



International Conference Series on Competition and Ownership in Land Passenger Transport

Stockholm Survival Guide

Contact: info@thredbo-conference-series.org



Thredbo

International Conference Series on Competition and Ownership in Land Passenger Transport

10 quick tips when visiting Stockholm

- 1) The Swedish currency is Swedish Kronor (SEK). 10 SEK is about 1 EUR (€), or 1.2 USD (\$). Note that the price level in Sweden might be viewed as high for many travelers.
- 2) People generally understand English well in Stockholm.
- 3) When going by taxi, always check the comparison price first.
- 4) Card is king. This is the most accepted payment method, although cash is often usable as well.
- 5) Public transport is well functioning in Stockholm and a good way of traveling around in the city. Metro stations are labeled with a “T”, which stands for Tunnelbana (metro in Swedish).
- 6) Tap water is of excellent quality. There is no need to buy bottled water.
- 7) Stockholm is a safe city.
- 8) Wi-Fi is accessible at your hotel, as well as at most restaurants, cafés, and museums.
- 9) Find relevant travel information at, for example, the Visit Stockholm website, Tripadvisor, Lonely Planet, or WikiTravel.
- 10) Take a stroll by the water on the streets of the Old Town (Gamla stan), Södermalm, or Östermalm to experience Stockholm fully.



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1. Airports

Stockholm has two airports, Arlanda and Bromma, where Arlanda is the largest of the two. There also exist a third airport, Skavsta, which is more far away, but still accessible to the city. Below, some useful information about each airport is presented. All airports are very accessible by public transport, which we recommend if going into the city center.

If you are going by taxi, please read section 2 on the taxi market.

Arlanda Airport (ARN)

This is the major airport of Stockholm, situated 40 kilometers north of Stockholm and where most international and domestic flights arrive and depart. Arlanda has four terminals: Terminal 2, 3, 4, and 5. The airport has a very good supply of public transport services and is served by both bus and train. We recommend any of the four options listed below.

Arlanda Express is the fastest alternative to the city center, with trains going non-stop to Stockholm central station about every 20 minutes. They have two stops at Arlanda; Arlanda South (terminals 2,3, and 4), and Arlanda North (terminal 5).

Flygbussarna runs buses to the city center (Cityterminalen, very close to the central station) and also stops along the way. Flygbussarna has stops outside all terminals. See the logos of respective operator below.

SL (the Stockholm public transport authority) serves the airport with one line of its commuter train network, with several stops on the way into the city center. The SL train is located in "Sky City", in-between terminals 5 and 4. This alternative might, however, be inconvenient if you carry much luggage. As of July 10, 2017, the SL commuter trains no longer stops at the Stockholm central station but at a new station below ground called Stockholm City, closer to the metro line network. There is also another new station, Stockholm Odenplan, which is closer to the conference venue.

You buy the tickets for Arlanda Express and Flygbussarna in their respective ticket machines in terminals, and SL tickets in the counter in "Sky City". Tickets may also be bought online.

Arlanda has an "official" **taxi** queue where taxi cars can charge a maximum 675 SEK for a trip within a certain zone. Many companies, however, have fixed fares somewhat below this. Read more on this at www.swedavia.com/arlanda/taxi. See also Section 2.



Operator	Mode	Price	Duration	Note
Arlanda Express	Train	280 SEK*	20 min.	Non-stop to Stockholm central station
Flygbussarna	Bus	99 SEK**	45 min.	To get to the city center, choose the line "Arlanda-Cityterminalen".
SL	Train	150 SEK	40 min.	Line 38, Uppsala-Älvsjö(-Tumba), serves Arlanda
	Taxi	550 SEK	35 min	See section "2. Taxi" for more information. Price vary by company

* Please note that until August 27, Arlanda Express offers discounts for 2, 3 and 4 people travelling together (fare 350, 450 and 550 SEK respectively).

** Flygbussarna's stated price is for online purchase. Flygbussarna also offers a family ticket (2 adults and 3 youths) for 349 SEK)



ArlandaExpress



Bromma Airport (BMA)

Bromma Airport is a smaller airport closer to the city (9 kilometers) than Arlanda. The airport serves mostly domestic routes, but a few European routes also land here; flights from Brussels, Helsinki, and Aarhus. From Bromma, Flygbussarna or taxi are the most convenient options for traveling to the city center. You buy the ticket at Flygbussarna's ticketing machines in the arrivals hall using card payment. Tickets may also be bought online. The logo of Flygbussarna is shown below.

