

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

From the October 2021 session, reservations for Frankfurt, Stuttgart, Basel-Mulhouse and Baden-Baden airports will be organised by the City of Strasbourg.

The City of Strasbourg is actively working on the modernisation of the travel services of the Congress delegations. This platform aims to facilitate the follow-up of requests for members and secretaries of delegations.

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 your transport requests for plenary sessions in Strasbourg |         |
| This service is for European elected members only  |         |
|  |         |
| IDENTIFICATION   |         |
| E-mail address *   |         |
|  |         |
| Password *   |         |
|  |         |
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| Liforgot my password you don't have an account yet? Repister now                                       |         |
| you continue an account yet register now iteration   |         |
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You are now directed to the account creation window.

|  |                                    |   | English               | ~ |
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|  | Welcome on the online platform ded | icated to your transport requests for plenary | essions in Strasbourg |   |
|  | This servic                        | e is for European elected members only        |                       |   |
|  |                                    | $\sim$  |                       |   |
|  |                                    | REGISTER                                      |                       |   |
| Institution : *                            |                                    |   |                       |   |
| O EP : MEP or APA                          |                                    |   |                       |   |
| O COE : PACE Members or delegation secreta | ries                               |   |                       |   |
| l am : *                                   |                                    |   |                       |   |
| O Member of Parliament                     |                                    |   |                       |   |
| O Delegation Secretary                     |                                    |   |                       |   |
| Member State : *                           |                                    |   |                       |   |
| ENTER A CHARACTER                          |                                    |   | *                     |   |
| E-mail address : *                         |                                    |   |                       |   |
| EXAMPLE@DOMAIN.COM                         |                                    |   |                       |   |
| Password : * 🔞                             |                                    |   |                       |   |
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| 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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|--|-----------------------------------|--|----------------------|---------|---|
|  | Welcome on the online platform of | edicated to your transport requests for plenary se | ssions in Strasbourg |         |   |
|  | This ser                          | vice is for European elected members only          |                      |         |   |
|  |                                   | $\sim$   |                      |         |   |
|  |                                   | REGISTER   |                      |         |   |
| Institution : *                            |                                   |  |                      |         |   |
| O EP : MEP or APA                          |                                   |  |                      |         |   |
| COE : Members or delegation secretaries    |                                   |  |                      |         |   |
| Assembly : *                               |                                   |  |                      |         |   |
| PACE                                       |                                   |  |                      |         |   |
| CLRA                                       |                                   |  |                      |         |   |
| l am : *                                   |                                   |  |                      |         |   |
| A Member of Parliament                     |                                   |  |                      |         |   |
| <ul> <li>A Delegation Secretary</li> </ul> |                                   |  |                      |         |   |
| Member State : *                           |                                   |  |                      |         |   |
| ENTER A CHARACTER                          |                                   |  | -                    |         |   |
| E-mail address : *                         |                                   |  |                      |         |   |
| EXAMPLE@DOMAIN.COM                         |                                   |  |                      |         |   |
| Password : * 😡                             |                                   |  |                      |         |   |
|  |                                   |  |                      |         |   |
| Gender : *                                 |                                   |  |                      |         |   |
|  |                                   | *  |                      |         |   |
| LAST NAME : *                              |                                   |  |                      |         |   |

The Congress Member's account is now created. You are redirected to the platform home page.

Please note, currently the generic term used is Member of Parliamaent, but will be changed to "member" soon.

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.

| MY ACCOUNT MY TRIPS PARLIAMI  | ENTARY TEAM REQUEST TRANSPORTATION INFO  | PRMATION +                  |                                |             | MY NAME MY LASTNAME () |
|---|--|-----------------------------|--------------------------------|-------------|------------------------|
|   |  | NEW TRANSPORT REQUEST       |                                |             |                        |
|   |  | SHOW ALL MY TRIPS           |                                |             |                        |
| Request number  | 11 Status 11 Date of flight  | 1⊥ Session 1⊥ Flight №      | 11 Way 11 Pickup date and time | 11 Traveler |                        |
|   |  | No data available in table  |                                |             |                        |
|   |  | ~~                          |                                |             |                        |
|   |  | NEWS                        |                                |             |                        |
| No news available   |  |                             |                                |             |                        |
|   |  | ~~                          |                                |             |                        |
|   |  | FAQ                         |                                |             |                        |
| How to contact the City of Stra<br>[Q01-V-PE] Which airports are<br>[Q04-V] How do I find my fligh<br>[Q03-V] Where are the meeting | isbourg Welcoming Team?<br>served by the City of Strasbourg Welcoming Team ?<br>t number?<br>g points at the Frankfurt, Stuttgart, Basel, and Karlsrut | e / Barlen Barlen airmnirc? |                                |             |                        |
| Show all Frequently Asked Qu  |  | e / bauen-bauen anports:    |                                |             |                        |
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| PRIVACY POLICY  |  |                             |                                |             |                        |
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| Straspourg.eu   |  |                             |                                |             |                        |
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|   |  |                             |                                |             |                        |

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".

| Logi   | in 🔊 |
|--|------|
| English ~  |      |
| Welcome on the online platform dedicated to your transport requests for plenary sessions in Strasbourg |      |
| This service is for European elected members only  |      |
| ~  |      |
| IDENTIFICATION   |      |
| E-mail address *   |      |
|  |      |
| Password *   |      |
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| you don't have an account yet? Register now  |      |
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| PRIVACY POLICY   |      |
| City and Eurometropolis of Strasbourg 2021   |      |
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You are now directed to the account creation window.

