



117

EXECUTIVE COUNCIL

MARRAKESH, MOROCCO
23-25 NOVEMBER 2022

Information Note

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1. Place and dates of the session

In accordance with decision CE/DEC/11(CXVI) adopted at its 116th session held in Jeddah, Saudi Arabia, the Executive Council will hold its 117th session in Marrakesh, Kingdom of Morocco. The session will be held on 23-25 November 2022 at the Four Seasons Resort in Marrakesh.

2. Contact information

UNWTO

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Conference Services

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Kingdom of Morocco

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3. Registration

Registration for the Council session will be carried out online. Participants are kindly requested to complete the registration form by 10 November 2022. The form is available on the UNWTO website at: www.unwto.org/executive-council-117th-session

The online registration platform will be collecting all necessary information regarding the participation in the conference, airport pick-up, visa information and technical visits.

Accreditation badges are issued to specific individuals and are not transferable. Participants should always keep their badge and ID with them during their stay in Marrakesh. The badge is the only document confirming a participant's Executive Council accreditation that can be used at the event venue.

Participants can collect their accreditation badges at the registration desk located in the Hotel Four Seasons Resort (venue of the event).

The registration desk will be open on the following days:

At Four Seasons Resort

- Wednesday, 23 November: 12:00 - 18:00
- Thursday, 24 November: 08:30- 11:00

4. Thematic session SMEs and Talent: Transforming Tourism

This thematic session will delve into the recovery and future of the backbone of the tourism sector, Micro, Small and Medium Enterprises (MSEMs), who suffered the most acute impacts of the pandemic exasperating existing challenges in the areas of liquidity and financing, human resources and digitalization. Speakers will be invited to share their views on the current state of the consolidation of sector revitalization and emerging obstacles faced by SMEs which have become more evident given shifts in the world of work, adequate new skills, education, digitalization, workforce retention alongside education and training in the economic recovery of the tourism sector.

Representing around 80% of all businesses in tourism worldwide, and in some G20 economies as much as 98%, MSMEs are vital for the sector's competitiveness, job creation and transition to a more sustainable model. Supporting MSMEs as agents of transformation in tourism will lead the way towards a more inclusive, resilient, and sustainable sector. The importance of digitalization for SMEs needs to be accelerated for economic recovery of the tourism sector by supporting SMEs to unleash digital technologies in terms of payments, marketing to resolve gaps and to create jobs.

Against this backdrop, to contribute to the closing of the technology skill gap in the tourism SMEs, the Government of Morocco will be the first to sign the Digital Futures Pledge to commit to supporting 10.000 local SMEs in participating in the Digital Futures Programme to take the digital diagnostic tool and implement specific training programs fostering partnerships with the large technology companies to accelerate digital transformation, and provide innovative data-driven solutions for SMEs driving competitiveness in the tourism Sector.

The Session will culminate with a Call to Action for accelerated for economic recovery of the tourism sector by supporting SMEs to unleash digital technologies to create jobs and enhance future resilience in the linkages of the tourism value chain post COVID-19.

The Call to action aims at calling Member States to enhance and strengthen their efforts to accelerate digital transformation of their tourism SMEs and support a sustainable and resilient recovery by:

- Investing in SMEs digitalization for People
- Investing in SMEs digitalization for Prosperity
- Investing in SMEs digitalization for Planet

For any enquiries about the thematic session, please contact Ms. Addaia Arizmendi at aarizmendi@unwto.org



5. Reception at the airport and transfers

Participants will be provided with transportation upon arrival and departure between the airport and the main hotels and the venue. To avail of this service, arrival and departure information must be provided when completing the online registration form.

To enable the authorities to properly organize the welcome and shuttle services, participants must complete and submit the online registration form indicating their arrival and departure flight information and their accommodation details before 10 November 2022.

6. Accommodation

The hotels listed below are offering special rates for participants (VAT and breakfast included).

Rooms will be blocked for the participants at the official hotels until 31 October 2022. After this date, availability cannot be guaranteed.

For any enquiries about the accommodation, please contact Mr. Mouhcine Chafai El Alaoui: malaoui@tourisme.gov.ma

Hotel	Room Type	Rate / night (VAT & breakfast included)	Contact for booking	Distance from the meeting venue (by car)
Four Seasons Resort Marrakech (venue of the Council session) ☆☆☆☆	Single room ROH	7549,5 MAD	Jaafar AIT ALI Mail : jaafar.aitali@fourseasons.com Tel.: +212 (0) 524359200	Venue of the Council session
	Double room ROH	7949 MAD		
	Single suite ROH	15799,5 MAD		
	Double suite ROH	16199 MAD		
Jaal Riad Resort Marrakech ☆☆☆☆	Single standard room	1428,6 MAD	Soumaya SATIF Mail : ssatif@hotelsatlas.com Tel.: +212 (0) 524459595	12 min
	Double standard room	1657,2 MAD		
Kech Boutique Hotel & Spa	Single standard room	816,5 MAD	Souad BAHIA Mail : souad.bahia@kech-hotel.ma Tel.: +212 (0) 524388787	12 min
	Double standard room	933 MAD		

