SPECIAL INTEREST VISITING PROGRAMMES IN HELSINKI 2014

The Travel Experience is the official handling agent for all special interest and technical visit products of VisitHelsinki. For those special interest groups which need visa support we will send it as per agreement with the VisitHelsinki.

As a full service Destination Management Company, The Travel Experience will be happy to offer your special interest groups with accommodation, transfers, excursions, meals and other travel related services as well.

Request for special interest visit:
In order to minimize the time of handling the special interest visiting request, all requests should have following information when sent to The Travel Experience:

1. Requested visiting place or area of interest (as much information as possible)
2. Purpose of the visit (aim of the group’s visit, what group would like to learn?)
3. Date of visit (+ time if specific request)
4. Name of the delegation
5. Number of people
6. Name list with titles and company the person is representing

Please note that the handling of each visit request may take even a week or more.

Visa support:
Visa support letters can be sent as follows:
- 1 visit max 3 days support / 2 visits max 7 days / 3 visits max 10 days

Schedule and travel route should be included in invitation letter and it must comply with the actual final itinerary, otherwise the group’s entrance to Finland may be stopped by the authorities.

Please allow enough time for visa procedure! Please note that The Travel Experience and VisitHelsinki cannot guarantee the group will get visa to Finland with the letter.

The Reference Letter (eg. for passport application) and the Invitation Letter (for visa application) requirements:

1. full list of names of participants with:
2. date of birth
3. sex
4. company the person is representing
5. title of the person in the company

Reference and Invitation letters are included to the handling fee.

Important Note: The reference letter is not a valid document for Visa Support. The final invitation letter will be sent once the final dates and details for the visit have been finalized. If the delegation has not got the final invitation letter their entrance to Finland may be stopped by the authorities. Finland’s Border Control authorities will check the validity of Invitation Letters by contacting The Travel Experience/Visit Helsinki. In cases where the group travel programme does not match the visits detailed in the Invitation Letter the Border Control authorities have the right, and will exercise the right, to refuse entrance of the group to Finland and the Schengen area.

Reference letter fees and conditions:

100 EUR non-refundable charge for the Reference letter will be deducted in the final invoice for the group. The reference letter is not a valid document for Visa Support. All groups will still need the final Invitation letter once the dates have been fixed. The reference letter fee is to be paid before starting the final meeting arrangements, however latest on 14 days from issuing it.

Cancellation and change fees:
If the visit has already been requested by the buyer for a certain date and the arrangements confirmed to be started by The Travel Experience (with or without an Invitation Letter for visa support), the following fees will apply (per visit):

- Request cancelled more than 5 working days prior: 150 €
- Cancellation fee less than 2 to 5 working days prior: 220 €
- No show or last minute cancellation: full visiting fee
- Change fee 150 €
If the buyer or its representative such as travel agency or tour operator, has forgotten to inform Helsinki City and its Handling Agencies that the group did not get visa, the visit is regarded as final. The buyer or its representative should inform all the time Helsinki City and its Handling Agencies if there occur any changes in the group. The cancellation fee applies even if the group is not granted the visa.

Payment conditions:

Technical Visit arrangements will be invoiced by The Travel Experience and are subject to payment by bank transfer by the due date on the invoice, prior to arrival of the group. If the invoice has not been paid by due date, there will be 30 ℓ penalty fee / every reminder. If payment is not received in time on our bank account, we reserve the right to cancel the visit and charge full cancellation fee.

Language of the visits:

Lectures are available in English and in Finnish, some also in Swedish. Helsinki City Presentation and City Planning Presentation are available in Chinese and Japanese as well. City of Helsinki new areas is available in several different languages.

Other services:
The Travel Experience is a full service DMC. We would be pleased to provide your group with full tour programme including: accommodation, interpreter, guide, transfers and meals. Please ask for offer.

Please note that in general handling time for visit requests is two weeks. Due to the holiday season from mid June until the end of August, some of the visiting programmes may be difficult to arrange for that period or immediately after it.

SUGGESTED SPECIAL INTEREST PROGRAMMES:
All fees are NET, in euros and per group including VAT (if not otherwise stated).