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|                                      | Welcome on the online platform d | edicated to your transport requests for ple | enary sessions in Strasbourg |  |
|                                      | This ser                         | vice is for European elected members or     | hly                          |  |
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|                                      |                                  | REGISTER                                    |                              |  |
| Institution : *                      |                                  |   |                              |  |
| ○ EP : MEP or APA                    |                                  |   |                              |  |
| ○ COE : PACE Members or delegation s | secretaries                      |   |                              |  |
| I am : *                             |                                  |   |                              |  |
| O Member of Parliament               |                                  |   |                              |  |
| O Delegation Secretary               |                                  |   |                              |  |
| Member State : *                     |                                  |   |                              |  |
| ENTER A CHARACTER                    |                                  |   | -                            |  |
| E-mail address : *                   |                                  |   |                              |  |
| EXAMPLE@DOMAIN.COM                   |                                  |   |                              |  |
| Password : * 🖗                       |                                  |   |                              |  |
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| Gender : *                           |                                  |   |                              |  |
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| LAST NAME : *                        |                                  |   |                              |  |
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Fill in the fields based on your information, and click on "Confirm".

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| Institution : *<br>O EP : MEP or APA    |                                |  |                      |         |   |
| COE : Members or delegation secretaries |                                |  |                      |         |   |
| Assembly : *                            |                                |  |                      |         |   |
| D PACE                                  |                                |  |                      |         |   |
| CLRA                                    |                                |  |                      |         |   |
| lam:*                                   |                                |  |                      |         |   |
| O A Member of Parliament                |                                |  |                      |         |   |
| A Delegation Secretary                  |                                |  |                      |         |   |
| Member State : *                        |                                |  |                      |         |   |
| ENTER A CHARACTER                       |                                |  | -                    |         |   |
| E-mail address : *                      |                                |  |                      |         |   |
| EXAMPLE@DOMAIN.COM                      |                                |  |                      |         |   |
| Password : * 😡                          |                                |  |                      |         |   |
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| Gender : *                              |                                |  |                      |         |   |
|   |                                | *  |                      |         |   |
| LAST NAME : *                           |                                |  |                      |         |   |

Your account is now created. You will be redirected to the platform home page.

| HOME MY AC | COUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION -  | MY NAME1 MY LASTNAME1 () |
|------------|---|--------------------------|
|            | NEW TRANSPORT REQUEST   |                          |
|            | SHOW ALL MY TRIPS   |                          |
|            | Request number         11         Status         11         Date of flight         11         Session         11         Flight N*         11         Way         11         Pickup date and time         11         Traveler           No data available in table         No data available in table         No         No |                          |
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|            | NEWS  |                          |
|            | No news available   |                          |
|            | FAQ   |                          |
|            | How to contact the City of Statishourg Welcoming Team?<br>(QO4-V) How thind my fight number?<br>(Q23-V) Where are the meeting points at the Frankfurt, Stuttgart, Basel, and Karlsruhe / Baden-Baden airports?<br>Show all Frequently Asked Questions   |                          |
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| Stra       | asbourg.eu  |                          |
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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 *"Parliamentary 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.

|  | NEW TRANSPORT REQUEST   |    |
|--|---|----|
|  | SHOW ALL MY TRIPS   |    |
| Request number   | 1 Status 1 Date of flight 1 Session 1 Flight N" 1 Way 1 Pickup date and time 1 Traveler   | †↓ |
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You are redirected to the linked accounts management page.

| <form></form>  |  | MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM RI |                            | MY NAME1 MY LAST         |
|--|--|---|----------------------------|--------------------------|
| NAME OF THE MEMBER:  | NAME OF THE MEMBER:  |   | ~~                         |                          |
| Enter a character  | Enter a character       I         LIST OF MEMBERS:       I         No data available in table       Image: Im |   | LINKED ACCOUNTS MANAGEMENT |                          |
| LIST OF MEMBERS:       1       First name       1       Second         No data available in table       Test       Previous       Next       Last         BACK       BACK       Second       Sec | LIST OF MEMBERS:       1       First name       1       Second         No data available in table       Terst Previous Next Last         BACK  | NAME OF THE MEMBER :                      |                            |                          |
| LAST NAME       I       Pers name       I       Seting         No data available in table       Pers Previous Next       Last         BACK       BACK       Seting       Seting  | LAST NAME     I     Setting       No data available in table     Test. Previous. Next. Last       BACK     BACK  | Enter a character                         |                            | -                        |
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In the *"Name of the Member"* bar, type the names of Congress Members for whom you wish to make requests.

| HOME NY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION - | MY NAME1 MY LASTNAME1 () |
|--|--------------------------|
| ~  |                          |
| LINKED ACCOUNTS MANAGEMENT   |                          |
| NAME OF THE MEMBER :   |                          |
| m)<br>MYNAME MYLASTNAME (YOURMAIL@coe int)                                       | -                        |
| Myname MP-COE1 (MP-COE1@lest.tr)<br>MY MARE ITY LASTMARE (YOUR MAIL@coeInt)      |                          |
| No data available in table   | <sup>1</sup> g           |
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Their names appear in the "*List of Members*". **If a member of your delegation does not appear, check 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.

| Inference   | LINKED ACCOUNTS MANAGEMENT               |  |
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| Image: Control of the space second  |  |  |
| Image: Control of the space of the spac |  |  |
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# How can a delegation secretary create an arrival request for a Member? →

