

ENGLISH



SPECIAL OLYMPICS
WORLD GAMES
BERLIN 2023

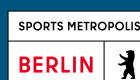
17-
25
JUNE

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Family Handbook

WWW.BERLIN2023.ORG/EN

WITH FUNDING FROM



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MENSCH

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Dear Special Olympics Families,

It is with great pleasure that we welcome you to the 2023 Special Olympics World Games in Berlin, Germany. This incredible event celebrates the talent, perseverance, and strength of 7,000 Special Olympics athletes from over 180 delegations. Together with you, 16,000 volunteers and thousands of spectators, we will celebrate an event of encounters and inclusion.

Berlin is a vibrant and lively city that stands for tearing down walls. We all recognize the importance of breaking down barriers and building bridges to create a more inclusive world. We extend our heartfelt congratulations to you and your athletes for all you have accomplished thus far and for the lifetime experience that awaits you in Berlin.

In this handbook, you will find all the information you need about the Family Program, the Games, and everything in between. We hope that it will help you navigate these special days and make the most of your time here.

We look forward to experiencing the excitement, courage, and joy that the Special Olympics World Games Berlin 2023 bring. Let us come together and celebrate the talents of all our athletes while promoting inclusion and acceptance. Let's bring our claim to life: we are **#unbeatabletogether**.

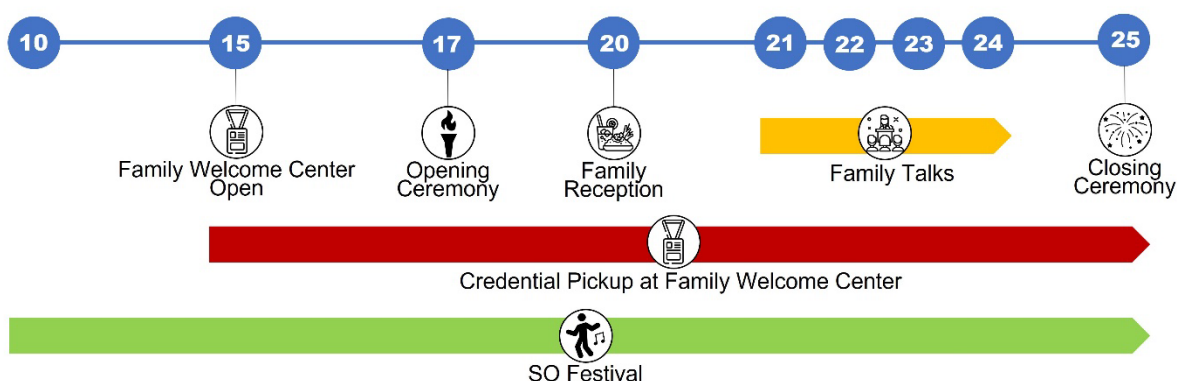
Welcome to Berlin!

