



GENERAL INFORMATION NOTE N. 3

UNWTO/UNESCO WORLD CONFERENCE ON TOURISM AND CULTURE

Siem Reap, Cambodia, 4-6 February 2015

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UNWTO/UNESCO World Conference on Tourism and Culture

**SIEM REAP, CAMBODIA
4-6 February 2015**

General Information Note No.2

1. THE CONFERENCE

For the first time, Ministers of Tourism and Ministers of Culture from across the globe will gather to debate how to build a new partnership between Tourism and Culture. The programme will explore the immense potential to work together to contribute to inclusive economic growth, social development, and heritage preservation. The conference is expected to receive 800 delegates including Ministers of Tourism and Ministers of Culture, as well as national, regional and local government policy makers in the areas of tourism and culture, professionals from World Heritage Sites and intangible cultural heritages, non-governmental organizations, academic institutions, and private sector stakeholders.

1.1 Place and dates of the conference

The conference will take place at the Le Meridien Angkor Hotel in Siem Reap Province, Cambodia from **4-6 February 2015**. In order to accommodate the anticipated 800 delegates from around the globe, the conference will be organized in a marquee setup on the hotel's premises. The opening ceremony, closing ceremony and conference programme will take place at this venue.

On the 6th of February, there will be a technical visit for every delegate to Angkor Wat, the UNESCO World Heritage and to the floating village in Tonle Sap, Biosphere Reserve, the Great Lake in Southeast Asia (please refer to the Technical Tour section of this Note for more details).



1.2 Opening and Closing ceremonies

The Opening Ceremony of the conference will be held in the morning of the 4th February, 2015. The ceremony will be presided over by **Samdech Akka Moha Sena Padei Techo Hun Sen**, Prime Minister of the Kingdom of Cambodia with speeches by **H.E. Dr. Thong Khon**, Minister of Tourism of Cambodia, **Lok Chumteav Phoeung Sackona**, Minister of Culture and Fine Arts, **Dr. Taleb Rifai**, Secretary-General of UNWTO and **Madam Irina Bokova**, Director-General of UNESCO.

The welcome gala dinner and culture performance for invited delegates will be hosted by **His Majesty Preah Bat Samdech Preah Baromneath Norodom Sihamoni**, the King of Cambodia at the Elephant Terrace of Bayon Temple of Angkor Wat Complex in the evening on 4th February, 2015.

The Closing Ceremony of the conference will be held in the evening of the 5th February, 2015. It will be presided over by **H.E. Dr. Sok An, Deputy Prime Minister of Cambodia**.

1.3 Registration and badge at Conference Center

The area reserved for the Conference will be confined exclusively to participants and accompanying persons wearing an identification badge. Identification badges will be issued at the registration desk.

The registration desk will be open at the following dates and times:

- **Tuesday, 3rd February (from 10:00 to 20:00)**
- **Wednesday 4th February (from 08:00 to 12:00)**

It is highly recommended to register on the Tuesday 3rd of February as there will be a heavy security check for the grand opening of the conference at 9:30am on 4th of February 2015.

Transportation will be arranged for delegates at the official hotels to the Conference Venue (Hotel Le Meridien Angkor) for registration on the 3rd February. The detailed schedule of the transfer will be available at the hotel reception desk or hospitality/information desk coordinated by B2B Travel.

Note: The onsite registration desk at the Conference Hotel Le Meridien Angkor will also serve as the information desk during the whole conference. Should delegates require any information on any aspects of the event, the first point of contact is at the registration desk.

1.4 Working languages and papers

Materials prepared for the conference will be translated into English and French. Simultaneous interpretation during the conference will be provided in five languages: English, French, Spanish, Russian and Khmer.

Most of the presentation papers for the conference will be uploaded on the conference website as soon as they are available.

1.5 Conference Website

Delegates can stay connected with up to date information of the conference, through the official website: www.tourismandculture.org. Delegates can access all relevant information including the conference programme, speaker information, conference venue, accommodation options, transportation, visa arrangements, **ONLINE** registration to the conference, technical tours, and other social activities of the conference. Delegates can also explore more about the host country, Cambodia, through this website which will enable them to be more prepared for their trip to Cambodia.

1.6 Online registration and deadline

Invited delegates are required to register online through the website of the conference www.tourismandculture.org. This platform will be closed **16th January 2015**. Delegates will use the online registration platform to provide necessary information for conference registration, airport pick up, visa information and the technical tour program.

1.7 Business Center and Internet Lounge

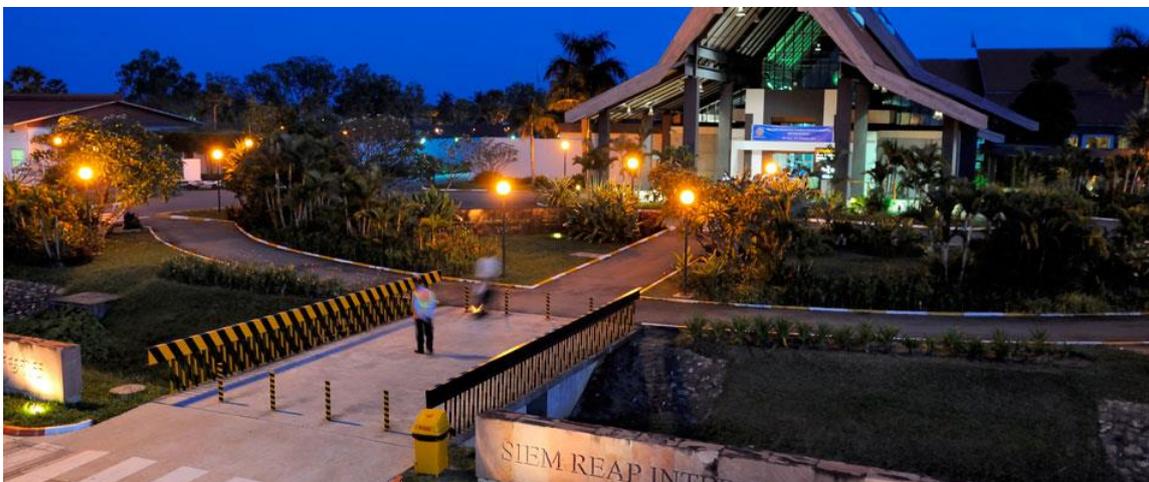
A business center with Wi-Fi connection will be provided to delegates. Computers will be setup for delegates for their convenience. Wi-Fi will also be available at the conference venue. The Wi-Fi code will be available at the registration desk.

2. TRANSPORTATION

2.1 Airport reception and transfers

All international delegates will be welcomed by the host Government of Cambodia at the Siem Reap International Airport upon their arrival.

The host Government of Cambodia will provide shuttle services to those delegates who provide their flight schedule through the online registration platform between Siem Reap International Airport and the designated hotels of the conference. It will take approximately 20 minutes from the airport to reach the designated hotels, which are all located in the center of the city. A shuttle bus service between the designated hotels and the conference venue will also be provided, as well as for the major social events scheduled. Details of the departure times and locations of shuttle bus services will be available upon arrival in Siem Reap.



