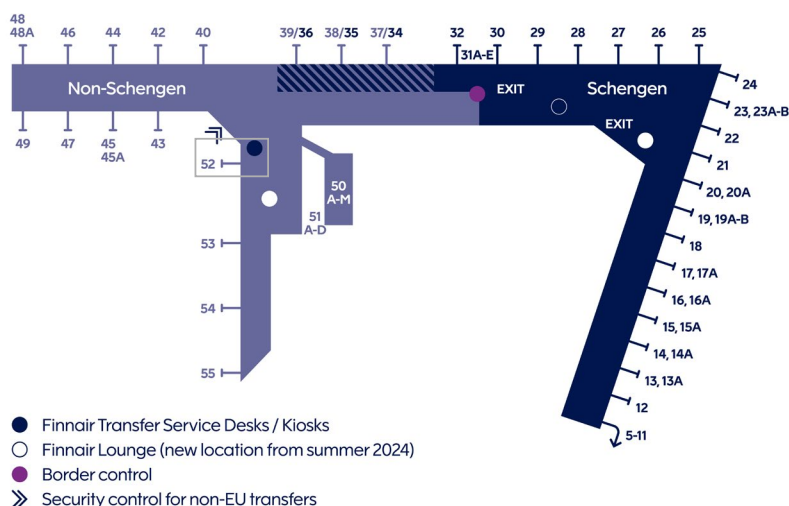




Guidance for embassies and consulates: advising citizens with missed connections in Helsinki

If a Finnair passenger arriving from and continuing to a destination outside the Schengen area misses a connecting flight at Helsinki Airport, they are advised to **immediately approach the Finnair transfer desk in the non-Schengen terminal area near gate 52** (see picture below). Finnair staff are best equipped to assist them with rebooking and provide any other assistance.



Important points to note:

- If a passenger has booked their entire journey as one ticket with Finnair, Finnair is generally responsible for getting them to their destination. Specific policies and assistance provided can vary depending on the circumstances of the missed connection and ticket type.
- Free Wi-Fi is available at Helsinki Airport. Passengers are advised to turn on their phones and connect to Wi-Fi while transferring, particularly in case of a missed connection.
- Passengers will automatically be notified of solutions for missed connections via email and/or SMS, using the contact information provided in their reservation.
- Passengers are advised to retain their boarding passes and other relevant communication related to their journey.
- Passengers are advised to check their travel insurance, as it may cover additional expenses incurred due to a missed connection.
- Passengers holding a valid Schengen visa may leave the non-Schengen transit area of the airport terminal. If the next available flight is not until the following day and they hold a valid Schengen visa, they are advised to ask Finnair transfer desk staff about accommodation.

Medical conditions during the journey:

- In the case of a life-threatening medical situation while in the airport terminal, passengers should immediately call **emergency services at 112**.
- In non-urgent medical incidents, passengers are advised to call +358 116 117 (free healthcare helpline of Helsinki University Hospital, HUS) for assistance.
- In non-urgent situations, concerns may arise about a passenger's fitness to fly. Finnair ground crew may direct them to see a doctor and obtain a Medical Information Form (MEDIF) proving that it is safe for them to continue their journey.
- Private medical services close to the terminal:
Mehiläinen Airport (www.mehilainen.com), +358 10 414 00.
Other medical centres near the airport:
Aava Aviapolis (www.aava.fi), +358 10 380 3838,
Terveystalo Flamingo (www.terveystalo.com), +900 30 000.
None of the above are open 24/7, and walk-ins may not be accepted. For 24/7 private medical services, visit Terveystalo Kamppi in Helsinki city centre (address: Jaakonkuja 3, 2nd floor), +900 30 000.

