

## Tourist information point opened at Helsinki Airport

**A tourist information point has been opened at Helsinki Airport. It will provide regional tourist information, especially for foreign tourists. The information point will also act as a gateway to the rest of Finland. The tourist information point is located in arrivals hall 2A in terminal 2.**

The tourist information point located in the airport is a joint project of the entire Helsinki region. The tourist information point, which has proven to be popular from the moment it was opened, is unique in its form of cooperation, as it is being funded by three different cities.

The cooperation partners are the cities of Helsinki, Vantaa and Espoo and Uusimaa Regional Council. The info point is also supported by the Finnish Tourist Board (MEK) and Finavia.

“Around 300 passengers a day ask for tourist information and if passengers who use the info point independently are included, then this demonstrates the clear demand for this type of service,” says Finavia's Incoming Sales Manager **Thomas Kingelin**.

“The info point complements Helsinki Airport’s other advice services for foreign air passengers and also serves the international development of Helsinki Airport.”



## Material in as many as 11 different languages 24 hours a day

Passengers can get regional tourist information around the clock. Three permanent tourist information officers work at the info point, as well as part-time workers, from Monday to Sunday between 10:00 a.m. and 8:00 p.m. Material is available, and the information terminals for searching for tourist information can be used 24 hours a day.

The info point also has two wide screen television projectors: one shows tourist information updated from the Internet and the other shows slides of the neighbouring cities. The materials and brochures are available in several languages. For example, information on Helsinki is available, if required, in 11 different languages, including Chinese and Japanese, and with Korean available in the future.

The information counter provides good and reliable tourist information to tourists and transit passengers. Passengers look for ideas on what can be done in the immediate surroundings.

“Some air passengers have a few hours to change planes and they want to know what they should do during that time. Others have a few days reserved for travelling in Finland, so can fit in more into their itinerary,” says **Sanna Salonen**, one of the tourist information officers working at the airport's tourist info point.

In addition to tourist information, customers can buy a Helsinki Card from the info point. The intention is to develop the services so that in the future, the info point can organise travel packages for those who are interested as well as sell various stop-over products, such as sightseeing tours and day trips to the neighbouring regions.

The tourist information point also offers cooperation partners the opportunity to arrange a ‘welcome desk’ during congresses, which would bear the visual image of the congress and give out material.

