



**eiopa**

European Insurance and  
Occupational Pensions Authority

# HANDBOOK FOR VISITORS



# HOW TO FIND US



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The European Insurance and Occupational Pensions Authority (EIOPA) is located close to the centre of Frankfurt am Main, near the Central Station.

28<sup>th</sup> Floor  
Westhafen Tower  
Westhafenplatz 1  
60327 Frankfurt am Main  
Germany



Source: OpenStreetMap

# TRAVELLING TO EIOPA



## From Frankfurt International Airport



### By public transport

At the airport, take the **S8** or **S9** trains towards direction 'Hanau' to go to Frankfurt Central Station ('Hauptbahnhof', 3rd stop).

The journey takes approximately 11 minutes and costs 5.80 EUR for a single ticket and 11.30 EUR for a return ticket (day ticket).

Create your itinerary and buy tickets in advance on the Frankfurt public transport website: <http://www.rmv.de/en/>.



### By taxi / Uber

Taxis are available at every exit of the airport and will cost 25-30 EUR to Westhafen Tower.

The journey takes 15-20 minutes in light traffic. During rush hour and heavy traffic, the ride may take up to 40 minutes.

The rates for using an Uber ride are usually similar to taxi fares.



## From Frankfurt Central Station



### Walking

Frankfurt Central Station ('Hauptbahnhof') is only an 11-minute walk to EIOPA.

Click here for [directions on Google Maps](#).



### Closest public transport stations

EIOPA can be easily reached by public transport. S-Bahn, U-Bahn and Tram stations are all close-by:

    Hauptbahnhof

  Willy-Brandt-Platz

 Baseler Platz

Please check our website for more information on [how to reach EIOPA](#).

# ARRIVAL & REGISTRATION

Upon your arrival, the concierge team of Westhafen Tower will welcome you on the ground floor. Please announce that you are visiting EIOPA and proceed directly to the **EIOPA reception desk on the 28th floor**, irrespective of your final meeting location.

A **valid identity document** (passport or ID card with a picture) will be needed for registration purposes.

A limited number of **parking spaces** are available for visitors arriving by car. If you would like to reserve one of the spaces, please send an email with your vehicle licence number to [reception@eiopa.europa.eu](mailto:reception@eiopa.europa.eu) at least one working day in advance.



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## OPENING HOURS & CONTACT DETAILS

**WESTHAFEN  
TOWER**

Concierge Desk (ground floor):

08:00 - 18:00

Mondays to Fridays

+49 (0)69 2713999 10

[concierge@westhafentower.de](mailto:concierge@westhafentower.de)



EIOPA Reception (28th floor):

08:30 - 17:30

Mondays to Fridays

+49 (0)69 951119 20

[reception@eiopa.europa.eu](mailto:reception@eiopa.europa.eu)

*EIOPA's offices are closed on public holidays.  
Please [check our website](#) for more information.*



# CONFERENCE AREA

EIOPA's conference area on the 28<sup>th</sup> floor houses a number of large and medium-sized meeting rooms for public events, workshops and other meetings with external guests.

All our meeting rooms are fully equipped with video conferencing facilities for Cisco WebEx and Microsoft Teams. Power sockets are available at each conference table and complementary guest Wi-Fi access is provided everywhere.

Coffee, tea and refreshments are available for our meeting guests throughout the day in the dedicated lounge area.

## HOUSE RULES

### ✓ DO

Always follow the instructions given by EIOPA personnel.

Return used cups and empty bottles to the cart for dirty dishes in the lounge area.

Return loan devices (chargers, adapters) before leaving.

Report any loss of personal belongings.

Inform the EIOPA reception of any incidents or emergencies.

### ✗ DO NOT

Bring dangerous or prohibited items onto the premises.

Bring animals onto the premises.

Enter non-public areas or offices without authorisation.

Connect private IT devices (e.g. USB drives) to EIOPA systems without authorisation.

Leave personal belongings and confidential documents unattended.



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# ACCOMODATION

Hotels charge tourists a levy for each night spent in Frankfurt. **Business travellers do not have to pay the tourism tax** if they enter the name and address of their employer in the hotel's registration form, confirming that their stay is of a business nature.

**Discount rates** may be available for our **partner hotels (1,2,3,4)**. Please be aware that hotel rates in Frankfurt can vary strongly during fair and exhibition periods and that **discounts may not always apply**.