1. FAMILY INFORMATION

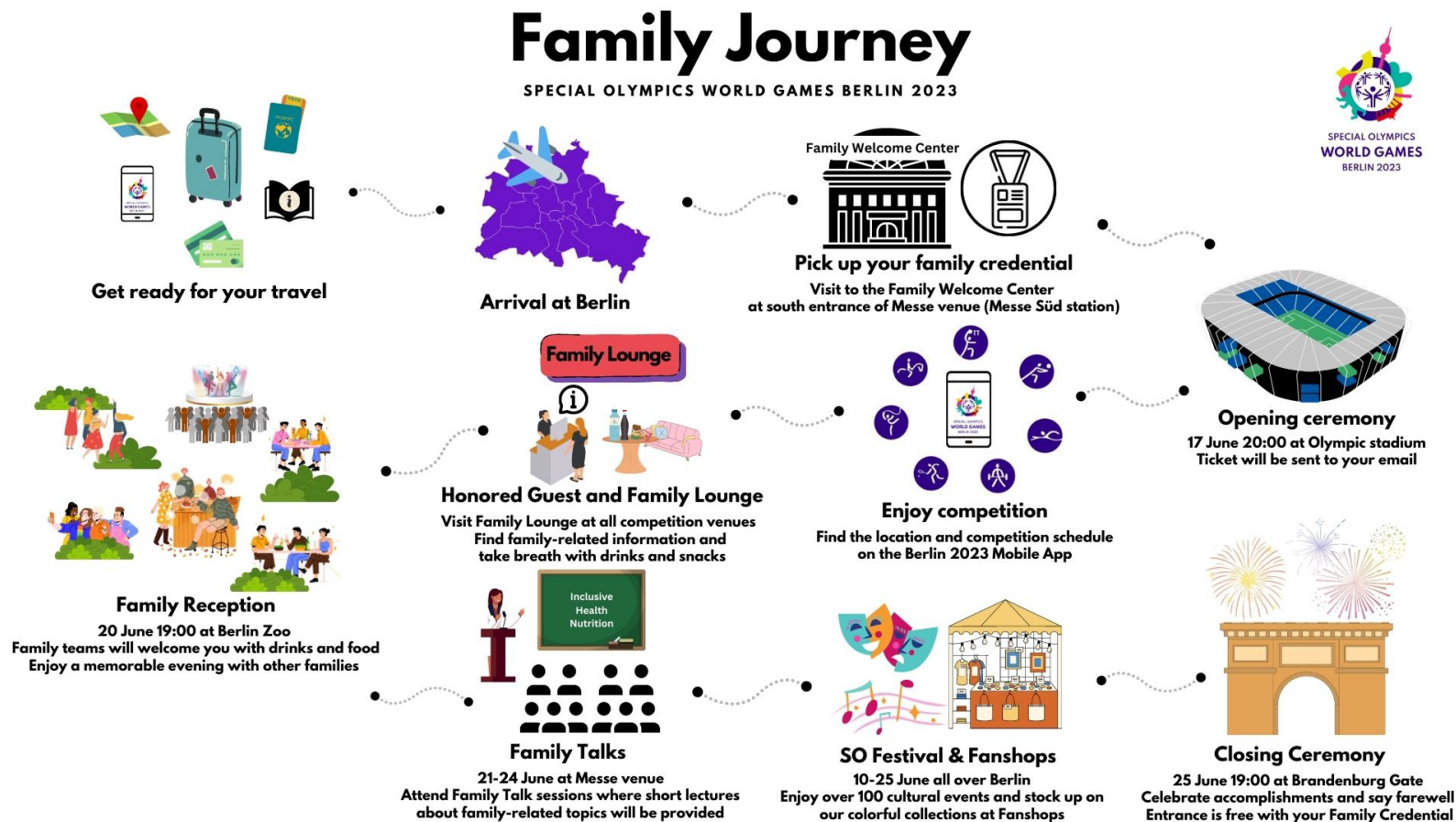
1.1 Family Key Dates

Date	Event	Location
10-25 June	SO Festival	Cultural Program (10-25 June) Neptunbrunnen (15 to 25 June) Sommergarten, Messe Berlin (18 to 25 June) Highlight events at Brandenburger Gate (18, 19, 21, 22 June)
15-25 June	Family Welcome Center Open – Credential distribution	South Entrance of Messe Berlin
17 June	Opening Ceremony	Olympic Stadium
20 June	Family Reception	Berlin Zoological Garden
21-24 June	Family Talks	21, 22 June: City Cube at Messe Berlin 23, 24 June: Family Lounge at Messe Berlin
25 June	Closing Ceremony	Brandenburg Gate

June 2023



1.2 Family Journey



1.3 Family Welcome Center - Credential pick up

The Family Welcome Center serves as the initial check-in area. This is where family credentials are distributed to all registered participants.

Step by step process for credential pick-up:



Get to the Family Welcome Center at Messe South Entrance.

1. The address is Jafféstraße, 14055 Berlin. You can get there by public transport with the S-Bahn on lines S3 and S9. Get down at the *Messe Süd* station.
2. **Only one family member goes inside the Welcome Center with a list of all the family members** they are picking up the credentials for. The other family members have to wait outside.
3. Once you have picked up all your credentials, you will have access to all the Family Program benefits!

Family Welcome Center (Messe Süd) - Opening Hours

	Date	Open	Close
Thursday	15 June	8.00 am	8.00 pm
Friday	16 June	8.00 am	8.00 pm
Saturday	17 June	8.00 am	7.00 pm
Sunday	18 June	8.00 am	6.00 pm
Monday	19 June	8.00 am	6.00 pm
Tuesday	20 June	8.00 am	6.00 pm
Wednesday	21 June	8.00 am	6.00 pm
Thursday	22 June	8.00 am	6.00 pm
Friday	23 June	8.00 am	6.00 pm
Saturday	24 June	8.00 am	6.00 pm
Sunday	25 June	8.00 am	4.00 pm

*The schedule is subject to change

Please note that we won't offer onsite registration.

1.4 Transport services

With their credentials, families will have free access to public transport within Berlin A, B and C zones between **15-25 June 2023**. Please note that the free use of public transport is valid only with the family credential. You will find the VBB logo on the family credential which indicates that you are allowed to travel for free.

The families should buy a proper ticket for their travel from the airport or from the hotel to the Family Welcome Center before picking up their credentials. Also, this service will expire with the closing of the Games and will not be effective from 26 June 2023.