2.2 Discount on Airfares



Thai Airways as the partner airline for this conference will provide discounted flights at a very competitive rate for participants travelling to and from the venue as well as throughout the region directly after or prior to the event. Delegates can book directly with THAI worldwide selling offices (not the travel agencies) by providing a code of TG1502005.

3. MEDIA OFFICE

The Media center will be set up for the international media during the conference with internet access and office facilities from 3-6 February within the Marquee of the conference venue at the Le Meridien Angkor hotel where the conference will take place.

4. ACCOMMODATION

The government of Cambodia has designated B2B Travel Company as the company in-charge of coordinating the hotel bookings for delegates. The delegates are required to book their accommodation directly with this company by completing the Accommodation Booking Form which is available through the conference website no later than **16th January 2015** to secure a room. The contact of the company is Mr. Thourn Sinan via bc@b2btravelers.com.

The following fourteen hotels have been selected by the Host Government as the official hotels for the World Conference on Tourism and Culture. Please note, given the high occupancy level of hotels in Siem Reap expected in February, rooms will be allocated on a first come, first served basis. Rooms will be blocked for delegates at these hotels until **16th January 2015**.

- **Conditions of hotel reservation**

All rooms will be charged in US Dollars and include breakfast, tax and service charge. To secure your hotel bookings, your credit card details are required. The submission of your accommodation form authorizes B2B Travel Company to charge your credit card as necessary according to the cancellation policy indicated below.

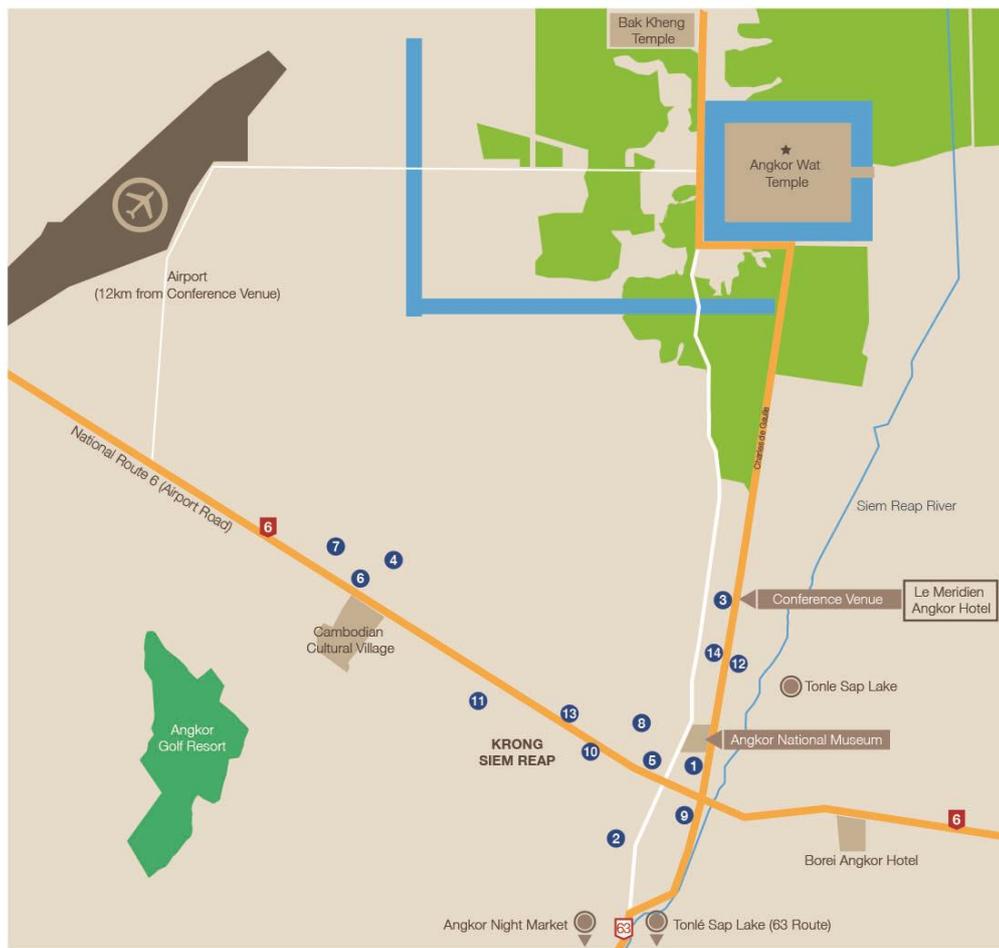
B2B Travel Company shall not be responsible for any missing or incomplete information on the accommodation form.

- **Cancellation of the hotels**

Any communication concerning a cancellation of the accommodation must be sent to the B2B Travel Company in writing by email. The following conditions are applied to the cancellation:

- If cancellation is made before 14 days before check in: no charge
- If cancellation is less than 14 days before check in: 50% charge
- If no-show or same day cancellation: 100% charge

- **Hotel Locations Map**



- | | |
|---|-------------------------------------|
| 1 Raffles Grand Hotel | 8 Angkor Century Hotel Resort & Spa |
| 2 Park Hyatt Hotel | 9 FCC Hotel |
| 3 Le Meridien Angkor (Conference Venue) | 10 Angkor Paradise Hotel |
| 4 Sokhalay Angkor Hotel | 11 Lotus Blanc Resort |
| 5 Sokha Angkor Hotel & Resort | 12 Regency Angkor Hotel |
| 6 Angkor Miracle Hotel | 13 Angkor Hotel |
| 7 Empress Angkor Hotel | 14 Sofitel Angkor Phokeethra |

Raffles Grand Hotel



Sokhalay Angkor Phokeethra



Angkor Century Resort & Spa



Angkor Miracle Hotel



Park Hyatt Hotel



Le Meridien Angkor Hotel



Angkor Paradise Hotel



Empress Hotel



Angkor Hotel



Sokha Angkor Hotel



Sofitel Angkor Phokeethra



Lotus Blanc Hotel



Regency Angkor Hotel



FCC Hotels



	Room type	Room rate	Hotel Details	Distance to venue
1. RAFFLES GRAND HOTEL				
	State room	\$330	Vithei Charles de Gaulle, Khum Svay Dang Kum, Siem Reap, Kingdom of Cambodia T: +855 63 963 888 Website: www.affles.com/siem-reap/	Less than 1km
	Landmark room	\$360		
	Personality Suite	\$650		
2. PARK HYATT HOTEL				
	Park Room	\$320	Vithei Charles de Gaulle, Khum Svay Dang Kum Siem Reap, Kingdom of Cambodia T: +855 63 211 234 Website: www.parkhyatt.com	250 – 300 m
3. LE MERIDIEN ANGKOR Hotel (Conference venue)				
	Superior SGL	\$170	Vithei Charles De Gaulle, Khum Svay Dang Kum, Siem Reap 93178 Kingdom of Cambodia T: +855 63 963 900 Website: www.lemeridienangkor.com	Conference venue
	Superior DBL/TWIN	\$200		
4. SOKHALAY ANGKOR HOTEL				
	Superior SGL	\$130	National Road 6A (Airport Road) Krong Siem Reap, Kingdom of Cambodia T: +855 63 963 222 Website: www.sokhalayangkor.com	Less than 5km
	Superior DBL/TWIN	\$135		
5. SOKHA ANGKOR HOTEL & RESORT				
	Deluxe City View SGL	\$130	Sivatha, National Road 6A (Airport Road) Krong Siem Reap, Kingdom of Cambodia T: +855 97 5 616 107 Website: www.sokhahotels.com	500 m
	Deluxe Pool View DBL/TWIN	\$140		
6. ANGKOR MIRACLE HOTEL				
	Deluxe SGL/DBL/TWIN	\$95	National Road No. 6A, Khum Sra-Nge, Siem Reap, Kingdom of Cambodia T: +855 63 969 900 Website: www.angkormiracle.com	5.2km