Helsinki City Presentation 335 ℵ (including lecture fee and handling fee)
A presentation of the Helsinki City and its different forms of activities.
Duration: 1 hour
Seasons: Year round, between 9:00-16:00 on working days.
Group size: Maximum 40 persons
Status of visitors: Professional background, representatives and decision-makers of cities, students, media representatives.

Helsinki City Planning Presentation 370 ℵ (including lecture fee and handling fee)
A presentation of the Helsinki City Planning Department
Duration: 1.5 hour
Seasons: Year round, between 9:00-16:00 on working days.
Group size: Maximum 40 persons
Status of visitors: Specialized personnel and urban decision-makers, students, media representatives.

Development of new districts in Helsinki 675 ℵ (incl. handling fee and lecture / tour fee)
In the forthcoming decades, Helsinki will expand faster than ever before and is one of the fastest growing metropolitan areas in whole Europe. The City of Helsinki is responsible for the development and aims to build quality neighborhoods where people can enjoy both work and leisure. New districts include Kalasatama (former harbor), Jätkäsaari (former cargo port), Arabianranta (art and design area) and Viikki (ecological living combining science and nature). Arabianranta and Viikki areas are mostly ready whereas at Kalasatama and Jätkäsaari the construction has recently started. Tour includes either visit to one or two new districts.
Duration: 2-2.5 hours
Seasons: Visiting time between 9:00-17:00 on working days.
Languages of presentation (available on request): English, Finnish, Swedish, German, French, Chinese, Japanese
Group size: max 20 persons
Status of visitors: Professional background
Please ask separate offer for coach service!

Health Technology 420 ℵ (handling fee) + lecture fee starting from 300 ℵ NEW!
Finland has a high-quality health care system and the country also boasts a large number of health technology professionals. Health technology companies operating in Finland are highly specialized, and several rank among the largest in their field. For decades, the country's dynamic health technology industry has been innovating and developing technology solutions for the global market - helping millions of people around the world and employing tens of thousands of people in Finland.
Visit to a local health technology company in Helsinki metropolitan area according to the interest of the visitors.
Duration: 1-2 hours
Seasons: Year round
Group size: Maximum 15 persons
Status of visitors: Professional background or with influential status in the field

Cleantech 420 € (handling fee) + lecture fee starting from 300 € NEW!
Finland has often been rated as one of the world's leading countries in the environmental sector. Cleantech is fast becoming the cornerstone of the Finnish economy and it is one of Finland's economic policy priorities. There are approx. 10,000 cleantech companies in Finland and many of them are located in the Helsinki metropolitan area. Many Finnish companies are already global leaders in energy efficiency, clean industrial processes, and bioenergy. Other key sectors are analysis and automation, renewable energy, water and wastewater treatment, waste management, and emissions reduction.
Visit to a local cleantech company in Helsinki metropolitan area according to the interest of the visitors.
Duration: 1-2 hours
Seasons: Year round
Group size: Maximum 15 persons
Status of visitors: Professional background or with influential status in the field.

Food safety: 420 € (handling fee) + possible lecture fee NEW!
Finland is recognized for strong commitment to food safety. The quality and safety of foods produced and consumed in Finland is internationally of high standard. The best technological expertise often lies in private companies which, focusing on their core competency can provide the best available solutions for building a successful food chain.
Possible visiting places are Food Traceability & Safety Technology Center or members of Food Safety Management Finland association.
The Food Traceability & Safety Technology Center introduces Finnish food safety companies’ solutions and demonstrates the utilization of the technologies throughout the different stages of the food supply chain, from raw material sources to the consumer. Food Safety Management Finland is an association of food safety experts that promotes the cooperation and internationalization of its member companies. Association members produce a wide variety of food safety-related products and services for the use of companies operating in the food industry.
Duration: 1-2 hours
Seasons: Year round
Group size: Maximum 15 persons
Status of visitors: Professional background or with influential status in the field.

