GENERAL INFORMATION NOTE

10th UNWTO ASIA/PACIFIC EXECUTIVE TRAINING PROGRAM ON TOURISM POLICY AND STRATEGY

Human Capital Development in Tourism

29 March – 1 April 2016

Republic of Korea
1. INTRODUCTION

The Republic of Korea invites you to the UNWTO Asia Pacific Executive Training Program (ETP) on Tourism Policy and Strategy, celebrating its 10th anniversary on 29 March – 1 April 2016. This information note provides details on administrative and logistical arrangements, along with other relevant information pertaining to your participation in the ETP.

1.1 Overview

- **Title:** 10th UNWTO Asia/Pacific Executive Training Program on Tourism Policy and Strategy
- **Theme:** Human Capital Development in Tourism
- **Dates:** 29 March – 1 April 2016
- **Venue:** Seoul, PyeongChang and Wonju (Republic of Korea)
- **Organizer:** UNWTO
- **Host:** Korea Tourism Organization
- **Sponsor:** Ministry of Culture, Sports and Tourism, Republic of Korea
- **Participants:** Approximately 60 government officials from UNWTO Member States in Asia and the Pacific Region.
  * A maximum of three senior officers per country. The head of delegation should preferably be above the Director General level and the other two should be high-ranking officials at the level of Senior Director and Practitioner at the National Tourism Administrations.
- **Official Languages:** English
  * Interpretation in English will be available during the Opening Ceremony & Regional Forum

2. VENUE

2.1 Host City - Seoul

Seoul is the capital and largest metropolis of Korea. It is one of the largest cities in the world, being home to over 10 million citizens. First established as a capital for Korean people more than 2,000 years ago, Seoul is a very unique city where the old and the new coexist in harmony. You will fully enjoy this dynamic city that provides advanced technology and eco-friendly environment. In the heart of Seoul where culture and history come alive, you will be able to make unforgettable memories. You can also visit old palaces and museums with easy transportation. For more information about tours around the venue visit [http://tour.junggu.seoul.kr/tour/eng/index.jsp](http://tour.junggu.seoul.kr/tour/eng/index.jsp) (Jung-gu Culture & Tourism)
• Opening Ceremony / Regional Forum (29 March) – CEL Venture Complex

CEL Venture Complex is newly launched to boost the nation's growing cultural content industry. This complex supports start-ups specializing in creating stories and contents using the latest and emerging technologies such as virtual reality, drones, and location-based information services. In March, visitors will be able to experience the wonders of Korean culture firsthand, especially traditional Korean culinary culture through food exhibitions at K-style Hub located on the 3rd, 4th and 5th floors of the same building.

Address: 40, Cheonggyecheon-ro, Jung-gu, Seoul, Korea
Tel: +82-2-6441-3114
Website: www.k-cel.kr

• Lotte Hotel Seoul

The Lotte Hotel Seoul, located in central Seoul, is a world-class convention and meeting venue. You will also enjoy Myeong-dong, the country's most famous shopping district near the hotel.

Address: 30, Eulji-ro, Jung-gu, Seoul, Korea
Tel: +82-2-771-1000
Website: www.lottehotel.com

* Approximately 10-minute walk from CEL Venture Complex to Lotte Hotel Seoul. Shuttle bus will be operated on the first day before and after the Opening Ceremony & Regional Forum for your convenience.
2.2 Technical Visit – Gangwon-do Province

Gangwon-do is located in the mid-eastern part of the Korean Peninsula. The region is 77% mountainous which makes it one of the most popular holiday destinations for Koreans. The mountainous area, including Seoraksan Mountain and Odaesan Mountain, display a rugged and untrodden beauty. The 2018 Winter Olympics is planned to be held in the major counties of Gangwon-do namely: Pyeongchang, Gangneung, and Jeongseon. Gangwon-do is equally popular as a summer resort with its clear and wide-open East Sea of fine white sands, and abundant valleys and lakes for enjoying water sports. For more information visit http://asiaenglish.visitkorea.or.kr/ena/SI/SI_EN_3_6.jsp?cid=505991

- **Pyeongchang** formerly hosted the 2013 Special Olympics Winter Games and the upcoming host of the 2018 Winter Olympics and the 2018 Winter Paralympics. Pyeongchang is located approximately 180km east of Seoul, the capital of Korea. With world-class resorts like Pheonix Park, Yongpyeong and Alpensia, which are fully equipped with lodging, skiing, golfing and swimming facilities, and the home to several famous Buddhist temples, including Woljeongsa - Pyeongchang easily welcomes visitors all year round.