7. EMPRESS ANGKOR HOTEL				
	Superior SGL/DBL/TWIN	\$85	#888, National Road 6A, Siem Reap, Kingdom of Cambodia T: +855 63 963 999 Website: www.empressangkor.com	5km
8. ANGKOR CENTURY HOTEL RESORT & SPA				
	Superior SGL	\$110	Komay Road, Khum Svay Dangkom, Kingdom of Cambodia T: +855 63 963 777 Website: www.angkorcentury.com	1km
	Superior DBL/TWIN	\$120		
9. FCC HOTEL				
	Standard Room	\$130	Pokambor Ave, Next to Royal Residence, Siem Reap, Kingdom of Cambodia T: +855 63 760 280 Website: www.fcccambodia.com	Less than 2 km
	Deluxe Room	\$140		
10. ANGKOR PARADISE HOTEL				
	Deluxe SGL	\$75	National Road 6A, Phum Sala Kanseng, Svay Dangkom, Siem Reap, Kingdom of Cambodia T: + 855 63 760 690 Website: http://www.angkorparadise.net/	2.3km
	Deluxe DBL/TWIN	\$85		
11. LOTUS BLANC HOTEL				
	Landmark SGL	\$130	National Road 6A (Airport Road) Siem Reap, Kingdom of Cambodia T:+ 855 63 965 555 Website: www.lotusblancresort.com	3.9km
	Landmark DBL/TWIN	\$140		
12. REGENCY ANGKOR HOTEL				
	Deluxe SGL/DBL/TWIN	\$80	Vithei Charles de Gaulle Siem Reap, Kingdom of Cambodia T:+ 855 63 767 700 Website: http://www.regencyangkor.com/	600m
13. ANGKOR HOTEL				
	Deluxe SGL/DBL/TWIN	\$55	National Road 6A, Phum Sala Kanseng, Svay Dangkom, Siem Reap, Kingdom of Cambodia T: +855 63 964 301 Website: www.angkor-hotel-cambodia.com	2.3km

SOFITEL ANGKOR PHOKEETHRA				
	Superior SGL/ DBL/TWIN	\$230	Vithei Charles De Gaulle, Khum Svay Dang Kum, Siem Reap Kingdom of Cambodia T: +855 63 964 600 Website: www.sofitel.com	250 – 300m

5. ENTRY FORMALITIES

5.1 Online Visa and Visa on Arrival

To enter Cambodia, foreign visitors are now able to obtain a Cambodian visa online easily or upon arrival at the airports and international border checkpoints. A Visa on Arrival (VOA) is valid for 30 days, and is granted at Phnom Penh International Airport, Siem Reap International Airport and other international border checkpoints. The tourist visa fee is US\$30 and the business visa fee is US\$35. Visitors are required to take a current passport size photo for their VOA (this new visa fee is applied from the 1st October 2014 onward).

The Ministry of Foreign Affairs and International Cooperation launched the e-Visa in 2006, which enables visitors to apply for a Cambodia tourist visa online. Instead of applying through a Cambodian embassy, visitors complete an online application form and pay with credit card (\$7 fee will be charged from the credit card on top of the visa fee). After receiving the e-Visa by email, visitors print it out and bring it with them when they travel to Cambodia. E-Visa application link: <http://evisa.gov.kh/>

The conference website www.tourismandculture.org will provide information and the procedure of the visa arrangement for delegates to attend this conference.

6. CONFERENCE TOUR PROGRAMME

In accordance to the conference, the host government of Cambodia will provide a variety of technical tours for delegates and their spouse/kids. The following table is a summary of the tours provided before, during and after the conference. Delegates can sign up for these tours no later than **16th January 2015** to Mr. Thourn Sinan via bc@b2btravelers.com.

Note: Pre-Conference tours, post-conference tours and family tours are offered complimentary, subject to final confirmation at the technical tour desk at Le Meridien Angkor Hotel.

Theme	Date	Time	Details
Pre-conference tour	3 rd February 2015	3:00pm-6:00pm	Option 1: Angkor Wat
		4:00pm-6:00pm	Option 2: Bak Kheng Sunset
		3:00pm-6:00pm	Option 3: Tonle Sap Biosphere Reserve
Family tour programme	4 th February 2015	9:00am-4:30pm	Option 1: Experience Khmer life and relaxation
		2:00pm-5:00pm	Option 2: See Angkor from the sky
	5 th February 2015	9:00am-4:30pm	Option 1: Make your own Khmer lunch and your own handicraft
		2:00pm-5:00pm	Option 2: Circus and Sunset at Bak Kheng Temple
Post-conference tour	6 th February 2015	6:00am-1:00pm	Option 1: Sunrise at Angkor and Tonle Sap Biosphere reserve
		9:00am-1:00pm	Option 2: Temple tours
		9:00am-1:00pm	Option 3: Tonle Sap Lake Biosphere Reserve
		7:00am-5:00pm	Option 4: Preah Vihear, UNESCO World Heritage Site

1.1 Pre-Conference Tour

Option 1: Angkor Wat (Time: 3:00PM to 6:00PM)



This tour takes delegates to Angkor Wat. Millions of tourists head to Cambodia each year to see Angkor Wat, the main UNESCO World Heritage listed temple. Angkor Wat is also one of the most important archaeological sites in South-East Asia. Stretching over some 400 km², including forested area, Angkor Archaeological Park contains the magnificent remains of the different capitals of the Khmer Empire, from the 9th to the 15th century. The Park includes the famous Temple of Angkor Wat and, at Angkor Thom, the Bayon Temple with its countless sculptural decorations. UNESCO has set

up a wide-ranging programme to safeguard this symbolic site and its surroundings. The tour will finish at 6pm. You have the evening free to make your own programme. The host organizer suggests enjoying a circus performance, Khmer massage, shopping and tasting local cuisines at the night market. We wish you a pleasant trip!

Option 2: Bak Kheng Sunset (Time: 4:00PM to 6:00PM)



Before the sunlight fades; the tour will take you to view a beautiful sunset from the top of Bak Kheng Mountain. Every afternoon, thousands of people climb up Bak Kheng Mountain - a special place where you can get the best view of the sun setting over Siem Reap. You can also see Angkor Wat surrounded by the forest from the temple. You will feel the fresh air and marvel at the beautiful landscape.

The tour will finish at 6pm. You have the evening free to make your own programme. The host organizer suggests enjoying a circus performance, Khmer massage, shopping and tasting local cuisines at the night market. We wish you a pleasant trip!

