

WELCOME BOOKLET.

DESY Services and Information

Deutsches Elektronen-Synchrotron DESY
A Research Centre of the Helmholtz Association



Contents

Map of DESY and Additional Scientific Centers and Institutes	5
Welcome Services	6
International Office	8
Lost and Found at DESY	8
Hostel Office	9
Housing Office	10
Photon Science User Office	11
Useful Information for People New to DESY	12
IAM (Identity and Access Management)	12
DESY User Account	12
Internet Access	12
DACHS Cards	13
UCO (User Consulting Office)	14
General Services	15
Post Office and Post Delivery	16
DESY Central Library	17
Switchboard	18
Room Booking	18

Eat and Drink at DESY	19	Mobility at DESY	29
DESY Cafeteria and Canteen	19	Mobility in Hamburg	30
Cafe CFEL	20		
		Everyday Life	31
DESY Medical Services	21	General Information about Child Day Care	31
Emergency Services	21	General Information about Schools	32
Works Council / Betriebsrat	22	Shopping	33
Equal Opportunities and Equality	22	Household Appliances / Laundry	33
		Lost and Found in Hamburg	33
DESY in-house Training: DESY-Fortbildung	23	Educational Opportunities / Language Schools	34
Initiative of PhD students at DESY (DOIT)	23	What is going on in Hamburg?	34
PIER Helmholtz Graduate School (PHGS)	23		
DESY Start-up Office	24	How to get to DESY	35
beyourpilot – Start-up Port Hamburg	24	City Map	36
Innovation Center Start-up Lab Bahrenfeld	24		
		Emergency Phone Numbers	37
Kindergarten on the DESY Campus	25		
Parent-Child-Office	26		
DESY Campus Social Hour	26		
Music at DESY	27		
DESY Choir	27		
BSG DESY / Sports at DESY	28		
Other Local Sport Possibilities	28		

Map of DESY, Additional Scientific Centers and Institutes

Medical Services

Building 1a

Central Library

In-house Training

Building 1d

II. Institute for Theoretical Physics

University of Hamburg

Building 2a

DESY Computer Centre UCO

Building 2b

Auditorium

Building 5

Welcome Services

Post Office

Building 6

Equal Opportunities Commissioner /

Women's Representative

Building 6

Organization and General Services

Building 6

Canteen / Cafeteria

DESY Cashier / Degussa Bank

Building 9

Bistro

Building 9a

Works Council

Building 11

Center for Hybrid Nanostructures CHyN

Luruper Chaussee 149, 22761 Hamburg

DESY Campus, Building 600

www.chyn.de

European Molecular Biology Laboratory

EMBL Hamburg

Building 25a

www.embl-hamburg.de

Helmholtz-Zentrum Geesthacht HZG

Outstation

Building 25c, 221 and 47c

www.hzg.de

Guest houses

Building 32 and 33

Photon Science Users' Office

CXNS building 9401.013 rooms O1.013 A/B

Institute for Experimental Physics

University of Hamburg

Building 68

<http://www.iexp.desy.de/institut>

Center for Optical Quantum Technologies

ZOQ

University of Hamburg

Building 69

<http://photon.physnet.uni-hamburg.de/zoq>

Institute for Laser Physics

University of Hamburg, Building 69

www.physnet.uni-hamburg.de/ilp

Start-up Labs Bahrenfeld

Building 98

Center for Free-Electron Laser CFEL

Building 99

www.cfel.de

Center for Ultrafast Imaging CUI

Building 99

Max Planck Institute for the Structure and Dynamics of Matter MPSD-CFEL

University of Hamburg

Building 99 (CFEL)

www.mpsd.mpg.de

European XFEL GmbH

Holzkoppel 4, 22869 Schenefeld

www.xfel.eu/de

PT-DESY (Projektträger DESY)

Albert-Einstein-Ring 21

www.pt.desy.de

Centre for Structural Systems Biology CSSB

Notkestr. 85, 22606 Hamburg

Building 15

www.cssb-hamburg.de

Hamburg Advanced Research Centre for

Bioorganic Chemistry HARBOR

Building 600

Main Gate

Welcome Services

Welcome to the DESY Campus!

The DESY Welcome Services department is situated in building 6 and is divided into three sections: International Office, Hostel Office and Housing Office.

Here you can get useful information varying from German law to driving licenses, on- and off-site housing, language classes, cultural events and much more. Our aim is to make life easier for you and your family, enabling you to make the most of your stay at DESY.

More information including opening hours and forms are available on our website:

<http://welcome-services.desy.de>



International Office

The International Office provides information, advice and assists with administrative matters such as invitations, visas, residence permits, work permits, Hamburg registration, medical insurance, banking information, liability insurance, payment and travel costs, school and kindergarten registration.

The I.O. cooperates with the Hamburg Welcome Center. Guests who need to apply for a stay permit (eAT = electronic stay permit), extend the current stay permit or register at a Hamburg address should visit the International Office.