Taxi could also be used to get into the city. In contrast to Arlanda, however, there is no "official" taxi queue with maximum fares. Instead, the traveler needs to be aware of what fare will be charged. A reasonable price to get to the city is around 350-400 SEK. We encourage you to read Section 2 about using taxi in Stockholm. You can also find more information about the airport taxis at www.swedavia.com/bromma/taxi.

Operator	Mode	Price	Duration	Note
Flygbussarna	Bus	75 SEK	25 min.	To get to the city center, choose the line "Bromma-Cityterminalen".
	Taxi	350 SEK	20 min.	See section "2. Taxi" for more information. Price vary by company.





Skavsta Airport (NYO)

This airport is located about 110 kilometers southwest of Stockholm and is served by the low-cost carriers Ryanair and Wizz Air. Since the airport is relatively far from Stockholm, we strongly recommend Flygbussarna for getting from and to the airport. You buy tickets from ticketing machines at the airport using card payment. See logo of Flygbussarna below.

Operator	Mode	Price	Duration	Note
Flygbussarna	Bus	139 SEK	80 min.	To get to the city center, choose the line "Skavsta-Stockholm City".
	Taxi	1 400 SEK	110 min.	The high price is due to the long distance to the airport from Stockholm.



2. Taxi

The taxi market in Sweden has been deregulated since 1990. Therefore, taxi companies are free to set any fare, and there is no uniform color scheme across companies apart from the yellow license plate and (in many cases) a taxi light sign on the roof. **Taxis must, however, show a fare sticker** (see an example of this sticker below), which is often placed on the right-hand side back door of the vehicle and must also be clearly visible inside the vehicle. This can help you choose a taxi with a "fair" fare.

An easy way to ensure that you will pay a reasonable fare is to look at the "comparison price" shown in large numbers on yellow background (circled in the picture below). This is the price you will pay for a "standard trip", which is defined as a ten-kilometer journey which lasts for 15 minutes. Although you do not make this exact trip, this makes it possible to compare fares.

For a standard taxi (4 persons, plus driver), a normal comparison price would be under 350 SEK. Of course, the price is higher for bigger cars. *Please note that this is not necessarily the exact price you will pay; that depends on your trip.*

Be aware that many taxis only accept card payments. Read more on this in Section 4.

Some examples of trustworthy taxi companies are **Taxi Stockholm** (black cars), **Taxi 020** (soon to be Sverigetaxi, yellow cars), **Topcab** (black cars), **Taxi Kurir** (black cars). **Uber** is also available in Stockholm. Be careful to check the company name as some companies brand their cars very similarly to those of the trustworthy companies to lure people. **Again, always check the comparison price.**



Recently, a new regulation was implemented that requires taxis to have a signed agreement with the customer if traveling in a taxi with a comparison price of 500 SEK or higher. Because of this, many taxis from smaller firms have comparison prices of 499 SEK.

3. Phone calls and internet

The country code for Sweden is +46, and the local area code for Stockholm 08. Phone numbers are usually 7-9 digits long, excluding the country and local area code.

The emergency number for police, ambulance, firefighters and more is 112

For calls within Sweden, use the country code and the local area code without the zero. For example, +46 8 123 456 789. For international calls, the same procedure applies but using another country code. Please note that there are no payphones in Stockholm anymore.

EU residents might want to contact their phone operators to consult on the price for phone calls and mobile internet services, following the EU's legislation on roaming charges implemented in June 2017. This can make it cheaper to make phone calls within Sweden and to your home country, as well as providing mobile internet access.

Most hotels, restaurants, cafés, and other public places offer Wi-Fi. You can check this on site. The eduroam-network is well established in Stockholm, not only at universities and libraries but also, for example, at Arlanda airport.

4. Card and cash payment

The Swedish currency is Swedish Kronor (SEK). 1 EUR (€) or 1.2 USD (\$) is about 10 SEK.

