



Training

# Geneva Training Center

v4.1

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## Welcome from the Director

### **Welcome to IATA and thank you for choosing to train with us.**

The entire IATA Training team wants to ensure the very best experience for you during your stay with us. Our goal is to provide you with a safe learning environment where you can maximize your potential.

The following pages set out some important logistical and practical information about our Geneva Training Center to help you get the most out of your time with us. Please take a moment to read about our services and procedures. Our team of training coordinators, instructors, and product managers will be happy to assist you with any questions or special needs you may have.

I wish you a successful stay in Geneva and a rich, educational experience during your course. Thank you for your interest in IATA Training.

Director  
IATA Training

# 1. Accessing the Geneva Training Center

## 1.1 Flying to Geneva

The Geneva Airport is in Switzerland, though due to its proximity to the French border, it also has a French immigration section. Please note that both France and Switzerland are part of the Schengen area.

Further information on Geneva and Switzerland can be found at:

- [www.ville-geneve.ch](http://www.ville-geneve.ch)
- [www.myswitzerland.com/en-ch/about-switzerland/facts-and-figures.html](http://www.myswitzerland.com/en-ch/about-switzerland/facts-and-figures.html)

## 1.2 Training Center location

The Geneva Training Center is located on the 4<sup>th</sup> floor in the IATA Executive Office, adjacent to the Geneva Airport.

## 1.3 Transportation from the airport

The IATA Geneva Training Center is located in the IATA office, adjacent to the Geneva Airport (GVA). Upon exiting the customs area at Arrivals, take the elevator or escalator up to Departures. As you exit the airport turn to the left and walk straight, down the bridge, until you reach the "IATA Center" on your left.

The Information desk opposite the Arrivals gate will be able to provide additional information if required.

## 1.4 Getting around in Geneva

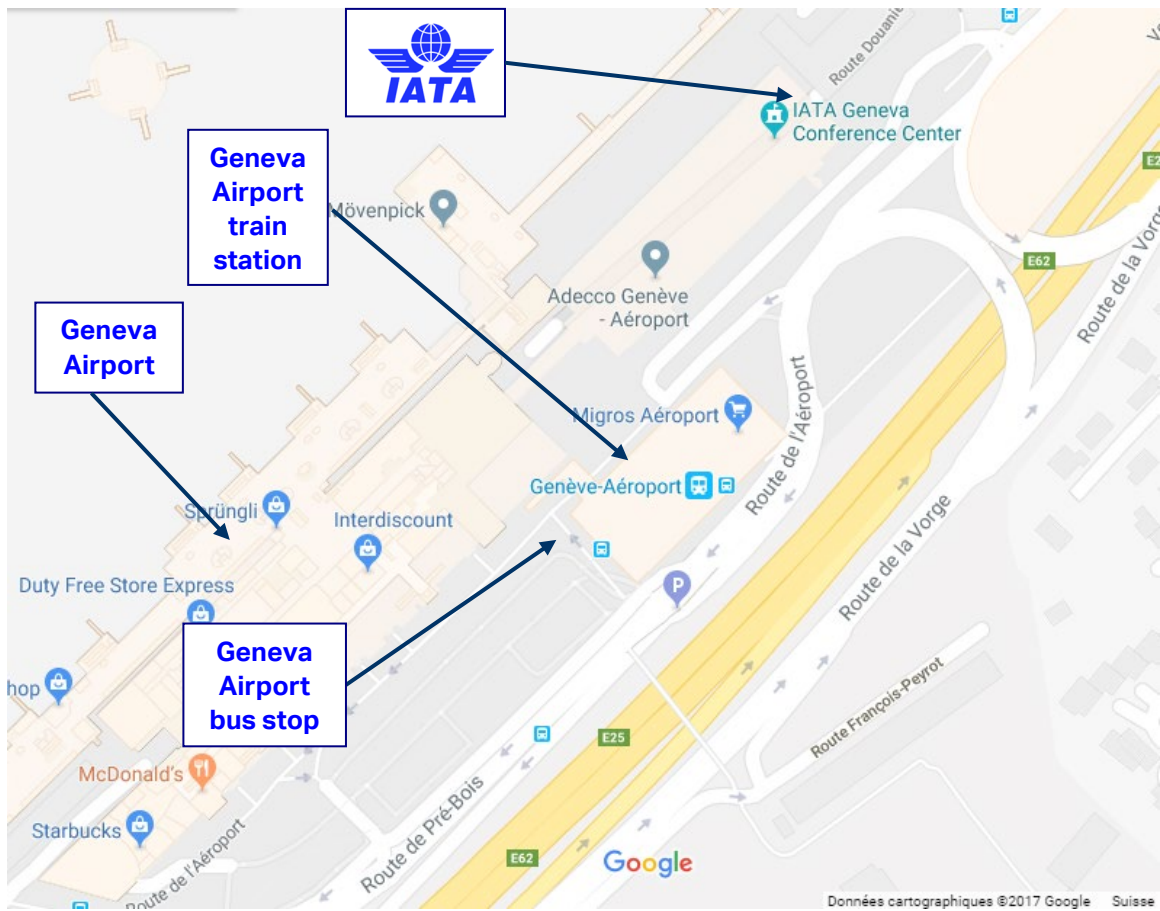
If your hotel provides a shuttle bus, it will depart outside the arrival hall of the airport.

