

INTERNATIONAL GENEVA WELCOME CENTRE



PRACTICAL GUIDE FOR NEWCOMERS

A practical guide to facilitate your settlement and integration before your arrival in Geneva and during your stay.

1. Practical information (video/brochure)
2. Housing in Geneva
3. Welcome Programme



NEXT EVENTS & CONFERENCES

Saturday, 22 March	Excursion: Graf family's farm
Thursday, 10 April	CAGI Welcome Coffee
Saturday, 26 April	Excursion: Nyon
Saturday, 24 May	CAGI Kids Party



Lunchtime conference: Practical Geneva (20 March)

PRESENTED BY

MR. GREGORY BOZZETTI, HEAD OF THE WELCOME SERVICE AND MR. FRANÇOIS SCHALLER, DEPUTY OF WELCOME SERVICE

MRS. CORINNE HUDSON AND MRS. FIONA JACKSON, MEMBERS OF NEWCOMER NETWORK COMMITTEE

1. HOUSING

MR. GREGORY BOZZETTI, HEAD OF THE WELCOME SERVICE
MR. FRANÇOIS SCHALLER, DEPUTY OF WELCOME SERVICE,
HOUSING SPECIALIST



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE



HOUSING

- Support finding accommodation through an online housing platform
- Settling-in & departure support
- **Proofreading of rental contracts and tenancy law advice**
- Support Permanent Missions and NGOs in their search for office spaces



HOW TO LOOK FOR HOUSING ?



[Bourse du logement du CAGI](#)

FONDATION
TERRA
& CAS

[Housing for internationals](#)

immobilier.ch

comparis.ch


APPLICATION FILE

- Application form
- ID and residence/work permit or legitimation card
- Last 3 payslips or attestation of income
- Proof of no debt enforcement
([attestation de non-poursuite](#))

APPLICATION FORM FOR THE FOLLOWING ITEM		
Item's type	<input type="checkbox"/> Apartment <input type="checkbox"/> House <input type="checkbox"/> Parking lot	Reference
Address		
Postcode / City		Floor
Number of rooms		Apartment Nr.
Monthly rent CHF		Charges CHF
Deposit		
Number of occupants		Adults
		Children
Visit date		Entry date
TENANT		<input type="checkbox"/> CO-TENANT / JOINT CONTRACTOR
Last name		
First name		



SAFETY DEPOSITS

- 3 months rent
- Never in cash and no transfer
- Bank deposit (under the tenant's name)
- Caution & insurance companies
 - legitimization cards often rejected
 - small amounts
 - average 5 % per year
-  accepts application through CAGI (4 %/year)





ENTRY INSPECTIONS

Entry inspection

- Come in advance
- Pay attention to details, take your time
- Ask for the previous tenant's exit inspection
- Send a registered letter to the "régie" mentioning defects you may have noticed after the inventory





PRE-EXIT INSPECTIONS

Pre-exit inspection

- Usually planned 1 month before the exit inspection
- To fix or have somebody fix obvious damages
- Enough time to contact the liability insurance if necessary





EXIT INSPECTIONS

Exit inspection

- Make sure a clear amount of any damage is clearly stated
- Important to sign the form, annotating points of disagreement
- Give the "régie", your bank, the insurance and caution company your next address details, especially if a dispute is pending

Good to know: the tenant doesn't have to pay for the lifespan. (example: tenant and owner will have to pay 50% each to redo a 4 year old white painting)



LEASE TYPES - TERMINATION CONDITIONS

"Standard" lease	—————>	1 year renewable
"Bail échelonné"	—————>	Usually 3 years period
"Bail indexé"	—————>	Minimum 5 years (ISPC related)
"Bail à terme fixe"	—————>	Fixed term lease, often 1 year

Special attention:

- **Duration** (lease renews itself automatically or fixed)
- **Cancellation policy** (for the term, early or special clauses)



STANDARD WAYS OF CANCELLING A LEASE

"Standard" cancellation

At least 3 months before the term of the lease; no penalty, no need to find a replacement tenant (example: lease starts 1st of September 2024 = at least 3 months before end of August next year; by end of June 2025)

Early termination

By submitting a replacement tenant, one month notice, for the middle or the end of a month, no penalty. (example: application(s) to the lessor by at the latest 30.08.2024; free for the end of September 2024 - new lease = 1st of October 2024)

