collecting your baggage.

Personal Allowances

Personal Allowances

Within the European Union, these are:

- 200 cigarettes or 250 grams of tobacco (shag or pipe tobacco), or 100 cigarillos or 50 cigars
- 1 litre of liquor or 2 litres of sparkling wine or liqueur wines, such as sherry or port
- 2 litres of non-sparkling wine
- 50 grams of perfume and 0.25 litres of eau de toilette
- 500 grams coffee or 200 grams coffee extracts or coffee essence
- 100 grams tea or 40 grams tea extracts or tea essence.

Pets

If you intend to travel with a pet, you should be aware that all airlines have strict rules for this. There are three ways to transport a pet from Schiphol: in the cabin, in the hold or on a separate flight. If you would like to travel with your pet, you should contact your airline to arrange this. They can also advise of their own regulations and costs.

All pets must hold a valid health certificate, signed by a recognised veterinary surgeon, as well as a rabies certificate signed by an inspector of local veterinary surgeons or other official. This will state that your pet has been vaccinated at least 28 days before departure. These documents and dates can vary between any of the countries you are travelling. For more information about the import regulations that apply to your pet, please contact the embassy of the country to which you are travelling, or click [here](#).

If you travel with your pet, it could be helpful to consider the following:

- Be prepared; allow as much time as possible to gain relevant documents and vaccinations.
- If your pet requires specific feeding instructions, attach these to the side of the kennel. Also, it may help relax your pet if airline staff know its name.
- Allow time for your animal to become accustomed to the kennel before the flight; five days would be a good amount of time.
- To help your pet avoid airsickness, you should consider withholding water for 4 hours and food for 12 hours prior to departure.
- It is not recommended that you sedate your pet for the journey; this will reduce your pet's ability to adjust to the atmospheric conditions of the plane and could result in your pet becoming undercooled.

Customs

You must pass through Customs, whether you have nothing to declare or otherwise. If you are not entering Schiphol with anything you have purchased abroad, you may pass through the green 'Nothing to Declare' gate. If you need to declare any items you have bought which exceed your [personal allowance](#), you must declare these or you could face strict penalties.

Excess Baggage

All airlines allow a certain amount of baggage for passengers to carry both as hand baggage and hold baggage. If you exceed these limitations, either in size or weight, you will be required to pay an excess charge. Both limitations and charges vary from airline to airline, so you should check with your airline before you leave.

Airport Charges

When leaving from Amsterdam Schiphol, you will be asked to pay airport charges. These consist of a Passenger Service Charge and a Security Service Charge, and pay for the costs of cleaning, maintenance and running of security equipment. The charges are:

Passenger Service Charge: EUR 11.87

Security Service Charge: EUR 10.84

Total airport charge: EUR 22.71