- **Train** departing from Geneva airport stop in the city center railway station "Cornavin". The journey takes approximately 7 minutes. For more information consult the [SBB/CFF website](http://www.sbb.ch).
- **Bus** numbers 5 and 10 will take you from the airport to the city center. The travel time is approximately 20 minutes, visit [www.tpg.ch/en](http://www.tpg.ch/en) for more details or download the [TPG app](#).
- **Taxis** are located at Geneva Airport outside the Arrival level. The taxi fare between the airport and the city center area is approximately 40 Swiss Francs.

## 1.5 Contact information

IATA Training  
33, Route de l'Aéroport, PO Box 416  
CH -1215 Geneva 15 Airport  
Switzerland

Phone: +41 22 770 2820  
Fax: +41 22 770 2681  
E-mail: [training.gva@iata.org](mailto:training.gva@iata.org)



## 2. About the IATA Training Center

### 2.1 Reception

Upon your arrival, you will be given an IATA Training participant badge by the Receptionist, who will direct you to the 4th Floor, where the training rooms are located. Please keep this badge with you all the time and kindly return it at the end of your stay. Reception opening hours are Monday to Friday from 08:00 to 18:00.

### 2.2 Security clearance at the Training Center

Please note that you will be required to provide photo identification (i.e., Driver's License, National ID Card or Passport) in exchange for an IATA Training participant badge for the duration of your training.

### 2.3 Business center

- **Please bring your laptop to your course to access your course material**, and don't forget to pack your **laptop cables and adaptors to connect to the Swiss plugs** as we are unable to provide them.
- Complementary wireless internet access is available on the 4th and 5th floor of the IATA Training Center. Please ensure that your laptop is properly configured for Wi-Fi access, as the IATA IT staff cannot provide support on external laptops.
- There is a break-out room (St Gall 1) with a printer available for your training needs. The details to login are at the reception desk and in the classrooms.



### 2.4 Dress code

Our recommended dress for classroom courses is business casual. As the Training rooms are air-conditioned, we strongly suggest that you bring with you a jacket or a jumper to ensure that you are comfortable.

### 2.5 Personal belongings

As we have other guests within our premises, please ensure that you always take care of your belongings. IATA is not responsible for the loss of any personal items.

### 2.6 Luggage storage

Luggage may be stored at the IATA reception on the ground floor. You can also leave your luggage at the luggage storage at the Geneva Airport Train Station, open 7 days a week from 08:00 to 19:00.

### 2.7 Breaks and lunch

Coffee, tea and water are provided during the course. Lunch is at your own cost and is available at the IATA café located on the 5th floor of the IATA building from 12:00pm to 2:00pm.



The airport railway station also has many restaurants, cafés, and a supermarket. It is located directly in front of the IATA Center and next to the airport terminal. Additionally, the airport departure and arrival levels offer a varied selection of restaurants and cafés, from fast food to fine cuisine.