SPECIAL WAYS OF CANCELLING A LEASE

Diplomatic Clause

Likely to be included in the general conditions (example: notice to the lessor on the 29th of August, exit inspection and keys given back end of September, **rents of October, November and December still to pay** - positive side: likely better than having to pay until next term)

Liberatory Clause

Has to be requested beforehand (example: notice to the lessor on the 29th of August, free to go by the end of end of September; **staying in the accommodation, no penalty**)

DIPLOMATIC CLAUSE & LIBERATORY CLAUSE

DIPLOMATIC CLAUSE
(Should be) In Geneva's General Conditions
1 month notice
Need to find a solvent new tenant or...
3 months penalty risk

LIBERATORY CLAUSE
Upon request
3 months notice
No need to find a new tenant
No penalty

BASIC TENANCY LAW PRINCIPLES

Main lessor's obligations (Articles 256 CO)

- Deliver accommodation at agreed date in an appropriate state
- Maintain it in a good condition
- Inform new tenant of previous rent amount

BASIC TENANCY LAW PRINCIPLES

Main tenant's obligations (Articles 257 CO)

- Pay the rent
- Establish a bank guarantee
- Contract a liability insurance
- Notify quickly the lessor in case of defects
- Authorize lessor visiting the accommodation
- Take care of the accommodation & respect the neighborhood

BASIC TENANCY LAW PRINCIPLES

Sublease is legal (Article 262 CO), but...

- Owner has to be informed of the rental terms
- Not to make profit
- Principal tenant has real intention to come back
- Sublessor is solely responsible towards the lessor / *régie*

BASIC TENANCY LAW PRINCIPLES



[FAQ Housing on CAGI Website](#)



**Personal legal protection
proposed by AXA Vernier**

"A lean compromise is better than a fat lawsuit"

FOR ANY QUESTIONS

Tel: 022 / 546 14 00

welcome.cagi@etat.ge.ch

[CAGI Housing Section](#)



2. TRANSPORT

Public and private

MRS. FIONA JACKSON
MEMBER OF NEWCOMER NETWORK COMMITTEE

PUBLIC TRANSPORT

All public transport in Canton Geneva: : 1 ticket = 60 minutes - all Geneva (10 zones)



[TPG](#)



[Noctambus](#)



**Mouettes
Genevoises**

[Mouettes genevoises](#)



SBB CFF FFS

[CFF](#)

[1st and 2nd class tickets](#)

[Half fare travelcard](#)

[for adults](#)



[Léman Express](#)

léman»pass

[Léman pass](#)



TAXI & RENTING A CAR



App: TaxiPhone Genève

Taxi Phone

- Taxi station or on call
- Tel: 022 33 141 33 or 022 320 22 02 (to book in advance)



Mobility

BIKES & WALKS

Loan & Rent, Buy, Sell, Cycle Paths, Maps, Get Togethers, Bikes School



bike rental and loan



Bike parks



Bike rental



Bike market/events



Bike navigation app



Parking lots/bike parks



Walks in/around
Geneva



PRIVATE TRANSPORT



FR



CH

Motorways:
yearly tax sticker: CHF 40.-

Speed limit: 120 Km/h



[Sticker](#) or [E-vignette](#)



[Stick'AIR:](#)
[differentiated traffic scheme](#)





TCS: exclusive advantage!

As a CAGI member, the TCS offers you a 20% discount for the first year on new memberships in:



TCS Sociétariat: to benefit from 24-hour breakdown assistance (bike, scooter, motorcycle, car), information and advice on mobility, as well as numerous discounts with TCS partners



TCS Protection juridique circulation: to protect you as a driver, pedestrian or public transport user



TCS Livret ETI: for full travel protection for all your vacations

**SPECIAL
OFFER**

HIGHLIGHTS

- Speed limits: 30/50/80/120
- Legal blood alcohol limit: 50mg/100 ml
- Headlights all day long
- Pedestrians always have priority at pedestrian crossings
- Winter tires (insurance requirement)
- High Visibility vest
- Warning Triangle mandatory
- Child car seat until 12 years old and less than 150 cm



PARKING



Blue Zone (Blue Disk - 1 hour free)