Sweden is a country which has come far in becoming a cash-free society. The Guardian actually called it "the most cash-free society on the planet"¹. It is very rare to find a store,

¹ <https://www.theguardian.com/world/2014/nov/11/welcome-sweden-electronic-money-not-so-funny>



street vendor, or transportation mode that does not accept card payment. Rather, it is fairly common that stores or vendors do not accept cash. When paying by card, please note that many businesses (most notably restaurants) want you to fill in the total amount (or tip) in the card reader before you enter your PIN-code.

You can pay with card for more or less every purchase. Cash payment might be denied in stores or by street vendors. Please note that you cannot buy tickets onboard in buses.

Although cash is not preferred, there are plenty of ATMs. You find many of them using the “Bankomat”-logo (pictured below), but there are others as well. An easy way to find an ATM is to visit www.bankomat.se or download their app. Do not bother finding an actual bank office as these have been reduced in numbers as digitalization has increased.

If you want to withdraw cash, ATMs might be a good choice, depending on your card issuer's terms and conditions. Currency exchange offices are often located in the city center, some examples of firms are Forex and X-change.



5. Getting around (public transport)

The public transport authority of Stockholm is branded as SL (logo on next page, picture 1). All services are tendered and run under the SL brand and color schemes. Stockholm has a well-developed public transport system covering most parts of the greater city area. **Public transport is arguably the most convenient way to travel in the city center.** The transport modes are metro, bus, tram, commuter rail, and ferry. The whole greater Stockholm area is one single zone, and switching between lines and modes has zero cost. The public transport network in Stockholm is highly accessible as all buses have floor level access and ramps in urban and suburban areas, all stations have elevators, and the metro is step-less.

The website of SL is found at www.sl.se/en/ where you can plan your trip, see real-time traffic information, or find other useful information about the public transport network in the greater Stockholm area. SL also has a useful app available for most platforms. You can reach the SL customer service 24/7 at +46 (0)8 600 10 00.

You need to buy a ticket before getting on any transportation mode. For this, you need a special contactless card, called the “SL-card”, which you can buy at various places in the city. Examples include SL-centers (located at the major junctions), newsagent shops (7Eleven, Pressbyrån), and many other places. You need to “charge” your SL-card either with cash and “pay as you go”, or buy a period ticket. There might also be suitable visitor tickets available. The shortest period tickets are available for 24 (120 SEK) and 72 (240 SEK) hours, and 7 days (315 SEK). If you choose to pay as you go, the cost per trip is 30 SEK which can last for 75 minutes. If you do not have a valid ticket, the fine is 1,500 SEK.



If you already have an SL-card, you can recharge it anytime either at a reseller or through the self-service machines located at every metro and commuter rail stations, as well as some bus stops.

Metro stations use the T-sign shown in the picture below (2). The “T” stands for “Tunnelbana”, which means metro in Swedish. The metro network has three lines (Red, Green and Blue line) and operates 05:00-01:00 at weekdays and all day and night from Friday 05:00 to Monday 01:00. At every metro station, there is one manned and several automatic barriers. You can buy a ticket (using credit card) in the manned one, but the automatic ones require an SL-card with a valid ticket. You know that your card is validated if you hear a beep and the barrier opens. When using an escalator, stand on the right-hand side.

The buses are either blue or red, and marked with the SL logo. The blue buses are characterized as trunk lines (line 1, 2, 3, 4, and 50), while the red ones are slower services. When boarding the bus, you must enter through the front door and validate your ticket by means of holding your card close to an automatic reader. **You must buy your ticket before boarding the bus.** You know that your card is validated if you hear a beep. Inside all buses, you are notified about the next stop through a speaker voice, as well as a digital sign. At trunk-lines, screens show the four next-coming stops.

Trams are blue and run mostly to suburban areas with the exception of line 7, the City tram line (Spårväg city), running from Kungsträdgården to Djurgården. Although trams do not have any barriers (gates), **you must have a valid ticket to show the conductor.**

Stockholm has many ferry lines, most of them heading to various places in the archipelago. Most ferries require a special ticket as they are operated by “Waxholmsbolaget”, but some are available to use with the SL-card and can be found on the SL website. One notable example is the Slussen-Djurgården line connecting the southern city center with the island of Djurgården, which could be convenient to use if in those areas.

