Information for visitors to WHO Headquarters

How to Get to WHO
WHO headquarters building is situated at the end of Avenue Appia on the outskirts of Geneva, about three kilometres from the centre of town and about one and a half kilometres from the Palais des Nations.

Taxis
Most Geneva taxi drivers know the headquarters building as “OMS” (Avenue Appia).

There are taxi stands located at almost all main squares in Geneva and outside the Palais des Nations. Taxis can be called by telephone by dialling the following numbers: (022) 320 20 20, (022) 320 22 02 and (022) 33 141 33. It takes about ten minutes to get to WHO from the airport or from the railway station (depending on traffic).

Bus Service
From Monday to Friday, WHO can be reached by bus “8” - with the destination board indicating OMS. It runs from Veyrier and WHO via Rive (the centre of town) and the Place Cornavin (railway station).

With effect from January 2008, you can pick up a free ticket for public transport from the machine in the baggage collection area at the Arrival level. This Unireso ticket, offered by Genève Aéroport, allows you to use public transport in Geneva free for a period of 80 minutes.

As of January 1st, 2007, all visitors staying at a hotel, youth hostel or camping in Geneva can benefit from the Geneva Transport Card, with no additional cost. This personal and non-transferable pass is established upon the visitor’s check-in in the hotel, youth hostel or camping of his (her) choice, enabling its holder to use of the entire public transportation network without restriction (bus, train and boat), with validity for the entire duration of his (her) stay including the departure day.

There is limited number “8” bus service to WHO on Saturdays, Sundays and public holidays. As an alternative, the “F” bus service runs from the Place Cornavin to Ferney Voltaire/Gex (France), stopping at the Vy-des-Champs next to the IOM building. The “F” bus runs on Saturdays and Sundays as well as during the week every 30 minutes.

Bus “28” runs from Jardin Botanique to Parfumerie every day, passing all major international organizations. It departs Jardin Botanique every 20 minutes during the week and every 25 minutes on weekends.

Bus timetables are displayed at bus stops, or you can view them online [http://www.tpg.ch/fr/index.php](http://www.tpg.ch/fr/index.php).

Parking
Parking space is very limited and visitors are encouraged to use public transportation. The general traffic regulations and rules for parking in the WHO grounds or their immediate vicinity are the same as those in force throughout Switzerland. Motorists are requested to follow the instructions of the guards as well as the various traffic signs. In the event of an accident, the guards, or in their absence, the usher on duty at the main entrance, are responsible for the organization of first aid. The number for emergencies is 11117.

Headquarters Facilities
Smoking is not permitted in the WHO buildings.
Take the utmost precautions with all personal property.
WHO will not be responsible for the loss of personal objects left unattended at meetings.

Main Reception Desk
The usher at the main reception desk will provide information to visitors in connection with conference rooms and other facilities available in the building, and will also order taxis.

Coat stands
A number of unattended coat stands are available in several parts of the building, i.e. near the main entrance, outside the Executive Board room and all other conference rooms, and in the restaurant.

The Organization cannot accept responsibility for coats or belongings left at coat stands. Please do not leave your valuables, especially briefcases and laptop computers, unattended due to thefts.

Facilities for Persons with Disabilities
The main building and annexes, with the exception of the upper level of Annex V and X, are all accessible to persons in wheelchairs; pavement kerbs having been replaced by ramps wherever necessary, including at the bus stop. Four parking spaces in Parking P.4 near the entrance to Annex L are reserved for persons with disabilities.

Post Office and Telephones
Post Office
The Post Office is on the lower level of the main hall and open Monday to Friday, 8:30 to 16:30. It provides full postal, telegraph and telephone facilities.

Telephone
Internal calls - dial the desired number as the dialling tone is heard. The staff of WHO may be reached directly from outside by dialling 022 79 + 5 digit extension number of the person concerned.

Palais des Nations: Dial 97 + 5 digit extension number required or dial 0 and then (022) 917 12 34 to reach the UN operator.
For other specialized agencies, dial 0, then:

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<thead>
<tr>
<th>Agency</th>
<th>Phone</th>
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<tbody>
<tr>
<td>HCR</td>
<td>(022) 739 81 11</td>
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<tr>
<td>WIPO</td>
<td>(022) 338 91 11</td>
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<tr>
<td>ILO</td>
<td>(022) 799 61 11</td>
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<tr>
<td>WMO</td>
<td>(022) 730 81 11</td>
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<td>IOM</td>
<td>(022) 717 91 11</td>
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<td>WTO</td>
<td>(022) 739 51 11</td>
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<tr>
<td>ITU</td>
<td>(022) 730 51 11</td>
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All private calls (local, inter-urban and international) can be made from the Post Office.

**Bank**

There is a branch of the Union de Banques Suisses (UBS), that handles routine banking and exchange operations. It is located on the ground floor of Annex L. It is open from 8:30 to 16:30 non-stop from Monday to Friday.

**Travel Agent**

There is a American Express Travel Agency, open from 8:30 to 16:30 Monday to Friday.

**WHO Restaurant, Cafeteria and Ritazza**

The restaurant is open from 11:30 to 14:00, Monday to Friday. It provides fixed menus as well as à-la-carte menus.

The cafeteria offers 3 different “plats du jour” in addition to a vegetarian and a daily special dish as well as a selection of hors-d’oeuvres and desserts, at moderate prices. It is open from 11:30 to 14:00 Monday to Friday.

The Bar-a-café coffee shop is open from 8:00 to 16:30 from Monday to Friday, with sandwiches and small salads available.

There is also a cafeteria on the ground floor of the M Building, open from 8:00 to 16:00. Vending machines for snacks and hot and cold beverages are located throughout the main building and in the annexes.

**WHO Library**

Situated on the lower level of the main hall, the WHO Library is open from 9:00 to 16:00 from Monday to Friday. It contains a complete collection of all publications and documents issued by the Organization, both at headquarters and in the regional offices, since its inception as well as other journals.

**CyberCafe**

Visitors wanting to access the public Internet can use the CyberCafe, or alternatively use their own notebooks or PDAs to connect from public areas within the WHO HQ campus. The CyberCafe is available for general internet use. Located above the Library in the main hall, the CyberCafe has twenty internet workstations loaded with Windows 7 and Office 2010.

Wireless internet access is available in the cafeteria and in the main hall of the HQ building near the mezzanine level.

**Medical Services**

Emergency 11114. The Medical Service is available to participants in meetings needing urgent medical attention. It is located on the second basement (Executive Board room level).

Participants wishing to consult the staff physician may obtain an appointment through the secretariat of the Service (tel. 13040). In addition, the nurse can administer injections on presentation of a medical prescription.

The Medical Service is open from 8:15 to 12:00 and from 13:00 to 16:00 from Monday to Friday. (Please note that this is not a walk-in clinic, call before to ensure satisfactory service.)

**Visiting France**

Participants who wish to visit France should obtain a Schengen visa before they leave their home country as visas are **not** available upon arrival.

*Please note that the information contained in this note is a guide only and is subject to change.*