City of Helsinki Department of Social Services and Health Care: Primary Health Care in Helsinki 420 € (handling fee) + 248 € (lecture fee)
Presentation of public primary health care services in Helsinki and visit to a health care facility according to the interest of the visitors. Following themes are possible: Outpatient Care, Hospital Care, Health Stations, Oral Health Care, Home Care or Psychiatry.
Duration: 2-2.5 hours
Seasons: Visiting time between 9:00-15:00 on working days. No visits from 1st of June until 31st of August and from 15th of December until 14th January 2013.
Group size: 5-20 persons
Status of visitors: Professional background in health care or social services and students of the field, decision-makers from cities, representatives of the press and other media.

City of Helsinki Social services and Health Care: Kontula Comprehensive Service Centre 420 € (handling fee) + 248 € (lecture fee)
Lecture about Kontula Comprehensive Service Centre and living and nursing for elderly and a tour in the building.
Duration: 1.5 hours
Seasons: Visiting time is on Wednesdays between 9am ï 4pm
Group size: Maximum 20 persons
Status of visitors: Professional background
Finnish speaking interpreter is required

City of Helsinki Social services and Health Care: Nursing Home of Itäkeskus 420 € (handling fee) + 248 € (lecture fee)
Nursing home of Itäkeskus is a nursing home for elderly with apartments for elderly, places for demented customers in group homes, elderly& day care places and short term care places. Lecture about nursing home and living and nursing for elderly and tour in the building.
Duration: 1.5 hours
Seasons: Visiting time 9am-4pm on working days
Group size: Max 10 persons
Status of visitors: Professional background

City of Helsinki Social services and Health Care: Kinapori service centre 420 € (handling fee) + 248 € (lecture fee) NEW!
Kinapori service centre for pensioners and unemployed offers versatile guided hobby and recreation activities such as wood and metal workshops, porcelain and ceramics works and exercise classes. Service centre supports living at home, offers social intercommunication and prevents social exclusion.
Duration: 1.5 – 2 hours
Seasons: Visiting time 1 pm-4pm on working days
Group size: Max 20 persons
Status of visitors: Professional background in social services or health care and students in the field

City of Helsinki Social services and Health Care: Child Welfare 420 € (handling fee) + 248 € (lecture fee) NEW!
An introduction to Child welfare social work unit and their tasks. Child welfare ensures children’s and young people’s healthy development and wellbeing, safeguards children’s rights and supports parents and other guardians in their upbringing duty. Child welfare services include community care support measures, the foster care of children and children’s and young people’s aftercare. Visit can be arranged to Kallio Child welfare office, Lassila Child welfare office or Oulunkylä Family rehabilitation centre depending on group’s interests.
Duration: 1-2 hour depending on visiting place
Seasons: Visiting time 9 am-4pm on working days
Group size: Max 15-20 persons depending on visiting place
Status of visitors: Professional background in social services or health care and students in the field

City of Helsinki Social services and Health Care: Uusix-workshops 420 € (handling fee) + 248 € (lecture fee) NEW!
The main task of the Uusix-workshops is rehabilitative work for jobless Helsinki residents. There are about 300 people working in the Uusix-workshops, half of them are in the rehabilitation program and the rest being trainees or permanent staff. The leading principle of the Uusix Workshops is use of recycled materials to make new products. In the Uusix-workshops there are eleven workshops: ceramics and jewellery, metal, dressmaking, Painotex, bicycle, woodwork, construction, textile, IT, upholstery and recycling of building materials.
Duration: 2 hours
Seasons: Tuesdays and Thursdays
Group size: Max 15 persons
Status of visitors: Professional background

City of Helsinki Social services and Health Care, Tervalampi Manor, rehabilitation centre: 420 € (lecture fee) + 248 € handling fee
The Tervalampi Manor Rehabilitation Centre, maintained by the City of Helsinki Department of Social Services and Health Care, is a 73-place substance-abuse care facility offering quality substance-abuse care services to men, women and families.
Lecture, questions and discussions and tour at Tervalampi Manor facilities.
Duration: 2-3 hours
Seasons: Mondays & Fridays between 9.00 – 15.30
Group size: 1-40 persons
Status of visitors: Professional background in social services or health care and students in the field, decision-makers from cities, representatives of the press and other media.
Note: Lunch can be purchased from the lunch restaurant (7€ per person)