Note: Family members who attend the golf competitions received extra information on how to travel to the venue. The venue is outside of the free access with the credentials.

Please see chapter 4.1 'Transport in Berlin' for more information about transport in Berlin.



1.5 Family Areas

Family Welcome Center

All registered family members can access the Family Welcome Center.

However, when the families pick up their credentials, we strongly encourage that only one family member goes inside the Welcome Center with a list of all the family members they are picking up the credentials for. It would help the credential distribution process to be quicker and safer as well as avoid any inconvenience occurring by overcrowding.

Honored Guest and Family Lounge

Every venue has an Honored Guest and Family Lounge. The lounge opens 30 minutes before the first competition starts and closes after the last competition or the Award Ceremonies of the day.

If you have any questions about the Family Program, you will find family volunteers there.

The family members with the credentials can access the Honored Guest and Family Lounges, which serve as places to rest, come together and network.

Light refreshments are served in the lounges and information desks are available.

Food and Beverages

Light snacks and drinks are offered in the Honored Guest and Family Lounges. Families can buy meals and drinks at the concession stands at most competition venues.



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Opening and Closing ceremonies

Family members receive a free ticket for the Opening Ceremony via e-mail from our ticket provider vivenu. The tickets were sent on 22 May 2023 to the e-mail address that was used in the registration for the Family Program. Please check your spam folder, if you did not receive it.

Families must enter the venue from the East Entrance. Families will have free seating in the block mentioned on the ticket.

Families can access the Closing Ceremony with their credentials. The Closing Ceremony is already sold out for spectators.

Please note that families shall arrive at the Opening Ceremony and Closing Ceremony by public transport. Access to personal vehicles will be restricted near the Ceremony venues and no parking will be available.

1.5.1 Non-family areas

Host Town Program

The Host Town program is dedicated to delegations only and therefore, families are not able to participate in the Host Town Program. Instead, families can travel to Berlin and explore the city with a variety of benefits for the families of the Special Olympics World Games.

Field of Play

Family members are never allowed on the field of play for any reason. This applies throughout the competition period including the Award Ceremonies. This is for the safety and security of our athletes and staff.

Delegation hotel

Delegation hotels are strictly limited only to the delegation member. This is for the safety and security of our athletes and staff. In case family members have concerns about their athletes, they should contact their athletes' coach or Head of Delegation directly.

Delegation Dining Halls

Delegation Dining Halls are strictly limited only to the delegation member.

1.6 Family events & participatory activities

1.6.1 Family Activity Album

The Family Activity Album introduces a variety of events and fun activities offered for the families in the Special Olympics World Games Berlin 2023. Families can collect stamps at Family Lounges after taking part in the events, activities, and attractions offered. This encourages our family members not only to create the unique memories during the Special Olympics World Games, but also to win a special gift!

1.6.2 Family Reception

The Family Reception is a welcoming evening for participating families in the Special Olympics World Games.

All registered families are welcome to participate in the event by presenting their credentials. Please join us and spend a nice evening with a variety of animals together with other family members in a cozy atmosphere.

Snacks and drinks will be provided at various market stalls in the zoo, and a music performance and an inclusive street theater performances will be on stage.

There will also be a limited book give-away by the Di Pietro Foundation as well as a book signing by Timothy Shriver, son of founder Eunice Kennedy-Shriver and President of Special Olympics International.

Date & Time: 20 June 2023, admission: 6.30 pm, start: 7.00 pm, end: 9.30 pm

Location: Berlin Zoological Garden (Entrance "Löwentor" or Entrance "Elefantentor")

Adresse: Hardenbergplatz 8, 10787 Berlin (Use S-Bahn on lines S3, S5, S7 at Berlin Zoologischer Garten railway station or U-Bahn on lines U1, U3 at Wittenbergplatz station)

Note: This event will still take place in case it will rain. Please prepare yourself for the weather conditions.

1.6.3 Family Talks

Family Talks will provide short lectures on family-related topics and helpful information for the Special Olympic Families, followed by an open Q&A session and discussions.

The talks will be held in English and will not be translated. Let's meet at the City Cube or Family Lounge at Messe Berlin and share our knowledge! Admission is free.

Session 1: "Sport and Diabetes"

Speaker: Ulrike Thurm and Hans-Peter Kempe - German experts on diabetes and sports

Date & Time: 21 June, 6.00 pm - 7.00 pm

Location: City Cube at Messe Berlin

The experts will talk about the effects of sports on diabetes, optimal nutrition for athletes with diabetes, and support options for affected athletes.

