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AIRPORT STORES WINTER COATS WHILE PASSENGERS HEAD TO WARMER CLIMATES



WORK & LIFESTYLE

Rather than taking up the limited space available for hand luggage with bulky winter coats, Frankfurt Airport is allowing customers to check in their jackets for a small fee.

Germany's Frankfurt Airport is no stranger to these pages thanks to its customer service innovations. We recently wrote about its [confiscated goods recycling scheme](#), which enabled passengers with disallowed goods to put them to good use while also donating to local charities. Now that the weather is colder in the country, the airport is at it again — solving the problem of increasingly full hand luggage compartments by allowing customers to use its [Winter Coat Storage Service](#).

The winter means it's cold in the Northern Hemisphere and many holidaymakers will be wrapping up as they head to the airport, only to pack away their bulky coats once they reach their warmer destination. Not only is this a hassle while enjoying a trip, but the limited overhead compartments for storing hand luggage also become overfull in the winter months. Taking inspiration from a similar service at [Incheon International Airport](#) in South Korea, Frankfurt began operating its Winter Coat Storage Service in October, and it will run until the end of April 2014. Customers pay a fee of EUR 0.50 per day for the check-in program, but will be able to forget about their cumbersome coat and enjoy their holiday.

Although not the biggest initiative, the Winter Coat Storage Service is a small detail that will add a little extra comfort during their time both at the airport and onboard their flight. Are there other small ways airlines can improve their customer service?

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Website: www.frankfurt-airport.com

Contact: www.fraport.com/en/the-fraport-group/about-us/contact-fraport-ag.html