

STAYING SAFE IN STOCKHOLM

Welcome to Stockholm and Nordic Sea Hotel! Compared with many other cities, Sweden's capital is relatively safe in terms of incidents such as thefts, violent crime, natural disasters or the risk of being cheated in a shop. However, your personal safety during your stay also depends on many other factors, and even in Stockholm a combination of bad luck and carelessness can turn an enjoyable visit into a disappointment. The hotel management and I have compiled some useful advice to help you avoid running into difficulties.

Have a safe and enjoyable stay in Stockholm!



Richard Buske
Security Manager

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LUGGAGE

By travelling with functional, robust and sufficiently large suitcases, you can avoid carrying things in your hands. Ensure that your suitcases have secure locks – including your hand luggage – and, ideally, attach a luggage strap to checked-in suitcases. Always keep the baggage claim ticket which you are given at check-in in case your luggage goes astray. Your suitcases should be clearly labelled with the hotel's name, address and telephone number. Also label your suitcase on the inside with your own name, contact details and address details.

Looking after and keeping an eye on your luggage is of the utmost importance in terms of security. This is particularly true at airports, train stations, bus stations and restaurants, and in the hotel lobby. Never leave your luggage unattended in a public place. Nor should you allow anyone other than official uniformed staff to handle your luggage. If you are travelling with others, you can help to look out for each other's luggage.

FIRE AND EVACUATIONS

An evacuation plan can be found in your Nordic Sea Hotel room. Please take a couple of minutes to familiarise yourself with your evacuation route. You can also memorise or write down the number of doors from your room to the emergency exit so that you can find your way more easily if you need to evacuate in the dark.

THE HOTEL

Of course, we do everything we can to make your stay at Nordic Sea Hotel as safe as possible – if there's anywhere in Stockholm you should feel safe, it's here! However, we'd still like to offer some advice which it may be wise to keep in mind while staying with us or at other hotels in Stockholm:

- Keep an extra close eye on your luggage when arriving and leaving, including in the hotel lobby. Remember that you are responsible for your own luggage at all times.
- If you are travelling in a large group, it may be worth staying in rooms which are close to each other. Wherever possible, we will help you to change rooms to suit your requirements.
- "Double locking" is good practice: leave your locked luggage locked in your room.
- Always leave your room key in the same place when in your room – ideally by your bed – so that you don't have to look for it in the event of an emergency.
- Never keep your key card in the same place as your room number.

CULTURAL DIFFERENCES

A little knowledge doesn't take up any luggage space, so read up on Swedish business and social habits in order to avoid any misunderstandings if you come from a culture which is very different from Sweden. In general, Sweden is an open and straightforward country when it comes to religion, social codes and other habits, but any major cultural differences can of course lead to embarrassing and unnecessary situations which can be avoided with a little prior knowledge.

FOOD AND DRINK

From a medical point of view, Sweden is a clean and safe country in which to eat and drink. Even street food vendors are checked by the authorities, ensuring that the food they sell meets a high level of hygiene.

However, just as in most other cities, you should not leave your glass unattended in restaurants and bars to avoid any risk of being poisoned or drugged.

MEDICINES AND HEALTH

Always keep your medication in its original packaging to avoid any misunderstandings at border controls when arriving in Sweden. It may be worth keeping a card in your wallet with your personal medical details, such as any medical conditions, your blood type and who is responsible for any medical costs. If you wear glasses, it is also a good idea to bring a copy of your eyesight prescription in case you need to buy new glasses during your stay.

TRAVEL PLANS

It is a good idea to draw up a plan detailing your destination and any stop-off points, and leave this with a colleague or a relative. If you have a contact person at your destination, you should also give this person a copy of your travel plan. Having a travel plan allows you to rest assured that someone always knows where you should be and can raise the alarm if something unexpected happens to you.

ILLNESS

Find out about what cover you have and your rights to emergency healthcare as a foreign visitor in Sweden. Many countries can issue documents which give entitlement to emergency healthcare on the same terms as for Swedish citizens. If you fall ill but it is not an emergency, you should contact the Nordic Sea Hotel reception in the first instance and we will help you.

Make sure you receive a doctor's note if you visit a doctor or a hospital, and save all receipts detailing your expenses. In the event of serious illness or an accident, contact SOS International for help with payment guarantees, arranging transport home, etc.

SOS International, Copenhagen, Denmark

Telephone: +45 70 10 50 50

Fax: +45 70 10 50 56

E-mail: sos@sos.dk

THEFT

One of the most common crimes experienced by travellers is bag snatching and the theft of cash/credit cards. Unfortunately, Stockholm is no exception. Pickpockets often work in groups in crowded areas. One of the people in the group often has the job of distracting the victim – for example by asking for directions or “accidentally” spilling something on you – while the others carry out the actual theft. Be vigilant if anything like this happens. You should always carry your bag in front of your body when in crowded places. Put your hands in your pockets if you are carrying anything in your pockets.

If you are robbed, stay as calm as possible and do as you are told. Hand over your money and any other valuables without protesting. If you have been robbed, you should contact your country's embassy or consulate in Stockholm as soon as possible.

TAXI

Use the taxi companies recommended by Nordic Sea Hotel, and let our reception staff book your taxi for you. We recommend using the following taxi companies while in Stockholm:

Taxi Stockholm

Telefon: 08 15 00 00, www.taxistockholm.se

Taxi Kurir

Telefon: 0771 86 00 00, www.taxikurir.se

Taxi 020

Telefon: 020 20 20 20, www.taxi020.se

TELEPHONES

For greater safety and security while travelling, make a list of important telephone numbers such as relatives, your doctor, your place of work, your insurance company, your tour operator, credit card blocking details, etc. Keep this list in your wallet.

ICE – which stands for In Case of Emergency – is an initiative suggested by emergency services workers after the London terrorist attacks a few years ago. The idea is to use mobile phones to make it easier to identify people and contact their relatives if they are seriously injured and unable to communicate for themselves. Save at least three ICE numbers in your phone contacts, such as ICE1 Wife, ICE2 Supervisor and ICE3 Friend. Let these people know that you have added them to your phone contacts.

VALUABLE DOCUMENTS

Before travelling, it is a good idea to make a set of photocopies of your passport, credit cards, flight tickets, any medical prescriptions and other important documents. Take these copies with you, but keep them separately from the originals. You can also scan your important travel documents and e-mail them to your own webmail account. This ensures that you have a copy of your documents that cannot be lost and is readily available throughout your trip.