

How to Talk About Safety to Visitors in Helsinki

Safety is important for travelers when choosing their destination. Helsinki aims to be the safest capital city in the world by 2030.

Communicating about safety is not always easy. A traveler's sense of safety is strengthened when different actors at the destination can talk about safety using statistics and real data. Using accurate information helps reinforce our shared message.

Helsinki Tourism and Destination Management unit has collaborated with authorities, tourism and event industry stakeholders, the city's communications team, Visit Finland, and the Helsinki tourism and event safety steering group to compile key messages related to safety in Helsinki.

We hope this toolkit helps businesses and customer service professionals respond more easily to travelers' safety-related questions.

City of Helsinki

How do we inform travelers about Helsinki's safety?

Helsinki is generally a safe city to live in, visit, and move around in at any time of the day or night, especially when compared to any city of a similar size worldwide.

Normal caution is always advised in large crowds and busy areas in Helsinki. It's wise to keep valuables in a secure place to avoid giving pickpockets an easy opportunity.

According to regular surveys conducted among both residents and visitors, people feel safe in Helsinki. (*Helsinki Safety Survey 2024, City of Helsinki Facts, Helsinki Visitor Experience Survey*)

Helsinki has been recognized among the top three cities in Europe for accessibility in 2022 and for inclusivity & diversity in 2023. (*European Commission 2022 & EU Diversity 2023*)

The City Strategy of Helsinki for 2021–2025 states that Helsinki should be a city where people can express themselves, create opportunities, and seize them. The Helsinki way of life is based on openness and the freedom for citizens to be themselves and feel free. According to the Helsinki Visitor Experience Survey, 75% of respondents consider Helsinki a safe destination, and 65% view it as an accessible & inclusive city.

Tap water in Helsinki is clean and safe to drink straight from the tap. Food hygiene is of a very high standard and continuously monitored by authorities in restaurants, cafés, and at events.

The geopolitical situation of Helsinki and Finland is stable, and both the city and the country are well prepared for various types of exceptional situations.

Videos

about Helsinki's sustainability and recognitions, which can be linked to and used

The video includes voice-over

<https://www.helsinkikanava.fi/fi/video/details/354986301>

The video without voice-over

<https://www.helsinkikanava.fi/fi/video/details/278856601>

More information

When using a taxi in Helsinki, read the following tips to travel safely and ensure the correct price of the taxi trip, **attachment 1**

Information concerning pickpocketing, **attachment 2**

Helsinki Tourism and Destination Management pages for business partners, [Safety in tourism and events in Helsinki](#).

Tourism and Event Safety Steering Group selected the following [indexes to monitor the safety of tourism in Helsinki](#).

Finland's geopolitical situation and overall safety Visit Finland, [Safety for business](#) partners and Health and [Safety in Finland for travelers](#).

The City of Helsinki's safety information, statistically and for residents:

[Ensuring your everyday safety](#)

[Safety survey carried out by the City of Helsinki](#)

Materials for companies to support safety development:

[Compass](#), or the Handbook for the Safety of Tourism in Helsinki, offers comprehensive safety information and instructions for operators in the tourism industry.

[Logbook \(pdf, in Finnish\)](#) The Logbook is a digital tool for mapping out safety issues, and it contains the most important safety measures that a tourism company must take into account in its everyday operations.

Attachment 1

When using a taxi in Helsinki, read the following tips to travel safely and ensure the correct price of the taxi trip:

The price list must be visible to the customer in the right rear part of the taxi, outside the car.

The price list shows the comparison price of the trip and the possible minimum price.

The comparison price is the price of a 10-kilometer trip lasting 15 minutes.

If the price is more than 40 euros, the driver must mention this before the start of the trip. If this is not mentioned, the driver may not charge more than 40 euros for any trip.

The taxi operators of the platform economy often have different prices when you take the ride from the taxi stations or on the street. The price range may be wide. When ordering with an application, it's always worth choosing the fixed price. This is the best way to avoid unpleasant surprises regarding the price of the ride.

You can order a taxi by phone, take it from a taxi stand or by stopping the taxi on the street. Taxi stations in the center of Helsinki are, for example, by the Railway station at Asema-aukio and Rautatientori squares, Senate Square by the Cathedral, Pohjoisesplanadi street and by the ferry terminals. When the yellow light on the roof of the taxi is lit, the taxi is available.

Recommended taxi companies:

Menevä, tel. + 358 800 02120

Taxi Helsinki, tel. + 358 100 0700

Airport Taxi Yellow Line, tel + 358 600 555 555

Kovanen, tel. + 358 200 6060

Lähitaksi, tel. + 358 100 7300

FixuTaxi, tel. + 358 100 6060

Arriving by plane

There are four lanes for different taxi companies at the taxi station at Helsinki Airport. The taxi companies that have an agreement with the airport company Finavia operate from the lanes 1-4. These are FixuTaxi, Taksi Helsinki, Menevä and Lähitaksi. By choosing a taxi from lanes 1-4, you will reach your destination at a reasonable price.

A taxi ride from Helsinki-Vantaa Airport to the center of Helsinki takes about 30 minutes and costs about 40-45 euro when taking a taxi from lanes 1-4.

The pick-up point for ride-hailing app rides and pre-booked taxis is located in the P2 parking hall, in the immediate vicinity of the terminal. There is direct access from the terminal's arrivals hall to P2 parking hall. Signs in the terminal will direct arriving passengers to the pick-up point.

Taxis that do not have a contract with Finavia can also to pick up their customers from the pick-up point in P2. Please, note that the taxis in the pick-up point can state their prices freely.

Arriving by ship or ferry

In the port we recommend taking Taksi Helsinki or Lähitaksi from the taxi stand. They are contract partners of Port of Helsinki.

Arriving by train

From the taxi stand at Helsinki Central Railway Station, the authorized taxi companies operating are Taksi Helsinki and Fixutaxi.

From the taxi stand at Pasila Railway Station, the authorized taxi companies operating are Taksi Helsinki and Lähitaksi.

We recommend using authorized taxis.

Information concerning pickpocketing for tourist services

Information for tourists:

Pickpockets are targeting victims in Helsinki city center

The most likely places are; Helsinki Cathedral, Uspenski Cathedral, Aleksanterinkatu, Temppeliaukio Church, Sibelius Monument

Tourists are often victims

The perpetrators are professionals and act discretely

The perpetrators often work in teams

Pay attention when moving around the city if you have valuables on you (cash is of most interest)

Keep your wallet/purse and other valuables in a secure place where they cannot easily be stolen

Avoid keeping valuables in a backpack on your back or, for example, in the back pocket of your trousers

The perpetrators often throw wallets with cards into a nearby litter bin after having stolen any cash

What to do if you are a victim of pickpocketing:

In the event of a sudden pickpocketing incident: call the emergency response center on 112

Helsinki Police Department



Photo: Beatrice Bucht