Our services are available in English, Spanish and Hindi.



Lost and Found at DESY

Items lost on the DESY campus, please call the International Office in building 6, room 114.

Gabriella Kirstein phone: +49 40 8998-3440

Mrs. Michalzik phone: +49 40 8998-3243

Jessica Taneja phone: +49 40 8998-4637

international.office@desy.de

Office: Building 6, room 114

Mon - Fri 11:00 – 13:00

Mon, Tue, Thu 14:00 – 16:00

Hostel

The DESY guesthouses are located on the DESY campus and are not open to the general public. Access is restricted to people connected to DESY activities. The duration of stay on-site is limited. Only short-term visits are possible.

The guesthouses provide fully equipped common kitchens and washing machines. WIFI is available in all rooms.

The Hostel key can be collected at the DESY main gatehouse any time after 3:00 p.m.



Larissa Hintz

phone: +49 40 8998-2740

hostel@desy.de

<https://welcome-services.desy.de/hostel>

Office: Building 6, room 118

Mon – Fri

9:00 – 13:00

Housing Office

For long-term accommodation:

The DESY Housing Office primarily helps all new members of the DESY campus community, whether visiting scientists or DESY employees, in finding long-term (more than four weeks) off-campus accommodation.

The housing application form should be completed prior to be submitted to the DESY Housing Office.

The online application form and valuable information on finding accommodation in Hamburg can be found on our website.



Marion Salmen +49 40 8998-3487
Olga Smotrova +49 40 8998-3072
<https://welcome-services.desy.de/housing>

Office: Building 6, room 116

Tue, Thu	9:00 – 13:00
Wed	11:00 – 13:00

DESY Photon Science User Office

The Photon Science User Office is the prime contact point for users of DESY photon sources (PETRA III, FLASH). The User Office provides general support around the access to the X-ray facilities and helps with safety and access procedures. We also process user travel reimbursement claims and handle the shipment of samples and dewars.

Users of **EMBL beamlines at PETRA III** (P12-P14) should please contact the EMBL User Office in Bldg. 48e, L108
phone: +49 40 89902-111,
Email: useroffice@embl-hamburg.de



Daniela Unger +49 44 8998-2368
Katharina Majd +49 40 8998-4240

email: photon-science.users-office@desy.de
https://photon-science.desy.de/users_area
<https://door.desy.de>

Office: CXNS Building 9401.013, rooms 01.013 A/B

Mon – Fri 8:30 - 14:00

Outside office hours please contact us via e-mail and we will reply as soon as possible.

Useful Information for People New to DESY

IAM (Identity and Access Management)

The IAM database is used by DESY's and several other institutes' administration departments (e.g. European XFEL, EMBL, Uni Hamburg, DESY Kita) to store personal identification information, institute of affiliations and contact persons.

In order to get a DACHS card, an office or a telephone book entry you first have to register in IAM. And together with this IAM registration a DESY User account will be generated. Please contact your group secretary to enter your data via iam.desy.de. In case it is not possible to register online, please fill the form available on the V1 website.

→ [record of personal data IAM english.pdf](#)

All DESY Photon Science Users who are registered in DOOR and all European XFEL Users registered in UPEX are automatically registered in IAM. To register in IAM please contact the group secretary or an IAM Person Administrator.

<https://iam.desy.de>

<https://v1.desy.de/forms>

DESY User Account

A DESY user account enables you to access DESY computers and DESY email and/or web services. To set up a user account please ask the group secretaries or your contact person as a IAM registration is required and the DESY User Registry form has to be signed by your Namespace supervisor.

Internet Access

(without a specific DESY User Account)

Is provided via the WLAN / WIFI "DESY-Guest". To use it you are required to fill out a web form and register your mobile device.

The DESY Guest WLAN / WIFI is unencrypted.

Eduroam (Education roaming) is accessible.

https://it.desy.de/services/networks/wlan_at_desy/index_eng.html

DACHS (DESY Access Handling System) Cards

These cards are necessary to enter and work in restricted areas, laboratories, control rooms and beamlines.

The validity of specific access rights for laboratories and beamlines and of the requirements like trainings are stored in the DARF-DACHS database. The data management is decentralized. Access is granted if the access right and all associated requirements are valid. DACHS cards are issued in the department of Administration and General Services (see page 15). Outside office hours the cards can be obtained at the main entrance gate "Notkestrasse". Please keep your DACHS card for any future visit at DESY.

→ Note: To get a DACHS card you have to be registered in IAM (Identity and Access Management).



Office: Building 6, room 110

Mon – Thu	8:00 - 12:00, 13:00 - 16:00
Fri	8:00 - 12:00, 13:00 - 14:00

DESY Computer Center UCO (User Consulting Office)

The UCO is the point of contact for all questions and problems relating to your computer workplace and central IT services at DESY. If you need a DESY user account, please contact your group secretary or use the registration form (see page 12/13).

