**Logistics Note**

**UNEP DTU Partnership**

UN City Copenhagen, Denmark

**Contact Information:**

In case of **emergency** you can contact:

Pia Riis Kofoed-Hansen: [pirh@dtu.dk](mailto:pirh@dtu.dk), +45 9351 1624

This document answers commonly asked questions and provides a range of information to facilitate your visit to UN City Copenhagen.

**Venue: UN City Copenhagen**

The UN City Copenhagen is located on Marmorvej 51, 2100 Copenhagen Ø**.**



**Security at the UN City**

Upon arrival you will be registered at the security gate and allowed access to the UN City. Please be sure to bring your passport, as you will need a **photo ID**. As part of the safety procedure, you will walk through a metal detector and the guards will scan your bags. Please allow 15-30 minutes for the security screening.

Your arrival will already have been announced to the gate, but should there be any problems the guards will call the organisers and entry to the UN City will be facilitated by the reception staff.

After having entered the premises, you will need to register at the reception desk in the lobby where a name tag will be issued for you. We kindly require that you wear this visibly so that you are not approached by security and asked for identification during your stay. Please wait in the reception for a UDP staff member to meet you and accompany you to the designated meeting room for your stay. Please note that movement is restricted to the ground floor unless accompanied by a staff member.

We apologize for any inconvenience but trust that we have your understanding about the fact that the above rules have been implemented to protect staff and guests visiting the UN City.

**In case you are arriving late, kindly let us know in advance. You will not be able to enter the UN City unaccompanied by UN City staff.**

**Notes for visitors**

***WiFi***

Visitors have access to the "UN-City-Guest" wireless network:

Username: guest

Password: uncity2013​

***Coat stands/wardrobe***

Unattended coat stands are available in the basement. Suitcases may be stored safely in this area too. Please contact the reception staff on this issue.

***Conference rooms***

All auditoriums and meeting rooms are located on the ground floor and in the basement.

***Smoking***

The UN City is a non-smoking area and smoking is strictly prohibited inside the building. A designated smoking area is located outside the building at the tip of Finger 9. You will need your guest badge to re-enter the building. Please dispose the cigarette butts appropriately.

**Transportation**

Copenhagen has a well-developed public transport system, allowing for effective transit between airport and hotels, as well as hotels and the UN City. If you wish to plan your own travels by public transport, it can be done via the flowing link: [Journey Planner](http://www.rejseplanen.dk/).

**From Copenhagen International Airport to City Centre**

To get from Copenhagen Airport to the city centre you can either take the Regional train to Copenhagen Central Station (København H) or the Metro to Nørreport or Kongens Nytorv.

***Regional train to Copenhagen Central Station (København H):***

The train station is located in Terminal 3. To get to København H, take the regional train (direction: Helsingør (Elsinore) or Nivå St.) and disembark at København H.

The train leaves every 20 minutes and takes about 25 minutes to reach København H.

**Please note** that journey tickets have to be bought **before** you board the metro/train. Automatic ticket machines are available at the airport; you will need a three zone ticket from the airport to the city centre.

***Metro to Nørreport or Kongens Nytorv:***

The metro station is located in Terminal 3, at the very end. On arrival, you need to go past the airline check-in counters and up the escalators.

In order to get to Nørreport or Kongens Nytorv, you have to take line **M2** (direction: Vanløse).

The metro operates day and night and departs from the airport with 2-6 minutes intervals. It takes between 10-15 minutes to reach Nørreport and Kongens Nytorv.

**Please note** that journey tickets must be bought **before** you board. Automatic ticket machines are available at the airport; you need a three zone ticket from the airport to the city centre.