Hotel	Room Type	Rate / night (VAT & breakfast included)	Contact for booking	Distance from the meeting venue (by car)
Sofitel Marrakech Palais Imperial ☆☆☆☆	Single superior room	2928,6 MAD	Mohamed SMAIMI Mail : mohamed.smmaini@sofitel.com Tel.: +212 (0) 524425600	9 min
	Double superior room	3157,2 MAD		
	Single deluxe room ROH	3228,6 MAD		
	Double deluxe room ROH	3457,2 MAD		
	Single junior suite	4228,6 MAD		
	Double junior suite	4457,2 MAD		
Radisson Blu Marrakesh ☆☆☆☆	Single prestige suite	5328,6 MAD	Rachid OUBASSOU Mail : rachid.oubassou@radissonblu.com Tel.: +212 (0) 525077030	10 min
	Double prestige suite	5557,2 MAD		
Pestana CR7 Marrakech ☆☆☆☆	Single room ROH	1628,6 MAD	Sara REKASSI Mail : sara.rekassi@pestana.com Tel.: +212 (0) 524333600	4 min
	Double room ROH	1857,2 MAD		
Kenzi Menara Palace ☆☆☆☆	Single room ROH	2211 MAD	Touria STRIBA Mail : sales2-menarapalace@kenzi-hotels.com Tel.: +212 (0) 524459926	13 min
	Double room ROH	2322 MAD		



7. Submission of credentials and identification papers

With a view to ensuring a smooth verification process, the Member States of the Executive Council are kindly requested to submit their credentials electronically to the Secretariat no later than **ten days before** the opening of the session.

A scanned copy of the credentials should be sent to Ms. Ilenia García-Riano, UNWTO Protocol Section, at igarcia@unwto.org. The originals must be submitted to the Secretary-General at least one day before the opening of the Council session.

Only credentials from Heads of State or Heads of Government, Ministers of Foreign Affairs or Ministers responsible for tourism of the respective State or his/her equivalent will be regarded as valid credentials. Only formal letters or faxes bearing the signature of the competent authority are considered valid. (See model credentials letter in Annex I and proxy letter in Annex II).

Only duly accredited delegates shall be authorized to enter the room of the session, take the floor and exercise the right to vote at the meetings of the Executive Council.



8. Status of participants

The Moroccan Government will take the appropriate measures to facilitate the entry into its territory, the stay and the departure of all participants invited by the Organization.

The participants, during the exercise of their official functions in the context of the meeting, will enjoy the privileges and immunities provided for by the Agreement between the Moroccan Government and the World Tourism Organization, relating to the organization of the 117th session of the UNWTO Executive Council (Marrakesh, 23-25 November 2022).



9. Entry formalities

Moroccan legislation on the entry and stay of foreigners in Morocco stipulates that any foreigner wishing to travel to Morocco must be in possession of a passport or any other valid document issued by the State of which the traveller is a national, recognized by the Moroccan State as a travel document.

The Agreement relating to the holding of the 117th session of the UNWTO Executive Council, signed between the Kingdom of Morocco and the UNWTO grants free visas for participants in this event.

Several countries are exempt from visa formalities (see list below).

For countries subject to the visa procedure, delegates are invited to visit the link mentioned in paragraph B to check whether or not their country has diplomatic representation.



The list below includes the countries whose nationals do not need an entry visa to Morocco:

ALGERIA	FRANCE + MONACO
ANDORRA	GABON
ARGENTINA	GERMANY
AUSTRIA	GREAT BRITAIN
BAHRAIN	GREECE
BELGIUM	GUINEA (CONAKRY)
BRAZIL	HONG KONG (limited stay of 30 days)
BULGARIA	HUNGARY (for a stay of 90 days)
BURKINA FASO	ICELAND
CANADA	INDONESIA
CHILE	IRELAND
CHINA	ITALY
COLOMBIA	JAPAN
CONGO BRAZZAVILLE	KUWAIT
CÔTE D'IVOIRE	LATVIA
CROATIA	LIECHTENSTEIN
CYPRUS	LITHUANIA
CZECHIA	LUXEMBOURG
DENMARK	MACAO (CHINA)
DOMINICAN REP. (for a stay of 60 days)	MALAYSIA (for a stay not exceeding 90 days)
ESTONIA	MALDIVES (for a stay not exceeding 30 days)
FINLAND	MALI

MALTA	ROMANIA
MEXICO	RUSSIA
NETHERLANDS	SAN MARINO
NEW ZEALAND	SAUDI ARABIA
NIGER	SENEGAL
NORWAY	SINGAPORE
OMAN	SLOVAKIA
PERU	SLOVENIA
PHILIPPINES	SPAIN
POLAND	SWEDEN
PORTUGAL	SWITZERLAND
PUERTO RICO	TUNISIA
REPUBLIC OF KOREA	TÜRKIYE
QATAR	UNITED ARAB EMIRATES
REPUBLIC OF KOREA	UNITED STATES OF AMERICA

Entry to the Kingdom is governed by the provisions of the law relating to the entry and stay of foreigners in the Kingdom of Morocco, irregular immigration and emigration. The legal stay in the Kingdom of Morocco does not exceed 90 days.