Adding the managed Congress Members in your "*Parliamentary 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".

|  | NEW TRANSPORT REQUEST SHOW ALL MY TRIPS     |  |
|--|---|--|
|  | SHOW ALL MY TRIPS                           |  |
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| Request number 11 Status 11 D  | Date of flight 11 Session 11 Flight N° 11 W | Vay 11 Pickup date and time 11 Traveler 11 |
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| o news available   |   |  |
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| ow to contact the City of Strasbourg Welcoming Team?<br>(04-V] How do I find my flight number?<br>(23-V] Where are the meeting points at the Frankfurt, Stuttgart, I | Rasel and Karlsruhe / Raden-Raden airnorts? |  |
| now all Frequently Asked Questions   | ause, and renerate i auden auger an parta.  |  |
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You are redirected to the transport request page.

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|---|-------------------------|--|---------------------|
|   |                         | ~~   |                     |
|   |                         | MAKE A TRANSPORT REQUEST                                   |                     |
|   |                         | If you face any issues, please contact 00 33 3 68 98 77 03 |                     |
| Session *                               |                         |  |                     |
| Date of flight *                        |                         |  | ~                   |
| Date of fight "                         |                         |  |                     |
| Flight Number *                         | Accord 1                |  |                     |
| E.G. LH900                              |                         |  |                     |
|   |                         | SEARCH   |                     |
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Select the relevant session for the request.

|                                      | MAKE A TRAN               | SPORT REQUEST                    |   |  |
|--------------------------------------|---------------------------|----------------------------------|---|--|
| Constant &                           | If you face any issues, p | ease contact 00 33 3 68 98 77 03 |   |  |
| Session *                            |                           |                                  | ~ |  |
| CPLR-OCT21 - Congress session - 26/1 | /2021 to 29/10/2021       |                                  |   |  |
|                                      | (ful                      |                                  |   |  |
| Flight Number *                      | - <u>}</u>                |                                  |   |  |
| E.G., LH900                          |                           |                                  |   |  |
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| PRIVACY POLICY                       |                           |                                  |   |  |

Select the date of the flight.

|                  | MAKE A TRANSPORT REQUEST                                  |     |
|------------------|---|-----|
|                  | H you face any issues, please contact 00 33 3 68 58 77 03 |     |
| Session *        |   |     |
| CPLR-OCT21       | - Congress session - 26/10/2021 to 29/10/2021             | ~   |
| Date of flight * |   |     |
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| 31               |   |     |
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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.

| MY ACCOUNT MY TRIPS PARLIAMENTA | ARY TEAM REQUEST TRANSPOR      | TATION INFORMATION +                                       | MY NAME1 MY LAST |
|---------------------------------|--------------------------------|--|------------------|
|                                 |                                | ~~   |                  |
|                                 |                                | MAKE A TRANSPORT REQUEST                                   |                  |
|                                 |                                | If you face any issues, please contact 00 33 3 68 98 77 03 |                  |
| Session *                       |                                |  |                  |
| CPLR-OCT21 - Congress sess      | ion - 26/10/2021 to 29/10/2021 |  | ~                |
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| 26/10/2021                      | (iii)                          |  |                  |
| Flight Number *                 |                                |  |                  |
| LH 921                          |                                |  |                  |
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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 | →且 |
|--|---|----|
| YOUR TRANSFER REQUEST<br>A transport to Strasbourg | RELATES TO *  |    |
| ○ A transport from Strasbourg                      |   |    |
| From *   |   |    |
| London   | <u>~</u>  |    |
| Destination *                                      |   |    |
| Frankfurt  | , <u>~</u>  |    |
| Arriving time *                                    |   |    |
| 09:05  |   |    |
| Traveler(s) *                                      |   |    |
|  | -   |    |
| Special requests                                   |   |    |
|  |   |    |
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|  | SEND  |    |
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|  |   |    |
| PRIVACY POLICY                                     |   |    |

**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.

| <b>A</b>   | Flight number unfound. Please fill out all flight information |   |
|--|---|---|
| YOUR TRANSFER REQUEST RELATES<br>A transport to Strasbourg | s to •  |   |
| ○ A transport from Strasbourg                              |   |   |
| From *   |   |   |
|  | <u>&gt;</u>   |   |
| Destination *  |   |   |
|  |   |   |
| Arriving time *  |   |   |
| : O  |   |   |
| Traveler(s) *  |   |   |
| Mrs MY NAME MY LASTNAME ×                                  | *   |   |
| Special requests   |   |   |
| The trunk must accommodate a wh                            | eelchair and a large suitcase                                 |   |
|  |   | Å |
|  | SEND  |   |
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|  |   |   |

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 RELATES<br>A transport to Strasbourg | s to •  |          |    |
| ○ A transport from Strasbourg                              |   |          |    |
| From *   |   |          |    |
| London   |   | <u>×</u> |    |
| Destination *  |   |          |    |
| Frankfurt  | ~   | <u>~</u> |    |
| Arriving time *  |   |          |    |
| 09:05  |   |          |    |
| Traveler(s) *  |   |          |    |
|  |   |          |    |
| Mrs MY NAME MY LASTNAME                                    | : [[trr]]   |          |    |
|  |   |          |    |
|  | ~   |          | Å  |
|  | SEND  |          |    |
|  | BACK  |          |    |
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|  |   |          |    |

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.

