Düsseldorf Airport DUS

Transfer parking at P12a / DUStransfer hub

Instructions for registration





Overview

1	**General information**
2	**Register license plate**
3	**Self Service-Portal**

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01

General information

General information

For regular transfer parking at P12a, shuttle and transfer services benefit from short walking distances directly in front of the terminal as well as exclusive and limited access. You can easily register via our booking portal here. Simply provide your license plate number and credit card details to get started.

Access to the parking area is handled via automatic license plate recognition — no ticket required. Charges are billed afterward to your registered credit card based on the applicable or on-site displayed rates.

Costs (incl. VAT):

- From €25.00 monthly fee per license plate
- €3.00 per 15 minutes

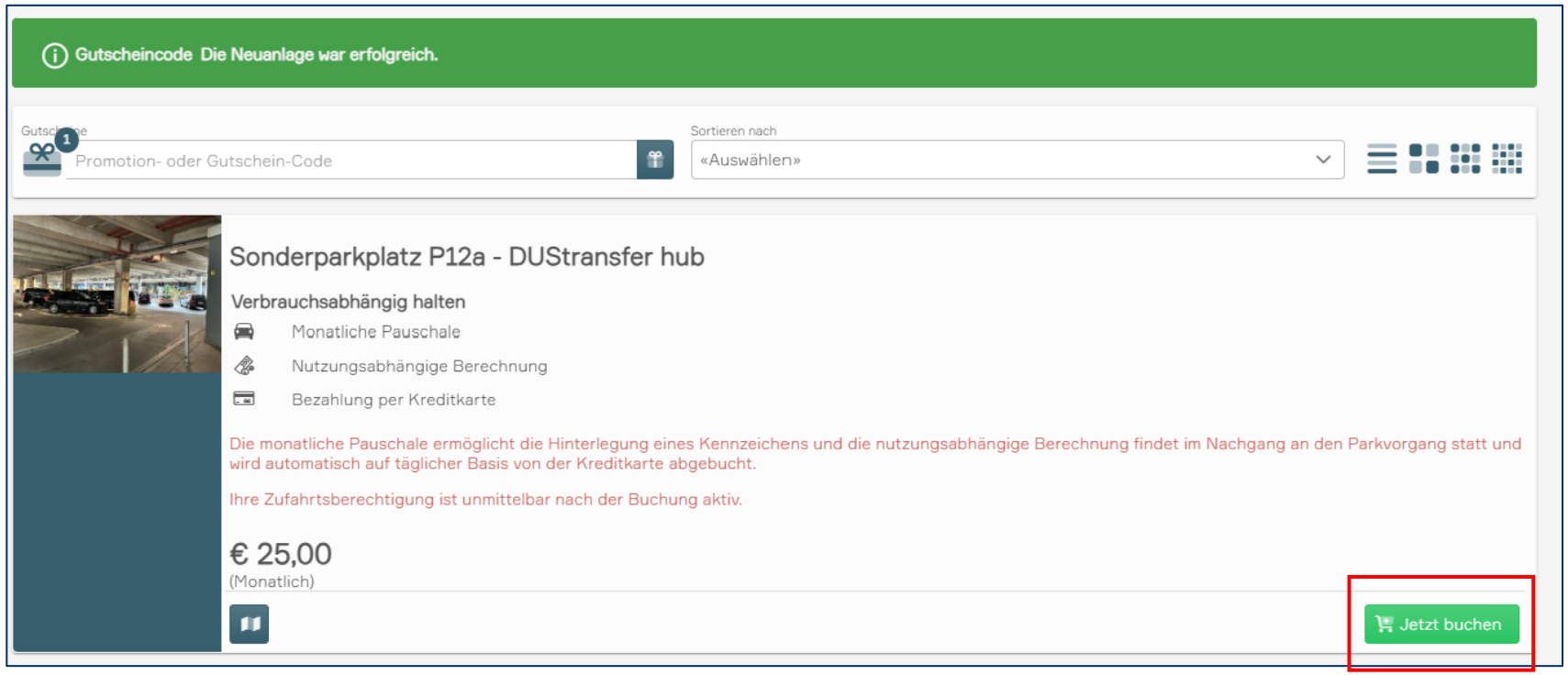
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02