There is a well-established network of rental bicycles in the city under the brand “Citybikes”. You can buy a bike card at, for example, newsagent shops, which can be charged onto your SL-card. At every bike stop, which you can find in their app, there is a touchpad which you touch your card onto, which then unlocks a bike. You ride the bike from your starting point, and leave it at the nearest bike stop at your destination. The maximum time you can use the bike for is three hours. Read more about this at www.citybikes.se (and click the English flag on the website).



SL's logo (1)



Metro (Tunnelbana) sign (2)



6. Stockholm, the city

Stockholm is the capital of Sweden and has some 1.6 Million inhabitants (including the surroundings). Stockholm is home to the Swedish Parliament and the Royal family, and has a great archipelago with over 20,000 islands. The inner city is made up of several islands, each with its own character and style. The water is central, and is one of the reasons Stockholm is an extraordinary city to visit, especially in the summer.

Some of the top tourist attractions are the Vasa Museum (where also the conference dinner will be held), the castle of Drottningholm (home of the King and Queen of Sweden), Skansen (an open air museum), and the ABBA museum. Also, the city district "Old Town" (Gamla stan) is an attraction in itself as it is where Stockholm was founded in the 13th century. It still holds, by far, the oldest buildings in the city, including the Royal Palace.

For more information about the city, and what do see and do here, we recommend visiting the Tourist information located in Kulturhuset (Sergels Torg 3-5). It is also likely that your hotel may assist you with more information. The Stockholm tourist information also offers "The Stockholm Guide" in several languages (www.visitstockholm.com/en/Good-to-know/the-stockholm-guide/). Some relevant websites include

www.visitstockholm.com

www.lonelyplanet.com/sweden/stockholm



www.wikitravel.org/en/Stockholm

www.tripadvisor.se/Tourism-g189852-Stockholm-Vacations.html

7. Restaurants

Stockholm has a great variety of restaurants; both in food, style, and budget. Most restaurants offer gluten and lactose-free alternatives, as well as vegetarian food. Not seldom vegan options are offered as well. Below, we list some suggestions of restaurants. For more alternatives, try visiting www.tripadvisor.com or www.yelp.com. Tipping is not expected.

Sweden has a strong lunch culture. This means that restaurants are typically quite busy during lunch hours (11:00-13:00), and do also have special prices (80-120 SEK depending on restaurant and location) and menus during these hours. Lunch servings are typically comparable to a dinner main course in size.

Dinner pricing, of course, depends on the restaurant, but some examples are given here. A typical meal (e.g. Big Mac & Co. or pizza) at a fast food chain is about 80-120 SEK, a low-cost restaurant 140-180 SEK, standard restaurant around 180-300 SEK, and more exclusive restaurants 300 SEK and above. These four correspond very roughly to the pricing marks given by Tripadvisor used below; \$, \$\$, \$\$\$, \$\$\$\$.

Prices of alcohol beverages are high, compared to other countries. In a standard pub, you can expect to pay 60-80 SEK for a draft beer, 70-100 for a glass of wine, or 120-150 for a cocktail. Again, this varies with the restaurant.

Restaurant	Location	Area/District	Type	Price class
La Neta	Barnhusgatan 2	Norrmalm	Mexican	\$
	Östgötagatan 12	Södermalm		
Vigårda	Vasagatan 44	Norrmalm	Burgers	\$
	Various locations	Various districts		
Légumes	Hornsgatan 80	Södermalm	Middle eastern, vegetarian/vegan	\$
K 25	Kungsgatan 25	Norrmalm	Mixed; Food court	\$\$-\$
Teatern (Ringen)	Götgatan 100	Södermalm	Mixed; Food court	\$\$-\$
Giro	Sveavägen 46	Norrmalm	Italian	\$\$
Meatballs for the people	Nytorrgsgatan 30	Södermalm	Meatballs	\$\$
Vapiano	Sturegatan 12	Östermalm	Italian	\$\$
	Various locations	Various districts		
Knut	Upplandsg. 17	Vasastan	North Sweden	\$\$-\$\$\$
Gute	Brunnsgatan 6	Östermalm	Steakhouse	\$\$-\$\$\$
Tradition	Österlånggatan 1	Gamla stan	Traditional Swedish	\$\$\$
Monks	Sveavägen 39	Norrmalm	Pub/bar/restaurant	\$\$\$
	Various locations	Various districts		
The Bishops Arms	Vasagatan 7	Norrmalm	English pub	\$\$\$
	Various locations	Various districts		
Lokal Izakaya	Scheelegatan 8	Kungsholmen	Japanese	\$\$\$
Pelikan	Blekingegatan 40	Södermalm	Traditional Swedish	\$\$\$



