



澳門旅遊學院
INSTITUTO DE FORMAÇÃO TURÍSTICA DE MACAU
Macao Institute for Tourism Studies

In collaboration with



GLOBAL TOURISM
ECONOMY FORUM
世界旅遊經濟論壇
FORUM DE ECONOMIA DE TURISMO GLOBAL

General Information Note

15TH IFTM–UNWTO TRAINING PROGRAMME

LEVERAGING THE MEETINGS INDUSTRY AND GASTRONOMY TO CHAMPION THE AGENDA OF SUSTAINABLE TOURISM DEVELOPMENT

18 to 23 September 2023

Macao, China

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1. INTRODUCTION

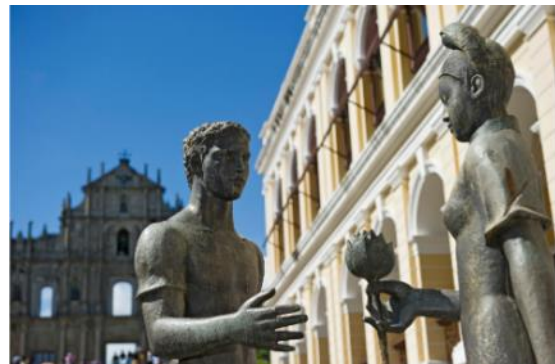
In 2015, UNWTO signed a Memorandum of Understanding with the Macao SAR Government, aiming to enhance collaboration in nurturing tourism talents and advancing the sustainable development of the tourism industry. Subsequently, in 2016, the Macao Institute for Tourism Studies (IFTM) established the Global Centre for Tourism Education and Training to engage in joint initiatives with UNWTO, elevating the quality of human capital and bolstering the competitiveness of tourism destinations.

In this context, IFTM and UNWTO cordially invite you to participate in the **15th IFTM-UNWTO Training Programme**. This information note provides details on administrative and logistical arrangements, along with other relevant information pertaining to your participation in the programme.

Training Programme	<u>15th IFTM-UNWTO Training Programme on “Leveraging the Meetings Industry and Gastronomy to Champion the Agenda of Sustainable Tourism Development”</u>
Date	18 – 23 September 2023
Venue	MGM Cotai
Organizer	Macao Institute for Tourism Studies (IFTM)
Collabotrative Unit	World Tourism Organization (UNWTO) and Global Tourism Economy Forum (GTEF)
Sponsor Unit	MGM
Participants	Ministries of Tourism and National Tourism Organizations from UNWTO ASEAN Member States
Medium of Language	English

1.1 Host City: Macao, China

Macao is one of the two Special Administrative Regions (SAR) in China on the western bank of the Pearl River Delta, consisting of the Macao Peninsula and the islands of Taipa and Coloane. It is an international city with a small size of 33.3 square kilometres area but can accommodate almost 700,000 people, making Macao one of the densest cities in the world.



Starting from a small fishing village, influenced by the arrival of the Portuguese recent hundred years ago, Macao is the perfect crossroad for the meeting of East and West cultures. In the Historic Centre of Macao, the agglomeration of foreigners in the past has given rise to many character buildings. Its collection of Western-style buildings is the oldest in China and is listed as a UNESCO Heritage site.

Underneath Macao's elegant shell is a lively soul. Traditional food stalls exist alongside fine dining restaurants and luxurious hotels. Cafés can be found on every corner. This energetic food scene along with Macanese cuisine has earned Macao the UNESCO title of "Creative City of Gastronomy".

Moreover, Macao also hosts a number of world-class events, such as the Macau Grand Prix, Macao International Parade and Macao International Music Festival. The city is bustling year-round. Macao is also home to many internationally acclaimed entertainment venues. They are exquisitely decorated, well-equipped and conveniently connected to the hotels and shopping malls. The true colours of the city shine through in its contrast—between the humble character buildings and five-star hotels; small local shops and international luxury brands.

You will experience the centuries of cultural exchange between the East and West in Macao.

1.2 About IFTM

The Macao Institute for Tourism Studies (IFTM), established in 1995, is a public institution of higher education in Macao that offers undergraduate and postgraduate programmes and professional training in tourism education, in a wide range of tourism-related disciplines such as hospitality, tourism business, cultural heritage, events, retail and marketing, leisure and entertainment, sports and recreation, creative and cultural studies, and culinary arts etc. IFTM also delivers various programmes at executive level in partnership with leading tourism schools in the world.

