

**35th Joint Meeting of the UNWTO Commission for East Asia and the Pacific and
the UNWTO Commission for South Asia
55th Meeting of the UNWTO Commission for East Asia and the Pacific
59th Meeting of the UNWTO Commission for South Asia**

**&
UNWTO Conference on the International Code for
the Protection of Tourists**

**&
UNWTO Affiliate Members Roundtable**

Phnom Penh, Cambodia, 15-17 June 2023
(Venue: Sokha Phnom Penh Residence)

OVERALL PROGRAMME

--as of 10 June

Wednesday, 14 June 2023

- 15:00 - 18:00 Registration of the participants (*Lobby, Sokha Phnom Penh Residence*)
- 19:00 - 21:00 **Welcome Dinner** hosted by **the Ministry of Tourism of Cambodia**
(Attire: *Business / Business Casual*
Venue: *Ballroom III, Sokha Phnom Penh Hotel*)

Thursday, 15 June 2023

- 09:00 – 10:00 Registration of the participants (*in front of Ballroom I, Sokha Phnom Penh Residence*)
- 10:00 - 10:30 Opening Ceremony:**
35th Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia,
55th Meeting of the UNWTO Commission for East Asia and the Pacific (CAP),
59th Meeting of the UNWTO Commission for South Asia (CSA)
and
UNWTO Conference on the International Code for the Protection of Tourists & UNWTO Affiliate Members Roundtable
(Venue: *Ballroom I*)
- **Welcome remarks** by **H.E. Dr. Thong Khon**, Minister of Tourism, Cambodia
 - **Congratulatory remarks** by **H.E. Dato' Sri Tiong King Sing**, Minister of Tourism, Arts and Culture of Malaysia, the Chairman of the UNWTO Commission for East Asia and the Pacific (CAP)
 - **Opening remarks** by **Mr. Zurab Pololikashvili**, Secretary-General of UNWTO
 - **Opening remarks** by **H.E. Dr. Aun Pronmoniroth**, Deputy Prime Minister, Ministry of Economy and Finance, Cambodia

UNWTO Conference on the International Code for the Protection of Tourists

- 10:30 - 10:45 Ceremony of Adherence to the International Code for the Protection of Tourists (ICPT) by the Member States**
- Official Announcement of Phnom Penh Declaration on the ICPT

- Official Signature of Adherence by the Member States (Cambodia, Maldives, Pakistan)
- Group Photo, UNWTO and the HoDs of the Adherence Member States (Cambodia, Maldives, Pakistan)

Group Photo (*Heads of Delegations from Member States, Associate Members and Affiliate Members*)

10:45 - 11:00 **Coffee Break & Press Conference** (*Venue: in front of Ballroom*)

11:00 - 11:20 **Keynote Presentation: Rebuild Confidence among Tourism Consumers in a Post COVID-19 World**

- **Mrs. Alicia Gomez**, Legal Counsel, UNWTO

11:20 - 12:30 **High-Level Discussion**

What are the main challenges and opportunities for recovery of the tourism sector in the Asia and the Pacific region? Has tourism changed in the post-COVID 19 world? How can we rethink tourism and rebuild consumers' confidence in travel?

The Discussion will focus on:

- *Experiences of crisis management in emergency situations*
- *Examples of policies and/or national laws to protect tourists*
- *Application of the Code within the Asia and the Pacific Region*

Moderator: **Dr. Sok Siphana**, Senior Advisor of the Royal Government of Cambodia

Speakers:

- **Mr. THOK Sokhom**, Secretary of State, Ministry of Tourism, **Cambodia**
- **H.E. Dr. Sandiaga Salahuddin Uno**, Minister of Tourism and Creative Economy, **Indonesia**
- **H.E. Ms. Maria Esperanza Christina Garcia Frasco**, Secretary, Department of Tourism, **Philippines**
- **H.E. Dr. Abdulla Mausoom**, Minister of Tourism, **Maldives**
- **Mr. Mitsuaki Hoshino**, Vice Commissioner, Japan Tourism Agency, Ministry of Land, Infrastructure, Transport and Tourism, **Japan**
- **Mr. Ignacio Curbelo**, Director General, Ministry of Tourism, **Uruguay**
- **Ms. Maria Helena de Senna Fernandes**, Director, Macao Government Tourism Office, **Macao, China**
- **Mr. Peter Semone**, Founder & President, Destination Human Capital Limited and Chair of Executive Board, PATA