Register license plate

Select product

- Click here
- Go to “Jetzt Buchen” / Book now



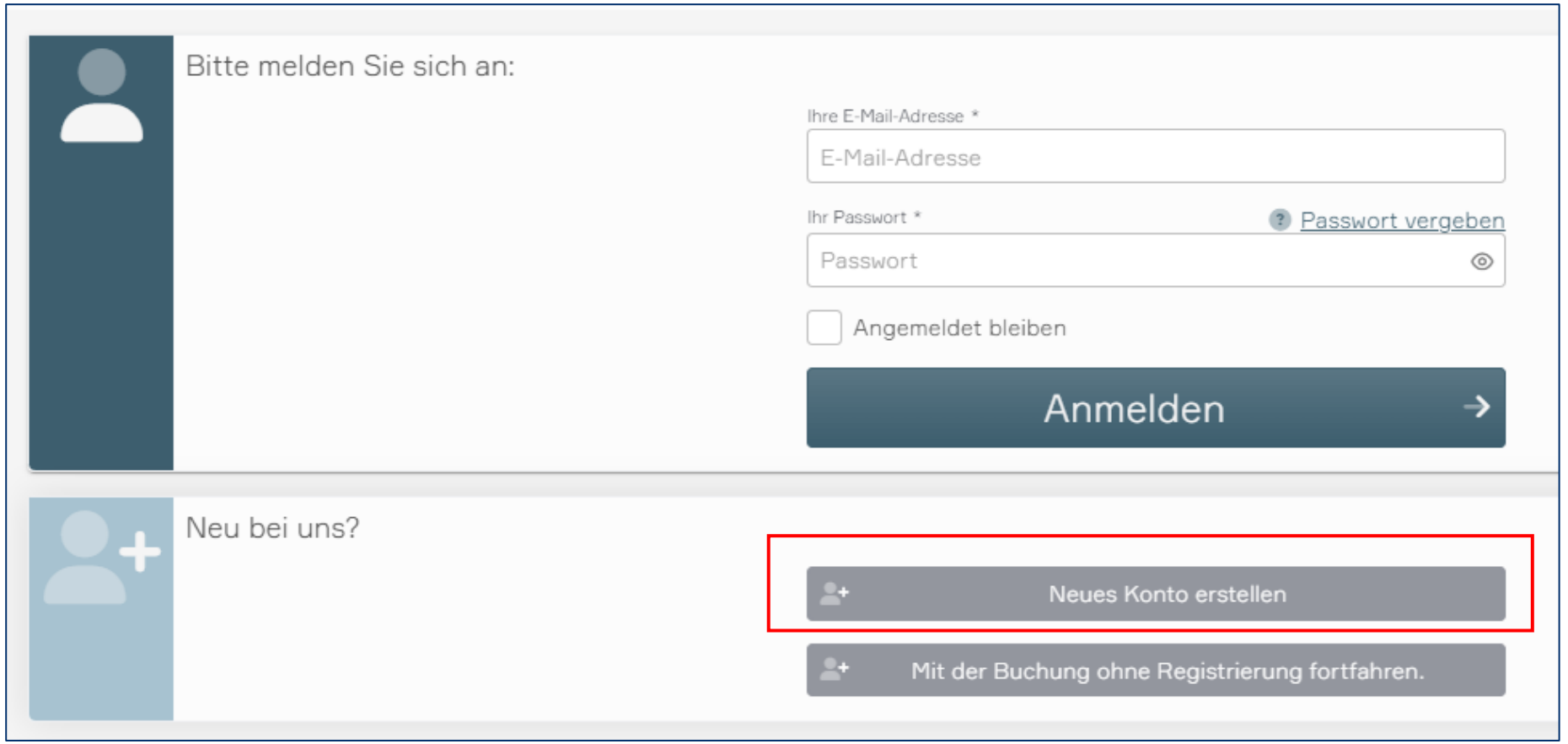
Enter license plate number

- Enter your license plate number in the format: D-US2025 or D-US2025E.
- Enter only one license plate number in this window.
- Click on “Weiter” / Continue.