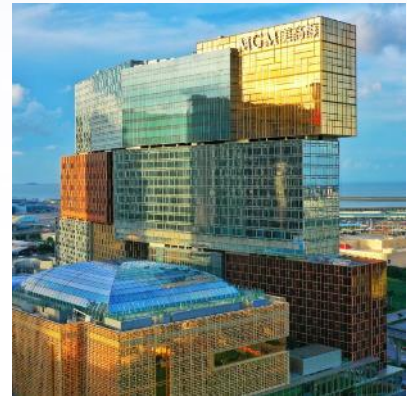


IFTM was the first education institution in the world to attain the UNWTO.TedQual certification and currently offering the greatest number of certified bachelor's degree programmes. In 2017, IFTM became the world's first higher education institution to pass the International Quality Review(IQR) from UK's Quality Assurance Agency for Higher Education(UKQAA). QAA has reaccredited Macao Institute for Tourism Studies in 2022, making IFTM the first higher education institution to do so worldwide.

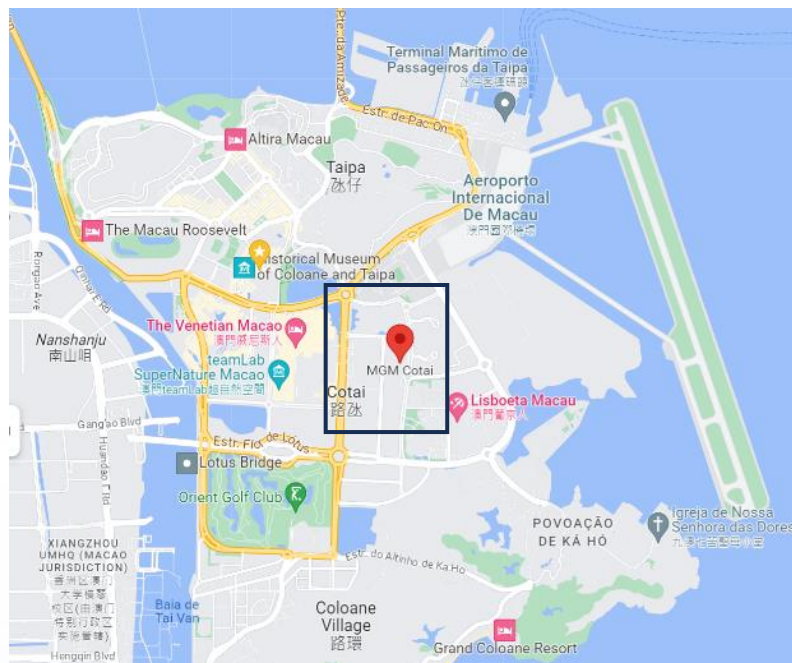
Since the launch of the QS World University Rankings in the subject area of Hospitality and Leisure Management in 2017, IFTM has been highly ranked internationally. It ranks 1st in Macao, 1st in Asia and 10th in the world on the QS World University Rankings by Subject 2023 for Hospitality and Leisure Management.

2. VENUE

MGM COTAI is an integrated resort that redefines the way people experience art and entertainment through innovative technology. MGM COTAI brings first-of-its-kind entertainment experiences through the Spectacle, the record holder of the largest free-span gridshell glazed roof (self-supporting) in GUINNESS WORLD RECORDS™, as well as MGM Theater, Asia's first dynamic theater. It has also been named the world's best newly constructed skyscraper by Emporis Skyscraper Award 2018, as well as the only mega-complex in Macau and the first hotel in the Greater Bay Area to receive both Three-star Green Building Design Label and Operation Label.



MGM COTAI features M Tower, Emerald Tower, Skylofts, Emerald Villa, and The Mansion. The guest rooms manifest a serene setting by blending sophisticated elegance and modern luxuries, guests can relax and indulge at MGM COTAI with its unparalleled services. Home to a unique art collection of over 300 pieces of contemporary art with a theme of bridging the East and West, tradition, and technology, MGM COTAI has one of the largest permanent art collections in Macau. The resort is Macau's most innovative culinary destination with different dining concepts serving authentic local and international cuisines.



Address: MGM COTAI, Avenida da Nave Desportiva, Cotai, Macau
Telephone: (853) 8806 8888
Website: <https://www.mgm.mo/en>

3. REGISTRATION

Participants are cordially requested to complete the Registration Form and submit it to the IFTM Secretariat no later than **2 August 2023**. Since all the preparations will be made based on the information from the form, you are kindly requested to provide the most accurate information. An on-site registration desk will be opened on 18 September 2023. Further information will be provided.