Option 3: Tonle Sap Biosphere Reserve (Time: 3:00PM to 6:00PM)

The Tonle Sap is the largest freshwater lake in Southeast Asia and is an ecological hot spot that was designated as a UNESCO biosphere in 1997. The Tonle Sap is unusual for two reasons: its flow changes direction twice a year and the portion that forms the lake expands and shrinks dramatically with the seasons. From November to May, Cambodia's dry season, the Tonle Sap drains into the Mekong River at Phnom Penh. However, when the year's heavy rains begin in June, the Tonle Sap backs up to form an enormous lake.

You will have a chance to see the floating village to see how people live on the water. The tour will stop by at the floating market where you can have a short rest and a drink before heading back to the city. Tonle Sap Lake has mobile fishing villages that move as the water level rises and falls. The way these communities live is fascinating. There are floating duck farms, crocodile farms and also floating playgrounds where the kids can play. You can also see the seasonal agricultural activities of rice planting and harvesting, and making fish paste.



The tour will finish at 6pm. You have the evening free to make your own programme. The host organizer suggests enjoying a circus performance, Khmer massage, shopping and tasting local cuisines at the night market. We wish you a pleasant trip!

Optional programme: Circus Performance

The circus is one activity you should never miss whilst in Siem Reap. The circus is performed by Phare Ponleu Selpak (PPS) meaning 'the brightness of the art'. It started in 1986. The Phare artists will astonish you with their energy, passion, talent and dedication. You will be impressed by these Cambodian youths who come from the most difficult social and economic backgrounds imaginable. They have transformed their lives through art. The performance starts at 7:30PM every evening.



NOTE:

These Pre-conference tours are *complimentary*, extra activities after 6pm are at the delegates' own cost. Hat, umbrella and light clothes are recommended to bring along with you during these tours. The schedule for hotel pickups for these tours will be provided at a later date.

6.2 Family programme

For those delegates who bring their spouse and/or children with them, the host country has proposed some options to allow for the discovery of Cambodia while their partner or parent is attending the conference. The host country warmly encourages delegates to bring their family.

4th February 2015

Option 1: Experience Khmer life and relaxation (Time: 9:00AM to 4:30PM)



The tour will allow you to experience a Cyclo tour around Angkor Wat complex for an hour. A Cyclo tour is a popular way for tourists to experience the traditional local transport of Cambodia. You will continue your visit to Pradak Village to taste Num Banh Chok (Khmer noodles). Pradak Village is one of the oldest villages in Siem Reap where people still retain their beautiful and authentic way of speaking. People from this village produce palm sugar and handicrafts at their home and sell these directly to visitors. You can taste the fresh palm sugar and participate with the community to make your own handicraft.

Lunch option: You can either finish the tour and go back to the hotel for lunch or you can have your own leisurely lunch at Banteay Srey Temple's restaurant, one of the most famous temples in Siem Reap. Banteay Srey has beautiful carvings which are different from the other temples and the stone is pink in color which looks very unique. The temple's name represents the palace for the queen.

After the temple visit, you can return to town for a relaxing Khmer Massage before heading back to your hotel. There are variety of massages and spas available in Siem Reap that cater to different preferences.. We wish you a pleasant trip!

Option 2: See Angkor from the sky (Time: 2:00 to 5:00PM)

The tour will take you to shop at some local handicraft boutiques and Phsar Chas (the old market) in the Pub Street Area, which is livelier at night time. Phsar Chas used to be the local market for food shops and daily consumption shops but now it serves more as a tourist market. There are also a lot of painting shops featuring various local artists' works which are both beautiful and meaningful.

After an extensive shopping experience, you will be taken on a hot air balloon ride to see the view of Angkor Temple from the sky. You will feel like you are sailing in the sky with a beautiful view of Angkor temple complex. The balloon is a safe and a wonderful way to experience the best of Siem Reap. Please note the balloon operates dependent on suitable weather conditions. After this balloon experience, you will be transferred back to your hotel. We wish you a pleasant trip!



NOTE:

Massage and shopping activities will be at your own cost. The schedule for hotel pickups for these tours will be provided at a later date. The minimum number required to organize each tour is **five people**. Please sign up before **16th January 2015**. **First come, first serve!**

5th February 2015

Option 1: Make your own Khmer lunch and your own handicraft (Time: 9:00AM to 4:30PM)



If you like physical exercise, this tour will fit you well. You will be offered a bike to ride at your own pace around the temple complex. You will feel like you are riding a bike through the jungle surrounded by trees and temples. The bike tour will take approximately one hour.



Next, you will go for a Khmer cooking class for two hours to make your own lunch. There is a variety of Khmer food you can choose, cook and taste. It is a fun experience for your visit to Cambodia - you can even bring the recipe back with you!



After the cooking class and your lunch, you can continue to visit the Artisan D'Angkor to make your own handicraft. Artisan D'Angkor has developed from the ambitious belief that it is possible to revive ancient Khmer Arts & Crafts while improving the lives of thousands of people living in rural areas. You can visit their workshop and decide what you would like to make by yourself within 1-2 hours. This is an opportunity to experience an unforgettable voyage into the heart of Cambodian Arts & Crafts.



After finishing your handicraft, you can return to town for a relaxing Khmer Massage before returning to your hotel. There are variety of massages and spas available in Siem Reap that cater to different preferences. We wish you a pleasant trip!

Option 2: Circus and Sunset at Bak Kheng Temple (Time: 2:00PM to 5:00PM)



If the circus excites you, we encourage you to sign up for this tour - you will be amazed! The tour will take you to visit their workshop, the Phare Home. This group comes from Battambang province where they started the project called Phare Ponleu Selpak (PPS) which means 'the brightness of the art'. PPS is a non-profit Cambodian association working with vulnerable children, young adults and their families through three interweaving fields of intervention: arts schools, social support and educational programs.

You can participate in some activities with them or just observe.

Before the sunlight fades, the tour will take you to view a beautiful sunset from the top of Bak Kheng Mountain. Every afternoon, thousands of people climb up Bak Kheng Mountain - a special place where you can get the best view of the sun setting over Siem Reap. You can also see Angkor Wat surrounded by the forest from the temple as well. You will feel the fresh air and marvel at the beautiful landscape. We wish you a pleasant trip!

NOTE:

Massage and handicraft shop will be at your own cost. The schedule for hotel pickups for these tours will be provided at a later date. The minimum number required to organize each tour is **five people**. Please sign up before **16th January 2015**. ***First come, first serve!***

6.3 Post-Conference tour

On the 6th February 2015, there will be a post conference tour for all delegates. There are three options for delegates to choose: option 1 – Sunrise at Angkor, option 2 – Temple discovery, and option 3 – Tonle Sap Lake Biosphere Reserve. Delegates must sign up no later than **16th -January-2015**.

Option 1: Sunrise at Angkor and Tonle Sap Biosphere reserve (Time: 6:00AM to 1:00PM)



For those who are keen to see the sunrise, this tour is for you. The sunrise at Angkor is fascinating and will make you never forget your time in Siem Reap. It is the best time to see the temple in the early morning as the temperature is perfect with the cool air and less crowds. The tour will start at 6:00AM from the Lobby of Le Meridien Hotel, so you will be picked up 15minutes before that to get you there on time for the sunrise. You probably have to spend at least 2 hours to see Angkor Wat as it is such a big temple.