Session 2: "Women' Health"

Speaker: Dr. Katharina Dreser - Clinical Director Health Promotion and Gynecologist

Date & Time: 22 June, 6.00 pm - 7.00 pm

Location: City Cube at Messe Berlin

Dr. Katharina Dreser will talk about the female cycle and its specific health for the session.

Session 3: "Advocating for Inclusive Employment"

Speaker: Special Olympics Sargent Shriver International Global Messengers and their Family Members

Date & Time: 23 June, 1.00 pm - 2.00 pm

Location: Family Lounge at Messe Berlin

Our Sargent Shriver International Global Messengers and their family members will share their stories about inclusive employment.

Session 4: "Involvement of youth in the Special Olympics structure using best practices"

Speaker: Florian Mausser, Youth Committee, Special Olympics Germany

Date & Time: 24 June, 1.00 pm - 2.00 pm

Location: Family Lounge at Messe Berlin

The Youth Committee of the Special Olympics Germany will share their best practices in youth engagement in Special Olympics.

1.6.4 Special Olympics Festival

The [Special Olympics Festival](#) is a unique and inclusive experience for all sports and culture enthusiasts: A colorful stage program, many participatory offers and sports activities invite all Games' attendees, visitors and Berliners to locations spread throughout the city, bringing sport and culture together.



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Highlight events at Brandenburg Gate

A wide-ranging and diverse program awaits you at the Brandenburg Gate – Berlin's most famous landmark, right in the middle of the city:

- Family Sport Festival (18 June),
- Concert evening (19 June),
- Fête de la Musique (21 June).

Admission is free.

Festival at Neptunbrunnen (15 - 25 June)

You are invited to come by and experience a colorful, public and inclusive festival from the 15 to 25 June. Enjoy the stage programs, try out the hands-on activities and cheer on our athletes in the official 3x3 basketball competitions!

Admission is free.

Festival at Sommergarten, Messe Berlin (18 - 25 June)

Special Olympics Festival activities await you in the middle of our biggest sports venue, Messe Berlin.

Athletes, delegations and ticketholders have the chance to experience a varied and diverse program alongside exciting sporting competitions.

Admission is free with credential.

Cultural program (10 - 25 June)

The cultural program includes over 100 diverse and exciting cultural events in Berlin – all connected to inclusion.

You will have the chance to visit various exhibitions, theater plays, musical performances, and enjoy Berlin's various sights and attractions. Registered family members can get discounts or even free entry at most of the events!

**between 10-14 June, before the credential distribution, you can still get the same benefits by showing your family registration approval email.*



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1.6.5 Special Olympics International Family Day at the Special Olympics Festival

The Special Olympics International booth at the Festival Sommergarten (Messe Berlin) is hosting a **Family Day** on 21 June.

Stop by to receive a free transfer print your merchandise and participate in other fun, family-focused activities. Global Family Leaders and Special Olympics staff from around the globe will be there to greet and engage with you.

Date: Wednesday, 21 June

Time: 11:00 am – 7:00 pm

Location: Special Olympics Festival at Messe Sommergarten

*Transfers are limited. Come early to ensure you receive yours!

1.6.6 Family Sports Festival (Familiensportfest)

The Family Sports Festival is an event in cooperation with the Berlin Sports Federation) with the aim to encourage Berliners to be active and experience the whole range of sports through participatory activities.

The festival will take place on 18 June 11:00-18:00 at the Brandenburger Gate and its surroundings.

Visitors can experience the official cycling competitions right next to it. Admission is free.

1.6.7 Berlin Attractions by visitBerlin

Our partner visitBerlin gives discounts to families with credentials at several Berlin attractions. Please check out all benefits on this page: <https://www.visitberlin.de/en/special-olympics-world-games-berlin-2023>

1.6.8 Merlin Entertainments

Merlin Entertainments is a global leader in location-based, family entertainment. As one of the world's largest attraction operators, it creates and deliver memorable, immersive brand experiences for millions of guests.

Our partner Merlin Entertainments provides its attractions with a special offer - **30% discount** - for our family members participating in the Special Olympics World Games Berlin 2023. Check out the diverse, inclusive, and barrier-free attractions!

WWW.BERLIN2023.ORG



SEA LIFE Berlin

Discover a magical underwater world with over 5,000 impressive sea creatures in 17 different themed areas.

[Go to buy 30% discount ticket](#)



LEGOLAND® Discovery Centre Berlin

The 3500m2 LEGOLAND® Discovery Centre invites you to enjoy and create with over five million LEGO blocks.

[Go to buy 30% discount ticket](#)



Berlin Dungeon

Berlin Dungeon provides a journey through Berlin's dark history in an actor led, interactive experience.

[Go to buy 30% discount ticket](#)



Little Big City

You can discover the little stories and big moments from over 750 years of Berlin's history.