For Restaurants in the Train Station: [Plan de gare Genève Aéroport \(Affiche\). \(sbb.ch\)](http://Plan%20de%20gare%20Gen%C3%A8ve%20A%C3%A9roport%20(Affiche).%20(sbb.ch))

For Restaurants in the Airport: [Breaktime - Bars, snacks, tea rooms - Genève Aéroport \(gva.ch\)](http://Breaktime%20-%20Bars,%20snacks,%20tea%20rooms%20-%20Gen%C3%A8ve%20A%C3%A9roport%20(gva.ch))

## 2.8 Smoking

Smoking is not permitted anywhere in the IATA Office. The smoking area is located on the right-hand side of the building upon exit, on the ground floor.

## 2.9 Travel arrangements

Our Training Team can provide you with a list of Airline telephone numbers in case you need to confirm or change your travel arrangements. Please contact the airline directly.

## 2.10 Fire alarm (IATA building)

If you hear an alarm.

- Please stay seated until there is an announcement confirming that it is indeed a fire
- If confirmed, please leave the training room in an orderly manner
- Take only personal belongings with you
- Do not use the elevators
- Follow the instructions of the evacuation team (wearing yellow vests)
- Follow the evacuation team to the assembly point outside the IATA building

PLAN D'ÉVACUATION / FIRE ESCAPE PLAN

IN CASE OF EMERGENCY

DIAL 111

IATA EHS & SECURITY

**Alarmer**  
par bouton-poussoir et aux sapeurs-pompiers, tel. No. 118

**Evacuer**  
les lieux en conservant son calme

**Eteindre**  
le feu, si possible, avec les moyens à disposition

**Renseigner**  
les sapeurs-pompiers

Instructions in case of fire

**Give alarm**  
with alarm button and call fire brigade, tel. 118

**Evacuate**  
the building by keeping calm.

**Extinguish**  
the fire if possible with the available material

**Inform**  
the fire brigade



4<sup>ème</sup> étage  
4<sup>th</sup> floor

Feu / Fire	118
Police	117
Ambulance	144
GPA (Guardian Protection SA)	0044 10 53 30
Reception IATA / IATA Reception	2999

	Bouton d'alarme Alarm button
	Extincteur Fire extinguisher
	Eau incendie Water system
	Sortie de secours Fire exit
	Vestibule d'isolement Security door
	Vestibule secours Storage room
	Défibrillateur Defibrillator
	Premiers secours First Aid
	Vous êtes ici You are here

## 3. Visas and Banking Information

### 3.1 Visas and entry information

Visit the [Federal Department of Foreign Affairs](#) for full details. We recommend that you allow a minimum of 4 weeks to process your visa application. IATA cannot intervene in the application process or guarantee such documentation.

Should the Swiss Embassy require an invitation letter from IATA, please contact the training coordinator assigned to your course. Any such letter can only be released by IATA after course fees have been paid in full.

### 3.2 Banks and foreign exchange

Banks and Foreign Exchange offices are located at Geneva Airport.

- **UBS:** Monday to Friday from 08:00 to 18:00. Tel: +41 22 306 1488
- **American Express:** Monday to Friday from 08:00 to 22:00. Tel: +41 22 717 8699
- **Banque Cantonale de Genève:** Monday to Friday from 08:00 to 22:00. Tel: +41 22 317 2727
- **Agence de Voyage CFF:** Monday to Friday from 08:00 to 18:00. Tel: +41 51 225 2231

### 3.3 IATA bank details for course fee payment

Complete payment must be received prior to the beginning of the course. Please note that the IATA does NOT accept CASH payments. Credit card, bank transfer and Clearing House payments are welcome.

**Bank wire transfers should be made to:**

IATA Account No: 400-749-8  
Bank Number: 003  
Branch Number: 00001 Royal Bank of Canada  
1, Place Ville Marie  
Montreal, Quebec  
Canada H3C 3B5  
Swift Code: ROYCCAT2  
ABA No. / Routing No.: 021000021

Payment online is easy and can be accessed on [www.iata.org/cc-payment](http://www.iata.org/cc-payment). You will need your invoice number and a valid credit card.



## 4. Hotel Accommodation

### 4.1 Hotel booking/confirmation

**You are responsible for making your reservation directly with the hotel of your choice.** It is highly recommended that you make a changeable hotel reservation at least 3 weeks prior to the course start date.

To make a reservation, complete the registration form provided in your registration confirmation and **email (or fax) it directly to the hotel.** The hotel will then confirm the booking to you by fax or e-mail.