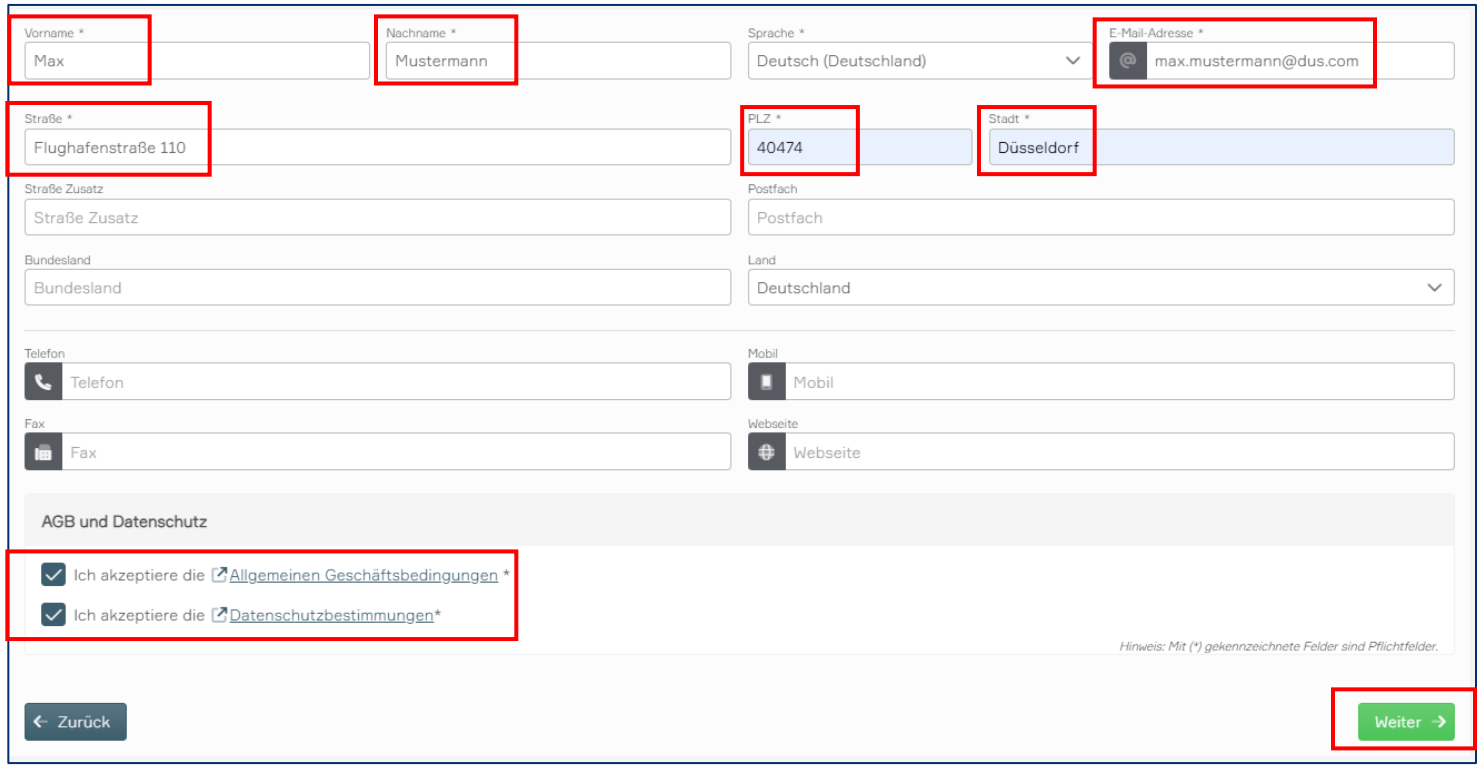


Create customer account

- Register and create a new customer account

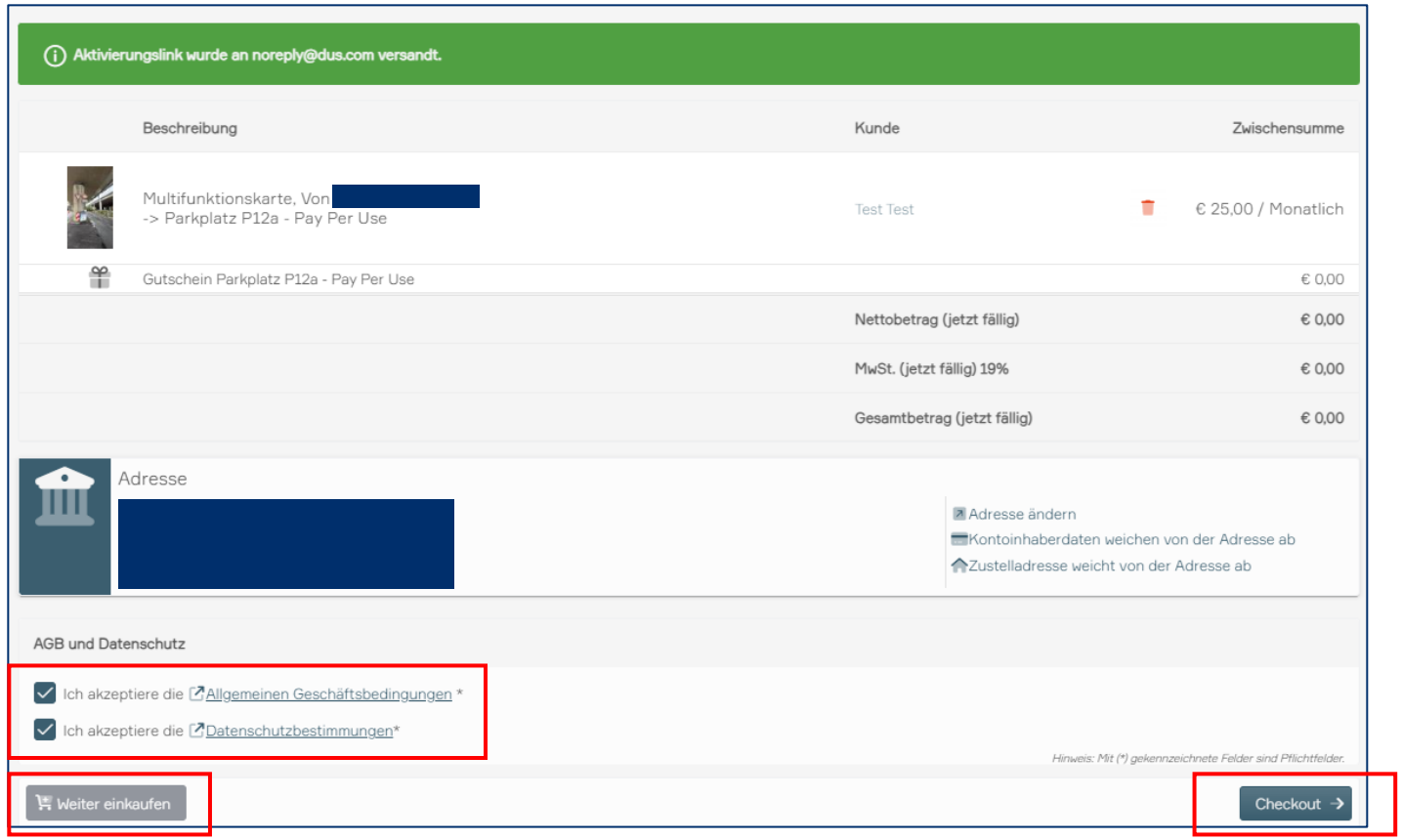


Create customer account



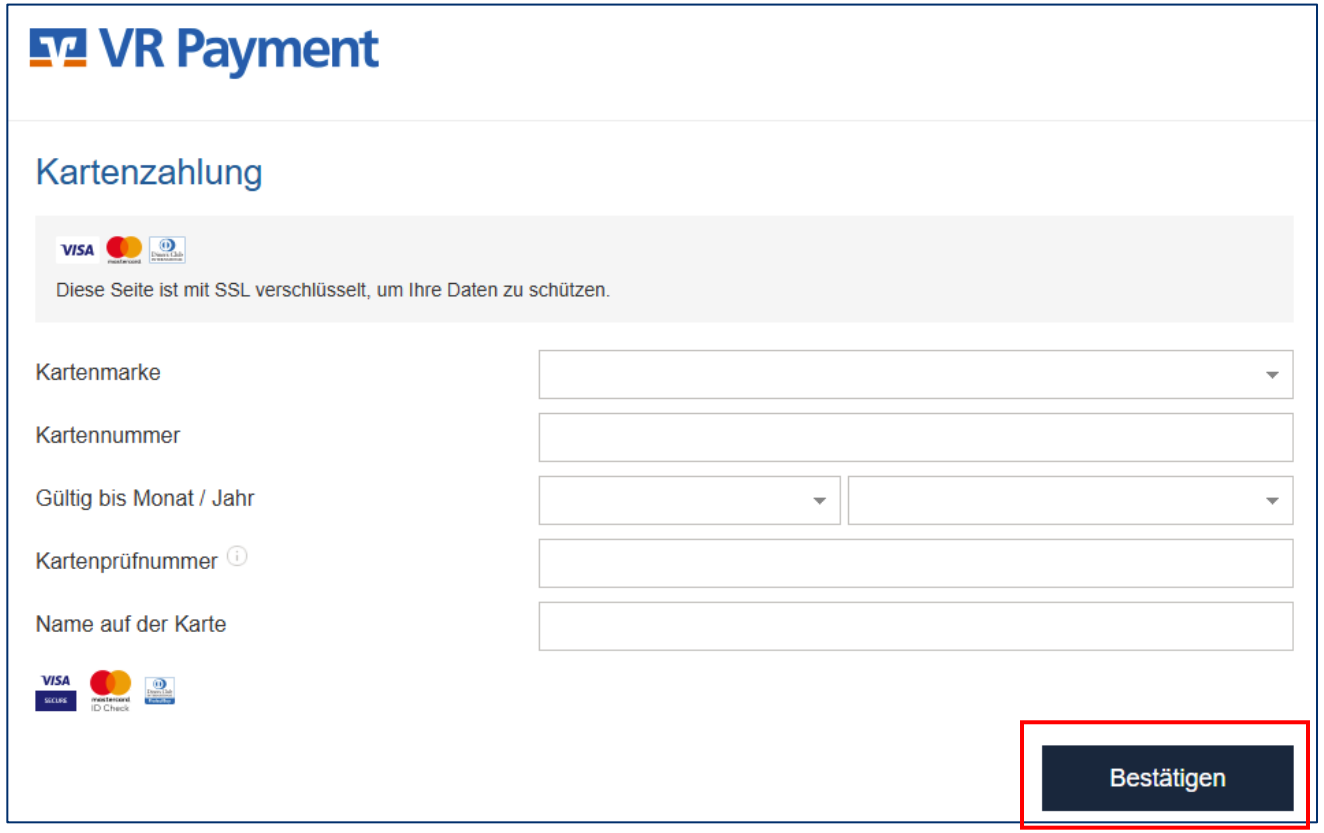
Add additional license plates

- To add additional license plates to your customer account, go to “Weiter einkaufen” / Continue Shopping and enter another license plate.