White Zone (parking meters or, only in villages, disk)

Yellow Zone (deliveries / bus / taxis assigned parking spaces)

Sticker/ *Macaron* [Fondation des Parkings](#)



App Paybyphone - Parking



waze

App Waze - GPS / Google Maps





EMERGENCY NUMBERS



163 Traffic and road conditions

117 Police emergency

144 Ambulance

112 Echo live saver tracker

3. HEALTH

MRS. CORINNE HUDSON
MEMBER OF NEWCOMER NETWORK COMMITTEE



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

HEALTH



Emergency: 144



Hôpitaux
Universitaires
Genève

GENÈVE
CLINIQUES

ASSOCIATION DES CLINIQUES PRIVÉES DE GENÈVE

pharma24

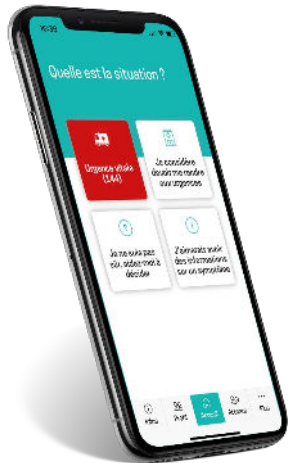
[Pharma24](#) HUG 24h/24 7j/7



EMERGENCY



Emergency: 144



App Info Med

Decision-support app for self-assessment of symptoms to determine whether an emergency visit is required. Live waiting time for emergency centers in GE



Permanence in Geneva

For light emergency in your neighbourhood. No appointment necessary

[Local.ch](https://www.local.ch)



RÉSEAU URGENCES
GENÈVE



Find a doctor



[Association of doctors of
the Canton of Geneva](#)



[Book a medical appointment in Switzerland](#)



4. PRESCHOOLS SCHOOLS

MRS. CORINNE HUDSON
MEMBER OF NEWCOMER NETWORK COMMITTEE

PRESCHOOLS - SCHOOLS

Nanny/ Baby-sitting

[Croix Rouge Genève: Chaperon Rouge](#)
Care of children at home (on subscription)

[Fondation 022Familles Genève](#)
Care of children at home (on subscription)

Crèche subscription
[BIPE](#)
infobipe@geneve.ch
Phone: 022 418 81 81

[Crèches de dépannage/ Emergency crèche](#)
[Crèche de dépannage](#)
[Halte-jeux](#)

[Private Household Employees](#)
[CAGI Platform](#)



Public Schools

To enroll your child at a local state school in Geneva:

Primary education (compulsory education from 4 years old) and Orientation cycle
admissions.DGEO@etat.ge.ch
Phone: 022 327 04 00

Upper secondary school
dges2@etat.ge.ch
Phone: 022 546 59 00

[Private Schools](#)
[AGEP](#)



5. BANKS PAYMENTS

MRS. CORINNE HUDSON
MEMBER OF NEWCOMER NETWORK COMMITTEE



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

BANKS AND SERVICES



[Banque Cantonale de Genève](#)

RAIFFEISEN

[Raiffeisen](#)



[UBS](#)



[Banque Cantonale Vaudoise](#)

PostFinance 

[PostFinance](#)



WITHDRAWALS & CURRENCY EXCHANGE



Debit and credit cards (no checks)


**CHANGE
MIGROS**

[Change Migros](#)

Currency exchange in CHF, EUR and more

PAYMENTS

QR-bill

Empfangsschein		Zahlteil		Konto / Zahlbar an	
Konto / Zahlbar an CH22 3198 9000 0076 1114 6 Krankenkasse fit&munter 3000 Bern				CH22 3198 9000 0076 1114 6 Krankenkasse fit&munter Am Wasser 1 3000 Bern	
Referenz 00 00037 01588 13258 31368 09972				Referenz 00 00037 01588 13258 31368 09972	
Zahlbar durch Sarah Beispiel 3600 Thun				Zusätzliche Informationen Monatsprämie Juli 2020 //S1/10/10201409/11/200630/20/140.000- 53/30/102673831/31/200630/32/7.7/33/7.7:9.30/40/0:30	
Währung Betrag CHF 121.00		Währung Betrag CHF 121.00		Zahlbar durch Sarah Beispiel Mustergasse 1 3600 Thun	
Annahmestelle					