## 1 INTERCITY HOTEL

📍 Mannheim Straße 21

🚶 9 minutes

*Use reference 'CINKQR' during booking via website, e-mail or phone.*

## 2 SCANDIC MUSEUMSUFER

📍 Wilhelm-Leuschner-Straße 44

🚶 8 minutes

*Use customer ID 'D000043953' during booking via website, e-mail or phone.*

## 3 MERCURE HOTEL KAISERHOF

📍 Kaiserstraße 62

🚶 14 minutes

*Use reference 'EIOPA' during booking via e-mail or phone.*

## 4 ADINA FRANKFURT NEUE OPER

📍 Wilhelm-Leuschner-Straße 6

🚶 14 minutes

*Use reference 'EIOPA' during booking via e-mail or phone.*

## 5 IBIS FRANKFURT CENTRUM

📍 Speicherstrasse 4

🚶 3 minutes

## 6 LE MERIDIEN FRANKFURT

📍 Wiesenhuettenplatz 38

🚶 10 minutes

## 7 ROOMERS HOTEL

📍 Gutleutstraße 85

🚶 7 minutes

 EIOPA

Source: OpenStreetMap



# RESTAURANTS & FACILITIES



① **L'OSTERIA**  
Speicherstraße 1  
+49 (0)69 24247020

② **FRANKFURTER BOTSCHAFT**  
Westhafenplatz 6-8  
+49 (0)69 24004899

③ **CRON AM HAFEN**  
Speicherstraße 39-45  
+49 (0)69 24009933

④ **CHAMÄLEON BAR & RESTAURANT**  
Speicherstraße 49-51  
+49 (0)69 27135550

⑤ **MAIN NIZZA**  
Untermainkai 17  
+49 (0)69 26952922

⑥ **HOLBEIN'S CAFÉ RESTAURANT**  
Holbeinstraße 1  
+49 (0)69 66056666

⑦ **DRY CLEANING SERVICE**  
City Clean  
Speicherstraße 3

⑧ **PHARMACY**  
Blücher Apotheke  
Gutleutstraße 102

⑨ **SUPERMARKET & BAKERY**  
REWE  
Speicherstraße 44  
Mon-Sat 07:00-22:00h

# SAFETY & SECURITY



## In case of an **emergency on your floor**

- You will hear a very loud evacuation announcement.
- You are **obliged to leave the building immediately**, using the stairs.
- Persons with reduced mobility will be directed to the logistics elevators for evacuation by the fire brigade.
- Upon exiting the building, directly go to the assembly point indicated below.

## In case of an **emergency on another floor / false alarm:**

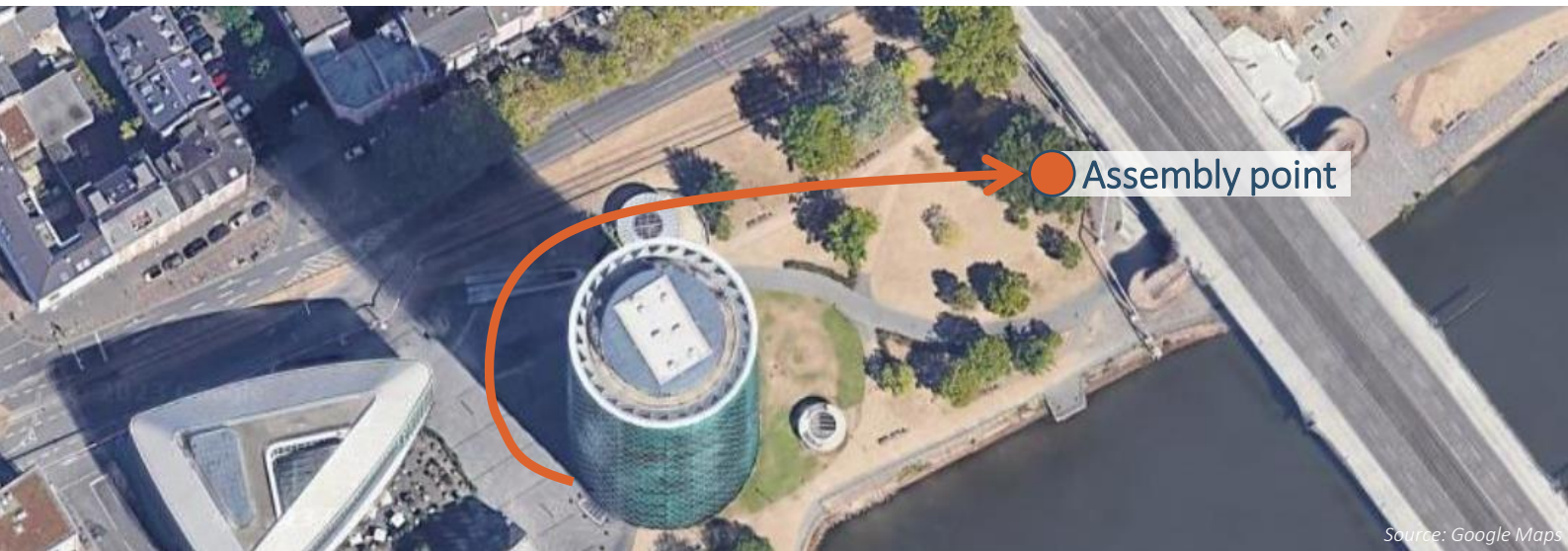
- There will be no loud evacuation announcement, but windows start beeping and close, elevators may not function.
- Announcements may be heard in the staircases or on other floors.
- In such situation there is **no need to evacuate unless announced otherwise**.



First aid kits are available at the EIOPA reception and in the staff lounges on each floor.



Smoking is not allowed at EIOPA and inside of the building.



Source: Google Maps



# We are looking forward to welcoming you at EIOPA.

To facilitate your visit to our premises, EIOPA needs to collect and process certain personal data.  
For further details, please check the [privacy statement related to the registration for meetings, events and on-site visits](#).

Follow us on social media:



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