Then you will be taken to have breakfast at a local restaurant to experience a Cambodian breakfast. You will have a chance to see another fascinating temple called Ta Prohm, a temple covered by trees. It is one of the MUST visited temples in Siem Reap.



After the Ta Prohm Temple, you will explore the Tonle Sap or the Great Lake which is **Southeast Asia's largest freshwater lake and designated as a UNESCO ecological biosphere in 1997**. Located 30 minutes south of Siem Reap, the lake is alive with a variety of



bird species and other wildlife and a number of fishing communities literally floating on it. During the monsoon season, the Tonle Sap River which connects the lake with the Mekong River reverses its flow. Water is pushed up from the Mekong into the lake, increasing its area and its depth. This leads to the flooding of nearby fields and forests. The floodplain then becomes a perfect breeding ground for fish, making Tonle Sap one of the most productive inland fisheries in the world. We wish you a pleasant trip!

Option 2: Temple tours (9:00AM to 1:00PM)

This tour is mainly a temples visit; there are three main temples you will visit: Angkor Wat, Bayond and Ta Prohm. These are the must visit temples you should never miss during your visit to Cambodia. They are built between the 9th and 14th century AD, the region served as the capital of the great Khmer Empire. Angkor Wat is the largest religious monument ever built and is the major reason first-time visitors travel to Siem Reap and Cambodia.



The Bayon's most distinctive feature is the multitude of serene and massive stone faces on the many towers which jut out from the upper terrace and cluster around its central peak. The temple is known also for two impressive sets of bas-reliefs, which present an unusual combination of mythological, historical, and mundane scenes.

Ta Prohm is the modern name of the temple at Angkor built in the Bayon style largely in the late 12th and early 13th centuries and originally called Rajavihara. It is located approximately one kilometre east of Angkor Thom and on the southern edge of the East Baray, it was founded by the Khmer King Jayavarman VII as a Mahayana Buddhist monastery and university. Unlike most Angkorian temples, Ta Prohm has been left in much the same condition in which it was found: the photogenic and atmospheric combination of trees growing out of the ruins and the jungle surroundings have made it one of Angkor's most popular temples with visitors. UNESCO inscribed Ta Prohm on the World Heritage List in 1992. Today, it is one of the most visited complexes in Cambodia's Angkor region. We wish you a pleasant trip!



Option 3: Tonle Sap Lake Biosphere Reserve (Time: 9:00AM to 1:00PM)



This tour will bring you to explore the Great Lake, Tonle Sap, which is **Southeast Asia's largest freshwater lake and designated as a UNESCO ecological biosphere in 1997**. The lake is located 30 minutes south of Siem Reap, it is alive with a variety of bird species and other wildlife and has a number of fishing communities literally floating on it.

During the monsoon season, the Tonle Sap River which connects the lake with the Mekong River reverses its flow. Water is pushed up from the Mekong into the lake, increasing its area and its depth. This leads to the flooding of nearby fields and forests. The floodplain then becomes a perfect breeding ground for fish, making Tonle Sap one of the most productive inland fisheries in the world.

You will have a chance to see the floating village to see how people live on the water. The tour will stop by at the floating market where you can have a short rest and have a drink before heading back to the city. Tonle Sap Lake has mobile fishing villages that move as the water level rises and falls. The way these communities live is fascinating. There are floating duck farms, crocodile farms and also floating playgrounds where the kids can play. You can also see the seasonal agricultural activities of rice planting and harvesting, and making fish paste. We wish you a pleasant trip!

Option 4: Preah Vihear UNESCO World Heritage Site (Time: 7:00AM to 5:00PM)



We depart early in the morning via bus on a 3 hour journey that will take us from Siem Reap to UNESCO's World Heritage Preah Vihear Temple that located on the Plateau of Dangrek Mountains in Preah Vihear Province. The protected site is exceptional for the quality of its ornamental architecture, which is adapted to the natural environment and the religious function of the temple. Lying out on an 800m north-south axis, the Preah Vihear complex has a single imposing approach, leading up through a series of five Gopura (towered entrance pavilions) connected by a causeway and a flight of 120m-long stairs. At the top of this temple, the main sanctuary is surrounded in stunning fashion by ancient libraries and other structures. The name Preah Vihear translates roughly from ancient Sanskrit into– Castle of Celestial Abode, a home for the Gods. After a

tour of the historic site we will enjoy lunch with a majestic hilltop view overlooking the temple before returning to Siem Reap in the late afternoon.

NOTE: All components of the Post Conference tour options are *complimentary*, including **transportation, tour guide, entrance fee, and lunch**. The schedule for hotel pickups for these tours will be provided at a later date.

7 SOCIAL PROGRAMME

4th February 2015

On the evening of February 4th 2015, all delegates, distinguished guests and all media will be invited for a special Gala Dinner and Cultural Performance hosted by **His Majesty the King of the Kingdom of Cambodia**. This conference is a historical event for Cambodia, held alongside UNWTO and UNESCO as a premiere global event.



The Gala Dinner will be organized at the Elephant Terrace of Bayon Temple of Angkor Wat Complex accompanied by the beautiful APSARA Dance (known as Royal Ballet) and various performances of Cambodian traditional culture. This Gala Dinner is a special occasion in which by **His Majesty Preah Bat Samdech Preah Baromneath Norodom Sihamoni**, the King of Cambodia will warmly welcome all the delegates of the conference to Cambodia and wish them a fruitful conference and time discovering Cambodia. Please note that dress code for the gala dinner is formal attire.

5th February 2015

The farewell dinner will be offered by the China Chamber of Tourism and Suning, for all delegates on the 5th February, 2015, at the Palm Garden in Le Meridien Angkor.

Promote your national culture at the conference

Opportunities are available for Member States to participate in social and cultural events within the framework of the conference. For logistical purposes and procedures for this opportunity, please contact: Zhanna Yakovleva - zyakovleva@unwto.org not later than **5th January 2015**.

8 ABOUT CAMBODIA

8.1 Country profile



The Kingdom of Cambodia is a country in South East Asia with a population of over 14 million people. The geography of Cambodia is dominated by the Mekong River and the Tonle Sap - Lake (an important source of fish) and by the tropical rainforest.

With a rich, varied history dating back many centuries, Cambodia is famous for its breathtaking architecture, colorful traditions and rich culture, many of which have been declared as World Heritage symbols. The most recognized of these being the Angkor Wat complex. Alongside the large number of temples found around the country, the tradition, culture, art, country way of life and people position cultural tourism as the main tourism development for Cambodia.

The economy of Cambodia at present follows an open market system and has seen rapid economic progress in the last 10 years. Tourism has played a major role for the economic development of the country after UNWTO/UNESCO World Conference on Tourism and Culture

textiles and agriculture. In 2006, the Cambodian tourist industry generated more than US\$1 billion in revenue, which made up approximately 16% of the GDP in Cambodia. The industry remains growing gradually and still represents a significant contribution to the GDP, approximately 12.5% annually. In 2013, the international arrivals reached 4.2 million which represents 17.5% growth and it is estimated that the arrivals will reach 4.5 million by 2015 and 7 million by 2020. The rapid increase in arrivals has led to growing demand for hotels and other forms of accommodations and tourism-related products and services which could be the best opportunities for foreign investors in this sector during this growing period.