- Then proceed to 'Checkout'."



Payment process

- Add your credit card.
- Click “Bestätigen” / Confirm to complete the payment.



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03 Self Service-Portal

Self Service-Portal

In the self-service portal, you have the option to view your customer account and manage various settings yourself. There, you can:

- view the details of your contract,
- update your credit card information,
- view your registered license plates,
- change your personal information.

➢ Log in to the customer portal here.

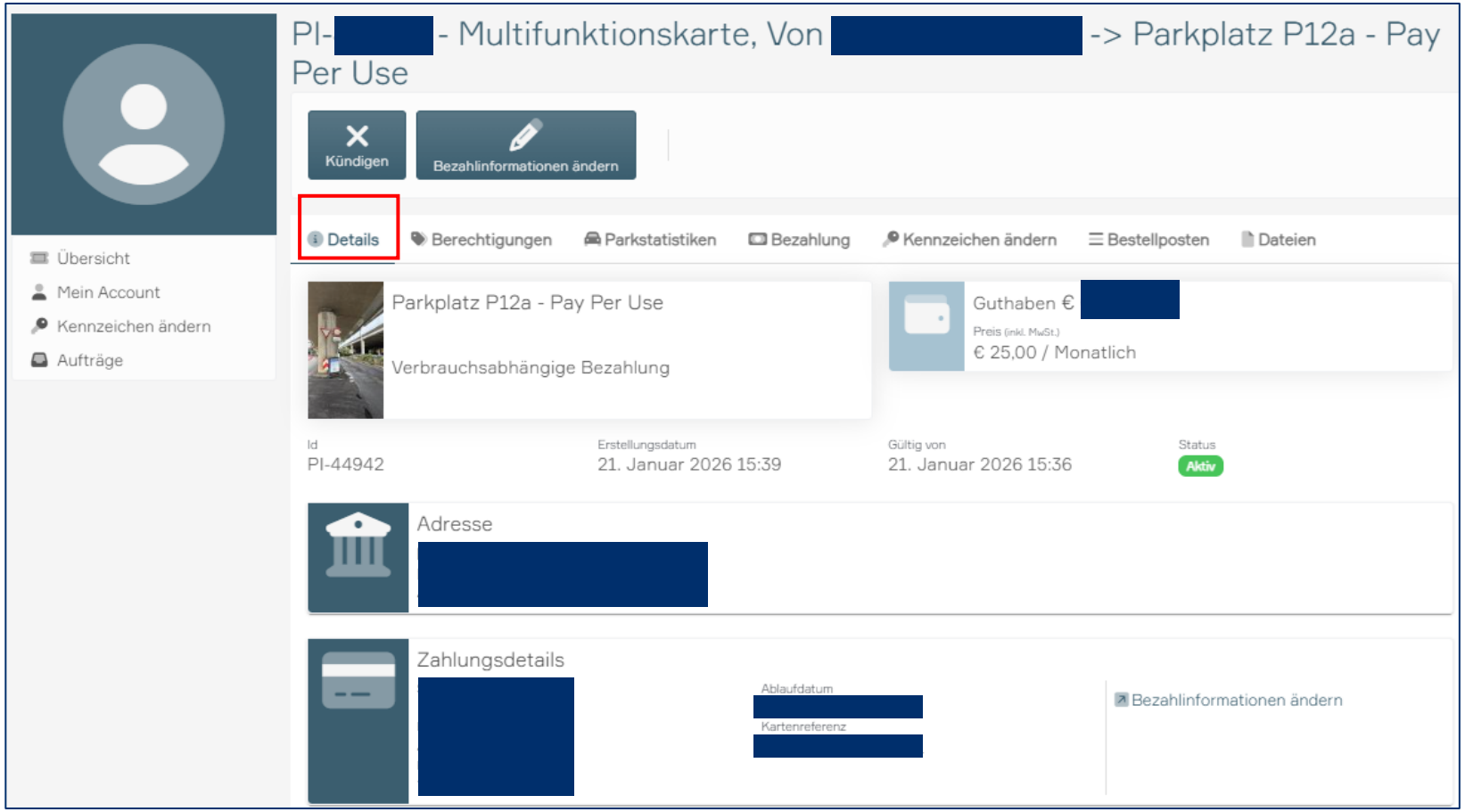
➢ Tip: Save the URL as a favorite/bookmark in your browser for quicker access in the future.

