GENERAL INFORMATION NOTE

DATES AND PLACE

1. The Fifty-first Meeting of the UNWTO Commission for Europe (CEU) will be held on Thursday, 29 April 2010 from 9:00 hrs to 17:00 hrs.

2. The Seminar on “Tourism Governance in Times of Crisis: Conjunctural and Structural Policies” will be held on Wednesday, 28 April 2010, from 9:00 hrs to 17:00 hrs.

3. The Meeting of the UNWTO Commission for Europe and the Seminar will both take place at:

SHERATON SOFIA HOTEL BALKAN 5 *****
5, Sveta Nedelya Square, Sofia, 1000, Bulgaria
Tel. +359 2 937 8787
Fax. 359 2 980 30 30
E-mail: sofia.reservations@luxurycollection.com
Website: www.sofiabalkan.net
Website: www.luxurycollection.com/Sofia

REPLIES TO INVITATIONS

4. A Participation form prepared for this purpose is attached as Annex II. Participants are requested to complete it return it, by 16 April 2010, to each of the following addresses:

<table>
<thead>
<tr>
<th>Ministry of Economy, Energy and Tourism of Republic of Bulgaria:</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mr. Konstantin Botev, Tourism Expert</td>
</tr>
<tr>
<td>&quot;Tourism Policy&quot; Directorate</td>
</tr>
<tr>
<td>4 &quot;Lege&quot; str., Sofia, Bulgaria</td>
</tr>
<tr>
<td>Tel.: +359 2 940 7872</td>
</tr>
<tr>
<td>Fax: +359 2 988 2315</td>
</tr>
<tr>
<td>Mobile: +359 878 615373</td>
</tr>
<tr>
<td>E-mail: <a href="mailto:k.botev@mee.government.bg">k.botev@mee.government.bg</a></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>UN World Tourism Organization</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ms. Matilde Duran</td>
</tr>
<tr>
<td>Assistant to the Regional Representative for Europe</td>
</tr>
<tr>
<td>Tel. 34-91-567 8210</td>
</tr>
<tr>
<td>Fax. 34-91-571 3733</td>
</tr>
<tr>
<td>Email: <a href="mailto:mduran@unwto.org">mduran@unwto.org</a></td>
</tr>
<tr>
<td>Website: <a href="http://www.unwto.org">www.unwto.org</a></td>
</tr>
</tbody>
</table>

For easier reference please note the following:

5. Nationals of the following countries, members of UNWTO CEU, **DO NOT REQUIRE** a visa to enter the Republic of Bulgaria:

<table>
<thead>
<tr>
<th>Andorra</th>
<th>Austria</th>
<th>Croatia</th>
<th>Cyprus</th>
<th>Czech Republic</th>
<th>France</th>
<th>Germany</th>
<th>Greece</th>
<th>Holy See</th>
</tr>
</thead>
<tbody>
<tr>
<td>Hungary</td>
<td>Israel</td>
<td>Italy</td>
<td>Latvia</td>
<td>Lithuania</td>
<td>Malta</td>
<td>Monaco</td>
<td>Netherlands</td>
<td>Norway</td>
</tr>
<tr>
<td>Poland</td>
<td>Portugal</td>
<td>Romania</td>
<td>San Marino</td>
<td>Slovakia</td>
<td>Slovenia</td>
<td>Spain</td>
<td>Switzerland</td>
<td></td>
</tr>
</tbody>
</table>

6. Nationals of the following countries **NEED TO APPLY** for an entry visa before proceeding to the Republic of Bulgaria:

<table>
<thead>
<tr>
<th>Belarus</th>
<th>Kazakhstan</th>
<th>Kyrgyzstan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Tajikistan</td>
<td>Uzbekistan</td>
<td></td>
</tr>
</tbody>
</table>

7. Nationals of the following countries **MAY OR MAY NOT NEED A VISA** depending on the type of passport they are holding as follows:

   (a) Holders of ordinary passports need a visa, while holders of diplomatic or service passports do not need a visa:

<table>
<thead>
<tr>
<th>Albania</th>
<th>Azerbaijan</th>
<th>Bosnia and Herzegovina</th>
<th>FYR of Macedonia</th>
<th>Montenegro</th>
<th>Republic of Moldova</th>
</tr>
</thead>
<tbody>
<tr>
<td>Russian Federation</td>
<td>Serbia</td>
<td>Ukraine</td>
<td>Turkmenistan</td>
<td>Turkey</td>
<td>issued by the Foreign Ministry</td>
</tr>
</tbody>
</table>

   Please note that holders of biometric passports from the FYR of Macedonia, Montenegro and Serbia do not need a visa.

   (b) Holders of ordinary and service passports need a visa, while holders of diplomatic passports do not need a visa: Armenia and Georgia.