The computer center offers also workplaces with access to printers.

For more information please see the IT guidelines at it.desy.de



UCO: phone: +49 40 8998-5005
email: uco@desy.de

Office: Building 2b, room 131d, computer center

General opening hours: Mon - Thu 9:00 - 16:30
Fri 9:00 - 14:00

telephone-based Mon - Thu 8:00 - 18:00
IT standby duty: Fri 8:00 - 16:00

General Services

The department for Administration and General Services provides you with vehicle badges, DACHS cards, office keys, DESY ID cards.

Further tasks include maintenance and event service in connection with the IT Meeting Service which takes care of the technical part of your event.



General maintenance issues: caretaker@desy.de

All matters for a successful event at DESY:

veranstaltungsservice@desy.de

<https://v1.desy.de>

https://it.desy.de/services/meeting_services/support_request

Office: Building 6, room 09

Office hours:

Mon - Thu 8:00 - 12:00, 13:00 - 16:00

Fri

8:00 - 12:00, 13:00 - 14:00

Post Office

Personal letters are accepted, parcels not. Stamps are also available. There is a red post box outside building 6 for public use. For information regarding incoming parcels please contact the goods receiving department (Warenannahme or/and Transportgruppe).

Post Delivery

When you give DESY as your postal address, make certain you include your DESY group (or Uni, Max-Planck, EMBL, etc.). Otherwise items might get lost. Please refrain from using the DESY address for private letters.



Hartmut Hartmann phone: +49 40 8998-3384
email: poststelle@desy.de

Postoffice: Building 6, room 004

Office hours: Mon - Thu 8:00 - 16:30
 Fri 8:00 - 15:00

Switchboard

Please note:

- Telephones in hallways and the canteen are for internal use only.
- For business calls please use office phones.
- Telephone calls from the guest houses will be charged (please ask the Hostel for more information).
- To order a taxi please call the main gate -3333. They will order it for you.

Room Booking

For the reservations of all public videoconference and seminar rooms in Hamburg please visit the website Raumverwaltung.

There are also many group seminar rooms, which can be booked via the responsible group communication office. Some of them you can find on the same website.



Building 12, main gate

Internal switchboard: phone: +49 40 8998-11

External (24 hours): phone: +49 40 8998-0

email: raumbuchung@desy.de

<https://raumverwaltung.desy.de>

DESY Central Library

The DESY Central Library supplies all kinds of literature for DESY employees, guests as well as partner institutes. Our large selection of printed and electronic information resources includes:

- A collection of 40,000 printed books and a big collection of e-books in our catalogue and on Proquest E-Book Central
- Access to more than 25 licensed databases
- Access to over 1,400 electronic journals:
<https://ezb.uniregensburg.de>
- Subscriptions to more than 200 printed journals
- Ordering of and access to journal articles via:
<https://fater.desy.de>
- About 20 daily newspapers on-site reading
- Conference proceedings printed and online
- Over 160,000 reports and preprints, including theses

Procurement of literature and information upon request and offer of document delivery and interlibrary loan. Personal help or by email with specialized information and literature search. Please register at the information desk in order to borrow media. Cards are also available for short-term guests.

Please ask your group secretary.



Library: Building 1d, ground floor, room EG.440

circulation desk: Mo-Thu 9:00 - 16:00 | Fri 9:00 - 14:00

<https://library.desy.de/catalogue>

<https://library.desy.de/ebooks>

<https://library.desy.de>

Opening hours:

Mon - Fri 7:00 - 19:00
weekend/holiday closed

With DACHS card 24 hours weekdays and weekends/holidays



Works Council / Betriebsrat

The works council is an elected board of employees according to the German works constitution. It provides you with advice and assistance (in German) in regard to work related matters, such as:

- Work schedules incl. flexible time
- Consultation in payroll matters
- Conflict counseling and resolution

BR office: Building 11a, 1st floor, room 118 – 126

Thomas Frerichs phone +49 40 8998-3232

Secretary phone +49 40 8998-2404

email: betriebsrat-hamburg@desy.de

www.desy.de/betriebsrat

Equal Opportunities and Equality

The Equal Opportunities Officer and the Women Representatives are responsible for:

- Equality for women
- Equal opportunities for women
- Work-life balance
- Protection against sexual harassment

They perform the following tasks, among others:

- Participation in selection procedures
- Consulting in individual cases – confidentiality is guaranteed!
- Participation in strategic processes and concepts
- Participation in internal and external working groups
- Networking
- Organization and implementation of events



Equal Opportunities Office: Building 5, the entrance is opposite the canteen building.