|  | SEARCH  |          |    |
|--|---|----------|----|
| A  | My request is for a transfer from Frankfurt to Strasbourg |          | →圓 |
| YOUR TRANSFER REQUEST REL<br>A transport to Strasbourg | ATES TO *   |          |    |
| ○ A transport from Strasbourg                          |   |          |    |
| From *   |   |          |    |
| London   |   | <u>×</u> |    |
| Destination *  |   |          |    |
| Frankfurt  | ~   | <u>~</u> |    |
| Arriving time *  |   |          |    |
| 09:05  |   |          |    |
| Traveler(s) *  |   |          |    |
| Mrs MY NAME MY LASTNAME ×                              | •   |          |    |
| Special requests                                       |   |          |    |
| The trunk must accommodate                             | a wheelchair and a large suitcase                         |          |    |
|  |   |          |    |

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

|                               | 1. Among TAWA TAWA CA 1   |   |      |    |
|-------------------------------|---------------------------|---|------|----|
| A                             | My reques                 | t is for a transfer from Frankfurt to Strasbo | ourg | →圓 |
| • A transport to Strasbourg   | RELATES TO *              |   |      |    |
| ○ A transport from Strasbourg |                           |   |      |    |
| From *                        |                           |   |      |    |
| London                        |                           |   | 2    |    |
| Destination *                 |                           |   |      |    |
| Frankfurt                     |                           |   | ~ 7  |    |
| Arriving time *               |                           |   |      |    |
| 09:05                         |                           |   |      |    |
| Traveler(s) *                 |                           |   |      |    |
| Mrs MY NAME MY LASTNAME ×     |                           | *   |      |    |
| Special requests              |                           |   |      |    |
| The trunk must accommod       | date a wheelchair and a l | arge 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, simply indicate this in the *"Special Requests"* field. Generally speaking, this service is reserved for Congress Members and we cannot always guarantee transport for delegation secretaries. However, we can offer you 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 "*Parliamentary 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.

| То | do this, | from yo | ur account | home page, | click on ' | <i>Request</i> | transportation". |
|----|----------|---------|------------|------------|------------|----------------|------------------|
|    |          |         |            |            |            |                |                  |

| NUM TRANSPORT REQUEST         Request number       1       Status       1       Date of flight       1       Session       1       Traveler       1         No data available in table         Nerws available       Image: Status       Image: Sta  |  |                            |                             |                |
|--|--|----------------------------|-----------------------------|----------------|
| Request number       1       Status       1       Date of flight       1       Session       1       Right N*       1       Way       1       Pickup date and time       1       Traveler       1         No data available in table   | 71.1   | NEW TRANSPORT REQUEST      |                             |                |
| No data available in table  No mews available  No news available  FEQS  How to contact the City of Strasbourg Welcoming Team? (QO4Y) How do find my fight number?  | - The second sec | SHOW ALL MY TRIPS          |                             |                |
| No news available  No news available  FAQ  How to contact the City of Strastburg Welcoming Team? (004V) How do Hind my fight number? (023-V) How do Hind my fight number? (023-V) Where are the meeting points at the Frankfurt, Soutgart, Basel, and Karlsruhe / Baden-Baden airports? Show all Frequently Asked Questions  FOLICY  Arrenterspools of Astronoorg 2021   | Request number 11 Status 11 Date of flight   | 1↓ Session 1↓ Flight № 1↓  | Way 11 Pickup date and time | 1⊥ Traveler 1↓ |
| No news available  No news available  PERCENT  POINT  POINT POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT  POINT POINT  POINT POINT  POINT P |  | No data available in table |                             |                |
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| No news available  FAQ  For the City of Strassburg Welcoming Team?  O25-VJ Where are the meeting points at the Frankfur; Sturgart, Basel, and Karlsruhe / Baden Baden airports?  Sinow all Frequently Asked Questions  POLICY  unemercopole of Strasbourg 2021   |  |                            |                             |                |
| FAQ Every to constact the City of Stratsbourg Velcoming Team? Dearly How do I find my flight number? DEarly Where are the meeting points at the Prankfurt, Stuttgart, Basel, and Kartsruhe / Baden-Baden airports? PROLEY Uncertainty as a Constant of Stratsbourg 2021  |  | NEVVS                      |                             |                |
| FAQ to via contract the City of Strasbourg Velcoming Team? 222-Y1 How do I find my fight number? 222-Y1 How do I find my fight number? 222-Y1 How ear the meeting points at the Provider. Basel, and Kartsruhe / Baden-Baden airports? how all Frequently Asked Quessions  Provider  underspectod of Strasbourg 2023   | o news available   |                            |                             |                |
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You are redirected to the transport request page.

|         | ~~  |   |
|---------|---|---|
|         | MAKE A TRANSPORT REQUEST  |   |
|         | If you face any issues, please contact 00 33 3 68 98 77 03  |   |
|         | Session *   |   |
|         | Date of flight *  | ~ |
|         | Date of linging *   |   |
|         | Flight Number *   |   |
|         | E.C. LH900  |   |
|         |   |   |
|         | SEARCH  |   |
|         | BACK  |   |
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| PRIVACY | Y POLICY  |   |
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Select the relevant session for the request.

|                                      | MAKE A TRANSPORT REQUEST                                   |   |  |
|--------------------------------------|--|---|--|
|                                      | If you face any issues, please contact 00 33 3 68 98 77 03 |   |  |
| Session *                            |  |   |  |
|                                      |  | ~ |  |
| CPLR-OCT21 - Congress session - 26/1 | 0/2021 to 29/10/2021                                       |   |  |
|                                      | (kn)   |   |  |
| Flight Number *                      |  |   |  |
| E.C., LH900                          |  |   |  |
|                                      | SEARCH   |   |  |
|                                      | ВАСК   |   |  |
|                                      |  |   |  |
|                                      |  |   |  |
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| PRIVACY POLICY                       |  |   |  |
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Select the date of the flight.

