



## Information on opening times and operational hours at ETH Zurich

### Reduced services

For the period from Tuesday, 24 December 2019 up to and including Sunday, 5 January 2020, special ETH Zurich opening times and operational hours apply. Buildings may still be accessed with a key or ETH card. All customer desks will be closed at the turn of the year and cannot be reached by telephone or electronic means.

### What is the procedure for special incidents or emergencies?

For incidents concerning persons, buildings and infrastructure, the ETH Emergency Desk is at your service over the holiday period.

To contact the Emergency Desk, dial 888 for internal calls or 044 342 11 88 for external or mobile phone calls.

## Availability of services

### Academic Services

Registrar's Office, Admissions Office, Doctoral Administration, Student Exchange Office, Examinations Office, School for Continuing Education

Academic Services are closed from 21.12.2019 up to and including 05.01.2020.

### Student Services

Housing Office, Financial Aid Office, International Student Support

Student Services are closed from 21.12.2019 up to and including 05.01.2020.

### ASVZ / sports facilities

The Irchel sport centre is offering a "Christmas special"; Irchel and Hönggerberg sport centres are open for individual training sessions, at reduced opening hours. All other ASVZ sports facilities will be closed from 25.12.2019 until 05.01.2020. [asvz.ch/weihnachtsspecial](https://asvz.ch/weihnachtsspecial) →

### Libraries, collections and archives

The ETH Library including the Special Libraries, Collections and Archives will be closed from 12.45 p.m. on 24.12.2019 up to and including 05.01.2020. [library.ethz.ch/en](https://library.ethz.ch/en) →

### IT Services / ITS Service Desk

The Service Desk operated by IT Services will not be staffed from 21.12.2019 to 05.01.2020. If you encounter serious technical problems with the IT infrastructure, please contact the Emergency Desk.

**Campus Info** – Central contact points for information and services, and any questions about ETH Zurich

**Campus Info** at **Zentrum** and **Hönggerberg**, and the telephone switchboard will provide a full service until 1 p.m. on 24.12.2019. Thereafter, Campus Info will be closed up to and including 05.01.2020. [ethz.ch/campusinfo-en](https://ethz.ch/campusinfo-en) →

**Print + Publish**

The times posted on the ETH website apply for the Campus Info **Print + Publish advice**. [ethz.ch/print-publish-en](https://ethz.ch/print-publish-en) →

The web shops and the large format systems in the self-service rooms will be out of operation from 5 p.m. on 23.12.2019 until 8 a.m. on 06.01.2020.

**Postal service**

Mail to be **delivered internally** by the morning of 24.12.2019 should be handed in at the normal time on the day before. Between 25.12.2019 and 05.01.2020 there will be no collection or delivery of mail. The service will resume on 06.01.2020. [ethz.ch/logistics-en](https://ethz.ch/logistics-en) →

**Catering and retail**

You will find the opening hours of the various ETH Zurich caterers' operations at: [ethz.ch/en/campus/getting-to-know/cafes-restaurants-shops/gastronomy](https://ethz.ch/en/campus/getting-to-know/cafes-restaurants-shops/gastronomy) →

The **ETH Store** shops will be closed from 21.12.2019 to 05.01.2020.

From 06.01.2020 the opening hours for the between-term period will apply. [ethz.ch/shops-en](https://ethz.ch/shops-en) →

You can find the opening hours for **other services**, such as the Coop at Hönggerberg, on the web page of the respective company.

**ISC** – Contact point for the Facility Management department / general advice, lost property, key administration

All **Info + Service Centres (ISC)** will be open until 1 p.m on 24.12.2019, and then will remain closed up to and including 05.01.2020. [ethz.ch/isc](https://ethz.ch/isc) →

**ETH Link**

The **Link** (ETH shuttlebus) will follow its normal rounds until the afternoon of 24.12.2019. **Last trip: 1.54 p.m.** There will be no Link service at the turn of the year. The timetable on the ETH Zurich website will apply from 06.01.2020. [ethz.ch/link-en](https://ethz.ch/link-en) →

## Maintenance of buildings, facilities and outdoor areas

**Emergency Desk**

The Emergency Desk is staffed **24 hours a day** throughout the holiday period. Dial **044 342 11 88** for external / mobile phone calls or **888** for internal calls.

**Access to buildings**

The **ETH card** (badge / student identity card) allows access to the student workstations and offices in many of the ETH buildings. You can find more information about this on the ETH web page "[24-hour access to student working places](#)". Buildings without an electronic door system may be accessed with a key as usual.

The **Hönggerberg underground car parks** are accessible throughout the holiday period. In an emergency, please contact the emergency desk: 044 342 11 88 or 888 (internal calls).

**Winter service / snow clearing and gritting**

A **full winter service** will be in operation for all roads on the ETH Zurich premises. However, from 21.12.2019 to 05.01.2020, snow will be cleared only occasionally from the footpaths, and there will be no gritting during this period.

MIBAG Property Managers AG (HWW) and Livit FM Services AG (HWA, HWB, HWC) will provide the winter service for the **student residences** at Hönggerberg.