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3.1 Contract Details

Contract Details

Here you can see all the details of your contract, your balance, as well as the payment information:

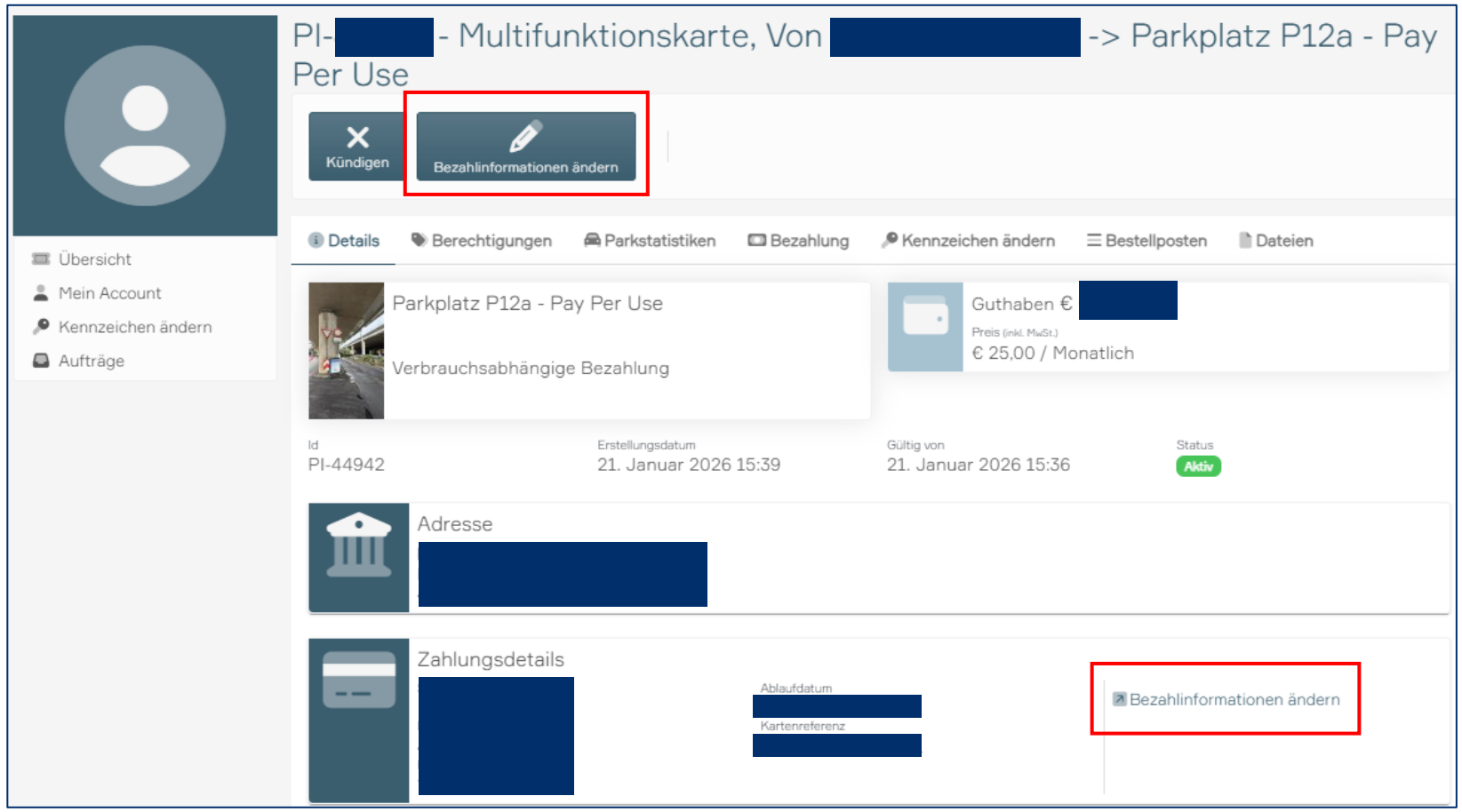


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3.2 Change / Add Credit Card

