

Information Note

Madrid, 17 May 2019

8th UNWTO Global Summit on Urban Tourism

9-12 October 2019, Nur-Sultan, Kazakhstan



Table of contents:

1. Introduction
2. Participation
3. Programme
4. Arrivals and departures
5. Accommodation
6. General information
7. Contact information



1. INTRODUCTION

The 8th UNWTO Global Summit on Urban Tourism will take place in Nur-Sultan (Kazakhstan), on 9-12 October 2019.

This information note provides details on administrative and logistical arrangements, along with other relevant information pertaining to your participation in the 8th UNWTO Global Summit on Urban Tourism. This information note is subject to change and will be updated.

1.2. Venue information

The Summit will take place at:

Palace of Independence
Nur-Sultan, 52 Tauyelsizdik ave.
+7 7172 70 03 80
www.indepalace.kz



1.3. Conference overview

- Title: 8th UNWTO Global Summit on Urban Tourism
- Dates: 9-12 October 2019
- Venue: Palace of Independence
- Host: Nur-Sultan
- Organizer: UNWTO and the city of Nur-Sultan

World Tourism Organization (UNWTO) - A Specialized Agency of the United Nations

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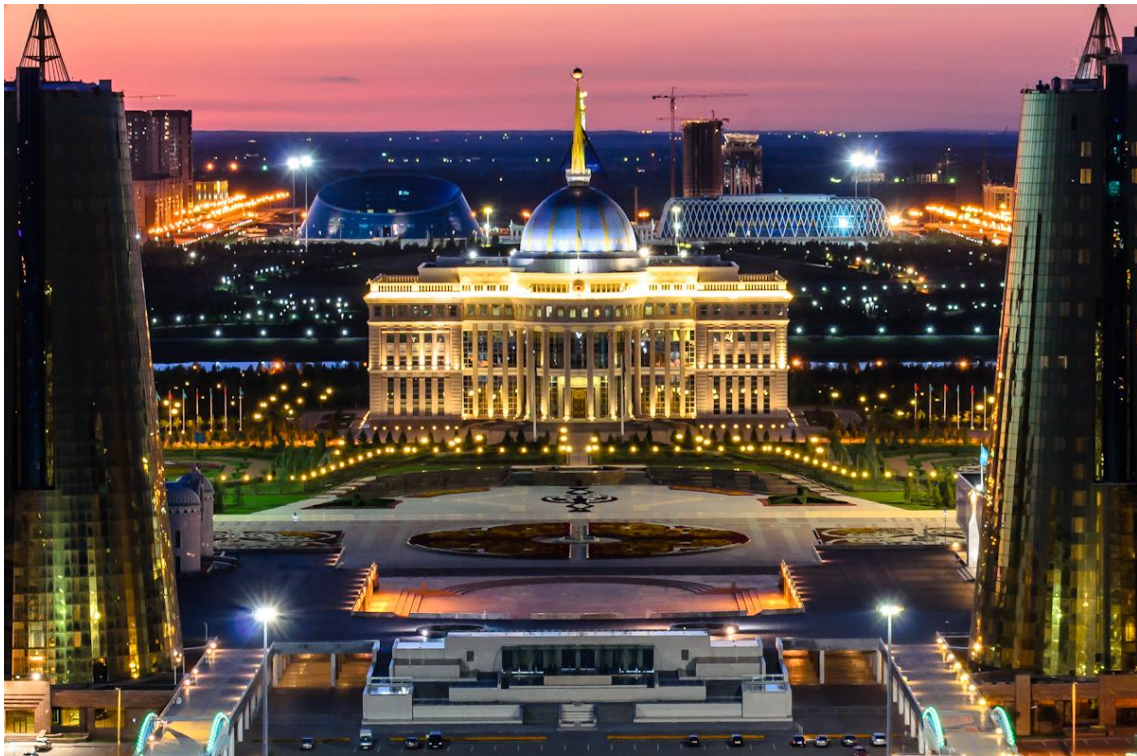
- Participants: local authorities, government officials, DMOs, private sector representatives, infrastructure providers and academia and UNWTO Affiliate Members
- Official Languages: English, Kazakh and Russian *simultaneous interpretation in other languages may be provided, subject to demand of participants.
- Official website: <http://8gsutn-s.astanacb.com/en/>

1.4. The Host City

Some cities grow for centuries, others for millennia, and there are cities that can grow in a few decades. Such phenomena include the capital of Kazakhstan – Nur-Sultan. City got the status of the capital in 1997, and for 20 years the city became the largest modern megalopolis, with developed infrastructure, transport network, social sphere. Nur-Sultan became the face of the state and entered the list of 30 best cities in the world.

Today Nur-Sultan is the center of the Eurasian space, accepting various forums, congresses and other events of international importance. In the capital, the Congresses of Leaders of World and Traditional Religions, the Astana Economic Forum and other internationally significant events are held on a regular basis.