[Go to buy 30% discount ticket](#)



Madame Tussauds Berlin

Let yourself be whisked off into a star-studded world with the waxwork figures of celebrities.

[Go to buy 30% discount ticket](#)





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1.6.9 Merchandise shops

If you want to get Official Merchandise from the Berlin 2023 collection, visit one of our [Fan Shops](#) at the various venues. Colorful, unique and diverse apparel and accessories await you, including cool T-shirts, hoodies and jackets, as well as stylish bags and hats, electronics, gifts and much more.

Shop on site at **#Berlin2023**

Fan Shops

- Messe Berlin ([South Entrance](#)), 18 to 25 June
- Messe Berlin ([Sommergarten](#)), 18 to 25 June
- Olympiapark ([Maifeld](#)), 18 to 25 June
- Olympiapark ([Hanns-Braun-Stadion](#)), 18 to 25 June
- Neptunbrunnen ([Special Olympics Festival](#)), 15 to 25 June

Temporary Shops

- Opening Ceremony ([Olympiastadion](#)), 17 June
- Athletes' Party ([Brandenburger Tor](#)), 22 June
- Closing Ceremony ([Brandenburger Tor](#)), 25 June

We will also be on the road with our Fan Truck as follows:

- Familiensportfest ([Brandenburger Tor](#)), 18 June
- Swimming competitions ([SSE](#)), 19 and 20 June
- Kayaking and open water swimming competitions ([Grünau](#)), 21 and 22 June
- Beach volleyball competitions ([BeachMitte](#)), 23 June
- Cycling competitions ([Straße des 17. Juni](#)), 24 and 25 June

1.6.10 SPECIAL OFFERS - For Special Olympics Families

Close to the Bowling Venue there are many incentives for all credentialed groups. Go shopping in one of the shops below in EAST SIDE MALL or visit one of the Restaurants at Mercedes Platz!



EAST SIDE MALL

*Offers available all-day between 18-24 June 2023 with Games credentials

JACK&JONES
VERO MODA®

JACK&JONES VERO MODA
10% discount



HASSO VON HUGO
20% discount



Müller
15% discount on Sports Factory products

GRANIT®

GRANIT
15% discount



The WOW! Gallery
20% discount on tickets for 90 minutes of photo and video fun. The discount code: SOG20



REWE
Get a free coffee or hot chocolate



dm
Welcome gift with a snack and refreshment



Thalia
10% on English literature, city maps and travel guides as well as Berlin books



MERCEDES PLATZ

*Offers available between 18-24 June 2023, 2 - 5 pm with Games credentials



Special pizza & homemade lemonade for €17.00



20% discount on Sundaes, ice cream shakes & smoothies, drinks (except beer & Red Bull)



A free homemade iced tea will be served with every main course



Coffee or iced coffee 1+1 (Before 16:30, Mon-Fri)



A free small Romarita (with/without alcohol) will be served with a main course



10% discount on souvenirs for all day



Coffee & cake or cake as a combination for €6.60 (Mo-Fr)



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2. GAMES INFORMATION

2.1 About Special Olympics World Games Berlin 2023

Special Olympics is a global inclusion movement. All over the world, we support people with intellectual disabilities through health, education and skills development programs.

The founder of Special Olympics, Eunice Kennedy Shriver spent her life campaigning for more rights and acceptance for people with intellectual disabilities. Today, Special Olympics is the world's largest sports movement for people with intellectual disabilities, with more than 5 million athletes in 174 countries, and is officially recognized by the International Olympic Committee (IOC).

From 17 to 25 June 2023, the Special Olympics World Games 2023 will take place in Berlin, for the first time in Germany. As the world's largest inclusive sporting event, they are a major highlight for up to 7,000 athletes, 26 sports, 190 athletes and unified partners, 6,000 family members, and 16,000 volunteers.

It will be a colorful celebration promoting more recognition and inclusion of people with intellectual disabilities, by athletes and for athletes.

2.2 Games Calendar

Event	Date
Lighting of the Flame of Hope in Athens, Greece	7 June
Special Olympics Festival	10-25 June
Host Town Program	12-15 June
Law Enforcement Torch Run® (LETR) Final Leg	14-17 June
Family Welcome Center Open	15-25 June
Opening Ceremony	17 June
Healthy Athletes® program	17-24 June
Divisioning & Competition	17-25 June
Family Reception	20 June
SOI Family Day at Special Olympics Festival	21 June
Family Talks	21-24 June
Closing Ceremony	25 June



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2.3 Opening and Closing Ceremonies

The [Opening Ceremony](#) and the [Closing Ceremony](#) are among the highlights of the Special Olympics World Games Berlin 2023.