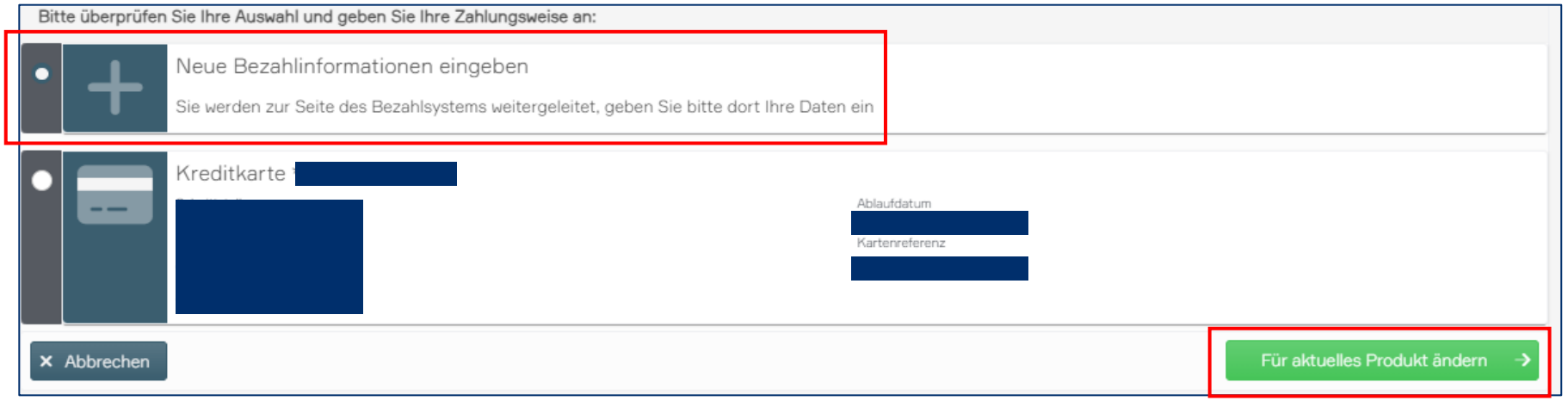
Change / Add Credit Card

To change or add your credit card, click on „Bezahlinformation ändern“.



Change / Add Credit Card

- Click on „Neue Bezahlinformationen eingeben“ / Enter New Payment Information
- Then select „Für aktuelles Produkt ändern“ / Change for current product

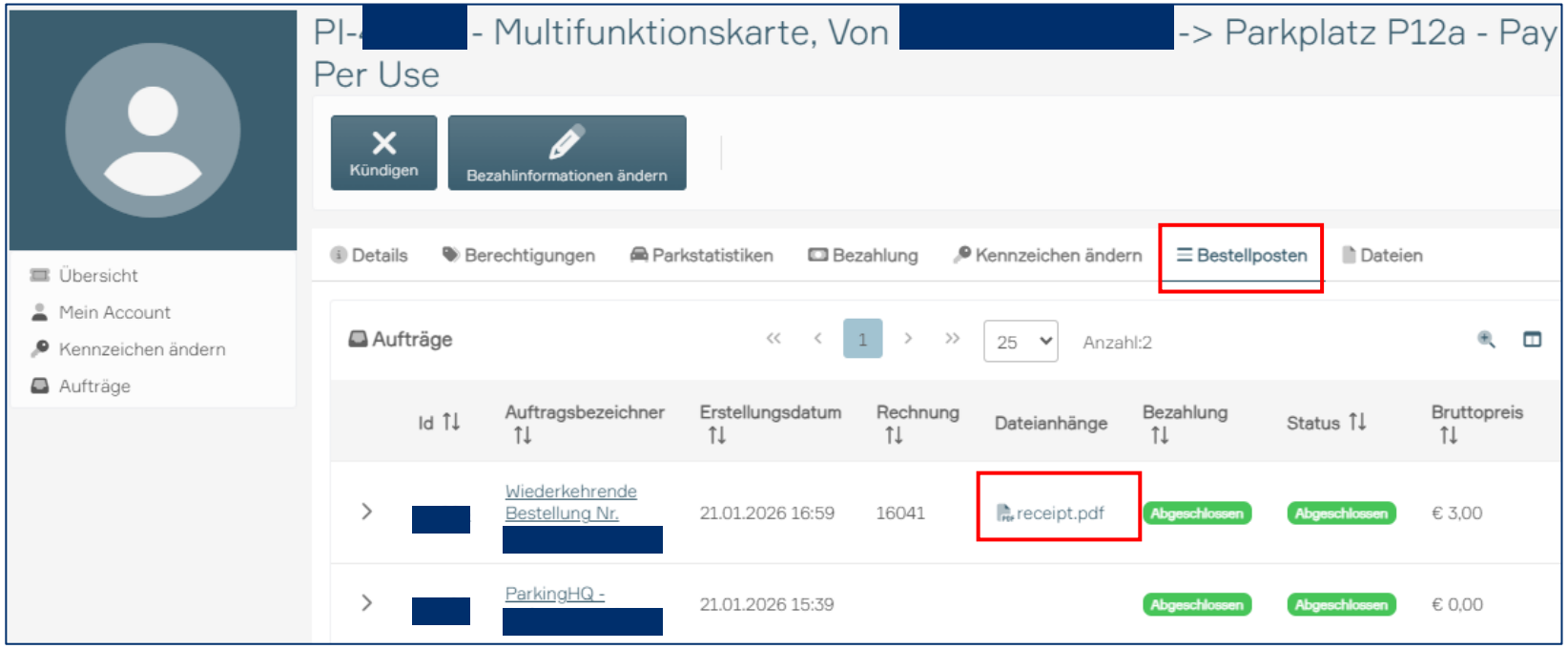


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3.3 View Invoice

View Invoice

You can find your invoice under „Bestellposten“ / order items:

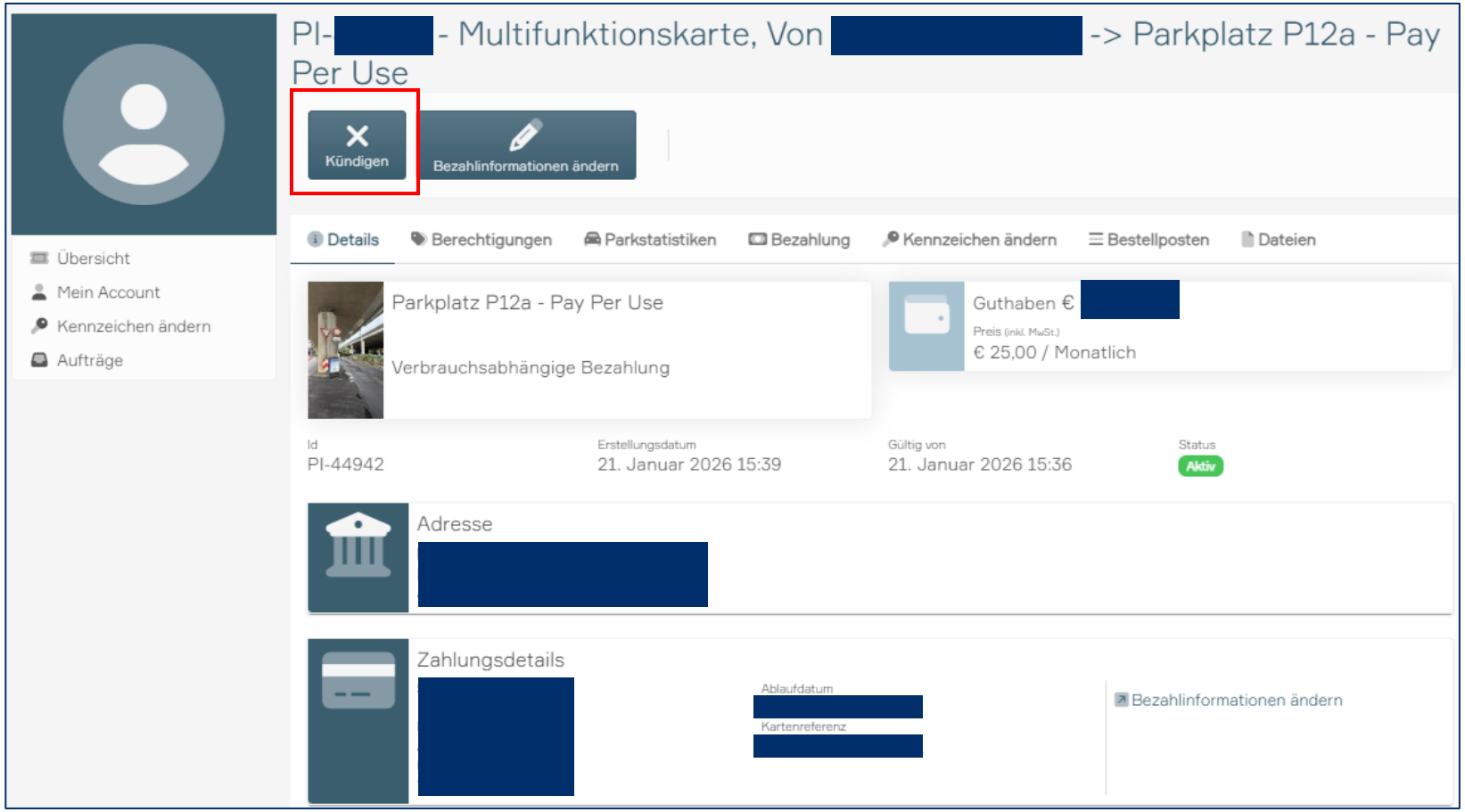


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3.4 Cancel Contract

Cancel Contract

Under Kündigen“ / Cancel, you can terminate your contract





Contact

parken@dus.com

Your team parking at Düsseldorf Airport powered by APCOA