4. FLIGHT, ACCOMMODATION & TRANSPORTAION

The IFTM shall cover the economy-class round-trip flight ticket, ferry or ground transit travel expenses to Macao. Participants are requested to supply their preferred flight arrangement on the registration form. After getting confirmation by the IFTM secretariat, the ticket should be purchased by the participants and be reimbursed in USD upon completion of the programme by submitting an official receipt or the original ticket showing the fare. Bank remittance information has to be provided in the registration form.

Supported by the Global Tourism Economy Forum (GTEF), a single room will be provided for each registered participant. Local transportation will be provided by the IFTM for the registered participants from and to airport – hotel – airport, official functions and tours only.

Upon receiving your registration, IFTM secretariat will contact you for further arrangement.

5. FOOD



Macao was designated as a UNESCO Creative City of Gastronomy on 31st October 2017. The designation is set to endorse the global recognition of Macao's more than 400-year-old culinary legacy. There is no better way to experience Macao's unique gastronomy culture than by eating around, from world-class restaurants to restaurants tucked away in nooks and crannies, to get a true taste of Macao.

The stunning variety of distinctive cuisines available in Macao – Macanese, Portuguese, Chinese, Japanese, Indian and so much more - makes this international city a veritable paradise for foodies. With an increasing number of restaurants to choose from, there is something to please every palate. And in addition to a choice of international mainstream wines and spirits, the intrepid bon vivant can find many superior

and reasonably priced Portuguese wines that are now emerging onto the international stage.

If you would like to get more information, please visit:

- Detailed Information: <https://www.macaotourism.gov.mo/en/dining>
- Gastronomy Map: <https://maps.gastronomy.gov.mo/en/>

For dietary restriction, please indicate your requirement in the registration form. While we will try our best to abide strictly by the dietary options, the provision of these special arrangements will depend on availability.

6. VISA REQUIREMENT

All visitors must hold a passport or a valid travel document for travel to Macao. All visitors are required to have a visa except nationals of countries which are exempted from a visa or entry permit. A Macao visa can be obtained through the Embassies / Consulates of the PRC and should be used within its validity. Visitors may also apply for an entry permit or visa upon arrival at the immigration checkpoint. However, visitors from certain countries are required to obtain a visa in advance before their trip to Macao.

Visa requirement	Country
Visa” and “Entry Permit” Exempted	Brunei, Indonesia, Malaysia, Philippines, Singapore, Thailand
Visa Required	Cambodia, Lao PDR, Myanmar
Required to apply for a Macao visa in advance through a Chinese embassy or consulate	Viet Nam

The above information is for reference only. For further information on entry formalities, please contact the Border Control Department of Public Security Police Force at Tel: (Macao area code) +853 2872 5488 or email: sminfo@fsm.gov.mo, or visit their website:

- Entry Requirement: <https://www.macaotourism.gov.mo/en/travelessential/before-you-travel/entry-requirements>;
- Immigration Clearance of Non-residents of Macao: <https://www.gov.mo/en/services/ps-1474/ps-1474b/>
- Application for Macao Visa through Diplomatic Missions of the People’s Republic of China (China) or other Representative Offices Accredited by the Ministry of Foreign Affairs of China: www.fsm.gov.mo/psp/eng/psp_top5_3m.html;

In case any participant has to transit through Hong Kong or any other country, please observe all necessary Visa requirement. The host and organisers will NOT be liable for circumstance on personal's immigration issue.

- For transit via Hong Kong SAR, please refer to:
https://www.immd.gov.hk/eng/services/travel_document/index.html

*** Measures for All Arrivals**

All arrivals, regardless of their nationalities, do not require prior approval from the health authorities to enter Macao, nor do they need to present any COVID-19 test result or undergo medical observation upon entry.

In case, flight transit via Hong Kong, persons entering Hong Kong from Macao are not required to present any COVID-19 test result.

For more information on COVID-Related Entry and Exit Requirements, please visit:
<https://www.ssm.gov.mo/docs2/file/pv/FbDKwJGh8ynlbuqpAAAt0jg/en>

7. TECHNICAL TOUR PROGRAMME

On 23 September 2023, a technical tour, consisting of a site tour of the Historic Centre of Macao and a visit to the convention and exhibition venues will be arranged. Details and the full programme of the tour will be provided in due course. Please indicate in the registration form your preference for participating in the tour.

8. USEFUL INFORMATION

8.1 Weather & Clothing

Macao's climate is temperate throughout the year. The average temperature is about 23°C (73°F), ranging from 20°C (68°F) to 26°C (79°F). It is rather humid, with the average relative humidity reaching 79%. The rainy season lasts from May to September. October and November are the ideal months to visit Macao, with mild temperatures and dry weather. It is often sunny in the winter months from December to March although it can be a little bit cold. Temperatures begin to climb in April and the heat becomes more intense from May to September. There can be typhoons and when Typhoon Signal No. 8 or above is hoisted, ferries and flights will stop running temporarily. The typhoon season in Macao is from May to November, with July, August and September being the most seriously affected months.