Payment for the room, tax and incidentals is the responsibility of the participant. Please note that IATA cannot accept any responsibility for your liability to the hotel.

### 4.2 Recommended hotels

When attending our IATA Training courses in Geneva our partner hotels offer special accommodation rates when your booking meeting the following criteria:

- You book a **standard room, single occupancy, with breakfast**
- Booking is **NOT in a blackout or peak occupancy period**

This means that if the hotels have a high number of reservations during the period that you are looking to book your accommodation, it is very likely that they will be unable to honor the special rates mentioned below. We thank you in advance for your kind understanding.

#### Delegate Rates

For the following partner hotels (**no fixed rates, delegate rates only**), please mention “**IATA delegate rate**” when you make a reservation over the phone or by email.

##### Crowne Plaza Geneva

- Email: [gvacp.reservations@ihg.com](mailto:gvacp.reservations@ihg.com) OR call +41 22 710 30 29
- Website: [geneva.crowneplaza.com](http://geneva.crowneplaza.com)

IATA has negotiated special rates\* in Geneva with IHG (Crowne Plaza 4\* or Holiday Inn 3\*). Kindly note that a reservation made through this link can be cancelled up to 24 hours before the check-in date.

You can also book a room on the global website [www.ihg.com](http://www.ihg.com), or on the website of each hotel respectively. In this case you can use the Corporate **ID: 786925918**.

\*Thanks to our exclusive deal, you will get a rate lower than standard hotel rates (including non-refundable and advanced purchase) with fully flexible conditions.

##### Crowne Plaza Geneva Hotel\*\*\*\*

The Crowne Plaza Geneva Hotel is located less than 15-minute walking distance from the IATA Geneva Training Center and the Airport. This is a recently renovated hotel that provides modern business facilities and convenient transport links to the city center. You may make your reservation directly with the Hotel: [IATA Preferred – Crowne Plaza Hotel](#)

- **Crowne Plaza Free Shuttle:** Free airport shuttle buses run between Geneva Airport and Crowne Plaza Geneva every 20 minutes. The first shuttle departs at 4:40 am and the last at 11.40 pm, no advance reservation required. Pick up point is located at Gate 3, behind the taxi stand at the exit of the arrival gate.

- Alternatively, you can take a city bus to/from the Airport and/or the IATA Center. Upon exiting the customs area on the Arrivals level of the Airport, turn left, walk to the end of the terminal and exit the doors on your right (after the Swiss Chalet restaurant). The escalator will take you to the upper level to the bus stop. Take **bus #10** to "De-Joinville" (3rd stop), walk to the right and the hotel is on your left.

### Movenpick Geneva

- Email: [reservation.geneva.airport@movenpick.com](mailto:reservation.geneva.airport@movenpick.com) OR call +41 22 717 16 05
- Website: [movenpick.accor.com/en/europe/switzerland/geneva/hotel-geneva.html](http://movenpick.accor.com/en/europe/switzerland/geneva/hotel-geneva.html)

### Hilton Geneva

- Email: [Geneva.Reservation@hilton.com](mailto:Geneva.Reservation@hilton.com) OR call +41 22 474 02 26
- Website: [www.hilton.com/en/hotels/gvacchi-hilton-geneva-hotel-and-conference-centre](http://www.hilton.com/en/hotels/gvacchi-hilton-geneva-hotel-and-conference-centre)

### Fixed Rate

**B&B Hotels**: simply enter the code **[BBIATA24]** when you book your stay to be eligible for a flat rate of **CHF 120** per room per night with breakfast.

Website: <https://www.hotel-bb.com/en/hotel/geneva-airport>

### Holiday Inn Express Geneva Airport Hotel\*\*\*

Holiday Inn Express Geneva Airport Hotel is located less than 20-minute walking distance from the IATA Geneva Training Center and the airport.

- **Free shuttle bus** runs every 20 minutes from 05:50 am to 11:30 pm (except at 12:30 pm & 6:30 pm) and stops at the Airport Arrivals gate number 3.
- Alternatively, you can take a city bus to/from the Airport and/or the IATA Center. Upon exiting the customs area on the Arrivals level of the Airport, turn left, walk to the end of the terminal and exit the doors on your right (after the Swiss Chalet restaurant). The escalator will take you to the upper level to the bus stop. Take **bus #23, #56 or #57** to "Grand-Hangar" (4th stop). The hotel will be in front of you on the opposite side of the road.