Opening Ceremony

When: 17 June 2023

Gates open: 18:00

Ceremony: 20:00 - 22:30

Where: Olympic Stadium, Berlin

The [Opening Ceremony](#) is the first real "goosebumps" moment of every big sporting event. Everyone can look forward to a spectacular show featuring well-known artists, the official Olympics ceremonial elements, and the highly anticipated Parade of Athletes.

Family members received their ticket for the Opening Ceremony via e-mail from our ticket provider vivenu. The tickets were sent on 23 May 2023 to the e-mail address that was used in the registration for the Family Program. Please check your spam folder, if you did not receive it. **Families must enter the venue from the East Entrance. Families will have free seating in the dedicated block on the ticket.**

Closing Ceremony

When: 25 June 2023

Gates open: 18:00

Ceremony: 19:00 - 22:00

Where: Brandenburg Gate, Berlin

The [Closing Ceremony](#) is not only a big celebration but also an opportunity for all participants and visitors to celebrate accomplishments, enjoy the community and to say farewell.

All family members have free admission to the Closing Ceremony with their credential.

No tickets are needed.

Please note that families should arrive to the Opening Ceremony and Closing Ceremony by public transport. Access of personal vehicles will be restricted near the Ceremony venues and no parking will be available.

2.4 Prohibited and restricted items

Check out the prohibited items for competition venue, and Opening and Closing Ceremonies at [FAQ>2.Spectator Services>What items are prohibited?](#)

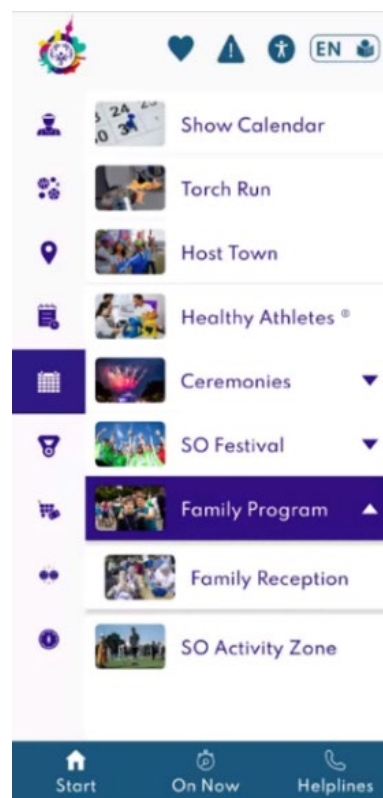
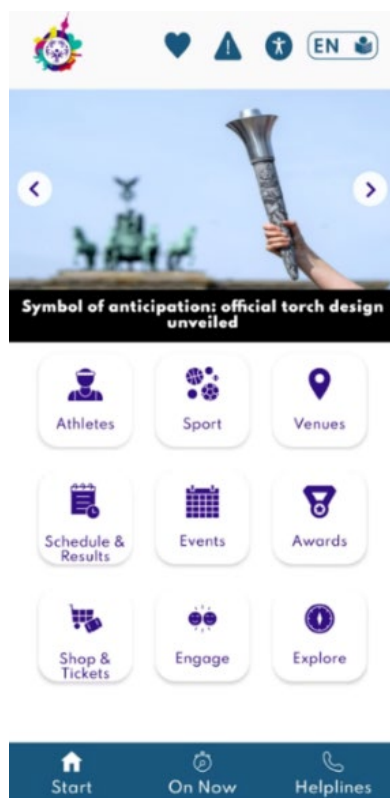
2.5 Berlin 2023 Mobile App & Free Wi-Fi

The Mobile App called 'Berlin 2023' provides all important information about the Games including Family Program, competition schedules and results, non-sport events, athletes, venues, award ceremonies, helplines, and the latest announcements.

The App is available in English, German, Easy English, and Easy German from 30 May 2023.

Free Wi-Fi access will be provided at all competition venues.

[Download the 'Berlin 2023' Mobile App](#)



2.6 Language services

Language support hotline services will be available for families who need help in solving problems in communicating. The service provides interpretation support via phones within its operation hours. The language support hotline is available 6:00am - 10:00pm between 10 June to 26 June 2023. Language hotline: +49 30 8379 4516

2.7 Medical services

Berlin and its surrounding areas have an emergency care system that is based on well-trained paramedics, swift emergency transports and efficient emergency rooms. In case of an emergency at a venue, there will be paramedics on-site to provide first aid and, in more severe cases, organize the transport to a close-by hospital. If you are not at a venue and an emergency occurs, please call 112 to reach emergency services directly. The locations of the venue medical centers can be found in the Venue map – [Messe Berlin](#), [Olympiapark](#), [City cluster](#), [Other venues](#). The medical hotline is +49 30 629 336 050

2.8 Accessibility services

The Special Olympics World Games Berlin 2023 provides multiple different services to make the Special Olympics World Games inclusive to everyone. Find more detailed information on the accessibility services via <https://www.berlin2023.org/en/accessibility>.