Visa issued by Diplomatic Missions and Consular Posts:

Participants residing in countries where there are Moroccan Diplomatic Representations are invited to submit their visa applications to the Embassies and Consulates of the Kingdom of Morocco.

Visa upon arrival:

The Moroccan Security Services can issue free short-stay visas to participants in this event from countries with no Moroccan Diplomatic Representations (Visa confirmation letters at the airport must be requested from the organizing committee).

Contacts and useful links for consular services:

The link below can be consulted to check whether or not a country has a diplomatic representation (enter country in this box): <https://www.diplomatie.ma/en>

Diplomatic Missions and Consulates

Moroccan Representations Abroad **Foreign Representations**

☐ Embassies ☐ Consulates

Country* Cities

Select a country Select a city

FIND

For any information, complaint, remark or suggestion:
<https://www.consulat.ma/en/find-consulat>



Diplomatic, service, special or official passports:

In accordance with the regulations in force, for holders of a diplomatic, service, special or official passport (subject to visa), visa applications must be made to the Embassies of the Kingdom of Morocco or Consulates General within the country of nationality or residence.

For simplification, nationals of countries in which the Kingdom of Morocco does not have a Diplomatic Representation are invited to send their request for the granting of a visa as well as the pertinent attachments (copy of valid passport) by Note Verbale to the Ministry of Foreign Affairs, African Cooperation and Moroccans Residing Abroad, Protocol Department, in order to obtain a visa upon arrival at the airport.

For all questions about visas-on-arrival, please contact:

Kingdom of Morocco

Mr. Adil BENSOUDA, Chief, Specialized Agencies Service, e-mail:
abensouda@tourisme.gov.ma

UNWTO

Ms. Nino Gogiberidze, Office of the Secretary-General, e-mail:
ngogiberidze@unwto.org



10. Travel protocols

To ensure the safety of the delegates, a series of measures and a strict health protocol will be applied, in accordance with international guidelines and the recommendations of the World Health Organization on public health emergencies.

The health protocol for international travel has been updated, following the decision to lift restrictive measures. Only the health card is mandatory to enter the Kingdom. This form can be downloaded from the website of the Ministry of Health and Social Protection, it must be completed before boarding and presented on arrival.

Updated information is available at:

www.sante.gov.ma/Pages/activites.aspx?activiteID=333

11. Working languages

The documents for the Council session will be available in Arabic, Chinese, English, French and Spanish. Simultaneous interpretation of the Council discussions will be provided in Arabic, Chinese, English, French and Spanish.

12. Working documents

In light of the United Nations mandate to promote sustainability, UNWTO is strengthening its efforts towards environmental sustainability by implementing paperless events and conferences.

Delegates are kindly requested to take note that the working documents will not be distributed on paper at the venue of the event. Participants are encouraged to bring their own electronic devices to access the working documents during the session.

All the documents will be posted online at the [UNWTO website](http://www.unwto.org). Delegates will be notified by e-mail of the posting of the documents.



13. List of participants

A provisional list of participants will be available in advance for consultation on the UNWTO website.

The final list of participants will be completed on the basis of the data entered in the registration forms and it will be posted on the UNWTO website shortly after the closure of the Council session.



14. General information

Official language: Arabic and Amazigh are the official languages of the state.

Main foreign languages: French, English and Spanish

Local time: GMT+1

Local currency and exchange rates:

The monetary unit of Morocco is the Moroccan dirham (MAD). Banknotes are 20, 50, 100 and 200 dirhams. The coins in circulation are: 1, 2, 5 and 10 dirhams and 1, 5, 10 and 20 centimes.

Banks are open Monday to Friday from 8:30 a.m. to 3:30 p.m., while foreign exchange offices are open all week. Some banks also open on Saturday mornings.

The exchange rates in effect as of 13 September 2022 are as follows:

1 EUR: 10.8804 MAD.

1 USD: 10.9450 MAD.

It is possible, by presenting a passport, to change dollars and euros in practically any bank or any exchange office (some open 24 hours a day). In general, other currencies can be changed in banks or exchange institutions.