## 5. Where to Eat

We recommend that you budget approximately 80 Swiss Francs for meals per day.

### 5.1 Restaurants in Geneva

- [Les Armures](#) (Traditional Swiss): 35, Grand Rue (Old Town)
- [Cave Valaisanne](#) (Traditional Swiss): 23, Bd. Georges Favon, Plainpalais
- [La Caravane Passe](#) (Oriental): 11, Rue Alfred Vincent, Paquis
- [Il Ponte Vecchio](#) (Italian): 63, Bd. du Pont D'Arve, Plainpalais
- [Café Remor](#) (European, glacier): 3, Place du Cirque
- [Café de la Paix](#) (Mediterranean and Viennese): 11, Quai de Mont Blanc, Hotel de la Paix
- [La Perle du Lac](#) (French): 128, rue de Lausanne

## 6. Tourist Information

Free brochures and tourist information can be obtained at the Tourist Information counter located in the Arrival area of the airport, or on the Geneva Tourism website.

### 6.1 Tourist attractions

- [United Nations](#)
- [Geneva's lakefront, including \*Jet d'eau\* and flower clock](#)
- [Geneva's old town](#)
- [Place Neuve](#)

### 6.2 Museums

- [Art and History Museum](#)
- [International Red Cross and Red Crescent Museum](#)
- [Rath Museum](#)
- [Natural History Museum](#)
- [MAMCO](#)
- [Ariana Museum](#)
- [Archaeological Site of Saint Peter's cathedral](#)
- [Conservatory and Botanical Gardens](#)

### 6.3 Other activities to mention

- **Cruises:** [CGN Boat Company](#) or [Swiss Boat](#)
- **Swimming:** [Bains de Paquis](#) or [Genève Plage](#)
- **Walking Tours:** [Guided tours](#)
- **Train Tours:** [Train & Trolleys Tours](#)
- **City Tours:** [Key Tours](#)

## 7. In case of Emergency

### 7.1 Emergency situations

In case of an emergency, you can contact these numbers for free.

The Europe-wide Emergency phone number is 112.

- Police: 117
- Ambulance: 144
- Fire: 118

### 7.2 Hospitals

#### [Hôpital de la Tour](#)

Av. J.D. Maillard 3  
Phone: 022 719 61 11

#### [Hôpitaux Universitaires de Genève](#)

Rue Micheli du Crest 24  
Phone: 022 372 33 11

### 7.3 Medical clinics

Genève Médecins (24/7)  
Tel: 022 754 54 54

#### [Medicenter Genève Balexert](#)

Center Commercial de Balexert  
Av. Louis Casai 27  
Phone: 022 748 49 70 Center

#### [Medical Multidisciplinaire de l'Aéroport](#)

Route de Pre Bois 20  
Phone: 022 788 3550

### 7.4 Dental clinics

Dental Emergencies  
Tel: 022 646 64 44  
Tel: 022 733 98 00

#### [Clinique Dentaire de la Servette](#) (English Spoken)

60 Av. Wendt (Quartier Gare Servette)  
Phone: 022 733 9800

### 7.5 Pharmacies

The pharmacy closest to the Geneva Training Center is in the airport railway station. If you need a pharmacy after regular opening hours, call **111** or **144** and ask for the night pharmacy on duty.

**Special Note:** All non-Geneva residents will be asked to pay up-front for medical services

## 8. IATA Training Policies

### 8.1 Training Terms and Conditions

Please read the IATA Training [Terms and Conditions](#) to know more about our General Conditions applicable to all IATA Training courses, and the Special Terms and Conditions applicable to the various course formats.

### 8.2 Training policies

Visit the IATA website to find out about [IATA Training's Policies](#), including the Grading Policy and Academic Integrity Policy.

### 8.3 Frequently asked questions (FAQs)

A [list of FAQs](#) can be found on our website. If you have a question that has not already been answered, please [Contact Us by raising a case through our Customer Portal](#).

### 8.4 Complaints process

If you would like to make a complaint to IATA Training, please submit your complaint [by raising a case through our Customer Portal](#). Your training experience is very important to us. Please include the title 'Complaint' and we shall prioritize your message.