8.2 Main tourist destination highlights

Siem Reap, Phnom Penh and Sihanouk Vile serve as the major hubs (major tourist destinations) however this is expanding to other destinations noticeably. For nearly all first visit tourists to Cambodia (95%); Angkor Wat temple is the primary destination whilst repeated visitors will also visit other destinations. Ecotourism and community based ecotourism destinations became an attractive destination for adventure travelers and also researchers to understand more about Cambodia, its nature and the people.

8.2.1 Phnom Penh - the Capital City of Cambodia



The capital of the Kingdom of Cambodia, Phnom Penh, is located at the confluence of three rivers - the Mekong, the Bassac (Chaktomuk) and Tonle Sap. The city is divided into three sections - the north, an attractive residential area; the south or the French part of the city, with its ministries, banks and colonial houses; and the center or the heart, with its narrow lanes, markets, foods stalls and shops.

Over the past five years, the city has undergone tremendous changes - businesses are springing up constantly and tourism is once again booming. Cambodia has one of the most liberal investment laws to further boost and retain its charm and character - cyclos that weave through traffic with ease, broad boulevards, old colonial buildings, parks and green spaces that act as reminders of the country's French heritage, and above all its people who always have a smile for you. The main attractions to visit in Phnom Penh include the Royal Place, the National Museum, the Independent Monument, Wat Phnom, Genocide Museum, S21 (Toul Sleng Museum), River Front area, Russian Market, and Central Market (New Market).

8.2.2 Coastal Area

The coastal area of Cambodia consists of four provinces: Kampong Som (Sihanouk Vile), Kampot, Kep and Koh Kong - known as 4K. The Cambodian Bay has won awards as one of the most beautiful bays in the world and has now been listed as a club member of the most beautiful bays in the world. Every year in early December, Cambodia celebrates the sea festival at those respective provinces; the next sea festival in 2014 will be celebrated in Koh Kong.

Fringed with tropical beaches, pristine mangrove forests and un-spoilt islands, Cambodia's South Coast also boasts national parks of global ecological importance and two eerie, almost-deserted colonial-era resorts. With a wonderful selection of attractions, both luxurious and adventurous, the area is now on the most direct overland route from Phnom Penh. There is an airport in Sihanouk Vile which allows people to fly either from Phnom Penh or Siem Reap directly.



Kampot, Cambodia's principal seaport until the founding of Sihanoukville in 1959 still retains some of its French-era charm. A great place to relax, it is also a good base for visiting the misty highlands of Bokor National Park. Kampot is also known for its organic Kampot pepper and Durian. Kep, once the country's most exclusive beach town, was destroyed

during the Khmer Rouge period and the civil war, but is making a slow, stylish come-back. Sihanoukville, Cambodia's main beach resort, is a short drive from Ream National Park and a one to three hour cruise from some of the country's best scuba diving spots.

The western portion of the South Coast, wild and remote, is dominated by the impenetrable jungle of the Cardamom Mountains (Chhor Phnom Kravanh), one of mainland Southeast Asia's largest and best-preserved forest areas. Ecotourism is starting to open up the Koh Kong Conservation Corridor, home to tigers and elephants, which stretches along NH48 from Koh Kong City, near the Thai frontier, to the Gulf of Kompong Som, north of Sihanoukville

8.2.3 Ecotourism and community based ecotourism



Community-based tourism (CBT) is a form of responsible tourism that supports local communities and improves livelihoods. These tourism destinations are managed by the local community members themselves. CBT is managed and run by the community members themselves. All of the management decisions are made by, or in consultation with the community, and all of the profits directly benefit the local community.

The main positive impacts include sharing benefits among the community members, community participation, community control, empowerment and conservation. By managing the interactions between the host and the visitors, the negative impacts of tourism to the community and environment can be minimized. Community-based ecotourism (CBET) addresses the well-being of the community and the surrounding environment. While supporting local communities and improving livelihoods, the natural and cultural resources of the area are protected and conserved. Ecotourism is a type of sustainable tourism in which tourists experience, appreciate and enjoy the nature and culture of their destination. The negative impacts of tourism are minimized while an incentive for conserving natural and cultural features is provided.



CBET helps protect nature and support the lives of the local community. Through CBET visitors get the chance to know local Cambodian people, enjoy their hospitality, join them in their everyday life and learn about their culture and environment. This authentic form of tourism takes visitors to their communities and beautiful natural areas.

8.2.4 Siem Reap Province and Angkor Wat – the host region of the Conference

Siem Reap Province is located 314km northwest of Phnom Penh (capital of Cambodia) and is the home of Angkor Wat (one of UNESCO's World Heritage Sites). The Province is rich in natural resources, contains several national parks and is rightly regarded as a destination that offers tourists a wide variety of attractions to meet all their needs and across a range of environments. Siem Reap Province offers activities suitable for all age groups including art, culture, adventure and shopping.

Angkor Wat is located in the north of Siem Reap with about 5.5 km surrounding its compound. It was built during the early years of the 12th century by Suryavaram II, who decorated and built it based on his Hindu beliefs. Angkor Wat took time to build (approximately between 30 - 35 years) and combines elements of Buddhism and Hindu religions. It is considered as the largest religious building in the world. Siem Reap has an international airport and is connected by direct flights from China, Korea, Myanmar, the Philippines, Vientiane (Lao PDR), Singapore, Bangkok (Thailand), and Ho Chi Minh City, Hanoi (Vietnam). Participants can also arrive at Phnom Penh International Airport and connect to Siem Reap by a 40-minute domestic flight. For convenience, participants are advised to choose the direct flight from overseas to Siem Reap.

Top Ten things to do in Siem Reap

There are so many things to see and do in Siem Reap; however, below selective options are the choices for your interest to extend your time another day in Cambodia:

1. Be amazed by Angkor Wat and the ancient temples of Angkor



Perhaps no longer so much off the beaten tracks, but there are still many obvious reasons as to why Angkor Wat, Angkor Thom, Bayon, Ta Prohm and the **ancient temples of Angkor** allure so much attention and feature high on many visitors' *'to do lists'* when travelling, not only in Cambodia, but in the whole of Southeast Asia. Built between the 9th and 14th century AD, the region served as the capital of the great Khmer Empire. Angkor Wat is the largest religious monument ever built and is the major reason first-time visitors travel to Siem Reap and Cambodia. Even though it is possible to see the main temples in one day, we would strongly recommend not rushing it, but rather allow a number of days to take in the atmosphere at a leisurely pace and also try to visit some of the less visited temples.

2. Enjoy the vibrancy of Tonle Sap Lake



Designated as a UNESCO ecological biosphere in 1997, the **Tonle Sap** or the 'Great Lake' is also **Southeast Asia's largest freshwater lake**. Located 30 minutes south of Siem Reap, the lake is alive with a variety of bird species and other wildlife and a number of fishing communities literally floating on it. During the monsoon season, the Tonle Sap River which connects the lake with the Mekong River reverses its flow. Water is pushed up from the Mekong into the lake, increasing its area and its depth. This leads to the flooding of nearby fields and forests. The floodplain then becomes a perfect breeding ground for fish, making Tonle Sap one of the most productive inland fisheries in the world. You can explore Tonle Sap on the various boat tours that last from two to three hours to tours that include an overnight stay on the lake.

