

Helsinki

Useful information

Getting around

TRAIN

Local trains I and P operate between Helsinki Airport and the city centre on the Ring Rail Line every 10-20 minutes. The journey takes 30 minutes. A regional ticket is required and it can be purchased from a ticket machine (€5).

FINNAIR BUS

Finnair City Bus operates between the airport and the city centre every 20 minutes and takes around 30 minutes. A single ticket from the driver costs €6.90. Both cash and credit cards are accepted.

BUS

Bus 615 runs between the airport and the Central Railway Station and takes around one hour. Bus 415 operates at night. Buses operate throughout the region and tickets can be purchased from a ticket machine or from the driver. Tickets and fares: hsl.fi

TRAM

Trams are the main mode of public transport in the inner city. Tram tickets can be purchased from a ticket machine (single ticket €2.50, 1-day ticket €9). A great way to experience the city is to hop on tram 2 or 3.

METRO

The metro line stretches from Vuosaari and Mellunmäki in East-Helsinki, via Helsinki city centre to Matinkylä in Espoo. Metro tickets can be purchased from ticket machines at the metro stations, before you go down the escalators (single ticket €2.90, regional ticket €5).

SUOMENLINNA FERRY

The municipal ferry operates between the Market Square and the Suomenlinna Sea Fortress all year round. A special Suomenlinna ticket is valid for 12 hours and costs €5. Tickets can be purchased from a ticket machine at the Market Square.

CITY BIKE

In summer 2018, there are 2550 yellow bikes in 150 locations around Helsinki and 105 bike stations in Espoo available for residents and visitors alike from May to October. More details and prices: hsl.fi/en/citybikes

WALKING

Helsinki is a compact city to explore on foot, as most of the sights are within convenient walking distance of the city centre. Pick up the new "4 Walking Routes in Helsinki" brochure from the Tourist Information. Available in 11 languages.

TAXI

Taxis can be ordered by phone, from taxi stands or hailed from the street. Taxis are available whenever the yellow light on the roof is on. Prices are fixed and shown on the meter. Both cash and credit cards are accepted. A taxi between the airport and the city centre takes 20-30 minutes and costs around €45.

Taxi Helsinki +358 (0)100 0700

Yellow Line Airport Taxi

+358 (0)600 555 555

Kovanen Taxi +358 (0)200 6060

Helsinki Region has an excellent public transport system consisting of bus, commuter train, tram, metro, city bikes and Suomenlinna ferry. There are several ticket options available for visitors from internal and regional single tickets to day tickets. Single tickets can be purchased from ticket machines, R-kiosks and other HSL sales points or by using HSL mobile application. On buses you can also buy your ticket from the driver.

For more details and fares:

www.hsl.fi/en

Journey Planner:

www.reittiopas.fi

Good to know

ATM's

For an ATM machine, look for the sign "OTTO". These 24-hour cashpoint machines are widely available and accept the following international ATM and credit cards: Visa, Visa Electron, EuroCard, MasterCard, Maestro, Cirrus, EC and plus.

BANK

Banks are usually open on weekdays 10:00-16:30 and at the airport every day 06:00-19:30 (until 23.00 in the transit area).

CLIMATE

Helsinki's climate combines characteristics of both a maritime and a continental climate. The proximity of the Arctic Ocean and the North Atlantic creates cold weather, while the Gulf Stream brings in warmer air. Summer in Helsinki is bright. Days are at their longest in the second half of June, when the sun stays above the horizon for 19 hours. For the latest weather forecast: <http://en.ilmatieteenlaitos.fi/weather/helsinki>

CREDIT CARDS

All major credit cards are widely accepted in Finland.

CURRENCY

The local currency in Finland is Euro (EUR). In addition to banks, there are several foreign currency exchange points available around the city centre, e.g. **Forex: Stockmann Department Store or Central Railway Station**, www.forex.fi
Tavex: Fabianinkatu 12 or Asematunneli, www.tavex.fi

EATING OUT

Helsinki has well over one thousand restaurants where you will find everything from gourmet delights to bistro treats. In recent years the "New Nordic Cuisine" has taken over the scene. Dinner is normally eaten around 19-20:00 and restaurants close 23-24:00.

ELECTRICITY

Voltage: 220-240 Volts. Electrical sockets (outlets) in Finland are one of the two European standard electrical socket types: "Type C" Europlug and "Type E/F" Schuko.

EMERGENCY NUMBER

General Emergency number for police, ambulance and fire department is **112**.

LANGUAGE

Finland has two official languages, Finnish and Swedish. Street signs in Helsinki are in both languages. English is widely spoken and most Finns also master one or two other foreign languages.

LOST AND FOUND

Helsinki Police, Lost Property, www.poliisi.fi
Suomen Löytötavarapalvelu, www.loytotavara.net
Suomen Löytötavarapiste, **Kamppi Centre**, www.hip-palvelut.com/loytotavarapiste

MEDICAL CARE

Emergency duty: **Haartman Hospital**, **Haartmaninkatu 4**, +358 (0)9 3106 3231. Open 24h.
Medical care: **Terveystalo Kamppi**, **Jaakonkatu 3**, +358 (0)30 6000. Open 24h.
Medical care: **Mehiläinen Töölö**, **Pohjoinen Hesperiankatu 17 C**, +358 (0)10 414 00.

PHARMACY

There are a number of pharmacies around the city. Look for the sign "Apteekki", which means pharmacy in Finnish. **Yliopiston Apteekki at Mannerheimintie 96 is open 24/7.**

POSTAL SERVICES

Post offices are open 9:00–18:00 (some offices even until 20:00) from Monday to Friday. Yellow mail boxes are available for collections on weekdays. Stamps can be purchased at post offices, bookstores, newsagents, kiosks and hotels. **Helsinki General Post Office, Elielinaukio 2 F.**

SMOKING

The Finnish law, in accordance with regulations in force in the majority of European countries, does not allow smoking in public areas like hotels, restaurants, bars, discos, shops, offices and in public transportation unless there is a designated smoking area.

TAP WATER

According to UNESCO's World Water Development Report the water in Finland is the cleanest in the world. So it is safe to drink tap water in Helsinki.

TAX REFUND

Citizens of non-European countries are eligible for tax-free returns upon leaving EU territory. Purchases must be made in shops displaying the Tax Free Shopping sign. The minimum total sum of purchased goods must be €40.

TIME ZONE

The time zone in Helsinki is Eastern European Time (EET), 2 hours ahead of Greenwich Mean Time (GMT+2).

TIPPING

Tipping is not expected in Finland and a service charge is added in hotels and restaurants. Finnish people do tip (max 10%) only if they wish to appreciate good service or delicious food. It is not obligatory to give a tip to the taxi drivers.

WI-FI

For free WiFi, you can connect to "Helsinki City Open Wlan". There are plenty of hotspots available in the city centre and at harbours. You can also connect your laptop or mobile phone to a wireless network in many places throughout the city centre e.g. in several cafes, restaurants and libraries. In addition, most hotels offer their guests a free internet connection. For the international research and education community, it is possible to use Eduroam service while in Helsinki. At the airport connect to HEL Free Wifi.

Tourist Information

Free information about the city, sights, events and services including a wide range of brochures and maps all year round:

Helsinki Tourist Information

Central Railway Station,
VR ticket hall, Kaivokatu 1
Open daily

Around 20 **Helsinki Helpers** dressed in green patrol the streets from June to August offering free advice and help to visitors. There is also a digital **My-Helsinki service point** inside Stockmann Department Store in the city centre. On top of this, you can check the inspirational **MyHelsinki site**: www.myhelsinki.fi

#myhelsinki
#visithelsinki