- Online e-banking
- At the post office



- [Twint: cashless online payments](#)
- [Revolut card](#)

6. SHOPPING

MRS. FIONA JACKSON
MEMBER OF NEWCOMER NETWORK COMMITTEE

SHOPPING

Opening Hours

From 8.30 am to 7 pm from Monday to Friday

Saturday closing at 6 pm

Late evenings: Thursday at 9 pm

Sunday: train station, airport and petrol stations + Farmers' Markets (Marché de Plainpalais and marché du Léman)

Local produce / Farmers' Markets

[Marchés Ville de Genève](#)

[Genève Terroir](#)

Customs

If shopping in France, please be aware of restrictions on importation of goods (meat 1kg per person, wine 5l, milk/butter 1kg, etc. [check the list here](#))

E-Shopping

[Coop](#)

[Migros](#)

[Manor](#)

[Smood](#)

[Eat](#)



GENÈVE
terroir



SHOP FOR INTERNATIONALS



Aelia Duty Free for diplomats

[Dutyfree at Geneva Airport](#)

located in 3 areas

[Dutyfree in the city centre](#)

Avenue France 27, 1202 Geneva

The largest shopping centre in Western Switzerland

Balexert combines shopping, fooding leisure and health under one roof:

- more than 130 stores,
- 19 restaurants,
- 13 movie theatres,
- 16 bowling lanes,
- 1 fitness centre,
- a medical centre,
- a dental centre.

Easily accessible by car and by public transport (tpg) :



Leisure and food

Loisirs et restauration

Cinema, bowling, restaurants, travel... There is something for everyone.
Bowling, cinéma, restaurants, voyage... Il y en a pour tous les goûts.

913B Coffee House • Activ Fitness • Aeschbach • Akiko • Bagelstein • Balexert Hot-dog • CFF • Elna • Fnac • Halte-Jeux Balex Air
Havana & News • Hotelplan • Isoallo • Intersport • k kiosk • La Turquoise • Le Sandwich Gourmand • Loterie Romande
Martel • McDonald's • Migros Restaurant • Molino • Muller's Factory • Nature & Découvertes • Nordsee • Pathé • SportXX
Stand Info et Location Spectacles • Starbucks • The Bowling Balexert • Tiffin, Tropical Juice • Tui • Wasabi



Health and wellness

Santé et bien-être

Beauty services, medical center, opticians and more.
Services de beauté, centre médical, opticiens et plus encore.

Acuitis • Akyado • Alain Afflelou • Audika • Centre Médico-Dentaire Balexert • Jean Louis David • Kiko Milano
La Boutique du Coiffeur • Louis Philipp Coiffure • Lush • Marionnaud • Médicentre • Migros • Nature & Découvertes
PeggySage • Pharmacie Principale • Rituals • Saint's Barbershop • Saphora • The Body Shop • Visilab • Yves Rocher



Kids

Enfants

Our team of professionals take care of your children at the Halte-Jeux Balex'Air.
Notre équipe de professionnels encadrent vos enfants à la Halte-Jeux Balex'Air.

Aeschbach • Beta • Bayard • C&A • Calida • Calzedonia • Claire's • Clockhouse • Dosenbach • Fnac • Franz Carl Weber • H&M
Halte-Jeux Balex'Air • Jean Louis David • Jott • Louis Philipp Coiffure • Lush • McDonald's • Migros • Migros Restaurant
Nature & Découvertes • Ochener Shoes • Okaidi Obaidi • Orchestra • Pathé • Snipes • SportXX • The Bowling Balexert • Zara



Services

Services

Currency exchange, postal services, train tickets, ticketing service, telephone
services, dry cleaning, autocenter...
Change, services postaux, billets de train, service de billetterie, services de
téléphonie, pressing, services auto...

