4TH GLOBAL SUMMIT ON CITY TOURISM
“Re-Inventing City Tourism”
14 -15 December 2015, Marrakesh, Morocco

Information Note

Supporters:
1. INTRODUCTION

This Information Note provides details on administrative and logistical arrangements, along with other relevant information related to your participation in the 4th UNWTO Global Summit on City Tourism. The information note will be updated and may be changed.

1.1 General Information

The official website of the Summit is as follows:

http://destination.unwto.org/event/4th-global-summit-city-tourism

The working languages of the Summit will be Arabic, English, French, and Spanish. Simultaneous interpretation will be provided in these languages. Headphones will be distributed at the entrance of the conference hall and should be returned at the end of each session.

For more information please contact:

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2. PARTICIPATION

2.1 Registration

The participation in the Summit is free of charge, but registration is obligatory. Participants are kindly requested to register online before 10 December 2015, on which online registration will be closed. Please kindly take note that once the number of participants reaches 300, the online registration will be closed automatically.

Moreover, the participants will need their online registration confirmation in order to collect their identification badges at the registration counters on 14 December 2015 (8:00-19:00) and on 15 December (9:00-12:30) located in the main venue, the Hotel Savoy. Participants are requested to wear their identification badges throughout the Summit sessions in the area reserved for the meetings, as well at all social events.

2.2 Visas

In order to enter the Kingdom of Morocco, all participants are required to present their valid passports with appropriate entry visas, except for participants from countries that have a Visa Waiver Agreement with the Kingdom of Morocco. Participants who need entry visas to Morocco, are advised to obtain their entry visas well in advance.

For further information, please contact the Embassy or Consular Office of Morocco in your respective country or visit the following website: https://www.diplomatie.ma/en/Conseilsauxvoyageurs/tabid/3175/language/en-US/Default.aspx
3. PROGRAMME

3.1 Venue

The Summit will be held on 14 and 15 December 2015 in the Hotel Savoy in Marrakesh:

- The Opening Ceremony and the sessions on Monday, 14 December, will take place in the Hotel Savoy from 9:00 – 19:00;

- The session on Day 2, the Technical Conclusions and the Closing Ceremony will be held on Tuesday, 15 December, in the Hotel Savoy from 9:00 – 12:30.

3.2 Sessions and Speakers

The preliminary programme is available at the following link: http://destination.unwto.org/content/summit-programme-1

The biographies of all speakers will shortly be published on the Summit’s website.

3.3 Social Programme and Technical Visits

Please note that the local organizers invite all registered participants to a Welcome Dinner after the sessions on Day 1, 14 December 2015.

On 15 December 2015 two Technical Visits are being offered after the Closing Ceremony:

<table>
<thead>
<tr>
<th>Technical Visit 1 : &quot;Living Art and Culture&quot;</th>
<th>Technical Visit 2: &quot;Marrakech Cité Jardins&quot;</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sights to be visited during the visit:</td>
<td>Sights to be visited during the visit:</td>
</tr>
<tr>
<td>Medersa Benyoussef</td>
<td>Areset Moulay Abdessalam</td>
</tr>
<tr>
<td>Plais Bahia</td>
<td>Jardin Majorelle en calèche</td>
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<tr>
<td>Thé à Dar Chrifa</td>
<td>Museum of Islamic Art</td>
</tr>
<tr>
<td>Jemaa el-Fna Square</td>
<td></td>
</tr>
</tbody>
</table>

Meeting point: Menara Mall Square            Meeting point: Menara Mall Square
14:00 Meeting at Menara Mall Square          15:00 Meeting at Menara Mall Square
14:15 Start of the tour                      15:15 Start of the tour
18:30 Return to Menara Mall Square           18:00 Return to Menara Mall Square

You are kindly requested to register for the technical visits during the registration process.
4. AIR TRANSPORT

4.1 Special Discounts

Royal Air Maroc is the official carrier of the Global Summit on City Tourism 2015. The company offers the following special fares for the international participants of the event:

25% discount on return flights in economy class K

15% discount on return flights in business class D

4.2 Conditions

The special offers are valid exclusively for return flights on Air Royal Maroc serviced routes to Marrakesh in the booking classes stated above and during the period starting two days prior to the beginning of the Summit and expiring two days after its closure, from 13 to 17 December, both inclusive:

- Offer validity: from 13 to 17 December 2015, both inclusive.
- Extension of validity: not allowed.
- Reservation: reservations should be made for the entire trip.
- Issue of tickets: the purchase and the issue of tickets or PTA must be done in Royal Air Maroc agencies only.
- The tickets should state: NON-REF - NON-ENDOS - VALID RAM ONLY.
- Modification of the reservation: one change in the reservation on the entire route is permitted and will be charged with 70 Euros or the equivalent amount in the local currency.

Please find the list of call centers, as well as offices of Royal Air Maroc under the following link: [http://www.royalairmaroc.com/int-en/Travel-Info/Before-the-travel/Our-Agencies](http://www.royalairmaroc.com/int-en/Travel-Info/Before-the-travel/Our-Agencies)

Should you have any questions, please contact: destination@unwto.org

5. ACCOMMODATION

Please kindly note that UNWTO is not responsible for accommodation arrangements. Participants are requested to make their reservations by directly contacting the hotels, riads and guest houses stated in the list below.

To benefit from the special rates negotiated by the hosts in Marrakesh, please refer to our list of partner hotels and riads, clearly indicating your status of participant in the 4th Global Summit on City Tourism.

[List of partner riads and guest houses] [List of partner hotels]

Partners:
6. PRACTICAL INFORMATION

Currency
The currency of Morocco is the Dirham. Bills are issued in 20, 50, 100 and 200 Dirham. Coins circulating have the value of 1, 2, 5 and 10 Dirhams. Most banking institutions have currency exchange offices and most ATMs are available 24/7. International credit cards (Visa, MasterCard, American Express, among others) are widely accepted. Banks are open from Monday to Friday from 8:30 a.m. to 3:30 p.m. Exchange offices are open every day.

Language
In addition to Arabic, French, English and Spanish are spoken in Marrakech and in most touristic sights & places.

Climate
The average temperature in Marrakesh in December usually oscillates between 7° C and 20° C.

Local time
Local time is Greenwich Mean Time.

Business hours
- Offices: 8.00 a.m. to 4.00 p.m.
- Cafés and restaurants: Open between 7.00 and 8:00 a.m. and close at 23.00 p.m.
- Shops: 9.00 a.m. to 8.00 p.m.
- Banks: 8:30 a.m. to 3.00 p.m.

Telephone
The international code of Morocco is +212. Most foreign mobile phones work in Morocco. It is possible to purchase prepaid SIM cards through local providers. Calls can be realized also in phone booths by using telephone cards that are available in tobacco or phone shops.

Tourist information
Marrakesh is considered to be one of the main tourism destinations of Morocco thanks to its divers and rich tourism offer. Several tourism sites and monuments are to be visited (see video and brochures below):
- https://www.youtube.com/watch?v=lp1OikAqrMI&feature=youtu.be
- Brochure Marrakech – Wellness
- Brochure Marrakech – Business events
- Brochure Marrakech – Destination Golf
- Brochure Marrakech – Destination Nature & Adventure

Health
Most hospitals are open 24/7:
- Clinique Ibn Toufail: 0524 43 87 18 / 43 63 53
- Clinique Yasmine: 0524 43 96 94
- Polyclinique du Sud: 0524 44 79 99
- Polyclinique les Narcisses: 0524 44 75 75
- Polyclinique Aéroport: +212 52980-0900
- International Hospital: +212 5243-69595

Useful telephone numbers
- Regional Council for Tourism Marrakesh: +212 (0) 524 38 52 61
- Regional representation and Tourist Office: +212 (0) 524 43 61 31
- Tourism Police: +212 (0) 524 38 46 01
- Police: 190
- General Information: 160
- SOS doctors: +212 (0) 524 40 40 40
- SOS accidents: +212 (0) 524 40 14 01
- Airport information: 0524 44 79 10