Equal Opportunities Officer: Christina Buban

Secretary: phone: +49 40 8998-1830 | email: gb@desy.de

<https://equality.desy.de>

Eat and Drink at DESY

DESY Canteen & Cafeteria (building 9)

Canteen: Mon – Fri 11:00 - 14:00
lunch and salad bar

Cafeteria: Mon – Fri 7:00 - 17:00
Sat + Sun 8:00 - 15:00
breakfast, snacks, hot and cold drinks

**Bistro Service
(Table Service)
in the cafeteria** Mon – Fri 17:00 - 22:00



Catering: +49 040 8998-1613
Alster Food desy.hamburg@alsterfood.de

Room booking for your event in the canteen extension:
email: raumbuchung@desy.de

Detailed menu: <https://desy.myalsterfood.de>

Café CFEL (building 99)

Mon – Fri 8:00 - 15:00
*Breakfast, Hot and Cold Beverages,
Snacks, Sandwiches, Small Meals*

Mon – Fri 11:00 - 13:00
Hot Meals

The Café CFEL is operated by Studierendenwerk Hamburg.



Detailed menu:

<https://speisepplan.studierendenwerk-hamburg.de/index.php/en/cafeteria/show/id/680>

More Information about Studierendenwerk Hamburg:

<https://www.stwhh.de/en>

DESY Medical Services

As a company medical practice (occupational medicine) we fulfill all tasks which result from the following topics:

- Support in occupational safety and accident prevention
- Preventive occupational health examinations
- Workplace inspections
- Ergonomic advice
- Advice on personal protective equipment

In case of sickness please contact a doctor of your choice outside.



Dr. Katharina Bünz +49 40 8998-2171
Berit Moritz betriebsarzt@desy.de

Medical office: building 1a, basement

Mon – Thu 7:00 – 16:00

Fri 7:00 – 12:00

<https://gesund.desy.de>

DESY Emergency Services (V8.desy.de)

In case of emergency (life-threatening) please call the technical emergency services:

"Technischer Notdienst" (day and night):

via DESY office phone: -2500

via DESY mobile phone: 66-2500

via external mobile phone: +49 40 8998-2500

They will inform the ambulance or fire brigade.

Never call the local fire brigade directly. When calling directly, it is not possible to guarantee the rescue chain on the campus.

The escape and rescue plan is building-specific and informs you about the ground plan of the building, the fire extinguisher locations, the location of the first-aid boxes and the escape and rescue routes to be used. The plans are displayed in the buildings and should be read before an emergency occurs.

In case of minor and technical problems like start-up aid for a car please call phone: +49 40 8998-5555.



DESY in-house Training: DESY-Fortbildung

DESY Education offers a wide range of seminars and trainings on management, communication, working methods and health care, as well as English and German language classes on different levels from absolute beginners to intermediate and advanced levels.



Guided trips to DESY-Zeuthen and to CERN are organized according to demand.

Initiative of PhD students at DESY (DOIT)

DOIT's intention is to improve the situation of PhD students working on the DESY site. All PhD and diploma students working at DESY are invited to participate, irrespective of their payment. If you are interested please send an email to: doit@desy.de

For more information and recent announcements a mailing list of all DESY-paid PhD students is used.

If you are not paid by DESY you can subscribe to an additional list: phdstudents@desy.de

PIER Helmholtz Graduate School (PHGS)

PHGS is a joint graduate education programme of the University of Hamburg (UHH) in cooperation with DESY. The PHGS provides, among other things, key skills training, workshops on career planning, language courses, graduate weeks, travel grants and recreational activities, in which you can participate after registration.

Office: Building 6 / Room 302

Office Hours: Mon - Fri, 8:00 - 12:00

Melanie Braun-Fatz phone: +49 40 8998 4202

Nicole Emden phone: +49 40 8998 3338

email: education@desy.de | <http://pe.desy.de/fortbildung>

Graduateschool

phone: +49 40 8998-5504

email: graduateschool@pier-hamburg.de

<http://graduateschool.pier-hamburg.de>

DESY Start-up Office

The DESY Start-up Office provides individual advice to founders and start-ups that offer high-tech products or services. You can rely on our strong network in Hamburg, Brandenburg, and beyond.

beyourpilot

„beyourpilot – Start-up Port Hamburg“ is an interactive digital communications platform for knowledge-based high-tech spin-offs of research institutes in the Hamburg metropolitan region. Founders who participate in the beyourpilot project are individually advised by an expert and can gain access to a wide range of resources through beyourpilot's network. It is a joint project of DESY, HAW Hamburg, TU Harburg, and the University of Hamburg.



