



Information Note to Participants

Ad Hoc Expert Group Meeting on Consumer Protection

29 November 2018, Geneva, Switzerland

I. Introduction and draft provisional agenda

1. The Ad Hoc Expert Group Meeting on Consumer Protection, entitled: "Emerging consumer protection trends: implementing the United Nations Guidelines for Consumer Protection" will take place on 29 November 2018 in room XI (floor 1, below the entrance level - floor 2) of the Palais des Nations, Geneva. The meeting will begin at 10.00 a.m. Due to security requirements, participants are advised to arrive well in advance (60 minutes before the meeting), especially if they need to retrieve a badge at Pregny Gate (see IV. below).
2. The draft provisional agenda and organizations of work with all other relevant documentation, is available following this link:
<https://unctad.org/en/Pages/MeetingDetails.aspx?meetingid=1965>

II. Sessions and procedure

3. The Ad Hoc Expert Group Meeting will start at 10 a.m. on Thursday, 29 November 2018.
4. Delegates are invited to collect the nametags of their country and place them where they are seating (the first row of the Conference Room is reserved for speakers of each session).
5. Delegates wishing to speak during the session are invited (though not required) to inform previously the UNCTAD secretariat accordingly. Delegates wishing to speak may ask for the floor by simply raising their country's nametag, once the floor is open by the chairperson
6. Simultaneous interpretation is not confirmed at this moment.

III. Registration

7. Registration is mandatory for all participants, including those who possess long-term badges, prior to attending the meeting. This is highly recommended to avoid delays in entry and to allow the secretariat to complete the list of participants.
8. To register please follow the link to the website of the IGE <https://reg.unog.ch/event/26572/registration/signin?returnURL=https%3A%2F%2Freg.unog.ch%2Fevent%2F26572%2Fregistration%2Fregister> and click on the UNCTAD Online Meeting Registration icon, using **Google Chrome, Safari or Mozilla Firefox**.
9. Guidelines for registering are available in the following link:
http://unctad.org/meetings/en/SessionalDocuments/iss2016_Indico_Guidelines_en.pdf

IV. Badging

10. All participants who require an entry badge will need to appear in person at the Pregny Gate (14 Av. de la Paix, Geneva) to receive a photo badge and will have to present a valid passport.
11. Badges can be obtained as of 28 November 2018 afternoon. The badges facilities are open from 8.00 a.m. to 5.00 p.m. It is advisable to obtain your badge as early as possible. Please note that the permanent missions can collect badges for other members of the delegations coming from outside Geneva.
12. Only holders of valid UNOG staff and Geneva mission badges will be allowed access through the Nations gate (flag gate).

V. Visas

13. Switzerland joined the Schengen visa scheme on December 12, 2008. All foreign nationals who require a visa for entry into the Schengen visa area, need a visa to enter Switzerland.
14. Delegates are advised to seek information on requirements applicable in their case from Swiss diplomatic or consular missions in their home countries. Information on visa and other relevant regulations for travelling to Switzerland is available at: <http://www.bfm.admin.ch/bfm/en/home.html>
15. In countries where no Swiss representation exists, missions from European Union member States should be contacted. Where a visa is required, applicants are advised to apply at least six weeks prior to departure to Geneva.
16. Should you require UNCTAD assistance with issuance of a visa, please send the official letter of your nomination to represent your country to Ms. Jacqueline Bouvier (Jacqueline.Bouvier@unctad.org).

VI. Access to the Palais des Nations and to the conference rooms

17. Only those vehicles with stickers issued by the UNOG Security and Safety Section may access the Palais des Nations. Access to the premises by taxi is prohibited at all times. Therefore, taxis will take participants no further than the entrance of the Pregny Gate. Pedestrians will find it most convenient to use the Pregny Gate entrance and door 40 (E-building). Attention is drawn to a circular issued by UNOG which stipulates that, as a general rule, access to the Palais des Nations with large luggage (i.e. bigger than a carry-on hand-baggage) is not authorized. Pedestrians carrying large luggage will be directed to the Pregny Gate where, after being security cleared, those items will be stored to the extent of the storage space available.
18. A map of the Palais des Nations is available at: [http://www.unog.ch/80256EDD006B8954/%28httpAssets%29/88FFDD768F055AECC1256F2A0052A3CC/\\$file/Palais%20des%20Nations%20map.pdf](http://www.unog.ch/80256EDD006B8954/%28httpAssets%29/88FFDD768F055AECC1256F2A0052A3CC/$file/Palais%20des%20Nations%20map.pdf)
19. Room XVII is located in the E-building (the Annex) and accessible through the Gate 40 Entrance, on the first floor.

VII. Internet Access

20. A computer point is available for use by participants on the first floor of the E-building, close to the bar "Serpent" (also floor 1, below the entrance level, floor 2) Wireless internet with free access is available in the plenary room and its immediate surroundings.