City of Helsinki Social services, Children’s Day Care Centre: 420 € (handling fee) + 248 € (lecture fee)
Lecture, questions and discussions and tour at day care centre.
Duration: 1-2 hours
Seasons: Mondays & Fridays between 9-12:00. No visits in July or December.
Group size: 5-15 persons
Status of visitors: Professional background in child day care, decision-makers from cities, representatives of the press and other media

City of Helsinki Environment Centre: Environmental Affairs in Helsinki 420 € (handling fee) + 248 € (lecture fee)
An introduction to environmental organization and management in Helsinki (and in Finland). Possibility to visit the Viikki Environment House (the office building with the lowest energy consumption in Finland, completed in 2011) on request.
Duration: 1.5 - 2 hours
Seasons: Visiting time between 8:30-16:00. No visits from 20th June to 11th August or 22nd December to 6th January.
Group size: Maximum 30 persons
Status of visitors: Professional background or with influential status in the field.

HSYWater (HSY Helsinki Region Environmental Services Authority): wastewater treatment in Helsinki 420 € including lecture fee and handling fee
General presentation of HSY Water and Wastewater treatment plant operation
Duration: 1,5 hours
Seasons: Year round. Visiting time between 8:00 – 16:00 on working days.
Group size: Maximum 25 persons
Status of visitors: Professional background or with influential status in the field. Representatives and decision-makers from cities. Representatives of the press and media.
For groups more than 6 persons Finnish speaking guide is needed
City of Helsinki Urban Facts: Development in Urban Statistics and Research: 420 € (handling fee) + 248 € (lecture fee)
The City of Helsinki Urban Facts is responsible for compiling and disseminating statistics and prognoses on the development of the city and its operating environment, as well as maintaining databases and carrying out research necessary for the city. Urban Facts also directs the records and archives management of the City of Helsinki and maintains the central archives of the city. Urban Facts offers the city administration and the general public information service on issues related to statistics, research and the archives.

**Duration:** 1.5 hours  
**Seasons:** Visiting time between 9:00 – 11:30 and 13:00-15:30 on working days.  
**Group size:** Maximum 10 persons  
**Status of visitors:** Professional background (experts and students) or with influential status in the field. Decision-makers from cities. Statisticians, researchers and other experts working with information (producers, users and intermediates).

City of Helsinki: Human Resources Centre: 420 € including lecture fee and handling fee
Human resource policy of city of Helsinki.

**Duration:** 30 min – 1 hours  
**Seasons:** Visits Tuesday - Thursday  
**Group size:** Maximum 15 persons  
**Status of visitors:** Professional background or with influential status in the field.

School visit: German School of Helsinki: 420 € (handling fee) + possible lecture fee
Deutsche Schule Helsinki as part of the educational system of Finland, language school. The school combines the teaching cultures of Finland and Germany in terms of its teachers and curriculum. The school compiles with the Finnish curriculum that has been adapted to that of Germany (Thüringen). The school serves as the resource centre for German-language teaching in Finland, and its task is to promote the teaching of the German language in Finnish schools. The school has approximately 620 pupils, 80% of whom are Finnish.

Presentation of school, meeting with teachers and pupils, and attending classes.

**Duration:** 1-2 hours  
**Seasons:** January 1 – mid May 2014, End of August 1 – mid December 2014.  
**Group size:** Maximum 20 persons  
**Status of visitors:** Principals, teachers, school administrators, education students, language professionals.

School visit: Lauttasaari comprehensive and upper secondary school: 420 € (handling fee) + 186 € (lecture fee)
Lauttasaari comprehensive and upper secondary school is an independent school. There are about 700 students in the school, 350 in the comprehensive school and 350 in the upper secondary school. Visit includes a presentation of the school and Finnish school system, meeting with teachers and pupils and attending classes.

**Duration:** 2.5–4 hours  
**Seasons:** Visiting time from Monday to Friday between 8:15 – 14:25 in January 1 – mid May 2013, End of August 1 – mid December 2013.  
**Group size:** Maximum 20 persons  
**Status of visitors:** Principals, teachers, school administrators, education students.