Innovation Center Start-up Lab Bahrenfeld

axiom INSIGHTS | <https://axiom-insights.com>

Class5 Photonics GmbH | <https://class5photonics.com>

Cycle GmbH | <https://cyclelasers.com>

DINAQOR | <https://dinaqor.com/>

elspec Nord GmbH Group | <https://elspecgroup.de/de/elspecnord>

Haystack Oncology | <http://haystackoncology.com>

Holy Technologies | <https://holy-technologies.com>

iovo|doc | <https://iovodoc.de>

PiNa-Tec | <http://pina-tec.de>

Provirex | <https://provirex.de>

Suna-precision GmbH | <https://suna-precision.com>

TXproducts | <https://txproducts.de>

WiredSense GmbH | <https://wiredsense.com>

X-Spectrum GmbH | <https://x-spectrum.de>

3Dock | <https://3dock.de>

Innovation and Technologietransfer

phone: +49 40 8998-4934

email: innovation@desy.de

<https://slb.hamburg>

Kindergarten on the DESY Campus

Kinderwelt e.V. has a bilingual (English and German) day care center on the DESY premises. Children as of the age of 1 up to elementary school enrolment are accepted. In order to obtain a place parents need to register onto the waiting list.

As soon as you have a place you will be guided through the city of Hamburg Kita voucher system or you will be informed about specific DESY arrangements for your share of the costs. Please contact the International Office for help.



Opening hours: Mon - Fri 8:00 - 18:00

Head of the kindergarten: Lidia Morales Zimmermann
phone: +49 40 8998-4160 | email: desy.kindergarten@desy.de

DESY Contact: International Office | email: international.office@desy.de

<https://kinderwelt-hamburg.de>

Parent-Child-Office

The Parent-Child-Office can be used as a rest area for pregnant and breast-feeding women and as a workplace for parents with children. Please make a reservation through the room booking service and pick up the key at the main gate (Notkestrasse) or in building 6, room 110 (opposite the post office).



www.desy.de/raumbelegung

DESY Campus Social Hour

The Social Hour is an informal get together with colleagues from different research areas and groups of the Campus Bahrenfeld, providing the possibility to network and to learn more about the many nations located on Campus. It is also a good opportunity to meet new and not so new members of the DESY community and their accompanying families. Date and location will be announced.



For further information please contact the International Office Team:
email: international.office@desy.de

Music at DESY

There is also a grand piano in the "Große Gästespeiseraum" (dining room, canteen basement) and a piano in the main canteen which can be used after "regular" working hours and subject to availability.



Booking email: raumbuchung@desy.de

DESY Choir

The DESY choir meets every Thursday from 18:00 - 19:30 in the canteen extension or in the auditorium, building 6 (Hörsaal). New members are welcome!



Contact: Sylvie Faverot-Spengler
Axel Schaffran (choir director)
email: Sylvie.Faverot-Spengler@desy.de or chor-kontakt@desy.de
<https://chor.desy.de>

BSG DESY / Sports at DESY

There are a lot of sports activities to choose from, including athletics, basketball, cycling, dancing, football / soccer, table soccer, karate and amateur radio operator.

DESY is a member of the Betriebssportverband Hamburg e.V. and of ASCERI (Association of the Sports Communities of the European Research Institutes).

A booking is required to use the DESY football field or basketball ground. Please send an email with name, phone number, date and time of use.



email: raumbuchung@desy.de

<https://sport.desy.de>

https://sport.desy.de/karate_bei_desy

<https://www.bsv-hamburg.de>

<https://www.asceri.eu/en>

Other Local Sport Possibilities

VAF - Verein für Aktive Freizeit e.V

They offer an indoor swimming pool, fitness studio, yoga and many other interesting programs.

Bertrand-Russell Strasse 4, 22761 Hamburg

Near to side exit of DESY campus, Luruper Chaussee.

Public local swimming pools

The following swimming pools are near to DESY or easily reached by public transportation:

Indoor:

Hallenbad Blankenese, Simrockstraße 45, 22589 Hamburg

Elbgaubad, Elbgaustraße 110, 22523 Hamburg

Festland, Holstenstraße 30, 22767 Hamburg

2 indoor and 1 outdoor swimming pool

Outdoor:

Bad Marienhöhe (Sülldorf), Luzerneweg 1-3, 22589 Hamburg

Freibad Osdorfer Born, Am Osdorfer Born, 22549 Hamburg

VAF: phone +49 40 8906010

<https://www.vafev.de>

Check the opening hours of public swimming pools:

www.baederland.de

Mobility@DESY

DESY bicycles

Some DESY groups offer a limited number of bicycles for use on the campus. Please ask your group secretary for more information. New or used bicycles can be found in various special bicycle shops around Hamburg. The International Office staff will give advice.

DESY vehicle pool

DESY offers a fleet of cars and vans, 10 e-bikes and 3 cargo-bikes which can be rented for business purposes. You can book them through our online vehicle pool.

<https://fahrzeugpool.desy.de>

<https://v1.desy.de/services/mobilitydesy>



Mobility in Hamburg

Discover Hamburg by public transport

The public transport system HVV includes buses, trains, and also certain Elbe ferries. Tickets can be bought from bus drivers with a HVV prepaid card or at ticket machines at any S- or U-Bahn station. Single-Day- and Multiple-Day-Cards as well as season tickets are also available.