8. Visas can be obtained at the Embassy or Consulate of the Republic of Bulgaria in the respective countries. Visas will be issued free of charge.

For further information, if assistance is needed, kindly contact:

**Ministry of Economy, Energy and Tourism of Republic of Bulgaria:**
Mr. Konstantin Botev, Tourism Expert
"Tourism Policy" Directorate
4 "Lege" str., Sofia, Bulgaria
Tel.: +359 2 940 7872
Fax: +359 2 988 2315
Mobile: +359 878 615373
E-mail: k.botev@mee.government.bg

**UN World Tourism Organization**
Ms. Matilde Duran
Assistant to the Regional Representative for Europe
Tel. 34-91-567 8210
Fax. 34-91-571 3733
Email: mduran@unwto.org

Applicants for a visa will be required to present a confirmation from UNWTO that they are registered as participants in the 51st Meeting of the UNWTO Commission for Europe and the seminar.

Please note that entry visas cannot be issued on arrival at the border or at the airport in Sofia.

No vaccination certificates are required unless coming from an infected area.

**TRANSPORT**

9. The Ministry of Economy, Energy and Tourism of the Republic of Bulgaria will facilitate the transfer of delegates between the Sofia Airport and the Sofia Hotels on arrival in Republic of Bulgaria and again on departure.

10. Sofia airport - the international airport is situated about 20 km from Sheraton Sofia Hotel Balkan were the Meetings will take place. The drive takes 30 minutes. Further information regarding the airport is available at the airport’s website: www.sofia-airport.bg

11. The Sheraton Sofia Hotel Balkan is situated in the downtown part of the capital city of the Republic of Bulgaria, Sofia.

**ACCOMMODATION**

12. Special room rates have been obtained for delegates staying at the Sheraton Sofia Hotel Balkan were the Fifty-first Meeting of the UNWTO Commission for Europe (CEU) and the Seminar will take place. **Participants are recommended to reserve accommodation as soon as possible, before 21 April 2010.**
13. PROCEDURE FOR HOTEL RESERVATION

The Hotel Reservation form, hereby attached as Annex III, is to be filled in and submitted directly to the Sheraton Sofia Hotel Balkan and copied to the Ministry of Economy, Energy and Tourism, as follows:

<table>
<thead>
<tr>
<th>Ministry of Economy, Energy and Tourism of Republic of Bulgaria</th>
<th>Sheraton Sofia Hotel Balkan</th>
</tr>
</thead>
<tbody>
<tr>
<td>Konstantin Botev</td>
<td>5, Sveta Nedelya Square, Sofia, 1000, Bulgaria</td>
</tr>
<tr>
<td>Tourism Expert</td>
<td>Tel. +359 2 937 8787</td>
</tr>
<tr>
<td>&quot;Tourism Policy&quot; Directorate</td>
<td>Fax. 359 2 980 30 30</td>
</tr>
<tr>
<td>4 &quot;Lege&quot; str., Sofia, Bulgaria</td>
<td>E-mail: <a href="mailto:sofia.reservations@luxurycollection.com">sofia.reservations@luxurycollection.com</a></td>
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<td>Tel.: +359 2 940 7872</td>
<td>Website: <a href="http://www.sofiabalkan.net">www.sofiabalkan.net</a></td>
</tr>
<tr>
<td>Fax: +359 2 988 2315</td>
<td>Website: <a href="http://www.luxurycollection.com/Sofia">www.luxurycollection.com/Sofia</a></td>
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<td></td>
</tr>
<tr>
<td>E-mail: <a href="mailto:k.botev@mee.government.bg">k.botev@mee.government.bg</a></td>
<td></td>
</tr>
</tbody>
</table>

Please, note that in order to obtain the preferential rates, reservations should be made exclusively directly to the Hotel. Also the indication “UNWTO” must be always written.

14. PRICES

Official hotel of the event and preferential room rates are being offered as follows:

<table>
<thead>
<tr>
<th>SHERATON SOFIA HOTEL BALKAN 5 *****</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Room Type</strong></td>
</tr>
<tr>
<td></td>
</tr>
<tr>
<td>Classical Room (30 sq.m.)</td>
</tr>
<tr>
<td>Executive Room (30 sq.m.)</td>
</tr>
<tr>
<td>Smart Room (45 sq.m.)</td>
</tr>
<tr>
<td>Junior Suite (57 sq.m.)</td>
</tr>
<tr>
<td>Executive Suite (89 sq.m.)</td>
</tr>
</tbody>
</table>

*All mentioned rates include VAT and breakfast. 0.62 EUR per night will be included after reservation as tourist/city tax.*
15. **PAYMENT**

Payment will be made directly in the hotel. Credit cards are requested as a guarantee of the reservation.