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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.

|                       |                                    | ~  |   |
|-----------------------|------------------------------------|--|---|
|                       |                                    | MAKE A TRANSPORT REQUEST                                   |   |
| Session *             |                                    | If you face any issues, please contact 00 33 3 68 98 77 03 |   |
| CPLR-OCT21 - Congress | session - 26/10/2021 to 29/10/2021 |  | ~ |
| Date of flight *      |                                    |  |   |
| 26/10/2021            | (***)                              |  |   |
| Flight Number *       |                                    |  |   |
| KL 1766               |                                    |  |   |
|                       |                                    | SEARCH   |   |
|                       |                                    | BACK   |   |
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|                       |                                    |  |   |
|                       |                                    |  |   |
| PRIVACY POLICY        |                                    |  |   |
|                       |                                    |  |   |
|                       |                                    |  |   |
| Strasbourg.eu         |                                    |  |   |
|                       |                                    |  |   |

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.

|                                    | My request is for a transfer from Strasbourg to Frankfurt |               | → <b>⊁</b> |
|------------------------------------|---|---------------|------------|
| YOUR TRANSFER REQUEST RELATES TO * |   |               |            |
| A transport from Strasbourg        |   |               |            |
| From *                             |   |               |            |
| Frankfurt                          |   | · <u>&gt;</u> |            |
| Destination *                      |   |               |            |
| Amsterdam                          |   | <u>~</u>      |            |
| Departure time *                   |   |               |            |
| 11:45                              |   |               |            |
| Wished departure time *            |   |               |            |
| 07:45 💿                            |   |               |            |
| Traveler(s) *                      |   |               |            |
|                                    | *   |               |            |
| Special requests                   |   |               |            |
| special requests                   |   |               |            |
|                                    |   |               |            |
| Pick up place *                    |   |               | <i>li</i>  |
|                                    |   |               | v          |
|                                    |   |               |            |
|                                    | SEND  |               |            |
|                                    | BACK  |               |            |
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|                                    |   |               |            |
| ACY POLICY                         |   |               |            |
|                                    |   |               |            |

<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.

| <b>A</b>                      |     | My request is for a transf | er from Strasbourg to |             | →+ <del>-</del> |
|-------------------------------|-----|----------------------------|-----------------------|-------------|-----------------|
| YOUR TRANSFER REQUEST RELATES | то• |                            |                       |             |                 |
| A transport from Strasbourg   |     |                            |                       |             |                 |
| From *                        |     |                            |                       |             |                 |
|                               |     |                            |                       | پ <u>مح</u> |                 |
| Destination *                 |     |                            |                       |             |                 |
|                               |     |                            |                       | <u>~</u>    |                 |
| Departure time *              |     |                            |                       |             |                 |
| : 0                           | 0   |                            |                       |             |                 |
| Wished departure time *       |     |                            |                       |             |                 |
| -: C                          | o   |                            |                       |             |                 |
| Traveler(s) *                 |     |                            |                       |             |                 |
| Taveler(s)                    |     | Ŧ                          |                       |             |                 |
| Special requests              |     | *                          |                       |             |                 |
| special requests              |     |                            |                       |             |                 |
|                               |     |                            |                       |             |                 |
| Pick up place *               |     |                            |                       |             | 4               |
|                               |     |                            |                       |             |                 |
|                               |     |                            |                       |             | Ť               |
|                               |     | SEND                       |                       |             |                 |
|                               |     | BACK                       |                       |             |                 |
|                               |     |                            |                       |             |                 |
|                               |     |                            |                       |             |                 |
| YPOLICY                       |     |                            |                       |             |                 |
|                               |     |                            |                       |             |                 |

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 |            | → <b>}</b> |
|--|---|------------|------------|
| YOUR TRANSFER REQUEST RELATES TO •<br>OA transport to Strasbourg |   |            |            |
| A transport to strasbourg     A transport from Strasbourg        |   |            |            |
| From *   |   |            |            |
| Frankfurt  |   | · <b>×</b> |            |
| Destination *  |   |            |            |
| Amsterdam  |   | <u>~</u>   |            |
| Departure time *   |   |            |            |
| 11:45  |   |            |            |
| Wished departure time *  |   |            |            |
| 07:45 0  |   |            |            |
| 07 45 [Frr]  |   |            |            |
| 08 46  | ~   |            |            |
| 09 47 sts  |   |            |            |
| 10 48  |   |            |            |
| 11 49  |   |            |            |
| 12 50  |   |            | <i>li</i>  |
| 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>

|                                    | My request is for a transfer from Strasbourg to Frankfurt | → <b>&gt;</b> |
|------------------------------------|---|---------------|
| YOUR TRANSFER REQUEST RELATES TO • |   |               |
| A transport from Strasbourg        |   |               |
| From *                             |   |               |
| Frankfurt                          | · 🎽   |               |
| Destination *                      |   |               |
| Amsterdam                          | <u>4</u>  |               |
| Departure time *                   |   |               |
| 11:45                              |   |               |
| Wished departure time *            |   |               |
| 07:45 🔘                            |   |               |
| Traveler(s) *                      |   |               |
|                                    | *   |               |
| Mrs MY NAME MY LASTNAME            | 12242   |               |
|                                    | 71. 1   |               |
|                                    |   | h             |
|                                    |   |               |
| Pick up place *                    | V   |               |
| Pick up place *                    | ~   | ~             |
| Pick up place *                    | ~ <b>~</b>  | v             |
| Pick up place *                    | SEND  | v             |
| Pick up place *                    | SEND<br>BACK  | v             |
| Pick up place *                    |   | v             |
| Pick up place *                    |   | v<br>         |
| Pick up place *                    |   | v             |