Restaurang AG	Kronobergsg. 37	Kungsholmen	Steakhouse	\$\$\$\$
Wedholms Fisk	Nybrokajen 17	Östermalm	Seafood; European	\$\$\$\$
Operakällaren	Operahuset	Norrmalm	European; Scandinavian	\$\$\$\$
Eriks Gondolen	Stadsgården 6	Södermalm	Traditional Swedish	\$\$\$\$

8. Other useful information

The standard electricity voltage is 230 V (and standard frequency 50 Hz). Sweden has power sockets of “type F”. That is, the same as most European countries. Remember to bring an adapter and/or transformer if this is not your standard outlet.



Stockholm is generally safe to visit during both day and nighttime. However, pickpockets and thieves do exist, as in any city. Therefore, take normal precaution with your valuables.

Tap water is of excellent quality. There is no need to buy bottled water.

Stamps can be bought at most newsagents (such as 7Eleven or Pressbyrån) and supermarkets. Since 2009, no traditional post offices exist.

Although the official language is Swedish, you can expect that most Swedes know at least basic English. There should be no problem ordering food, communicating with cashiers or bus drivers in English. However, do not make the conversation too advanced.

You are not expected to pay tips at any occasion. However, you are most often welcome to do it if you like.

Stores are normally open from 10:00 to 20:00 on Monday-Friday, although this, of course, can vary. Most stores are also open on Saturdays and Sundays, but with somewhat reduced opening hours. Supermarkets are generally open longer, as are restaurants. Businesses are generally not closed during lunch, although they might be busier during that time.

Sweden has come far in digitalizing all sorts of services. This means that self-service is very common in, for example, fast-food chains, supermarkets, and buying transportation tickets.

You can buy pharmaceutical drugs not only in pharmacies (Apotek, in Swedish), but also at most supermarkets and newsagents (although these have a more restricted range of

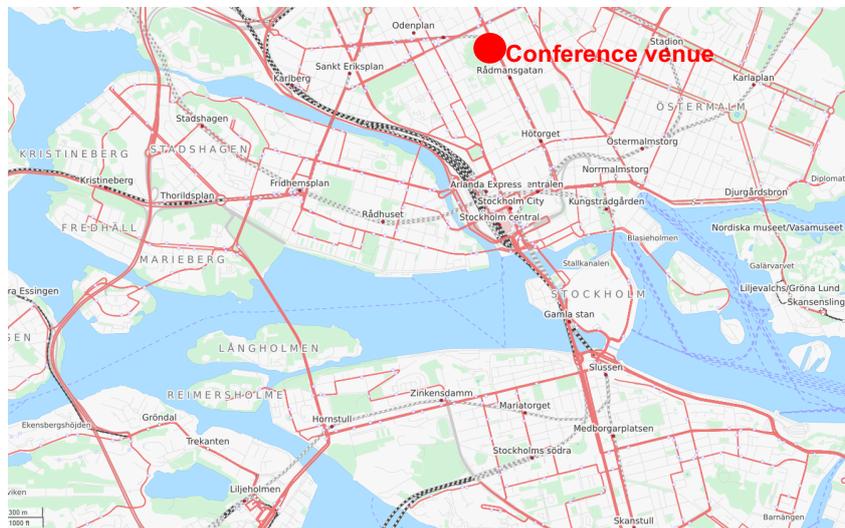


products). Some examples of pharmaceutical chains include Apoteket, Apotek Hjärtat, and Apoteksgruppen.

Hospitals in Sweden are some of the best in the world. Remember to check your health care coverage before your trip. EU residents should remember to bring their European Health Insurance Card.

9. The conference venue

The conference is held in the main building of Stockholm School of Economics (SSE), located at Sveavägen 65. It is very close to the metro stop “Rådmansgatan” on the Green line (marked in the metro map above).



The main building of Stockholm School of Economics, seen from Sveavägen