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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.

Stephanie Siouffi
Director, IATA Training
1. Accessing the Geneva Training Center

1.1 Transportation from the airport

The Geneva Training Center is in the IATA office, adjacent to the Geneva Airport. Upon exiting the customs area on the Arrivals level, turn left, walk to the end of the terminal and exit the doors on your left (after the Swiss Chalet restaurant). Once outside, turn right and you will pass the “Swiss Air Center” and then the “IATA Center”. The Information desk opposite the Arrivals gate will be able to provide additional information if required.

1.2 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

1.3 Training Center Location

The Geneva Training Center is in the IATA office, adjacent to the Geneva Airport.
1.4 Security Clearance at the IATA Geneva 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.

Reception opening hours are Monday to Friday from 08:00 to 18:00.

2. About the IATA Training Center

2.1 Building Reception Desk

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

2.2 Wireless Internet Access

Complimentary wireless internet access is available on the 4th and 5th floor of the IATA Center. There are also two workstations in the training break-out rooms (St Gal 1 & 2) for your training needs. Both workstations have internet access and are linked to a photocopier/printer. Wireless internet access is available at the IATA Training Center. Please ask the Training Coordinator for the username and password.

Please bring your laptops for course purposes, as our offices are not able to provide them. Please ensure that your laptop is properly configured for Wi-Fi access, as the IATA IT staff cannot provide support on external laptops.

Please remember to bring your laptop cables and adaptors to connect to the Swiss plugs as none are available in the Training Center. If you do not have an adapter, you can purchase one at the airport.

2.3 Smoking

Smoking is not permitted anywhere in the IATA Office. Smoking is permitted only outside the building on the ground floor.

2.4 Dress code

Suggested dress for classroom courses is business casual. As the Training rooms are air-conditioned, we strongly suggest that you bring a jacket or 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 can be placed outside the IATA Training Rooms. However, as this is an open space, kindly note that items left in this area are unattended.

2.7 Travel Arrangements

Please ensure that you obtain all required visa, health and insurance documents well in advance of your course.

2.8 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

2.9 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
3. Other Useful Information

3.1 Visas and Entry Information

Visit the [Federal Department of Foreign Affairs](http://example.com) 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 Flying to Geneva

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:

- [http://www.ville-geneve.ch/](http://www.ville-geneve.ch/)

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 [http://www.iata.org/itdi-paymentlink](http://www.iata.org/itdi-paymentlink). 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 hotel, this includes hotels with special rates for IATA Training participants. It is highly recommended that you make a refundable hotel reservation.

4.2 Recommended Hotels

IATA has negotiated special rates* in Geneva with IHG (Crowne Plaza 4* or Holiday Inn 3*). Please click on this dedicated online reservation link to secure our exclusive negotiated rates for your hotel room as soon as possible. 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, 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 all rates available on the web (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 train station. This is a recently renovated hotel that provides modern business facilities and convenient transport links to the city center.

A free shuttle bus is available between the airport and the hotel from 05:50 am to 11:30 pm daily. Please note there is no shuttle at 12:30am and 6:30pm.

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 you see the hotel on your left.

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 train station.

A free shuttle bus is available between the airport and the hotel from 05:50 am to 11:30 pm daily. Please note there is no shuttle at 12:30am and 6:30pm.

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 other side of the road.
5. Getting Around in Geneva

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

- Free public transport in Geneva during your stay
  Visitors arriving by plane can obtain a free ticket from the ticket machine in the baggage claim area. This ticket allows you free access to public transport in Geneva for a period of 60 minutes. Visitors staying at a hotel in Geneva will receive a free public transport pass upon check in. The pass is valid for the entire duration of your stay.

- Train
  All trains 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.

- Bus
  Bus numbers 5 and 10 will take you from the airport to the city center. The travel time is approximately 20 minutes (see http://www.tpg.ch/en for more details or download the TPG app).

- Taxi
  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.
6. Where to Eat

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

6.1 At and near the IATA Office

There is a café located on the 5th floor of the IATA building. IATA Training participants are offered free coffee and tea. For lunch you are welcome to visit our restaurant on the 5th floor from 12:00m 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.

6.2 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 Remour** (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

7. 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.

7.1 Tourist Attractions

- United Nations
- Geneva's lakefront, including *Jet d’eau* and flower clock
- Geneva’s old town
- Place Neuve

7.2 Museums

- Art and History Museum 9
- 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

7.3 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
8. In case of Emergency

8.1 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

8.2 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

8.3 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

8.4 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

8.5 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
9. **IATA Training Policies**

9.1 **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.

9.2 **Training Policies**

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

9.3 **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.

9.4 **Complaints Process**

If you would like to make a complaint to IATA Training, please submit your complaint through our Contact Us form. Your training experience is very important to us. Please include the title 'Complaint' in the Enquiry section of the form and we shall prioritize your message.