### Specify any transportation special request. <u>For example, if you wish to travel with your delegation</u> <u>members and other delegation secretaries, you can specify this in this space "Special Requests"</u>.

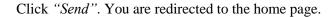
This *"Special Requests"* field is also used to request a van that can accommodate a wheelchair, a baby seat or an additional space available for a spouse.

| A   | My request is for a transfer from Strasbourg to Frankfurt |               | → <b>⊁</b> |
|---|---|---------------|------------|
| YOUR TRANSFER REQUEST RELATES TO •            |   |               |            |
| A transport from Strasbourg                   |   |               |            |
| From *  |   |               |            |
| Frankfurt                                     |   | , <u>&gt;</u> |            |
| Destination *                                 |   |               |            |
| Amsterdam                                     |   | <u>4</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 suitcase.   |               |            |
| Pick up place *                               | //?   |               | 2          |
|   |   |               | ~          |
|   | <b>•</b>  |               |            |
|   | SEND  |               |            |
|   | BACK  |               |            |
|   |   |               |            |
|   |   |               |            |
| RIVACY POLICY                                 |   |               |            |
|   |   |               |            |

Finally, select the wished pick up place of the Congress Member, and specify the information.

| A                            | My request is for a transfer from Strasbourg to Frankfurt | → <b>⊁</b> |
|------------------------------|---|------------|
| YOUR TRANSFER REQUEST RELAT  | ES TO *   |            |
| A transport from Strasbourg  |   |            |
| From *                       |   |            |
| Frankfurt                    | . 🎽   |            |
| Destination *                |   |            |
| Amsterdam                    | <u>~</u>  |            |
| Departure time *             |   |            |
| 11:45                        |   |            |
| Wished departure time *      |   |            |
| 07:45                        | 0   |            |
| Traveler(s) *                |   |            |
| Mrs MY NAME MY LASTNAME ×    |   |            |
| Special requests             |   |            |
| The trunk must accommodate a | wheelchair and a large suitcase.                          |            |
| Pick up place *              |   | h          |
|                              |   | ~          |
|                              |   |            |
| Palais de l'Europe<br>Hotel  | r1  |            |
| ,,,,,,                       | ВАСК  |            |
|                              | 2   |            |
| -                            | <b>Y</b>  |            |
| VACY POLICY                  |   |            |
|                              |   |            |

| A                                 | My request is for a transfer from Strasbourg to Frankfurt | → <del>}</del> |
|-----------------------------------|---|----------------|
| YOUR TRANSFER REQUEST RELATES TO  | o.  |                |
| A transport from Strasbourg       |   |                |
| From *                            |   |                |
| Frankfurt                         | , <del>2</del>  |                |
| 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 whee | Ichair and a large suitcase.                              |                |
| Pick up place *                   |   | Â              |
| 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, simply indicate this in the *"Special Requests"* field. Generally speaking, this service is reserved for delegation members and we cannot always guarantee transport for delegation secretaries. However, we can offer you this service if seats remain available and you have requested it.

## 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):

| NE N | IT ACCOUNT MY T                | IPS PARLIAMENTAR                                     | RYTEAM       | REQUEST TRANSPORTATION            |   |             |       |            | <br>MY NAME1 MY LASTNAI |
|------|--------------------------------|--|--------------|-----------------------------------|---|-------------|-------|------------|-------------------------|
|      |                                |  |              |                                   | NEW TRANSPORT REQUE                       | ST          |       |            |                         |
|      |                                |  |              |                                   | SHOW ALL MY TRIPS                         |             |       |            | _                       |
|      |                                |  |              | A. [                              |   |             | 41    |            |                         |
|      | Request number<br>962          |  | Status       | 11 Date of flight<br>26/10/2021   | Session     CPLR-OCT21 - Congress session | 1 Flight Nº | °- wa |            |                         |
|      | 502                            | í kr   | <u>^</u>     | 20/10/2021                        | CPER-OC121 - Congress session             | LH 000      | 7     | 20/10/2021 |                         |
|      |                                | 11   | • >          |                                   |   |             |       |            |                         |
|      |                                | 3  | فر ا         |                                   |   |             |       |            |                         |
|      |                                |  | $\sim$       |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   | $\sim$                                    |             |       |            |                         |
|      |                                |  |              |                                   | NEWS                                      |             |       |            |                         |
|      |                                |  |              |                                   |   |             |       |            |                         |
|      | No news avail                  | aple   |              |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   | $\sim$                                    |             |       |            |                         |
|      |                                |  |              |                                   | FAQ                                       |             |       |            |                         |
|      |                                |  |              |                                   | FAQ                                       |             |       |            |                         |
|      | How to conta                   | t the City of Strasbourg<br>to I find my flight numb | g Welcoming  | g Team?                           |   |             |       |            |                         |
|      | [Q23-V] When                   | are the meeting point                                | s at the Fra | nkfurt, Stuttgart, Basel, and Kar | Isruhe / Baden-Baden airports?            |             |       |            |                         |
|      | Show all Freq                  | ently Asked Questions                                |              |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   |   |             |       |            |                         |
|      | PRIVACY POLICY                 |  |              |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   |   |             |       |            |                         |
|      |                                |  |              |                                   |   |             |       |            |                         |
| 1    | Strasbourg.eu                  |  |              |                                   |   |             |       |            |                         |
|      | europe-test.strasbourg.eu:442/ |  |              |                                   |   |             |       |            |                         |