- **Wonju** is in the center of Gangwon-do and is just one-hour drive away from Seoul. Wonju is also an important transportation hub since Yeongdong Expressway and Jungang Expressway traverse the city. Naturally, the city has become a center of national industries and distribution. Originally headquartered in central Seoul, the Korea Tourism Organization moved its head office to Wonju Innovation City in 2015. Twelve public organizations and corporations have also planned to move their headquarters to Wonju by the end of 2016. Wonju is dreaming of a future as a dynamic city as part of the Seoul metropolitan area, and a green city that preserves the beauty of nature at the same time.
• **Alpensia Resort** is located in PyeongChang, Gangwon-do Province (official accommodation and venue for the technical tour on 31 March). It is surrounded by the spirits of Baekdusan Mt. ridges on the three sides. Alpensia Resort has been designed as a composite tourist complex of all seasons for visitors to enjoy the beautiful and pure nature of Daegwallyeong. People of all ages and classes can enjoy relaxation, leisure activities and sports surrounded by the pure nature all year round. Furthermore, Alpensia is a world-class resort where you can enjoy shopping and dining experiences as well as cultural and artistic events. For more details please visit [http://www.alpensiasort.co.kr/EnInfoAlpIntro.gdc](http://www.alpensiasort.co.kr/EnInfoAlpIntro.gdc)

• **KTO Tourism Academy** is located in Wonju, Gangwon-do Province and it is the venue for the technical tour and training program on 1 April. The academy is located within the Korea Tourism Organization building and fully equipped with an auditorium (400 seats) and state-of-the-art facilities as well as a library with more than 32,000 domestic and international tourism-related books, meeting rooms of various sizes and other related amenities.

3. **REGISTRATION**

Participants are cordially requested to complete the attached Registration Form and submit it to the UNWTO Secretariat no later than **15 February 2016**. Since all the preparations will be made based on the information from the form, you are kindly requested to provide the most accurate information. The on-site registration desk will open on 28 March 2016 at Lotte Hotel Seoul; more detailed information will be provided later.

4. **FLIGHT, ACCOMMODATION & TRANSPORTATION**

An economy-class round-trip flight ticket will be provided to each participant. Participants are requested to supply their preferred flight arrangement on the registration form. Upon receiving your registration, the following UNWTO designated travel agency will contact you and arrange your flights accordingly. (See next page)
Ms. Savina (Yoojung), Manager, US Travel (Korea)
E-mail: air@ustravel.kr or master@ustravel.kr
Tel: (82-2) 720-1515, Fax: (82-2) 720-7676

The Lotte Hotel Seoul and Alpensia Resort (PyeongChang) are the official accommodation. The host will cover the accommodation (incl. Breakfast) for each participating country (one single room for the head of delegation and one twin room for two delegates per country if three officials attend the program) from 28 March to 2 April 2016. (5 nights). The Secretariat of the host below will make arrangement for your accommodation.

Ms. Sandy Seo
Assistant Manager, Intercom Convention Services, Inc.
Tel: +82-2-564-4367, Fax: +82-2-6254-8049
Email: etp2016@intercom.co.kr

In an effort to make your way to the venue more comfortable, the Secretariat will provide you with ground transportation service between the airport and your hotel in Korea. (KAL Limousine Bus Tickets will be provided by the Secretariat of the host)

*The Information Desk will offer you limousine tickets; more detailed information will be provided later.

**KAL LIMOUSINE BUS INFORMATION**
- KAL Limousine Bus: 6701
- Course Time: About 1 hour 20 min
- Boarding: KAL Stop - 4B or 11A
- Bus Schedule:

<table>
<thead>
<tr>
<th>Incheon International Airport → Lotte Hotel Seoul</th>
<th>Lotte Hotel Seoul → Incheon International Airport</th>
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</thead>
<tbody>
<tr>
<td>04:50</td>
<td>05:20</td>
</tr>
<tr>
<td>08:08</td>
<td>08:31</td>
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</tbody>
</table>
6. VISA REQUIREMENT AND NATIONALITIES

Citizens from the following countries are allowed to enter the Republic of Korea without a visa.

<table>
<thead>
<tr>
<th>No.</th>
<th>Passport Type</th>
<th>Countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Any passport</td>
<td>Fiji, Japan, Macao, Malaysia, Thailand</td>
</tr>
<tr>
<td>2</td>
<td>Diplomatic or Official passport</td>
<td>Bangladesh, Cambodia, China, India, Iran, Lao PDR, Mongolia, Myanmar, Pakistan, Philippines, Vietnam</td>
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</tbody>
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Citizens from the following countries are NOT ALLOWED to enter the Republic of Korea without a visa. Those who need to get a visa, please let us know the required documents in detail.