The Hamburg Card for visitors includes a Day Ticket, reduced fares for city tours, harbor tours and free admission to many Hamburg sights.

HVV app: Offers tickets and timetables wherever you are. Do you want to find the nearest station? Find a StadtRad hire bike? The nearest car sharing vehicle?

HVV Infoline: +49 40 19449

<https://www.hvv.de/en>

<https://www.hvv.de/en/tickets/single-day-tickets/hamburg-card>

<https://www.hvv.de/fahrplaene/hvv-app>

StadtRAD (Hamburg's bicycle rental system)

Hamburg is a bicycle friendly city and you may see from time to time people riding special red bikes which belong to StadtRAD, the bicycle rental system of the city of Hamburg. There are numerous StadtRAD stations in Hamburg.

Every StadtRAD hire station has a central user terminal. To register you need your bank account (EC card) or credit card number. With your HVV season ticket or BahnCard number you receive a discount.

For more detailed information please take a look at the webpage which is also in English.



One station can be found on the DESY premises in front of bldg. 10.

<https://stadtrad.hamburg.de>

Everyday Life

General Information about Child Day Care

Optional: Kindergarten and/or nursery is provided for all children between one and six years old.

- Nursery ("Krippe"): children less than 3 years of age
- Kindergarten ("Elementar"): children aged 3 until school enrolment
- Child minder/day nanny: children of all ages

Child care is financially supported in Germany, however the support varies from federal state to federal state. In Hamburg one has to apply for a Kita voucher. Up to 5 hours day care are free of charge. The website of the city of Hamburg offers helpful information but feel free to ask for advice in the International Office.



The **Aktion Kinderparadies e. V.** – has approximately 18 (outdoor) children's playgrounds where children aged 1 to 6 are looked after by a trained "babysitter". Each started hour costs € 1,50 plus some minor extra fees per month for energy costs, etc. Donations are always welcome. Opening hours are generally on weekdays from 9:00 - 13:00 and closing times vary from place to place. Please check exact addresses, availability and opening hours on their website.

www.hamburg.com
<https://www.hamburg.de/kita>

www.aktion-kinderparadies.de

General Information about Schools

School attendance is compulsory for 9 years up to 12 or 13 years.

Primary school (Grundschule): grade 1-4

“High school” (Hauptschule, Realschule, Gymnasium, Stadtteilschule (neighborhood comprehensive school)): grade 5 to 9, or up to 13.

Hamburg has some bilingual schools (a list is available at the International Office). There is no provision for serving lunch. Please note that if the German language skills are not sufficient for regular school attendance, the child must attend a one-year preparatory class.

There are 3 international schools nearby DESY:

- International School of Hamburg
- International School Campus in Pinneberg
- Japanese school in Halstenbek



International School of Hamburg:

www.ishamburg.org

International School Campus in Pinneberg:

www.isceducation.de

Japanese school in Halstenbek:

<https://homepage.hamburg.de/jshh>

More information:

welcome-services.desy.de/international_office

www.eduserver.de

Schulinformationszentrum (SIZ) (School Information Center)

www.hamburg.de/bsb/siz

Shopping

Larger stores and shopping centers/malls (Einkaufszentrum) are open until 20 h on weekdays and on Saturdays. Smaller shops usually have more limited hours. In general, shops are closed on Sundays. During national holidays (e.g. May 1, October 3, Christmas, Easter Monday) all stores are closed.

Close to DESY (Zum Hünengrab / Osdorfer Landstraße) you will find a bakery, several supermarkets and every Wed & Sat a big outdoor market.

The Elbe Einkaufszentrum – the closest shopping mall to DESY – has a Kindergarten on the second floor (in the new building).

Household Appliances

You can buy and sell new and second-hand items through these platforms:

- STILBRUCH, which has second hand shops in Altona and in Wandsbek: www.stilbruch.info
- Quoka: www.quoka.de
- Kleinanzeigen: www.kleinanzeigen.de

Elbe Einkaufszentrum

Osdorfer Landstraße 131

Opening hours: Mon – Sat 10:00 – 20:00

Laundry Facilities

At DESY: Washing machines (only for hostel guests) are located in Guest House 2 (building 32) and 3 (building 33).

To operate the machines you have to insert coins (0.50 cent / 1.00 Euro / 2.00 Euro). Washing detergent is not provided.

- Laundromats in Altona
- Laundrette in Hamburg Ottensen,
Ottenser Hauptstraße 56, 22765 Hamburg
- Eco Express Laundry
Bahnenfelder Str. 186, 22765 Hamburg
- Berni's Wasch-Center
Luruper Hauptstraße 164, 22547 Hamburg

Lost and Found in Hamburg

Items lost in the U-Bahn, S-Bahn, bus, public parks, public pools, theaters and museums may be claimed within 6 months at Zentrales Fundbüro and Verkehrsbetriebe Hamburg-Holstein (vhh).