**From Copenhagen City Centre to the UN City**

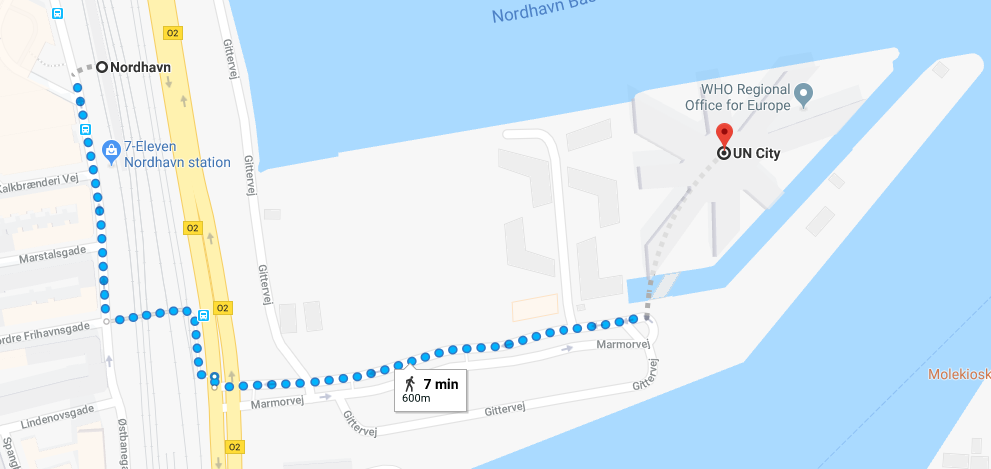
***København H and Nørreport:***

To get to the UN City from København H and Nørreport, you need to take one of the following **S-trains** to Nordhavn Station:

* the A-line (direction: Hillerød St.)
* the B-line (direction: Farum St.)
* the C-line (direction: Klampenborg St.)
* the E-line (direction: Holte St.)

The S-trains are bright red and are identified by a big S-sign on the platform ( ). The trains depart with 2-5 minute frequency and travel time to Nordhavn St. is between 5-10 minutes.

From Nordhavn Station there is an 8-10 minute walk (600m) to the UN City.



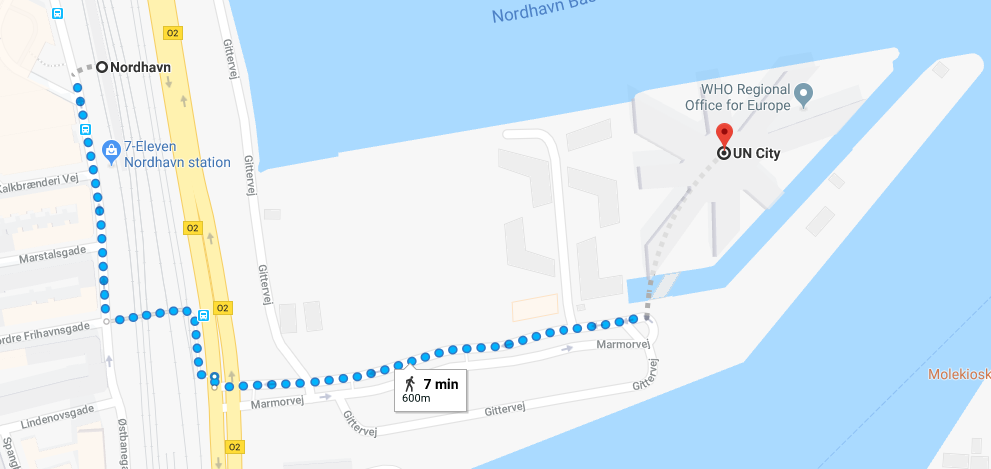
***Kongens Nytorv:***

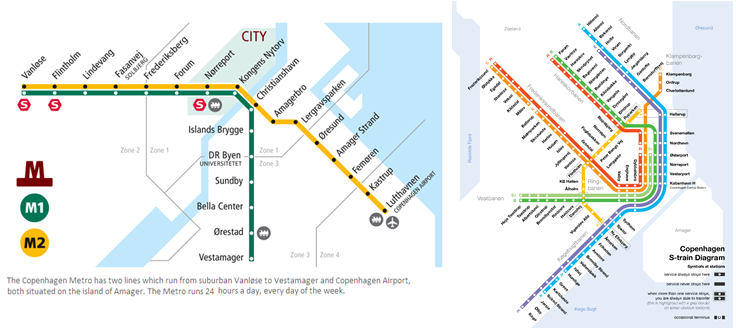
To get to UN City from Kongens Nytorv, you have to take the metro line **M2** (direction: Vanløse) and disembark at Nørreport (1 stop). At Nørreport you need to change to one of the following **S-trains** and get off at Nordhavn Station.