VIII. Cloakroom facility

21. An unattended cloakroom and coat racks are in close proximity to the plenary room. The United Nations assumes no responsibility for the loss or damage to any articles deposited there. Please note that large luggage and suitcases will not be allowed inside the premises of the Palais des Nations (see 10. above).

IX. Hotel room reservations

22. Participants are requested to make their own hotel reservations. A list of hotels in Geneva is available at: <http://www.geneve-tourisme.ch/en/home>
23. Participants are advised to book hotel accommodation well in advance of the meeting. Hotels in Geneva during the week of the meetings are in very high demand and may be fully booked, given the large number of conferences and other events. The list of hotels that offer special rates for delegates in United Nations meetings is available at: <http://tinyurl.com/Hotels-GVA-FRA-2016-2017>. Please make the inquiry when you arrange the booking.
24. A list of budget hotels and foyers is available at: <http://tinyurl.com/Budget-Hotels-Foyers>
25. Also, for delegates from Least Developed Countries (LDCs) the organization Geneva Welcome Center (CAGI) offers logistical support for the planning of accommodation and may grant financial aid to reduce the cost. Let United Nations list of LDCs is available following this link: <http://unctad.org/en/pages/ALDC/Least%20Developed%20Countries/UN-list-of-Least-Developed-Countries.aspx>
Delegates from LDCs wishing to apply for logistical and financial support are invited to contact CAGI as soon as possible, following this link: <http://www.cagi.ch/en/delegates-welcome/accommodation-for-delegates/conditions-of-grant.php>

X. Weather

26. The weather in Geneva in November is cold, with daytime temperatures averaging 6°C to 10°C (42°F to 52°F), with minimum temperatures at night going as low as 0°C (32°F).

XI. Electrical appliances

27. The electrical current in Switzerland is 220V/50 Hz. Swiss plugs are described on the website: <http://users.telenet.be/worldstandards/electricity.htm> as type J. Type C plugs can also be used.

XII. Public transport and taxi

28. The Palais des Nations is served by several trams and bus lines. From the Cornavin train station, the most convenient is Bus 8 (direction OMS), which serves the Pregny Gate where the Pass and Identification Unit of UNOG is

located (Appia stop). Buses 28, F, V and Z also serve the Appia stop. From the Geneva Airport, the best connection is Bus 28 (direction Jardin botanique), which runs every 20-30 minutes during daytime (Appia stop).

29. Tram number 15 (direction Place des Nations), as well as Bus 5 (direction Aeroport) serve the Place des Nations. The Pregny Gate is located 500m up Av de la Paix from Palais des Nations. Further information on itineraries, timetables, fares etc. is available on following this link: <http://tpg.ch/>
30. A taxi stand is located on route de Pregny, in front of Pregny Gate. Taxis are usually available round the clock. The following direct telephone number will ensure arrival within minutes: 022 33 141 33.

XIII. Banking, currency

31. A UBS bank is located at door 6, building S. It is open from Monday to Friday 8.30 a.m. to 4.30 p.m. ATM machines are open round the clock.
32. The monetary unit in Switzerland is the Swiss Franc. Notes are issued in denominations of 10, 20, 50, 100, 200 and 1000, and coins of 5, 10, 20, 50 centimes, and 1, 2, and 5 francs. 1 Swiss Franc is equivalent to approximately 1.05 USD.

XIV. Cafés and restaurants

33. The Restaurant on the 8th floor of the A Building serves hot meals à la carte from noon to 2.00 p.m., Monday to Friday.
34. The Cafeteria, on the ground floor of the A Building, is open from 8.15 a.m. to 3.00 p.m. Lunch is served from 11.30 a.m. to 2.00 p.m., Monday to Friday.
35. The Press bar on the ground floor of the C Building is open from 8.00 a.m. to 5.45 p.m., Monday to Friday.
36. The Bar Serpent in the Conference room area of the E-building (floor 1, below the entrance level - floor 2) is open from 9.00 a.m. to 5.30 p.m., Monday to Friday.
37. The Delegate's Lounge (Bar) on the 3rd floor of the A building is open from 9.00 a.m. to 5.30 p.m., Monday to Friday.
38. The Bar de la Palette on the 6th floor of the E-building is open from 8.15 a.m. to 4.30 p.m.
39. Please see 11. above for a map of the Palais des Nations.

XV. First aid

40. In case of any medical emergency, dial extension 112. Otherwise, first aid is available at the Infirmary located in the Secretariat building: room No. 016 (basement), door 2, ext. 72807, open from 8.a.m. to 5.00 p.m., Monday to Friday.
41. Please see 11. above for a map of the Palais des Nations.

XVI. Security

42. In case of a security emergency, please dial 15 or 17, or 18.
43. The Security Control and Operation Center (COC) operated 24h a day and can be reached at 022 917 2900 or 022 917 2902.