If you want to use the following services, please go to the next info point.

- Audio description devices
- Sign language interpretation
- Sensory backpacks
- Hidden Disabilities Sunflower
- Quiet and prayer rooms
- Wheelchair use and loan
- Walkers
- Service Animals



**Info
Point**

3. SPORTS AND VENUES

3.1 Competition schedule

Up-to-date competition schedules including Divisioning and Award Ceremony will be available online via official [website](#) and the Berlin 2023 Mobile App.

3.2 Venue information

[Spectator Guide](#) will support our families to find all the details about the venue including available services at each venue, location of the Honored Guest and Family Lounges, and get directions to the venue.

Venue maps and easy maps of all competition venues will also be available online via official website - [Messe Berlin](#), [Olympiapark](#), [City cluster](#), [Other venues](#) - and the Berlin 2023 Mobile App.

3.3 Award ceremonies

The top three competitors within a sport will be awarded with medals, while those coming after will be awarded with participant ribbons.

Please pay special attention to announcements made in the sports venues regarding award ceremonies. In some cases, the awards may take place outside of the field of play, and you will need to make your way to the awards podium to see the ceremony.

The award schedule will be available online and updated during Games time. Awarding will take place within or close to the venue. Please check out the up-to-date Award Ceremony schedule on the Berlin 2023 Mobile App.

3.4 Family Seating

There will be Honored Guest & Family dedicated seating area in most competition venue that all the registered family members can watch the competitions from.

Due to the small size of the bowling venue, only families of athletes, who compete in bowling, have access to the venue. These families receive additional information.

Any family members will not be allowed to enter the Field of Play for any reason at any time.



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3.5 Unified Sports®

About 1.4 million people worldwide take part in Unified Sports®, breaking down stereotypes about people with intellectual disabilities in a fun way. Unified Sports® connects athletes with intellectual disabilities (ID) and Unified partners without ID on the same team. The teams are made up of people of similar ages and abilities to make training and competition more exciting.

A total of 871 Unified partners are participating in the Special Olympics World Games Berlin 2023.

3.6 Activity Zone

At the Special Olympics Activity Zone we invite you to join the action: Various activities are available to people of all ages, with and without disabilities, the opportunity to engage in inclusive physical activities, try out their personal performance level, learn new sporting skills and be celebrated for their participation in the Special Olympics World Games Berlin 2023.

The Activity Zone will be set up during the Games from 18 to 25 June on the grounds of [Messe Berlin](#) in Hall 8.2.

4. GENERAL INFORMATION

Smoking and alcohol is not permitted at our venues.

Please prepare your stay according to the circumstances. Always check the weather forecast and dress accordingly. Wear comfortable shoes and plan extra time when navigating through Berlin.

Check out this cultural video from our Delegation Services. They will show you around Berlin and tell you how to come along in Germany: [Introduction to Berlin and German culture](#)

4.1 Greener Games

The Special Olympics World Games Berlin 2023 conducts the Greener Games project that aims to reduce its environmental impact by delivering a variety of initiatives. Our focus is on how we can make the Games 'greener' and use our platform to raise awareness, educate and engage people on environmental matters.

You can help us make the Special Olympics World Games greener by,

- Taking public transport, cycling or walking during the games
- Refilling a reusable water bottle at a tap or water fountain
- Sorting your waste so that it can be recycled

4.2 Things to know about Berlin and Germany

Berlin is history. Berlin is culture. Berlin is music. Berlin is hip. Berlin is exciting, colorful and diverse. The people of Berlin are welcoming you to the biggest inclusive sporting event in the world.

National Cuisine

For a visitor coming to Berlin, a must-do item on the itinerary should include the exploration of the national cuisine.

Typical Berlin dishes are *Kasseler*, *Bulette*, and liver "*Berlin style*". The potato, in its various forms, is a ubiquitous side dish in German-speaking households. The *Schrippe*, *Splitterbrötchen* and *Berliner Pfannkuchen* are pastries typical of Berlin.

The most common snack foods sold in the city are *Currywurst* (often with French fries) and various versions of Kebab. Berlin is famous for its excellent international restaurants, too.

Climate

The city is in the temperate climate zone at the transition from maritime to continental climate. The average temperature in June is between 12 and 22 °C. It is also the month with the most precipitation, with an average of 70 mm. Please be prepared for sun, but also for rain.

Currency

The official German currency is Euro (EUR, €).