3. Shop with a conscience and soak in the atmosphere at local markets



Buying locally made products is a great way to contribute to any country's local economic growth. With a plethora of local shops and **local community-based initiatives**, this is very much the case in Siem Reap. In and around Siem Reap's Old Market and various Night Markets there are many shops and market stalls selling handicrafts, silks, silverware, jewelry, carvings and the like many of the shops also have a pro-active stance with regards to **giving back to the local community** and shopping in Siem Reap, especially in and around the local markets, can be a truly unique, fun and rewarding experience.

4. Explore the secrets of Khmer Cuisine and sign up for a Cambodian Cooking Class



Despite its relatively small size, Siem Reap offers an impressive range of **restaurants and dining venues** where you will find something to please any palate. Whilst eating out can be a real treat, we believe it is worth digging a little deeper and explore some of the secrets of traditional Khmer cuisine. Learning how to catch and prepare crispy fried tarantulas might be

reserved for the truly adventurous, but signing up for a **local cooking class** is a great way to get a feel for the local ingredients and impress your friends and family when returning from your travels.

5. Relax, revitalize and rejuvenate with traditional Khmer massage and spas

Even though the main attraction for many first-time visitors travelling to Siem Reap is the magnificent temples of the nearby Angkor temple complex, Siem Reap has a wide range of **massage and spa treatments** to rejuvenate tired feet and sore limbs. From as little as US\$5 per hour you can **find yourself quickly revived by a soulful foot massage** after a long day trekking or languish all day at a spa to be preened from head to toe from heat treatments, to body scrubs, to aromatherapy, pure bliss, etc.

6. Experience traditional Khmer dancing and APSARA dance performances



Many people would argue that a trip to Siem Reap and Cambodia is not complete without attending a **traditional Cambodian dance performance**. This ancient art form and beautiful dances have played a major part in Khmer culture for more than a thousand years and have seen a great revival over the last few years. You will find many places with regular shows and performances in Siem Reap and socially conscious places like, for example, **Soria Moria Boutique Hotel** have traditional dance performances which also support good causes.

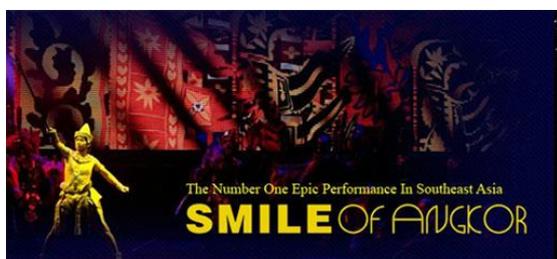
7. Entertain yourself with the Cambodian Circus



The Cambodian Circus tells uniquely Cambodian tales using modern circus arts and high energy music, touching on themes strong in Cambodian tradition, ethos and spirit. The performances mix theatre, music, dance, acrobatics, juggling, aerial acts, fire and contortion with an explosion of virtuosity and sensitivity. During the hour-long shows, the Phare performers share their emotions and excitement, blowing the audience away with their integrity and power. Phare's iconic RED Big Top is centrally located with

convenient access from most hotels and any parts of the city of Siem Reap. It is ranked as one of the top tourist attractions in Siem Reap by travelers' and reviewers on TripAdvisor. CNN Travel describes Phare as "Incredible!" and The Lonely Planet calls it an "Unmissable!" experience for all travelers to Cambodia. On site Phare Cafe offers a wide variety of beverages, meals and snacks before and after the show to complete the experience at the Circus. Phare artists are students and graduates from Phare Ponleu Selpak Association, an artistic and social center in Battambang.

8. The Smile of Angkor



Smile of Angkor is an evocation of life in the majestic city of Angkor at the time of Suryavarman II. It is the first Grand Epic show that recreates the Angkor Civilization in all its glorious aspects. Smile of Angkor tells the story of the Khmer empire and its wonder Angkor Vat. Travel through time and see Cambodia as it was a thousand years ago, from its legendary origins to the building of the temple of Angkor Vat. Smile of

Angkor is an evocation of life in the majestic city of Angkor at the time of Suryavarman II. The show is 70 minutes long and is divided into six chapters: "Dialogue with God", "Glorious Kingdom", "Resurrection of the Gods", "Churning the Sea of Milk", "Prayer for Life and "Smile of Angkor".

9. Visit a wildlife conservation center at Angkor Centre for Conservation of Biodiversity (ACCB)

Located near Kbal Spean, about one hour north of Siem Reap, ACCB is the first nature conservation center in Cambodia. The aims of the center are rescue, rehabilitation, breeding and reintroduction of threatened wildlife species, in combination with an environmental education programme, **promoting**

wildlife conservation and training local villagers in the sustainable use of natural resources. **Free guided center tours** Monday to Friday at 13:00. Additional guided tours can be arranged at other times on request.

10. Explore Siem Reap and Angkor cycling tour and maximize your ethical Imprint



Whilst local transportation options such as the '*remork*' (a Cambodian motor trailer often referred to as '*Tuk-tuk*') can be easily arranged to get around, an increasing number of travelers also find that Siem Reap and the surrounding temples can be easily, independently, and enjoyably explored by bicycle. Taking on the temples on two wheels allows visitors to explore the temples at their own pace and many take the opportunity to pedal down some back roads and visit local markets. Not only is this an environmentally friendly option, but The White Bicycles uses its revenue from the bicycle rental service provided at selected accommodation providers in Siem Reap to fund small-scale, rural development projects. Thus, for only US\$ 2 per day you don't only minimize your carbon footprint, but also maximize your ethical imprint.

8.3 Siem Reap at night time: Night Market and Pub Street



A night market and Pub Street are places designed to give visitors a safe, secure and enjoyable shopping and dining experience in a vibrant, contemporary ethnic environment. As well as a wide variety of stalls offering a diverse range of goods and services in a hassle-free environment, the Angkor Night Market includes the ambient Island Bar and food court serving all the usual drinks, cocktails and large menu of Asian and Western cuisine from the afternoon until late at night.

Most of the popular bars are located on what is known as Pub Street, and the smaller side streets branching off from it. Nightlife goes on until the morning in this area. Visitors can make a fundamental choice - do they wish to dine at places geared (and priced) basically for tourists only? Or do they wish to dine or party at 'local places'? Some visitors prefer local restaurants - for example on the strip over the river from the main Pub Street district and away from the Irish pubs and English Sports bars that cater, presumably, for holiday makers who really miss home. Pub Street itself is becoming a bit more of a dinner street than a nightlife street.

8.4 Cambodian Cultural Center

Cambodian Cultural Village (CCV) is a theme park and museum in Siem Reap, Cambodia. It is located on the road to the airport, 6km from the town.

The theme park was constructed in 2001 and opened to the public on 24th September, 2003. It covers a total area of 210,000 square meters. CCV presents miniature versions of important historical buildings and structures, together with local customs. There are eleven unique villages, representing the varied culture heritage of nineteen races. Each village has wood houses, carvings, soft skill in stone, traditional performances in the different style such as: APSARA Dance, performances of ethnic minorities from Northeast of Cambodia, traditional wedding ceremony, Circus, popular games, peacock dancing, acrobat, elephant shows, boxing, and more.