2. PARTICIPATION

2.1. Replies to invitations

Participants are kindly requested to confirm their participation by registering online at the Conference's official website as soon as possible, and no later than 1 October 2019. Participants should include information on their travel schedule to enable the host to make the necessary arrangements for local transfers.

2.2. Registration and identification badges

Participation in the Summit is free of charge for UNWTO Member States and Affiliate Members, but registration is compulsory.

Participants will be able to collect their identification badges at the registration desk at the venue (Palace of Independence) on the following dates and time:

- 8 of October 2019, time: 9:00-16:00
- From 9 -10 of October, time: 9:00-18:00

All participants are requested to wear their identification badges for the duration of the 8th UNWTO Global Summit on Urban Tourism, as well as at social events.



2.2. Entry formalities

A valid passport is necessary for visitors entering Kazakhstan. Participants who require an entry visa are requested to contact diplomatic or consular missions of Kazakhstan in their countries to obtain their entry visa.

Entry without a visa is restricted to 14 days	Hong Kong
Entry without a visa is restricted to 30 days.	Argentina, Australia, Austria, Belgium, Brazil, Bulgaria, Canada, Chile, Croatia, Cyprus, the Czech Republic, Denmark, Ecuador, Estonia, Finland, France, Germany, Greece, Hungary, Iceland, Ireland, Israel, Italy, Japan, Korea, Latvia, Lithuania, Luxembourg, Malaysia, Malta, Mexico, Monaco, Netherlands, New Zealand, Norway, Poland, Portugal, Romania, Serbia, Singapore, Slovakia, Slovenia, Spain, Sweden, Switzerland, Tajikistan, Turkey, Uzbekistan, the UK, the United Arab Emirates, and the USA
Entry without a visa is restricted to 90 days	Azerbaijan, Armenia, Belarus, Georgia, Kyrgyzstan, Mongolia, Russia, Ukraine, Moldavia
The 72-hour transit visa free regime is open till 31 December 2019 for the citizens of the People's Republic of China and the Republic of India, transiting on Air Astana flights through the international airports of Almaty and Nur-Sultan to a third country or returning from a third country.	

Further information is available at: <https://astanacb.com/en/tourist-guide/poryadok-vezda-i-prebyvaniya-inostrancev-v-rk>

Electronic visa request: <http://www.vmp.gov.kz/>

For any enquiries about visas, please contact the Secretariat of the Conference (contact details in section 7).

3. ARRIVALS AND DEPARTURES

4.1. Arrivals

Nursultan Nazarbayev International Airport (airport code: TSE) is the international airport of Nur-Sultan and is situated 16.7 km. from city. The drive takes approximately 15 minutes in normal traffic. Further information regarding the airport is available on the following website:



(<http://nn-airport.kz/>)

4.2. Reception and local transportation

The host will organize the reception of participants at **Nursultan Nazarbayev International Airport** and will facilitate the free transfer of delegates on arrival and departure between the airport, the official hotels (listed in section 5), the venue of the Summit and the social programme. Upon arrival at Nursultan Nazarbayev International Airport, participants will be waited by representatives of Nur-Sultan holding signs with the name of the Summit and will guide them to their corresponding transfer vehicle. An information desk in charge of the transfers' coordination will be also available at Nursultan Nazarbayev airport.

In order to facilitate the arrival/departure transfers, participants are requested to provide information on their **flight schedules (arrival/departure)** and **accommodation** during the registration process or by informing the Secretariat accordingly, by **01 October 2019**.

Local transportation will be provided to participants from 9 to 12 October 2019, according to the following schedule:* (to be revised when a programme is available)

Day 1 (Wednesday 9, October):

- Transfer from International Airport to designated hotels.
- Transfer from designated hotels to the venue of Welcome Reception and back to the hotel.

Day 2 (Thursday 10, October):

- Transfer from designated hotels to the venue of the Summit.
- Transfer from the venue of the Summit to the venue of Welcome Dinner and back to the hotels.

Day 3 (Friday 11, October):

- Transfer from designated hotels to the venue of the Summit.
- Transfer from the venue of the Summit to the excursion and back to the venue of the Summit.
- Transfer from the venue of the Summit to designated hotels.

Day 4 (Saturday 12, October):

- Transfer from designated hotels to the International Airport.

*A detailed schedule of shuttle services will be provided in due course.

4. PROGRAMME

3.1. Summit Programme

The Provisional Programme of the Summit extends over 4 days with a masterclass on 9 October and 4 technical sessions and several thematic presentations on 10 and 11 October 2019. Please find detailed information on the sessions' speakers and their biographies on the Summit's website.

3.2. Official language

The Conference will be conducted in English, Kazakh and Russian. Simultaneous interpretation in other languages may be provided, subject to demand of participants.