In summer, visitors are advised to wear light cotton clothes for a pleasant journey in Macao; while woollens are recommended along with a thick jacket or an overcoat to keep warm during winter. It is great to bring along cardigans or sweaters in spring (March to May) or autumn (September to November) as nights are cooler during the two seasons.

For more weather information, please visit:

- Macao Meteorological and Geophysical Bureau: <https://www.smg.gov.mo/en>
- What You Need to Know about Typhoon Season: <https://www.macaotourism.gov.mo/en/travelessential/useful-info/what-you-need-to-know-about-typhoon-season>

8.2 Time Zone

Macao is eight hours ahead of Greenwich Mean Time (GMT+8).

8.3 Water & Electricity

Macao's water is supplied directly from Mainland China and is purified. Chlorine is added for extra protection. Distilled drinking water is supplied in all hotel rooms and in restaurants.

Electricity in Macao is at 230V, 50Hz. The power plugs used in Macao are of the three-pin, square-shaped or round-shaped type. It is suggested to check before using an electrical appliance.



8.4 Telephone Service

The country code for Macao is 853 and the outgoing international code is 00.

Communication in Macao is convenient, with the telecommunications network covering the whole city. Public phones are located around the city, with local calls costing MOP1.00 per 5 minutes; the IDD direct-dial international telephone service connects to over 100 countries and territories around the world.

The Tourism Hotline on +853 2833 3000 provides comprehensive information about restaurants, hotels, sightseeing and tourist spots, museums, entertainment, shopping, transportation, etc.

If you would like to use your mobile phone while in Macao, please contact the information services below:

1000 - CTM

1118 - Hutchison Telecom

1628 - SmarTone Mobile Communications (Macao) Ltd.

1888 - China Telecom (Macao) Co., Ltd.

8.5 Mobile Phone (Roaming)

International roaming is available in Macao but a hefty charge may apply. A more economical option is to buy a pay-as-you-go sim with internet access. They are readily

available at convenience stores. Real name registration is required for new prepaid card users to activate the service.

8.6 Local Transportation

The local transportation includes Buses, Light Rapid Transit (LRT), Taxis, Car Hire, and Pedicabs.

For buses

A frequent bus service runs between the Macao Peninsula, Taipa and Coloane. Route information in Chinese and Portuguese is posted at every bus stop detailing destinations, itineraries and stops.

The bus fare is MOP6.00, and passengers should prepare adequate coins for the fare as no change is given on the buses, all of which are air-conditioned. Routes go to and from different spots in the Macao Peninsula, Taipa and Coloane including Macau International Airport. Some buses even traverse narrow streets and alleys in Macao.

Like everywhere else, it is best to avoid travelling during peak hours. It is also recommended that you bring a map in order to better locate your destination.

For route information, please visit:

www.dsat.gov.mo/dsat/subpage.aspx?a_id=1610598965



For Light Rapid Transit (LRT)

The first stretch of the Macao Light Rapid Transit (LRT) elevated railway is now open, meaning swifter journeys for visitors to Cotai and elsewhere on the island of Taipa.

Macao's new public transport infrastructure is 9.3-km long and connects 11 stations. Among them are stops serving important transport hubs – Macau International Airport, the Taipa Ferry Terminal, and the Lotus Bridge checkpoint with Hengqin – and tourism hotspots such as Taipa Village, the Macau Jockey Club, and the integrated resorts in Cotai district.

From west to east, the stations are Ocean, Jockey Club, Stadium, Pai Kok, Cotai West, Lotus Checkpoint, East Asian Games, Cotai East, MUST, Airport and Taipa Ferry Terminal. A journey from end to end takes about 22 minutes.

The trains run at intervals of 10 to 15 minutes from 6:30 a.m. to 11:15 p.m.



For Taxis

The taxi in Macao is in black with a cream roof. The flag-fall charge is MOP19.00 for the first 1600 metres, with MOP2.00 added for every 240 metres thereafter. MOP2.00 is charged for waiting per minute at the passenger's request. There is a MOP3.00 surcharge for each item of luggage carried in the boot. For radio taxi service, please call +853 8500 0000 / +853 2828 3283.