<table>
<thead>
<tr>
<th>No.</th>
<th>Visa Required</th>
<th>Countries</th>
</tr>
</thead>
<tbody>
<tr>
<td>3</td>
<td></td>
<td>Bhutan, Indonesia, Maldives, Nepal, Papua New Guinea, Sri Lanka</td>
</tr>
</tbody>
</table>

For more details, delegates are advised to contact the Korean Embassy in their countries, or to visit the website of the Ministry of Foreign Affairs of the Republic of Korea at www.mofa.go.kr. Detailed visa information on entering Korea can be found at:

- Korea Visa Portal: https://www.visa.go.kr/

7. FOOD

Most of our events will include vegetarian & Halal options and a separate menu for those requesting a special diet on their Registration Forms.

8. Useful Information

8.1 Weather & Clothing

The weather in Korea is considered a continental climate and characterized by four distinct seasons: spring, summer, fall, and winter. Since the ETP will be held on 29 March - 2 April which is the beginning of early spring, temperatures will be mild and pleasant. It is recommended that you bring light jackets or cardigans. There is also a possibility of rain during the event, so please don’t forget to bring your umbrella. For more information on daily weather, please visit the website below.

- Korea Meteorological Administration: http://www.kma.go.kr/eng/index.jsp
8.2 Time Difference

Korea is 9 hours ahead of Greenwich Mean Time (GMT+9).

8.3 Electricity Supply

The power supply in the Republic of Korea is 220V/60 Hz (two round pins). Adaptors and converters may be needed if you are traveling from countries that use 110V or other types of plugs.

8.4 Local & International Calls

For international inbound calls, the country code is 82, and the area code for Seoul is 02 and for Pyeongchang and Wonju is 033.

Mobile Phone (Roaming)

CDMA cellular systems are widely used in Korea. SK Telecom and KT provide a SIM card roaming service so that you can use your GSM subscription in Korea. At the International Airport, you can rent a special CDMA cellular phone which can be equipped with your SIM card.

8.5 Internet Access

Free Wi-Fi service will be available in the meeting rooms and the lobby of the Lotte Hotel as well as in the rooms of the recommended hotels.

8.6 Foreign Exchange, Banking and VAT

The monetary unit of Korea is Won (KRW). Korean currency consists of 10, 50, 100 and 500 won coins, and 1,000, 5,000, 10,000 and 50,000 won notes. KRW 1,000 is close to USD1. Internationally recognized credit cards including VISA, AMEX, Master Card and JCB can be used to get a cash advance in Korean won at ATMs installed at airports, major hotels and department stores.
A Value-Added Tax (VAT) is levied on most goods and services at a standard rate of 10% and is included in the retail price. A 10% service charge is added to your bill automatically at all tourist hotels; therefore, tipping is not expected.

8.7 Business Hours

Banks are generally open from 09:00 to 16:00 on weekdays. All banks are closed on Saturdays, Sundays and public holidays. Government offices open from 09:00 to 18:00 on weekdays. Department stores are usually open between 10:30 and 20:00. Smaller shops have extended opening hours from 09:00 to late in the evening.
8.8 Medical Emergency

When you have an emergency situation or need to go to a hospital for your health problem, ask the concierge or front desk personnel at each hotel for assistance or contact the 10th UNWTO ETP Secretariat.

Nearby hospitals & emergency rooms

<table>
<thead>
<tr>
<th>Inje University Paik Hospital (5 minute-drive from the venue)</th>
<th>Kangbuk Samsung Medical Center (9 minute-drive from the venue)</th>
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<tbody>
<tr>
<td>International Health Care Center</td>
<td>International Clinic</td>
</tr>
<tr>
<td>Tel: (02) 2270-0500</td>
<td>Tel: (02) 2001-5100</td>
</tr>
<tr>
<td>Clinic Hours: 08:30-12:00 / 13:30-17:00 (Weekdays)</td>
<td>Clinic Hours: 09:00-17:00</td>
</tr>
</tbody>
</table>

8.9 Useful Numbers in Korea

- Fire/Medical Emergencies: 119
- Police: 112
- Korea Travel Hotline: 1330
- General Information Center: 1345
- Interpreting Service: 1588-5644

9. CONTACT INFORMATION

<table>
<thead>
<tr>
<th>UNWTO</th>
<th>HOST COUNTRY</th>
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Manager  
Korea Tourism Organization  
Email: ladyking@ktto.or.kr |

<table>
<thead>
<tr>
<th>TRAVEL AGENCY (Flight Reservation)</th>
<th>SECRETARIAT (Accommodation &amp; Transportation in Korea / VISA Support)</th>
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| **Ms. Savina (Yoojung)**  
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E-mail: air@ustravel.kr or master@ustravel.kr  
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