The Finnish National Board of Education (FNBE): 420 € (handling fee) + lecture fee starting from 1000 €
FNBE is responsible for the development of pre-primary education and basic education, general upper secondary education, vocational education and training, formal adult education and training, liberal adult education (incl. folk high schools, study centres, summer universities) and extracurricular basic education in arts. Lecture can be arranged according to the visits or requests.

**Duration of lecture:** 1-2 hours  
**Seasons:** Visiting time between 9:00 – 16:00.  
**Group size:** Maximum 90 persons on lecture.  
**Status of visitors:** Principals, teachers, school administrators.

Library visit: Helsinki City Library 420 € including lecture fee and handling fee
Visit to one of the libraries in Helsinki with presentation of the Helsinki City Library and the Finnish Library system in general.

**Duration:** 1-1.5 hours  
**Seasons:** Visiting time between 10:00 – 18:00 on working days.  
**Group size:** Maximum 15-30 persons per group depending on the library.  
**Status of visitors:** Professional background (librarians and other experts, teachers, students, architects) or with influential status in the field. Representatives of the press and media.

Parliament of Finland 420 € including lecture fee and handling fee
A guided tour in the Parliament House.

**Duration:** 45 minutes  
**Seasons:** Visiting time between 9:00 – 16:15 on working days  
**Group size:** Minimum 6 persons, maximum 25 persons.  
**Status of visitors:** Everyone interested in Finnish Parliament and Parliament House.
Nokia Flagship Store 420 € including lecture fee and handling fee
A guided tour of the Nokia Flagship Store Helsinki in Aleksanterinkatu. A short introduction to Nokia Flagship store. Presentation of Nokia gear and solutions. The tour includes testing the newest Nokia mobile telephone models and guidance in using them.
Duration: 15-20 minutes
Seasons: All year round, on request
Group size: Maximum 20 persons
Status of visitors: Professional background, decision-makers of cities, representatives of the press and other media.

Visit at a Finnish Home: 225 € (handling fee) + 414 € (family visit fee) per each group of max 10 persons
Finnish Lifestyle experienced with a host. Hosts are private persons in different professions and life situations. The visit includes refreshments. Options: 1) Visit to one home or many different homes 2) Sauna introduction in private houses: Finnish sauna habits told by a host. 3) Visit to Finnish Home to see some Finnish Design products in use.
Duration: 1 1.5 hours excluding transfer times.
Seasons: All year round, on request
Group size: Maximum 10 persons visiting one family
Status of visitors: Anyone interested in the Finnish everyday life.
Note: Transfers, translator service, lunch or dinner can be arranged for extra charge

Following visits and lectures will also be available in 2014:
Visit to Helsinki Music Centre
Design industry in Helsinki
School visits in surrounding cities of Helsinki
Furniture and woodworking industry (in Lahti)
Environmental technology (in Lahti)

The following lectures have special rates and conditions:

Finland and the Nordic welfare system and development
Human resources management in Finland
Police and public security services in Finland
National and local financial and tax policies, systems and management in Finland
E-government in Finland
E-commerce and internet marketing in Finland
High Technology and innovation policies and development in Finland
Information technology and development
Investment policies and opportunities in Finland and EU
Cross Cultural Business Communication between East and West
Energy, energy management and power supply in Finland
Legal, court and Judicial system in Finland

Handling fee 225 € + lecture fee starting from EUR 744 including also interpreting (Chinese)
Cancellation and change fees:
* Request cancelled more than 16 working days prior: 336 ú
* Request cancelled 15-10 working days prior: 150 ú + 50 % of the lecture fee
* Request cancelled 9-1 working days prior or no show: full visiting fee
* Change fee: 336 ú
Note: If the lecture is postponed, the limit for the postpone period is up to 20 working days (4 weeks) starting from the original event date. Otherwise, new reservation needs to make.

ALL OTHER VISIT REQUESTS:
Visits to other city departments:
Handling fee 420 ú / visit (1st and 2nd visit) + possible lecture fee
Please note if you book 3 or more visits for the same group the handling fee of 3rd /4th-visit will be discounted to 310 € / visit (starting from 3rd lecture) + possible lecture fee
Visits to private companies:
Handling fee starting from 600 ú + possible lecture fee.