3.3. Social Programme

The Summit will host a social programme for participants that includes cultural performances and local gastronomy allowing for networking within a pleasant setting.

- Welcome Reception at the Hilton Astana Hotel – 09 of October
- Welcome Dinner at the Saltanat Sarayi grand ballroom – 10 of October
- Farewell Lunch at the Palace of Independence – 11 of October
- City Tours – 09 and 12 of October

*The social programme is subject to change.

3.4. Technical visits

The host has arranged several excursions to take place on 09/10/2019. Participants who wish to join must choose their preferred tour at online registration. Registration for the excursions is on a **first-come, first-served basis**, as there is a limited number of participants per excursion. Transportation and entrance are included.

Information on each of the excursions is provided below:

- **Medical tour** (10:00 – 14:45): Meeting with best medical facilities to acknowledge history of rapid high-quality medicine development: visit 3 of 6 JCI certified hospitals
- **Innovation tour** (10:00 – 13:30): Start with main research and science university in the region – Nazarbayev University – place, where idea arises. Then move to main start-up and business incubator platform – Astana Hub. At the end visit legacy of EXPO 2017 – Museum of Future Energy Nur-Alem.
- **City tour** (10:00 – 12:00): 2-hour guided tour about history of the city, main attractions and its atmosphere.
- **Burabay tour** (1 day): The tour includes climbing Mount Bolektau (146 m), visit the cultural and historical site of the glade of Abylai Khan and drive along the Khan's pass to the "Rakushka" observation deck.



Registration is available at zhakupova@welcometoastana.kz. The deadline for application is 2 October 2019.

5. ACCOMMODATION

5.1. Hotel reservations

The host has negotiated special room rates with some designated hotels for participants of the 8th UNWTO Global Summit on Urban Tourism. Participants are invited to contact hotels directly for reservations, by **30 September 2019** at the latest, indicating that they will participate in this event. Special rates of the official hotels are applicable only during the dates of the Summit.

5.2. Official hotels

A list of hotels with special rates for participants of the 8th UNWTO Global Summit on Urban Tourism is provided below:

Classification	Hotel name (distance from the venue)	Room type and special rate on BB basis (tax inclusive)
5*	Marriott (5 km, 10 min)	Single deluxe: 109 USD Double deluxe: 130 USD
5*	Hilton Astana (7 km, 14 min)	125 USD
4*	Radisson Astana	Standard single: 90 USD Standard double: 108 USD
3*	Park INN by Radisson	Standard single: 72 USD Standard double: 85 USD
*Corresponding contact would be assigned later		

6. GENERAL INFORMATION

6.1. Climate

The climate in Astana is extremely continental, all climate seasons are clearly represented here. The temperature averages from +30°C in summer and -30°C during winter. Average climate in October is 9°C (min. -5°C.; max. +11°C)

6.2. Official time

Standard Time Zone: GMT +6

6.3. Official currency

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The official currency in Kazakhstan is the Kazakh tenge

Exchange rate as of 14th of May 2019: 1 euro = 428.09 tenge, 1 US dollar = 388.23 tenge

Foreign currency can be exchanged at the airport, banks, major hotels and exchange offices. Most shops and restaurants also accept major credit cards.

6.4. Shopping and tipping

While most shopping malls and big stores, hotels and restaurants in Kazakhstan accept major international credit cards, it is recommended to carry some cash since some small establishments and stores may not accept credit cards.

Service charge in Kazakhstan is not included in the bill. Tipping is at the discretion of the guest.

6.5. Official language

The official language is Kazakh, but Russian and basic English are widely spoken and understood. Business meetings are usually held in English.

6.6. Business hours

The work week is from Monday to Friday. Government offices working hours are from 9 am – 6 pm.

6.6. Electricity

- The power supply in Kazakhstan are:
 - Type C: also known as the standard "Euro" plug. This socket also works with plug E and plug F.



- Type F: also known as "Schuko". This socket also works with plug C and plug E.



6.7. Local and international phone calls

For international inbound calls, the country code is +7, and the area code for Nur-Sultan is +7 7172 XX XX XX.

6.8. Tourist information

Please see City's website for more information: <https://welcometoastana.kz/ru>

Kazakhstan's website: <http://qaztourism.kz/>

<https://kazakhstan.travel/>

6.9. Useful telephone numbers

Police	102
Fire department and rescue service	101

7. CONTACT INFORMATION

UNWTO Secretariat	Nur-Sultan
[General enquiries] Lili Kfoury Project Specialist Tourism Market Intelligence and Competitiveness World Tourism Organization (UNWTO) Tel.: +34-915-678-100 E-mail: lkfoury@unwto.org	[Logistical support] Amina Berdibekova Manager International cooperation and MICE-Tourism Astana Convention Bureau Tel: +7-7172-277-813 E-mail: a.berdibekova@welcometoastana.kz

