

# Turn of the year 2018/2019



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

### Reduced services

For the period from Saturday, 22 December 2018 up to and including Wednesday, 2 January 2019, 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 the personnel, building and equipment security systems, the ETH Zurich 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 Saturday 22.12.2018 up to and including Sunday 06.01.2019.

However, the Examinations Office and room reservations are closed from Saturday 22.12.2018 up to and including Wednesday 02.01.2019 only.

### Student Services

Housing Office, Financial Aid Office, International Student Support

Student Services are closed from Saturday 22.12.2018 up to and including Sunday 06.01.2019.

### ASVZ / sports facilities

The Irchel and Fluntern sport centres are offering a "Christmas special", and are open for individual training sessions, at reduced opening hours.

[asvz.ch/weihnachtsspecial](https://asvz.ch/weihnachtsspecial) →

The sport centres at Polyterrasse, Höggerberg and Winterthur, the CAB, and all ASVZ desks and other sports facilities will be closed from 22.12.2018 until 02.01.2019.

### Libraries, collections and archives

The ETH Library including the Special Libraries, Collections and Archives will be closed from 22.12.2018 to 02.01.2019. For information, or to research something: [library.ethz.ch/en](https://library.ethz.ch/en) →

### 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 5 p.m. on Friday 21.12.2018. Thereafter, Campus Info will be closed until Wednesday 02.01.2019. [ethz.ch/campusinfo-en](https://ethz.ch/campusinfo-en) →

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) →

**Post** to be **delivered internally** by 21.12.2018 should be handed in at the normal time on the day before. For Campus Info, for example, this is by 3.30 p.m. on 20.12.2018. [ethz.ch/logistik](https://ethz.ch/logistik) →

---

### 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 22.12.2018 to 06.01.2019. Then from 07.01.2019, the limited 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 closed from 22.12.2018 until 02.01.2019.

---

### ETH Link

The **Link** (ETH shuttlebus) will follow its normal rounds until the evening of 21.12.2018. There will be no Link service at the turn of the year. The timetable on the ETH Zurich website will apply from 03.01.2019. [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.

---

### ITS Services/Networks

ID Service Desk

The **Service Desk** operated by **IT Services** will not be staffed from 22.12.2018 to 02.01.2019. If you encounter serious technical problems with the IT infrastructure, please contact the Emergency Desk.

---

### 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 this 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 22.12.2018 to 02.01.2019, 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.