There is a MOP5.00 surcharge for boarding a taxi at Macau International Airport, the taxi station of Taipa Ferry Terminal, campus of the University of Macau on Hengqin Island, Macao Port Zone of Hengqin Port, COTAI Frontier Post and the Hong Kong-Zhuhai- Macao Bridge Frontier Post at Macao Port or journeys from Macao to Coloane. From Taipa to Coloane, a MOP2.00 surcharge applies, while there is no surcharge from Macao to Taipa or from the islands to Macao.



In addition, there is also a special radio taxi service, in which the vehicle is either blue or red. For a special radio taxi service, please call: +853 288 12345, visit macaotaxi.com/en, download the mobile app "Macao Taxi" or scan the QR code of the taxi. Like normal taxis, the fare of the special radio taxi is charged according to the taximeter, please go to macaotaxi.com/en to check the fare details or contact Macau Radio Taxi Services Limited at +853 8893 9999.

8.7 Internet Services

WIFI services are common in Macao. In public areas, mobile devices can be connected to "FreeWiFi. MO" at no additional charge. Macao Post and Telecommunications Bureau have been liaising with local organizations to offer free Wi-Fi services at different locations in Macao under a unified brand name "FreeWiFi.MO". Now citizens and visitors can connect to a hotspot with a Wi-Fi network name containing the word "FreeWiFi.MO" to enjoy free Wi-Fi service. For more service information or to find free Wi-Fi hotspots, please visit www.freewifi.mo or download the "FreeWiFi.MO" App: <http://freewifi.mo/appdownload.php>.



8.8 Currency and Bureaux de change

The Pataca (MOP) is divided into 100 avos and it is Macao's official currency. There are banknotes and coins in the following denominations:
Coins: 10, 20 and 50 avos; 1, 2, 5 and 10 Patacas.
Banknotes: 10, 20, 50, 100, 500 and 1000 Patacas.

By the decision of the Government, the Pataca is linked to the Hong Kong dollar (HKD). The exchange rate is MOP103.20 = HKD100.00. There is an acceptable variation of up to 10%. Roughly 8 Patacas is equivalent to 1 US Dollar.

Currency exchange in Macao is easy. Foreign currency can be changed in hotels, banks and authorised exchange dealers located all around the city. The Macau International Airport also provides a currency exchange service. Banks open normally from 9 a.m. to 5 p.m. Most credit cards are accepted in many hotels, shops and restaurants, and broadly accepted credit cards include China UnionPay, American Express, JCB, Visa and Mastercard. However, transaction fees from card-issuing banks may apply. Alipay is also becoming more common.

Macau Pass is an electronic payment system using IC card technology installed on all public transport in Macao. Passengers need not use coins, and can also use the pass to make purchases at convenience stores, some bakeries, and vending machines. Website: www.macaupass.com

According to the provisions of the Law, passengers arriving at Macao carrying cash or CBNIs, such as traveller's cheques, cheques, bills of exchange, money orders and promissory notes, with a value of or exceeding MOP 120,000.00, should use the Red Channel with a completed declaration form and make a declaration to the Customs officer. Passengers leaving Macao need to disclose truthfully the amount of cash or CBNIs carried when asked by a Customs officer, or they shall be liable to a fine of MOP 1,000.00 to MOP 500,000.00. Travellers who have a layover in Macao SAR and transit to another destination have no obligation of declaration. For more details, please visit the Macao Customs Service's website: www.customs.gov.mo/cn/customs6.html

8.9 Language

Chinese and Portuguese are the official languages while Cantonese is most widely spoken. The official languages are used in government departments in all official documents and communications. English is generally used in trade, tourism and commerce.

8.10 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 Secretariat.

For more information on Hospitals and Health Centres, please visit: <https://www.macaotourism.gov.mo/en/travelessential/before-you-travel/practical-info?tab=healthcare-and-hospitals>

8.11 Useful Numbers in Macao

- Emergency: 999 / 110 /112
- 24-Hour Tourism Hotline: +853 2833 3000
- Judiciary Police: 993
- Hospital Centre S. Januário: 2831 3731
- Kiang Wu Hospital: 2837 1333
- University Hospital: 2882 1838

9. CONTACT INFORMATION

IFTM Secretariat	Ms. Sandi U Global Centre for Tourism Education and Training Macao Institute for Tourism Studies (IFTM) globalcentre@iftm.edu.mo
UNWTO Secretariat	Mr. Benjamin long Regional Department for Asia and the Pacific World Tourism Organization (UNWTO) rdap@unwto.org

Photo source: official website of Macao Government Tourism Office, official websites of Transportes Urbanos de Macau, S.A.R.L., Sociedade de Transportes Colectivos de Macau, S.A. and MGM Macau



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