* the A-line (direction: Hillerød St.)
* the B-line (direction: Farum St.)
* the C-line (direction: Klampenborg St.)
* the E-line (direction: Holte St.)

The S-trains are bright red and are identified by a big S-sign on the platform ( ). The trains depart with 2-5 minute frequency and travel time to Nordhavn Station is around 5 minutes.

From Nordhavn Station there is an 8-10 minute walk (600m) to the UN City.



**Visa**

**The guidelines for visa applications can be obtained from the website for the Danish Ministry of Foreign Affairs (**<http://um.dk/en/travel-and-residence/short-stay-visas>**).**

***Who needs a visa for Denmark – and what are the requirements?***

Detailed information about the Danish visa rules, including which foreign nationals need visas, can be obtained from the website of the Danish Immigration Service <https://www.nyidanmark.dk/en-us/frontpage.htm>).

**Banking and Danish currency**

The Danish currency is the Krone (Crown) which is made up of 100 Øre. Denmark does not participate in the single European currency (EURO). Some places accept Euros, American Dollars, Norwegian and Swedish Kroners, but please note that the exchange rate is not to your benefit. Larger banks with ATMs in many parts of Copenhagen are Danske Bank and Nordea. There is also an ATM in the UN City.

The banks usually stay open from 10:00 to 16:00 Monday to Friday. Outside opening hours, cash can be obtained from the numerous ATMs. Most banks have these machines outside in the street and all major credit cards are accepted (be sure to have a PIN). The most common credit card in Denmark is the Visa card.

**Visitor information**

***Emergency number:***

Life-threatening emergency: **Call** **112**

The European emergency number 112 is the only emergency number in Denmark.

It is possible to call 112 from a mobile phone even without a SIM card.

112 calls are answered on average within 13 seconds.

In addition to Danish, the calls are answered in English, Swedish and Norwegian.

***Information:***

Telephone information service: Call 118

***Taxi:***

Taxi service: +45 4848 4848, +45 3535 3535, +45 3231 3231

***Lost Property Offices:***

For lost luggage or other possessions:

* On a plane: please contact the relevant airline or Copenhagen Air Service in the terminal area. The [website](https://www.cph.dk/en/customer-service/lost-and-found/) also keeps a list of registered lost items.
* On the bus: call MOVIA Service centre: +45 36 13 14 15.
* On the train: call Danish Railway (DSB): +45 70 13 14 15.
* On the metro: call Metro Customer Services: +45 7015 1615

Lost property is kept at terminal stations for up to 7 days and subsequently handed over to the police. In the Copenhagen area, please contact the police at +45 3874 8822 or by email: [kbh-hittegods@politi.dk](mailto:kbh-hittegods@politi.dk).

***Consultancies and embassies***

For further information, one may want to visit the following link for a complete contact [list of the foreign diplomatic missions](http://www.thecopenhagenbook.dk/index/embassies.aspx) represented in the Denmark.

***Where to eat in Copenhagen***

For information on places to eat in Copenhagen, please visit the following link [here](http://www.visitcopenhagen.com/copenhagen/gastronomy/eat-drink).

***Tipping***

Restaurant bills and taxi fares include service charges in the quoted prices.

**Other information**

Time zone: Central European Time (CET) (GMT +1)

Currency: 1 DKK = 0.135 Euro / 1 DKK = 0.153 USD

Telephone country code: +45

Power voltage: 230 V, 50 Hz.

Climate: Moderate climate zone

Average temperature in April: Day 8°C, Night 3°C.

Further information for visitors can be found on the website of the City of Copenhagen, [Visit Copenhagen](http://www.visitcopenhagen.com/).

***Customs & VAT***

Danish prices include 25 % Value Added Tax (VAT). It is refundable to persons who are non-EU residents and who are travelling to a non-EU destination. Repayment of Danish VAT can only be made to persons residing outside the EU, and who are travelling to a non-EU country. The amount can only be paid out in Denmark if Denmark is the last EU destination before your home country/the final destination.