55sec • Acuitis, Akyado • Alain Afflelou • Audika • Banque Migros • Caddie Service • Centre Médico-Dentaire Balexert • CFF • Change
Migros • CleanCars • Credit Suisse • Elna • Euromaster • Hirsch • iKlinik • Jean Louis David • La Poste • Louis Philipp Coiffure
Marionnaud • Médicentre • migrolino Shell • Mister Mini • mobilzone • mprint-shop • Pharmacie Principale • Phone Solutions
PickUp • ProntoPhot • Salt • Stand Info et Location Spectacles • Sunrise • Swisscom • Taxiphone • Visilab • Yves Rocher



Shopping and tax-free export

Shopping et détaxe

A large selection of fashion, accessories, furniture and decoration stores.
Take advantage of an export tax exemption from certain retailers.
Une large sélection de boutiques mode, accessoires, ameublement, décoration.
Profitez d'une détaxe à l'exportation chez certains commerçants.

Aeschbach • Alberto Bini • Anouk • Beta • Bâton Rouge • Bayard • Beldona • Buzzano • C&A • Café Coton • Calida • Calzedonia
Carat • Caroll • Clockhouse • Diesel • Dosenbach • Etam Lingerie • Fnac • Franz Carl Weber • Fust • H&M • Havana & News
Intersport • Intimissimi • Jott • Kookai • Kurz • Läderli Huus • Locooste • Läderach • Levi's • m electronics • Mison 123
Maisons du Monde • Martel • Migros • Migros Do it + Garden • Migros Fiorissimo • mobilzone • Morgan • mprint-shop
Nature & Découvertes • Nespresso • Nicolas • Ochener Shoes • PKZ Men • poltronessofa • Pull&Bear • Rituals • Salt • San Marina
Sholen • Snipes • SportXX • Sudamerica • Sunrise • Swarovski • Swisscom • Tally Wajji • Thomas Sabo • Undiz • Zara

7. TELECOM

MRS. CORINNE HUDSON
MEMBER OF NEWCOMER NETWORK COMMITTEE



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

TELECOM



Mobile Telephones

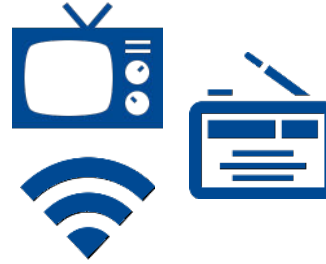
- Roaming charges outside Switzerland



Landline telephones and internet provider:

- Check for deals: TV, internet, fixed network and mobile phones

[Comparis](#)



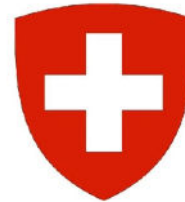
TV, Internet and Radio

- [Serafe](#) : Concession charges
Annual tax CHF 335.-

Exceptions for :

- [Permanent missions and their staff](#)
- [International organizations and their staff](#)

Practical Manual of the regime of privileges and immunities and other facilities to find out whether you are eligible for a dispense.



8. LANGUAGE COURSES

MRS. FIONA JACKSON
MEMBER OF NEWCOMER NETWORK COMMITTEE

LANGUAGE EXCHANGE

CAGI 
CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

CONVERSATION EXCHANGE PROGRAMME (BEL)

Open to all Internationals & local residents !

Linguistic tandems to practice a foreign language in exchange of your own as a pleasant addition to standard courses

Free of charge



[Conversation Exchange Programme \(BEL\)](#) organised by CAGI



SOME LANGUAGE SCHOOLS



[Ecole Club Migros](#)



[!fage](#)



[UNIGE ELCF](#)



[UNOG Language Programme](#)



Université Ouvrière de Genève
Centre de formation continue

[UOG](#)



9. GENEVA DO'S AND DON'TS

MRS. CORINNE HUDSON
MEMBER OF NEWCOMER NETWORK COMMITTEE



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

GENEVA: DO'S AND DON'TS

Noise



- Noise pollution = invasion of privacy
- 9 pm to 7 am, Sundays, Bank Holidays
- In doubt *Info-Service* 022 546 76 00
[Bruits voisinage droits et devoirs](#)



Laundry

- Common laundry rooms in Apartments : schedules

Punctuality



- Arriving on time for a meeting is essential

Garbage - Waste recycling



- In Geneva recycling areas or supermarkets)
- Free collect of voluminous waste by the town: except electrical
- In Vaud (VD) taxed white/green bags (10X35L): CHF 19.50.-



GENEVA: DO'S AND DON'TS



Smoking

- Not allowed in public places, cafés, restaurants



Tips

- Service is generally included at restaurants and bars



Newspapers in the street:

- For free (GHI, 20 Minutes)
- Paid newspapers (TDG - Tribune de Genève; Le Temps; Le Matin)



Dogs

- Taxes, vaccinations
- Allowed on Public Transport according to the size (<30 cm = free)

10. LEISURE

MRS. VERONICA EGGLY
DEPUTY WELCOME SERVICE



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

CULTURAL KIOSKS

- **Discounted tickets:** get the best deals on a wide range of cultural activities, from concerts to exhibitions and theater performances.
- **Personalized recommendations:** explore Geneva and its surroundings with expert insights on practical tips, cultural highlights, must-visit local spots, and more!



UN GENEVA

📞 +41 22 917 11 11

✉ info@kiosqueonu.ch



stpg **GENEVA**
TOURISM



CERN

📞 +41 22 766 94 76

✉ info@kiosquecern.ch



CATALOGUE

Performing arts



Music



Museum



Sports



Leisure



PURCHASE TICKETS

DIRECTLY

- UN or CERN badge or pass required
- Payment by card only



REMOTELY

- Online ticket order form
- Payment link by email

Ticket order form (kiosk choice)

Choose your organization to be served by the relevant kiosk, either UN Geneva or CERN. A member of our team will contact you as soon as we receive your order. Thank you for your purchase !

** indicates required fields

Organization *

Titre *

E-mail * First name *

Last name *

Mobile phone *

Tickets for Children/Students * Tickets for Adults *

Indicate quantity Indicate quantity

Order details

Add complementary information according to the offer

0 of 300 max characters

I confirm I read and accept the [General conditions](#) and the [Privacy policy](#).

ENVOYER

NEWSLETTER

- Key information for newcomers and upcoming CAGI events and conferences
- Special offers in the spotlight
- Cultural recommendations (week-end ideas for families, festivals, free activities, clubbing...)

WEEKLY NEWSLETTER #10




NEWS & INFORMATION

HOUSING FOR INTERNATIONALS



Housing offers
Geneva & Versoix


HOUSING INFORMATION
Termination of the lease contract



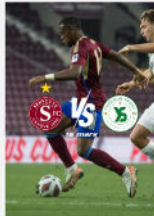
For newcomers
11 March

OFFERS


IN THE SPOTLIGHT



FIFDH
7 to 16 March
Special offer



Servette Football Club
15 March
20% discount



GJFF
25 to 31 March
10% discount

LEISURE & SPORTS

Cinema Pathe Balexert
Currently screening: "Captain America"; "Flight Risk"; "Attack on Titan"; ...
Special offer includes 3D screenings (excluding the 3D glasses)
Vouchers valid for one year and non-nominative
Adult: 16,90 CHF ~~21,90 CHF~~ / Child: 14,90 CHF ~~15,90 CHF~~

Vitam UCPA
All year long
Wellness experience with jacuzzi, saunas, hammams and much more
20% discount

RECOMMENDATIONS

Groove'N' Move
6 to 15 March
International Urban Dance Festival: shows, exhibitions, workshops and after parties

United Nations Women's Guild Geneva
Until 7 March
Art exhibition: paintings, photography, silk artworks, porcelain, performances, jewelry,...

autoXpérience
7 to 9 March
Explore, compare, and test nearly 200 new car models - an event for car enthusiasts

Rencontres 7e Art Lausanne
7 to 16 March
Screenings of heritage masterpieces, concerts and workshops on the topic of "Love"

Orchestre des Nations
8 March
A program featuring female composers, specially curated for International Women's Day

Genève Terroir
16 March
A 10 km tour of Geneva's Old Town: fine wines with historical insights and cuisine

CERN
20 March: "Les Dieux et le Père Noël"
Comedian Luc Chareyron asks questions about supernatural and rational thinking
Free event - mandatory registration

Scan & subscribe



SOCIAL NETWORKS

Special offers



[@CagiGeneva](https://twitter.com/CagiGeneva)

Weekend ideas & inspiration



[@cagi.geneva](https://www.facebook.com/cagi.geneva)

Practical Geneva Information

Cultural recommendations



[@CagiGeneva](https://www.linkedin.com/company/CagiGeneva)



CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

022 / 546 14 00

welcome.cagi@etat.ge.ch