Electricity:

The electric current in Morocco is 220 volts, with a frequency of 50 Hz. In most hotels, the sockets that can be used are those with two or three pins.



Credit cards, shopping and tipping:

All major international credit cards are accepted in the Kingdom of Morocco. Credit cards are accepted in most hotels, restaurants and in many shops in the city, but it is good to have some cash on hand as well.

Travellers with an internationally recognized credit card can withdraw cash in local currency from ATMs.

In the Kingdom of Morocco, tips are voluntary and depend on customer satisfaction with the service provided. There is no obligation to tip.

Health regulations and precautions:

Passenger health form, to be downloaded online before boarding (also distributed on board the aircraft or ship), and duly completed.

Note: These conditions are in force at this time, but participants should consult the updated information at the following link:

<https://www.sante.gov.ma/Pages/activites.aspx?activiteID=333>

Local & international phone calls:

Calling code of the Kingdom of Morocco: 00212
Area code for Marrakesh: 0524

Useful telephone numbers:

Medical emergencies (Ambulances): 150
Police: 19
Firefighters: 15
Royal Gendarmerie: 177

UNWTO Safety & Security Coordinator 24/7

Name: Mr. Antonio Garcia
Cell: +34 699976040



15. Visits

The Ministry of Tourism, Handicrafts and Social and Solidarity Economy will offer tours to a number of emblematic places in Marrakesh on 25 November 2022.

Delegates are encouraged to take part in these visits, which represent an exceptional opportunity to discover the touristic and cultural diversity of the Kingdom of Morocco. Participants are kindly requested to select in the registration form the tour they would like to attend before 10 November 2022.

Tour descriptions:

1. MARRAKESH CULTURAL VISIT

Tour stops: Ben Youssef Madrasa + El Badi Palace

Number of persons: 45 persons (3 groups of 15 people each)

Duration of the tour: 3 hours maximum

Schedules of the tours:

- 15:00 to 18:00 (3 groups)

Description: The visit begins with the Ben Youssef Madrasa, located in the heart of the medina. This madrasa is one of the largest in the Maghreb and is one of the most remarkable historical monuments of the city of Marrakesh. It was in the 16th century that it was erected by the Saadian Abdallah al-Ghalib, as attested by inscriptions on the lintel of the entrance door and on the capitals of the prayer hall. Designed on a quadrilateral plan of 1680 m², the madrasa had 130 student rooms distributed on two floors surrounding the inner courtyard onto which the prayer hall overlooks.

Not far from the Ben Youssef Madrasa, the tour ends with a visit to the El Badi Palace. This palace, which was built between 1578 and 1603 by the Almohad sovereign Yaqub al-Mansur, shows evidence of the Andalusian influence in its plans, suggesting that its architect, although unknown, might have been from Granada. The remains of the interior gardens, known as the Gardens of Desire, ARE now an immense esplanade with ponds and orange trees, surrounded by the remnants of the palace and high walls on which a multitude of storks nest.



2. MAJORELLE GARDEN & SECRET GARDEN

Tour stops: Majorelle Garden + Secret Garden

Number of persons: 45 persons (3 groups of 15 people each)

Duration of the tour: 3 hours maximum

Schedules of the tour:

• 14:00 to 17:00 (3 groups)

Description: The visit starts in the setting of greenery and colour of the Majorelle Garden, which is described as a small haven of peace located in the heart of the city of Marrakesh. It was created in 1931 by Jacques Majorelle. The garden has hundreds of rare varieties of trees and plants from the five continents. The tour continues with the Secret Garden, which is one of the largest and oldest riads in the medina of Marrakesh. Founded more than four hundred years ago and rebuilt in the mid-nineteenth century, the Secret Garden has been home to some of the highest political figures in Morocco and Marrakesh. It is part of the great tradition of Arab-Andalusian and Moroccan palaces.

3. JEMAA EL-FNA SQUARE

Tour stops: Jemaa el-Fna square, souks and nearby alleys

Number of persons: 80 persons (4 groups of 20 people each)

Duration of the tour: 3 hours maximum

Schedule of the tour:

• 17:00 to 20:00 (4 groups)

Description: Jemaa el-Fna is a famous public square in the southwest of the medina of Marrakesh. This traditional, popular and lively hotspot attracts more than a million visitors each year. Jemaa el-Fna embodies the diversity of Moroccan identity because of the presence of representatives of the different cultures that make up Morocco: Arabs, Berbers, Gnaouas. The “cultural space of Jemaa el-Fna Square” has been inscribed in the Representative List of Intangible Cultural Heritage of Humanity since 2008 (proclamation in 2001) and listed as a World Heritage Site since 1985 by UNESCO.



16. Tourism information

ONMT website: www.visitmorocco.com

Marrakesh website: visitmarrakech.com

An information centre is located in the city centre where tourists and visitors can find material and information about Marrakesh.