12:30 - 14:00 **Lunch** hosted by **Traveloka, Indonesia** (*Venue: Ballroom II, Sokha Phnom Penh Hotel*)

14:00 - 14:50 **Technical Discussion 1: Assistance to International Tourists in Emergency Situations**

The Technical Discussion will focus on the assistance to international tourists in any sort of emergency situations, whether natural or man-made (e.g., acts of war, natural disasters, pandemics). Member States, tourism stakeholders and experts will share experiences and best practices on how to provide assistance to tourists in difficulty and explore possibilities for the harmonization of common minimum standards on tourists' protection in times of crisis at the regional and international levels.

Moderator: **Mrs. Alicia Gomez**, Legal Counsel, UNWTO
Panellists

- **Prof. Shen Haien**, China University of Political Science and Law

- (CUPL) & Expert from the UNWTO ICPT Committee
- **Mr. Kelvin Lee**, Assistant Director, External Affairs and Sustainability for Asia-Pacific, IATA
- **Mr. Ignacio Curbelo**, Director General, Ministry of Tourism, Uruguay
- **Mr. Vinay Surana**, Chief Executive Officer, Asia Pacific at Allianz Partners

14:50 - 15:00

Coffee Break

15:00 - 15:50

Technical Discussion 2: Minimum Standards on Tourists' Protection

The Technical Discussion will look at the protection of tourists as consumers, focusing on the contractual relationship between tourists and tourism service providers in relation to the various tourism services. Member States, tourism stakeholders and experts will share experiences and best practices in dealing with the consumer rights of tourists and explore possibilities for the harmonization of minimum international standards on consumer protection for the tourism sector.

Moderator: **Ms. Emily Steinmayr**, Senior Legal Specialist, UNWTO

Panellists

- **Mrs. Alicia Gomez**, Legal Counsel, UNWTO
- **Dr. Kumi Kato**, Professor at Wakayama University
- **Mr. Wong Soon-Hwa**, Hon. Chairman of Tourism Management Institute of Singapore
- **Mr. Alexander Rayner**, Director Government & Destination Relations, Amadeus
- **Mr. Arnaud Darc**, CEO of Thalys Hospitality Group

15:50 - 16:00

Closing

- **Mr. Harry Hwang**, Director, Regional Department for Asia and the Pacific, UNWTO
- **Mr. Tith Chantha**, Permanent Secretary of State, Ministry of Tourism, Cambodia

16:00 - 16:20

Coffee Break

UNWTO Affiliate Members Roundtable: Public-private Cooperation at the Core of Tourism Sustainable Development (Venue: Ballroom I, Sokha Phnom Penh Hotel)

16:20 - 17:30

Opening Remarks by **Mr. Beka Jakeli**, Director, External Relations, UNWTO

Panel Discussion: **Public-private Cooperation at the Core of Tourism Sustainable Development**

Moderator: **Mr. Michele Pitta**, Project Specialist, Affiliate Member Department, UNWTO

- **Mr. Christopher Cocker**, CEO, Pacific Tourism Organization
- **Ms. Widyasari Listyowulan**, Vice President, Public Policy and Government Relations, Traveloka
- **Mr. Junichi (Jack) Kumada**, Senior Advisor to the CEO, Global Tourism Agenda, JTB Corp.
- **Dr. Hiram Ting**, Director, Responsible Borneo
- **Mr. Luu Meng**, President, Cambodia Tourism Federation

19:00 - 21:00

Free Evening: Member States Networking

**35th Joint Meeting of the UNWTO Commission for East Asia and the Pacific
and the UNWTO Commission for South Asia**
59th Meeting of the UNWTO Commission for South Asia
55th Meeting of the UNWTO Commission for East Asia and the Pacific