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

|  | <i>```\</i> |                  | ~~                            |             |            |                      |  |
|--|-------------|------------------|-------------------------------|-------------|------------|----------------------|--|
|  |             | MY               | REQUESTS / MY TRA             | ANSPORTS    |            |                      |  |
| Show<br>Current / Upo<br>Previous<br>All | coming      |                  |                               |             |            |                      |  |
|  |             |                  | NEW TRANSPORT REQUEST         |             |            |                      |  |
| Request number                           | 1 Status    | 1 Date of flight | 1↓ Session                    | 1↓ Flight № | 11 Way 1   | Pickup date and time |  |
| 962                                      | X           | 26/10/2021       | CPLR-OCT21 - Congress session | LH 888      | → <b>⊁</b> | 26/10/2021           |  |
|  |             |                  | BACK                          |             |            |                      |  |
|  |             |                  | 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.

|   |             | MY             | ' RE | QUE     | ST  | <b>TS / MY T</b> | RANS     | SPORTS               |                     |  |
|---|-------------|----------------|------|---------|-----|------------------|----------|----------------------|---------------------|--|
| Show<br>Current / Upcoming<br>Previous<br>All |             |                |      |         |     |                  |          |                      |                     |  |
|   |             |                |      |         | NEW | TRANSPORT REQUES | т        |                      |                     |  |
|   |             |                |      |         |     |                  |          |                      | Search:             |  |
| Request number                                | ↓ Status 1↓ | Date of flight | †↓ s | ession  |     | Flight N° 1      | Way      | Pickup date and time | 11 Traveler         |  |
| 869   | X           | 05/07/2021     | C    | OEJUL21 |     | LH 921           | →Ⅲ       | 05/07/2021           | MY NAME MY LASTNAME |  |
| 870   | X           | 09/07/2021     | C    | OEJUL21 |     | KL 1766          | <b>→</b> | 09/07/2021           | MY NAME MY LASTNAME |  |
|   |             |                |      |         |     | BACK             |          |                      | First Previous 1    |  |
| PRIVACY POLICY                                | 2021        |                |      |         |     |                  |          |                      |                     |  |
|   |             |                |      |         |     |                  |          |                      |                     |  |
| Strasbourg.eu                                 |             |                |      |         |     |                  |          |                      |                     |  |

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



Pending validation Validated Refused or cancelled

|   |                      | MYI            | REQUES    | TS / MY TI              | RANS      | PORTS                |                        |             |
|---|----------------------|----------------|-----------|-------------------------|-----------|----------------------|------------------------|-------------|
| Show<br>Current / Upcoming<br>Previous<br>All |                      |                |           |                         |           |                      |                        |             |
|   |                      |                | NEV       | W TRANSPORT REQUEST     |           |                      |                        |             |
|   |                      |                |           |                         |           |                      | Search:                |             |
| Request number 11                             | Status <sup>↑↓</sup> | Date of flight | Session 1 | Flight N° <sup>↑↓</sup> | Way 斗     | Pickup date and time | <sup>↑↓</sup> Traveler |             |
| 869   | X                    | 05/07/2021     | COEJUL21  | LH 921                  | →且        | 05/07/2021           | MY NAME MY LASTNAME    |             |
| 870   | X                    | 09/07/2021     | COEJUL21  | KL 1766                 | <b>→+</b> | 09/07/2021           | MY NAME MY LASTNAME    |             |
|   |                      |                |           | BACK                    |           |                      | First Previous         | 1 Next Last |
|   |                      |                |           |                         |           |                      |                        |             |
|   |                      |                |           |                         |           |                      |                        |             |
| <br>  |                      |                |           |                         |           |                      |                        |             |
|   |                      |                |           |                         |           |                      |                        |             |
|   |                      |                |           |                         |           |                      |                        |             |
|   |                      |                |           |                         |           |                      |                        |             |