The Euro comes in notes of € 5, 10, 20, 50, 100, 200, and 500; and coins of 1c, 2c, 5c, 10c, 20c, 50c, €1, and €2.

Credit & Debit Cards

A majority of establishments in Germany will accept debit or credit card. Sometimes you might get charged a small fee for card transactions, so you should check with your local bank before departure.

ATMs

The best way to get a hold of Euro is to directly withdraw them from an ATM.

*Most restaurants won't accept a 200 € note. When withdrawing money, go for 190€ instead to receive smaller bills.

Currency Exchange

The official currency exchange rate is available at [Euro foreign exchange reference rates](#).

The Berlin International Airport has a 24-hour foreign exchange office. In addition, it is possible to visit banks or exchange offices in the city to exchange currency. Bring your country's currency in relatively new bills or they may not be accepted for exchange.

Mobile and SIM Card

To dial a phone number in Germany from abroad works either with "0049" or "+49".

There are three local mobile operators in Germany: Vodafone, Deutsche Telekom and O2. Also, there are also some MNVOs that use the mobile network of the major operators.

Everywhere in the city, there are the official stores of the mobile operators to buy a prepaid SIM card for Germany. You can also easily buy prepaid SIM cards in phone stores, supermarkets, electronics stores.

Power Plugs and Outlets

Germany operates on a 230V supply voltage and 50Hz. For Germany there are 2 plug types, C and F. Plug C is the plug that has 2 round pins and plug F is the plug that has 2 round pins with 2 earth clips on the side.



Waste Management

At the Special Olympics World Games, we will comply with all the environmental policies and procedures, and waste separation will be done as per required standards.

Competition venues and Non-Competition venues will be provided with all the required bins of different capacity. Please note that in Germany, waste is separated into different colored bins: yellow, blue, black, and brown.

Transport in Berlin

Public transport in Berlin includes S-Bahn, U-Bahn, Tram, Bus, and Ferry. The Verkehrs-Verbund Berlin-Brandenburg (VBB) is responsible for a uniform ticket and for passenger information for the entire public transport system.

The VBB, the BVG and the S-Bahn provide timetable information, VBB App, Rail and subway network map and construction site information on their websites.

- www.vbb.de/en
- www.bvg.de/en
- <https://sbahn.berlin/en>

The competition tickets for the spectators and the Credentials for the Special Olympics World Games Berlin 2023 are the free tickets for public transport within its valid hours. The ticket is valid in the tariff zone Berlin ABC (Berlin and surrounding area, for example Potsdam) on the day of the event until 3 a.m. of the following day.

The VBB logo on the tickets and the Credentials indicates that you are allowed to travel for free.



#ZusammenUnschlagbar
#UnbeatableTogether

Bike sharing: In the spirit of flexibility and sustainability, you can cycle through the capital on sharebikes. An overview of the bike sharing system, bike rentals, and providers are available at:

<https://www.berlin.de/en/getting-around/bikesharing/>

E-scooters: e-scooters are the latest form of electric mobility on Berlin's streets. They are suitable for covering shorter distances quickly and comfortably. In Berlin, the electric scooters are approved by the sharing operators like Lime, Bird or Tier. Please find more information about e-scooters in Berlin at:

<https://www.berlin.de/en/getting-around/electric-scooter-sharing/>

Taxi Service & Car Sharing: Surprisingly you will not need to call a cab too often in Berlin as the public transport is very reliable and even runs almost around the clock. Please find some of the taxi service providers in Berlin - [Uber](#), [Free Now](#), [Bolt](#)

Emergency Numbers

Police: 110

Emergency: 112

Games Medical hotline: +49 30 629 336 050

Games Language hotline: +49 30 8379 4516

4.3 Useful links

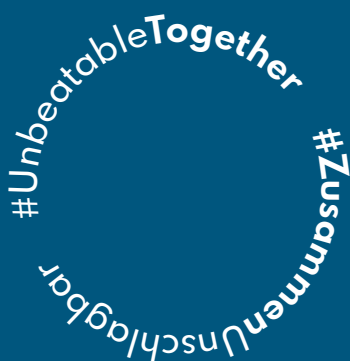
- [Official Website: Special Olympics World Games Berlin](#)
- [Family Website](#)
- [Berlin 2023 – Games Mobile App](#)
- [visitBerlin](#)
- [Attraction Tickets](#)
- [Berlin WelcomeCard SPECIAL](#)
- [Airbnb for Special Olympics](#)
- [Family FAQ](#)
- [Find your SO Program](#)
- [VBB App](#)

Special Olympics
World Games Berlin 2023
Organizing Committee gGmbH

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The content of this handbook reflects the
planning status at the end of April 2023,
subject to change



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