**Payment by Credit Card:** Payment with VisaCard, Master Card, Amex or Diners is accepted. The following details are however to be provided to confirm the reservation:

- Type of credit card: Visa/ MasterCard/ Amex/ Diners
- Expiry date
- Cardholder’s name and surname
- Signature

Replacement of delegates and/or accompanying persons is allowed provided that the substitution is communicated in writing to the Ministry of Economy, Energy and Tourism of Bulgaria and to the Sheraton Hotel.

16. **CANCELLATION POLICY**

No penalty will be applied if cancellation is received by the Organizing Committee, till the 22\textsuperscript{nd} of April. Otherwise, the amount corresponding to the first night will be charged.

17. **EXTENSION OF STAY**

The Sheraton Hotel is offering the same contracted rate in respect of stays that exceed the period of time of the meeting and the seminar. The offer is valid subject to availability of rooms. It is advisable that extension of stays be communicated at the time of registration.

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**AIR TRANSPORT**

**BULGARIA AIR**

*www.air.bg*

**OFFICIAL CARRIER**

18. The Company Bulgaria Air has advanced the possibility of offering discounted travel rates of about 15\% in both economy and business class. Confirmation will provided shortly.

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**OPTIONAL EXCURSIONS FOR ACCOMPANYING PERSONS**

19. A list of complementary organised tours will be given in a forthcoming Information Note 2 for those participants willing to stay in Bulgaria after the meeting in order to visit other places of interest.
REGISTRATION AND IDENTIFICATION BADGES

20. Access to the areas set aside for the meetings will be restricted exclusively to participants wearing identification badges. Badges may be obtained at the Registration Centre at the Sheraton Sofia Hotel Balkan.

WORKING DOCUMENTS

21. Documents of the 51st meeting of the UNWTO Commission for Europe as well as the Seminar programme and any advance working documents will be dispatched to the participants by the UNWTO Secretariat after receiving confirmation of their participation.

22. Participants are requested to bring with them to the meeting the documents sent in advance, as only a limited number of documents will be available on the spot.

LIST OF PARTICIPANTS

23. A provisional list of participants, based on the replies to invitations, will be included in the welcome pack provided to delegates upon their registration.

WORKING LANGUAGES

24. Simultaneous interpretation will be provided in the working languages of the Commission, namely English and French, as well as Russian and Bulgarian.

FURTHER INFORMATION

Climate: Temperate continental with clearly marked four seasons. A Mediterranean influence is felt in the country's southern regions. The average annual temperature is 10.5°C. The average January temperature is around 0°C. Average summer temperatures rarely exceed 30°C. In April the temperature in Sofia is usually between 7°C (in the morning) and 21°C (in the afternoon).

Official time: The Republic of Bulgaria is on Greenwich Mean Time (GMT) plus 2 hours.

Official currency: Bulgarian lev. BGN

Language: The native language is Bulgarian; but most people speak at least English or Russian. Business meetings are usually held in English.
ANNEX I

PROVISIONAL PROGRAMME OF THE MEETING AND SEMINAR

Tuesday 27 April 2010
Various
Arrival of participants to the Sofia Airport, transport to hotels
20:00-21:30
Welcome cocktail (Reception) at Sheraton Sofia Hotel Balkan

Wednesday 28 April 2010
09:00 – 09:30
Registration to the Seminar
09:30 – 10:00
Official Opening
10:00 – 11:15
Seminar
11:15 – 11:45
Coffee Break
11:45 – 13:30
Seminar
13:30 – 15:00
Lunch
15:00 – 16:30
Seminar
16:30 – 17:00
Conclusions

20:00 – 22:00
Dinner with typical Bulgarian cuisine and folklore programme

Thursday 29 April 2010
09:30 – 11:00 hrs
Meeting of the Commission for Europe
11:00 – 11:30 hrs
Coffee break
11:30 – 13:00 hrs
Meeting of the Commission for Europe
13:00 – 15:00 hrs
Lunch
15:00 – 16:00 hrs
Meeting of the Commission for Europe
16:00 – 16:30 hrs
Coffee break
16:30 – 18:00 hrs
Meeting of the Commission for Europe

20.00 – 24:00 hrs
Official Reception at Boyana Residence (National Historical Museum)

Friday 30 April 2010
09:30 – 13:00 hrs
Complementary guided tours (more details will be provided)

Various
Departure
ANNEX II
PARTICIPATION FORM

1. PARTICIPANT’S DETAILS

- Country
- Organisation
- Department
- Family name (in block letters)
- First name (Mr/Mrs/Ms/Prof/Dr)
- Official title
- Office address
- Telephone number
- Fax number
- E-mail address

2. ACCOMPANYING PERSON’S DETAILS

- Family name (in block letters)
- First name (Mr/Mrs/Ms)