Friday, 16 June 2023

10:00 - 13:30	35th Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia (Venue: Reingsab Room)
10:05 - 10:10	1. Adoption of the Agenda
10:10 - 10:15	2. Communication of the Chair of the 35th CAP-CSA Joint Meeting (Malaysia) <i>H.E. Dato' Sri Tiong King Sing, Minister, Ministry of Tourism, Arts and Culture, Malaysia</i>
10:15 - 10:20	3. Communication of the Co-Chair of the 35th CAP-CSA Joint Meeting (Maldives) <i>H.E. Dr. Abdulla Mausoom, Minister, Ministry of Tourism, Maldives</i>
10:20 - 10:50	4. Report of the Secretary-General <i>Mr. Zurab Pololikashvili, Secretary-General, UNWTO</i>
10:50 - 11:10	5. Report of the Regional Director for Asia and the Pacific - 5.1. Implementation of the UNWTO Programme of Work and Budget for 2022/2023 in Asia and the Pacific (regional and technical activities) <i>Mr. Harry Hwang, Director, Department for Asia and the Pacific, UNWTO</i> <i>Mr. Yoshiaki Hompo, Chief, UNWTO Regional Support Office for Asia and the Pacific</i>
11:10 - 11:30	6. Survey Findings on Members' Priorities for the UNWTO Programme of Work (PoW) 2024-2025 and the long-term vision <i>Mr. Beka Jakeli, Director, External Relations, UNWTO</i>
11:30 - 13:00	7. Discussion on the UNWTO Programme of Work 2024-2025 and the long-term vision
13:00 - 13:10	8. Venue of the 36th CAP-CSA Joint Meeting in 2024
13:10 - 13:20	9. Preparations for the 25th session of UNWTO General Assembly in October 2023
13:20 - 13:30	10. Other matters
13:30 - 14:30	Lunch hosted by Ministry of Tourism of Cambodia
14:30 - 16:00	55th Meeting of the UNWTO Commission for East Asia and the Pacific (CAP) (Venue: Reingsab Room)
16:30 - 17:15	59th Meeting of the UNWTO Commission for South Asia (CSA) (Venue: Reingsab Room)
19:00 - 21:00	Dinner hosted by the Department of Tourism, the Philippines (Attire: Business / Business Casual) Venue: Thansour Restaurant, 20 th Floor, Sokha Phnom Penh Hotel)

Saturday, 17 June 2023

08:30 - 11:00

Technical Tour *(Registration only)*

- Option 1: Win-Win Memorial, Morodok Techo Stadium
- Option 2: Royal Palace

**The host will confirm the arrangement with the participants at the registration desk.*

Sunday, 18 June 2023

All Day Delegates Departures

**35th Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia,
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SHUTTLE SERVICE TIMETABLE

- **From Official Hotels to Sokha Phnom Penh Residence**
(Route: Hotel Cambodiana → Hyatt Regency Phnom Penh → Rosewood → Sokha Phnom Penh Residence)

Hotel	14 June (Wednesday)			15 June (Thursday)			16 June (Friday)		
	Time Schedule			Time Schedule			Time Schedule		
	Bus 1	Bus 2	Bus 3	Bus 1	Bus 2	Bus 3	Bus 1	Bus 2	Bus 3
HOTEL CAMBODIANA	14:30	15:30	16:30	8:30	9:00	9:15	8:30	9:00	9:15
HYATT REGENCY PHNOM PENH	14:35	15:35	16:35	8:35	9:05	9:20	8:35	9:05	9:20
ROSEWOOD	14:40	15:40	16:40	8:40	9:10	9:25	8:40	9:10	9:25
SOKHA PHNOM PENH RESIDENCE	14:45	15:45	16:45	8:45	9:15	9:30	8:45	9:15	9:30

- **From Sokha Phnom Penh Residence to Official Hotels**
(Route: Sokha Phnom Penh Residence → Hotel Cambodiana → Hyatt Regency Phnom Penh → Rosewood)

Hotel	16 June (Friday)			
	Time Schedule			
	Bus 1	Bus 2	Bus 3	Bus 4
SOKHA PHNOM PENH RESIDENCE	18:30	19:00	21:15	21:45
HOTEL CAMBODIANA	18:35	19:05	21:20	21:50
HYATT REGENCY PHNOM PENH	18:40	19:10	21:25	21:55
ROSEWOOD	18:45	19:15	21:30	22:00

- **Technical Tour**

Hotel	17 June (Saturday)	
	Time Schedule	
	Bus 1	
SOKHA PHNOM PENH RESIDENCE	08:30	
HOTEL CAMBODIANA	08:30	
HYATT REGENCY PHNOM PENH	08:30	
ROSEWOOD	08:30	