Zentrales Fundbüro

Bahnenfelder Straße 254-260, 22765 Hamburg

e-mail: Zentrales-Fundbuero@altona.hamburg.de

Lost and Found for Bus 1 and 2 : <https://vhhbus.de/fundsachen>

Educational Opportunities / Language Schools

The Hamburger Volkshochschule offers a variety of courses, including language classes. Nearest to DESY:

VHS-Zentrum WEST

Waitzstraße 31 (near S-Bahn Othmarschen)

phone: +49 40 890591-0

Opening hours:	Mo + Tue	9:00 - 13:00
	Thu	14:00 - 18:00

VHS-Zentrum DaF (Deutsch als Fremdsprache)

Schanzenstrasse 77 (near S-Bahn Sternschanze)

phone: +49 40 428413238, Email: daf@vhs-hamburg.de

Opening hours:	Mo, Thu	15:00 - 18:00
	Wed	10:00 - 13:00

As there are many more language schools around Hamburg, please ask the International Office for information.

What is going on in Hamburg?

Cinema, theater and concert programs are available in the local newspapers or at website of Hamburg-Magazin.

For information on Hamburg museums, the harbor, universities and more tourist information or what is on in Hamburg, e.g. Hafengeburtstag, Alstervergnügen, Hamburg's Dom and much more, please take a look at the website.

This booklet is published every month in English and has detailed information on many activities and events going on in Hamburg.

www.meetup.de

www.spontacts.de

<https://aino.hamburg/heute>

<https://hamburg.mitvergnuegen.com>

<https://kiekmo.hamburg/artikel/best-of-hamburg/neu-in-hamburg-tipps-zum-ankommen>

www.sportspass.de

VHS

www.vhs-hamburg.de

VHS-Zentrum DaF

www.vhs-hamburg.de/vhs-standorte/vhs-zentrum-deutsch-als-fremdsprache-419

How to get to DESY

By train

To Hamburg Altona station:

- Continue by taxi, traveling time approx. 15-20 mins
- Or continue by bus line 1 (direction Schenefelder Holt) directly to the main entrance of DESY (bus stop Zum Hünengrab/DESY), traveling time approx. 25 mins
- Or continue by S-Bahn (local city train) line S1 or S11 (direction Blankenese/Wedel) to Othmarschen. Then go on with bus line 1 (direction Schenefelder Holt). On foot: leave the city train station at the Waitzstraße exit, turn right at the bottom of the stairs, turn left onto Waitzstraße, right onto Gross Flottbeker Straße and follow that road directly to DESY, walking time approx. 25 mins

By plane

From the Hamburg airport Fuhlsbüttel:

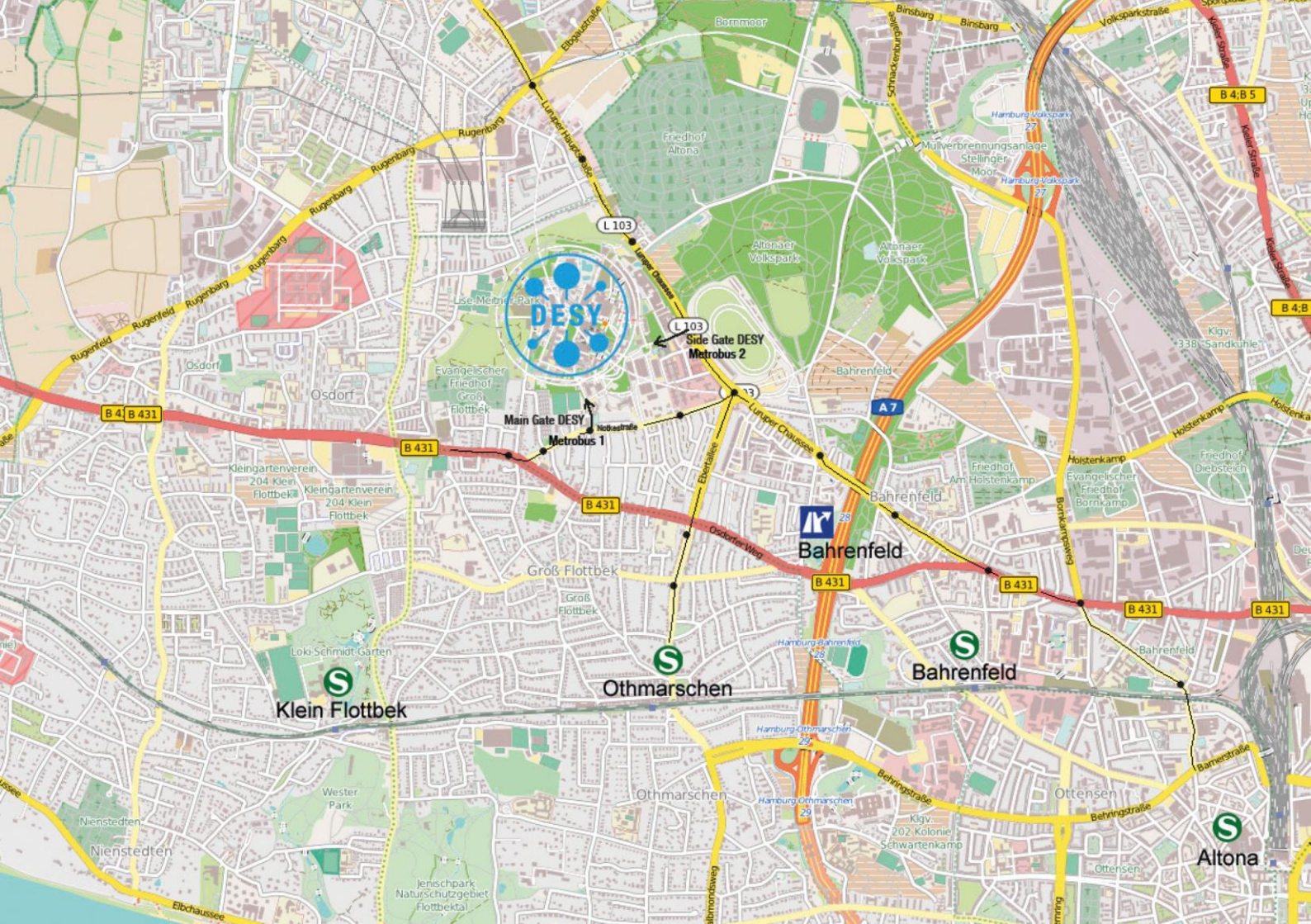
- Continue by taxi, traveling time approx. 40-50 mins
- Or continue with city train line S1 (direction Blankenese/Wedel) to Othmarschen station. Then go on with bus line 1 (direction Schenefelder Holt) to the main entrance of DESY (bus stop Zum Hünengrab/DESY)

By car

Exit the Autobahn (A7) at HH-Bahrenfeld. Arriving in Hamburg from the South: turn left onto the main road (Osdorfer Weg). Arriving in Hamburg from the North: turn right onto the main road (Osdorfer Weg). Then turn right onto Notkestraße. The main entrance of DESY is the second road on the left.

DESY Hamburg Site, side entrance

The side entrance of DESY is located on Luruper Chaussee. The bus line 2 and line 3 stops there (bus stop DESY). The side entrance is open for motorists from Monday until Friday, 6 to 19 h, and closed on weekends. It is open for pedestrians and cyclists at all times. Please ring the bell at the gate to get access.



Emergency Phone Numbers

In the event of accidents, fire, environmental damage or other emergencies on the DESY premises, please call the
Technical Emergency Service at the following number: 2500, DESY mobile: 66-2500, External mobile: +49 40 8998 2500

Outside DESY Campus:

Emergency / Fire / Ambulance
(life threatening situation)

phone: **112**

Police

phone: **110**

Emergency doctor
(non life threatening situations)

phone: +49 40 228022

Emergency doctor's office

Stresemannstraße 54 (Altona) and Berner Heerweg 124 (Farmsen)

Phone number above applies to both emergency offices.

Mon - Fri 19:00 - 24:00, Sat / Sun 7:00 - 24:00

Dental emergency

phone: +49 (0)1805 05 0518
for treatment out-of-hours

<https://www.hamburg.com/useful-information/11900390/emergencies>

Imprint

Publisher

Deutsches Elektronen-Synchrotron DESY
A Research Center of the Helmholtz Association

Hamburg location: Notkestraße 85, 22607 Hamburg
phone: +49 40 8998-0, Fax: +49 40 8998-3282
desyinfo@desy.de, www.desy.de

Zeuthen location: Platanenallee 6, 15738 Zeuthen
phone: +49 33762 77-0, Fax: +49 33762 7-7413
desyinfo.zeuthen@desy.de

Text and editing

Gabriella Kirstein

Layout and graphics

Cristina Lopez Gonzalez

Photographs

Marta Mayer

Printing

DESY-Kopierzentrale

Copy deadline

2025

Deutsches Elektronen-Synchrotron DESY

A research centre of the Helmholtz Association

The Helmholtz Association pursues the long-term research goals of the state and society, including basic research, in scientific autonomy. To do this, the Helmholtz Association conducts top-level research to identify and explore the major challenges facing society, science and the economy. Its work is divided into six research fields. The Helmholtz Association brings together 18 scientific-technical and biological-medical research centres. With more than 38 700 employees and an annual budget of over 4.5 billion euros, the Helmholtz Association is Germany's largest scientific organization.

HELMHOLTZ

www.helmholtz.de