Cambodian Cultural Village is considered by some as "kitsch", but is popular with Cambodians and other Asian visitors. It includes a wax museum displaying scenes from the culture and history of Cambodia.

9 PRACTICAL INFORMATION

9.1 Climate

Cambodia's climate is generally described as tropical. As the country is affected by monsoons, it is hot and humid; the humidity is very high causing people to sweat a lot. The climate is agreeable throughout the year with an average temperature of 27°C in Cambodia. There are two distinct seasons: the Rainy Season and the Dry Season. However, the Dry Season is divided into two sub-seasons: cool and hot. The following describes the season and temperature in Cambodia:

Rainy Season:	June - October (27 °C – 35 °C)
Cool Season:	November – February (17 °C – 27 °C)
Hot Season:	March – May (29 °C – 38 °C)

9.2 Time Zone

Cambodia is seven hours ahead of Greenwich Mean Time (GMT+ 7).

9.3 Dress Code

Business attire is the official dress code during the conference. Dress code for evening social functions, unless otherwise specified within the programme, is smart casual attire. It is also recommended for delegates to bring along light clothes due to the hot and humid climate.

9.4 Official language

Khmer is the official language of Cambodia. English is widely spoken and understood. French and Mandarin are also spoken frequently in the country; most elderly Cambodians speak French and many people in the Khmer-Chinese population speak Mandarin.

9.5 Electricity

The voltage in Cambodia is 220V; 50Hz electrical outlets (power sockets) are mainly round two and three pin types (in most places, you will find the two pin types more than the three pins).

9.6 Mobile phones

International direct dialing service is widely available in Cambodia. The country code is +855. When dialing from outside Cambodia to a Cambodian telephone number, you must use the country code but exclude the '0' at the beginning (e.g., +855-xx-xxx-xxx/00-855-xx-xxx-xxx instead of 0xx-xxx-xxx.). Local sim cards can be bought easily from local shops.

9.7 Local Currency and exchange rate

The Cambodian unit of currency is Riel. Bank notes are issued for a value of 100; 500; 1,000; 2,000; 5,000; 10,000; 20,000; 50,000; and 100,000. US dollars are generally accepted. Major credit cards and travelers' cheques are accepted at the official conference hotels, major shops and banks. Banks are open from 08:00am to 15:00pm, Monday to Friday. The currency exchange rate is approximately: 1 US\$ = 4,000 Riel.

9.8 Business and banking hours

Government officials open their office at 7:30am. Lunch is from 11:30am to 14:00pm. They reopen at 14:00pm to 17:30pm.

Banks open from 08:00am to 15:00pm, Monday to Friday. Banks and government offices are closed on public holidays.

Department stores open around 10h00 and close between 20:00pm to 22:00pm and smaller businesses are open from 8:30/9:00am until 17:30/18:30pm.

9.9 ATM

Travelers who carry internationally recognized credit cards can get cash out in local currency or US dollars at ATMs which are available at most of the stores, gasoline stations and main streets.

9.10 Health requirements

No vaccination is required to enter the Kingdom of Cambodia.

9.11 Local Transport information

In Cambodia, the most common local transportation is Remok (most commonly known as Tuk Tuk), motor taxi and taxi. Buses are only used for traveling from one city to another city but they are not very common in town. In the capital city, Phnom Penh, buses are operated in certain main streets.

9.12 Emergency contacts

Ambulance	119 (from 023 network) 023-724891
Police Hotline	117 (from 023 network)
Tourist Police	097-7780002
Fire	118 (from 023 network) 012-786693

9.13 Tips and tax

Service charges are included in the bill for rooms, meals and other services at hotels and upscale restaurants. Cambodians occasionally do tip when they are especially pleased with the service they receive.

International tourists are not required to pay any airport tax for neither arrival to nor departure from the country.

9.14 Insurance

Insurance is not compulsory to enter Cambodia; however, it is recommended for the travelers to have personal international travel insurance.

10 PERSONAL SECURITY GUIDELINES

The reported crimes are petty theft (purse-snatching, cellular telephone grabbing, pick-pocketing). You can reduce the chances of becoming a victim by taking basic precautions:

- **DO** keep yourself informed about the general security situation and monitor local news events.
- **DO** raise your personal security awareness.
- **DO** ensure that you carry identification and emergency contact numbers with you.
- **DO NOT** flaunt your wealth - dress and behave modestly to avoid unnecessary attention by criminals.

10.1 Out and about

- Plan your journey beforehand.
- Carry only those things that you will need including minimum amounts of cash and credit cards.
- Never leave your handbag or personal belongings unattended.
- Walk in well-lit and well-trafficked areas.
- Write down the name and address of your accommodation, and carry the paper with you if you need to get a taxi back to your accommodation.

- A photocopy of your national Passport and Cambodia Visa page is sufficient when out and about in Siem Reap, leave your Passport in a safe location.

10.2 Carriage of handbags and laptop bags

- If you are going to a café, bar or restaurant - consider leaving the bag at home or carrying a bag smaller in size that can be managed easily.
- **DO NOT** leave your bag unattended at any time – hand the bag physically to a friend when going to the bathroom. Consider placing a chair leg through the strap of the bag and the bag placed firmly under the table touching your feet.
- Leave valuables at the hotel – never take items with you that you are not prepared to lose.
- When walking along the side of the road always sling your bag across your body carrying your bag away from the threat or positioned to the front of your body.
- Tightly grip the top of the bag while walking.

10.3 At your accommodation

- Keep your door locked at all times, even when you are in your room.
- Close and lock all windows and balcony doors when you leave your room. Keep large windows and balcony doors closed when you sleep.
- **DO NOT** open your door to a stranger.
- Lock your valuables in a safe or locker. If neither option is available, keep valuables well hidden when not in use.
- Keep window curtains closed when you are not at home and at night when internal lights are on, in order to prevent potential-criminals from seeing your possessions and the layout of your house.
- **DO NOT** throw documents containing confidential personal information (e.g. credit card numbers, personal correspondence, financial data) in public trash canisters.
- **DO NOT** enter your room if you find the door unlocked. Inform reception immediately.
- **DO NOT** leave the 'Please service the room' sign on the door when you are out.
- While you are out in the evening leave the 'Do not disturb' sign on the door.

10.4 Road travel

10.4.1 Taxis:

- The use of Metered Taxis is highly recommended and proven to be much safer than Tuk Tuks or Moto taxis (MotoDop).
- Taxis should be arranged through proper dispatchers or hotels. Pay the driver before exiting the vehicle.
- It is advisable not to enter a taxi in which the driver is accompanied.

10.4.2 Tuktuk:

- If riding on a Tuktuk, keep bags/laptops on the floor between or behind your legs, not on the seat next to you or in front of you.
- Use of Tuktuks with side screens is advised, as these are more difficult to snatch from.
- If riding on a MotoDop (scooter taxi), carry your backpack/bag (on your chest) or in front of you and wear a helmet.

10.4.3 Car Hire:

Only hire cars from a reputable car hire firm; you can then be certain that you have the right insurance cover, the vehicle has been maintained and it will be in a reasonably good condition.

11 CONTACT DETAILS OF THE EVENT COORDINATOR

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