3. TRAVEL DETAILS

<table>
<thead>
<tr>
<th>Date of arrival</th>
<th>Time of arrival</th>
<th>Flight number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Date of departure</th>
<th>Time of departure</th>
<th>Flight number</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
The participation form is to be completed on behalf of each member of each participating delegation. Once completed, it should be sent to each of the following addresses:

| Ministry of Economy, Energy and Tourism of Republic of Bulgaria: Mr. Konstantin Botev, Tourism Expert "Tourism Policy" Directorate 4 "Lege" str., Sofia, Bulgaria tel.: +359 2 940 7872 fax: +359 2 988 2315 Mobile: +359 878 615373 e-mail: k.botev@mee.government.bg | UN World Tourism Organization Ms. Matilde Duran Assistant to the Regional Representative for Europe Tel. 34-91-567 8210 Fax. 34-91-571 3733 Email: mduran@unwto.org |
ANNEX III

HOTEL RESERVATION FORM

51st Meeting of the UNWTO Commission for Europe
Sofia, Bulgaria April 28-29, 2010

In order to book a room at Sheraton Sofia Hotel Balkan, please complete the details below and fax or e-mail the form to:

Sheraton Sofia Hotel Balkan
Phone: (359) (2) 937 8787
Fax: (359) (2) 980 30 30
E-mail: Sofia.Reservations@luxurycollection.com

Family name:____________________________ First name:_____________________

Company:_____________________________________________________________

Tel:____________________ Fax:____________________ E-mail:_____________________

Arrival date:____________________________ Departure date:___________________

City*:____________________________ Zip Code*:________

Country*:____________________________

Nationality*:________________________________ Date of Birth*:________

Passport No.:________________________ Date of issue:*________ Expiry date:*________

10
Cross the room type you require, indicate the total number of rooms and nights required

<table>
<thead>
<tr>
<th>Room Type</th>
<th>Special Rates</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Single room</td>
</tr>
<tr>
<td>Classical Room (30 sq.m.)</td>
<td>€ 70</td>
</tr>
<tr>
<td>Executive Room (30 sq.m.)</td>
<td>€ 85</td>
</tr>
<tr>
<td>Smart Room (45 sq.m.)</td>
<td>€ 115</td>
</tr>
<tr>
<td>Junior Suite (57 sq.m.)</td>
<td>€ 145</td>
</tr>
<tr>
<td>Executive Suite (89 sq.m.)</td>
<td>€ 190</td>
</tr>
</tbody>
</table>

*All mentioned rates include VAT and breakfast. 0.62 EUR per night will be included after reservation as tourist/city tax*

Room type: __________________________
Total nights:__________________________ No. of rooms:_________________________
Rates are quoted per room, per night, inclusive of buffet breakfast and inclusive of VAT. EUR 0.62 per person per night will be additionally charged as City tax.

Once Classic rooms are sold out the next available room category will be confirmed.

Please indicate the method of payment and guarantee reservation with credit card details:
Credit card name:_______________________ Number:_________________________
Expiry date:___________________________ Signature:_______________________

**CANCELLATION POLICY**

One night's room revenue will be charged for each room cancelled after April 22\(^{nd}\), 2010.

**DEADLINE FOR HOTEL RESERVATION**

**DEADLINE FOR RESERVATIONS IS APRIL 21, 2010.** After this date all unsold rooms will be released and additional reservations will be subject to availability.

Hotel Reservations are to be made directly to the Sheraton Hotel (with copy to the Ministry of Economy, Energy and Tourism of Bulgaria. The Hotel Reservation Form is to be completed on behalf of each member of each participating delegation and sent to:
3. PAYMENT

Credit cards are requested as a guarantee of the reservation.

Payment by Credit Card: Payment with VisaCard, Master Card, Amex or Diners is accepted. The following details are however to be provided to confirm the reservation:

- Type of credit card: Visa/ MasterCard/ Amex/ Diners
- Expiry date
- Cardholder’s name and surname
- Signature

Replacement of delegates and/or accompanying persons is allowed provided that the substitution is communicated in writing to the Ministry of Economy, Energy and Tourism of Bulgaria and to the Sheraton Hotel.

4. EXTENSION OF STAY

The Sheraton Hotel is offering the same contracted rate in respect of stays that exceed the period of time of the meeting and the seminar. The offer is valid subject to availability of rooms. It is advisable that extension of stays be communicated at the time of registration.

5. TRANSFERS FROM AND TO THE AIRPORT

Transfers for participants will be organised by the Ministry of Economy, Energy and Tourism upon arrival and departure:

From Sofia airport to the hotel.

Please indicate if you want a transfer: Yes ☐ Date ........ No ☐

Transfer from hotel back to the Sofia airport.

Please indicate if you want a transfer: Yes ☐ Date ........ No ☐

Transfers from the Sofia airport and back are complimentary. Individual transfer can also be organized from 27th to 30 April 2010 on request.