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>

|         |   |        |    | Μ              | YR | EQUES     | TS / MY         | TRANS      | PORTS                |                     |           |
|---------|---|--------|----|----------------|----|-----------|-----------------|------------|----------------------|---------------------|-----------|
| :       | Show<br>Current / Upcoming<br>Previous<br>All |        |    |                |    |           |                 |            |                      |                     |           |
|         |   |        |    |                |    | NEV       | V TRANSPORT REC | QUEST      |                      |                     |           |
|         |   |        |    |                |    |           |                 |            |                      | Search:             |           |
|         | Request number                                | Status | 11 | Date of flight | †↓ | Session 1 | Flight N°       | î↓ Way î↓  | Pickup date and time | Traveler            |           |
|         | 869   | X      | (  | 05/07/2021     |    | COEJUL21  | LH 921          | →⊞         | 05/07/2021           | MY NAME MY LASTNAME |           |
|         | 870   | ×      |    | 09/07/2021     |    | COEJUL21  | KL 1766         | → <b>⊁</b> | 09/07/2021           | MY NAME MY LASTNAME |           |
|         |   |        |    |                |    |           | BACK            |            |                      | First Previous 1    | Next Last |
|         |   |        |    |                |    |           |                 |            |                      |                     |           |
|         |   |        |    |                |    |           |                 |            |                      |                     |           |
| PRIVACY | POLICY  | <br>   |    |                | _  |           |                 |            |                      | <br>                |           |
|         |   |        |    |                |    |           |                 |            |                      |                     |           |
|         |   |        |    |                |    |           |                 |            |                      |                     |           |
|         | ourg.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              | Y REQUES              | TS/MY             | TRANS     | PORTS                |                          |
|---------------------------------|---------------------|--------|----------------|-----------------------|-------------------|-----------|----------------------|--------------------------|
| Show<br>Currer<br>Previo<br>All | it / Upcoming<br>us |        |                |                       |                   |           |                      |                          |
|                                 |                     |        |                | N                     | EW TRANSPORT REQU | JEST      |                      |                          |
|                                 |                     |        |                |                       |                   |           |                      | Search:                  |
| Request nu                      | mber ît             | Status | Date of flight | <sup>↑↓</sup> Session | Flight N°         | î↓ Way î↓ | Pickup date and time | 1 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           | <b>→</b>  | 09/07/2021           | MY NAME MY LASTNAME      |
|                                 |                     |        |                |                       | BACK              |           |                      | First Previous 1 Next La |
|                                 |                     |        |                |                       |                   |           |                      |                          |
|                                 |                     |        |                |                       |                   |           |                      |                          |
| PRIVACY POLICY                  |                     | _      |                |                       |                   |           |                      |                          |
|                                 |                     |        |                |                       |                   |           |                      |                          |
|                                 |                     |        |                |                       |                   |           |                      |                          |
|                                 |                     |        |                |                       |                   |           |                      |                          |

## 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.

| You can view both of these topics from the platform hor | ome page. |
|---|-----------|
|---|-----------|

|  |                             |                            |                       | NEW TRANSPORT REQU | ST         |                      |                     |    |
|--|-----------------------------|----------------------------|-----------------------|--------------------|------------|----------------------|---------------------|----|
|  |                             |                            |                       | SHOW ALL MY TRIPS  |            |                      |                     |    |
| Request number   | Status 1                    | Date of flight             | <sup>↑↓</sup> Session | 1J Flight N°       | Way 🛍      | 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            | → <b>+</b> | 09/07/2021           | MY NAME MY LASTNAME |    |
|  | ourg Welcoming              |                            | and Karlsruhe / Bade  | en-Baden airports? |            |                      |                     |    |
| How to contact the City of Strasb<br>[Q04-V] How do I find my flight m<br>[Q23-V] Where are the meeting p<br>Show all Frequently Asked Quest | imber?<br>pints at the Fran | kfurt, Stuttgart, Basel, . |                       |                    |            |                      |                     |    |
| [Q04-V] How do I find my flight nu<br>[Q23-V] Where are the meeting p  | imber?<br>bints at the Fran | kfurt, Stuttgart, Basel, . |                       |                    |            |                      |                     |    |

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

|        |   |                              |                |                         | IT REQUEST              |            |                      |                     |    |
|--------|---|------------------------------|----------------|-------------------------|-------------------------|------------|----------------------|---------------------|----|
|        | Request number  | Status                       | Date of flight | 1↓ Session              | Flight N° <sup>11</sup> | Way 🛝      | Pickup date and time | Traveler            | †1 |
|        | 869   | X                            | 05/07/2021     | COEJUL21                | LH 921                  | →Ⅲ         | 05/07/2021           | MY NAME MY LASTNAME |    |
|        | 870   | X                            | 09/07/2021     | COEJUL21                | KL 1766                 | → <b>⊁</b> | 09/07/2021           | MY NAME MY LASTNAME |    |
|        |   |                              |                |                         | <br>EAO                 |            |                      |                     |    |
|        |   |                              |                |                         | FAQ                     |            |                      |                     |    |
|        | How to contact the City of Strasl<br>[Q04-V] How do I find my flight r<br>[Q23-V] Where are the meeting<br>Show all Frequently Asked Ques | number?<br>points at the Fra |                | and Karlsruhe / Baden-B | aden airports?          |            |                      |                     |    |
|        | Show all Prequency Asked Ques   | 0015                         |                |                         |                         |            |                      |                     |    |
|        |   |                              |                |                         |                         |            |                      |                     |    |
| PRIVAC | Y POLICY  |                              |                |                         |                         |            |                      |                     |    |

You are redirected to the chosen page:

- "News"

| ME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION - |  |
|--|--|
| ~  |  |
| NEWS   |  |
| Welcome - First news<br>Published on 01/06/2021                                |  |
| Tutorial for this platform<br>Published on 10/09/2021                          |  |
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- "Frequently Asked Questions"

| HOME MY ACCOUNT MY TRIPS PARLIAMENTARY TEAM REQUEST TRANSPORTATION INFORMATION ~                               | MY NAME1 MY LASTNAME1 () |
|--|--------------------------|
| ~~   |                          |
| 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?   |                          |
| [018-V-COFLTbe airport I want is no longer available in the dron-down list, what can I do?                     |                          |