INFORMATION FOR DELEGATES

Procedure and Resource Guide for ICAO Headquarters Conference Participants

Includes general details and instructions relating to:

- Registration
- Documentation
- Building & Event Security
- Meeting Room Locations
- Communication Services
- ICAO Services
- Local Services
- Transportation
Registration & Credentials

Delegates must present their passport upon registration, along with their credentials (unless provided in advance to the ICAO Secretariat)

All participants are strongly encouraged to pre-register using the online registration forms on their event’s ICAO website page, and to submit their credentials in advance by email. Please pay attention to the dates that these advance details are being requested by.

The Registration Centre may also be available on the 1st floor of the ICAO Headquarters Conference Centre during the hours you will find posted on your event’s ICAO website page.

Please allow ample time for security clearance and registration.

All delegates will be required to submit to security screening whenever they enter the ICAO HQ. Entry to the Conference Centre should be made at the side entrance on University Street, as shown in the photo below.

Credentials are required for the meeting and should be signed on behalf of the State or international organization concerned by a person duly authorized to do so. Credentials should include the name and position of each member of the delegation and indicate the capacity in which he or she is to serve at the meeting.

Further information on credentials can be found on your event’s ICAO website page.

Identification & Security

An ICAO security pass will be issued to each participant upon registration, which allows access to the Conference Centre. Should a pass be misplaced or lost, please notify the Security Desk immediately.

The ICAO security pass must be worn visibly at all times while on the premises. Security guards have strict instructions not to allow access to the ICAO premises or to the conference rooms to persons not wearing a pass.

List of Participants

A list of participants who have registered by the first day of your event should be available on its ICAO website page the following day. This list will be revised and updated, as necessary.

Participants should notify the Registration Centre on the main floor of the Conference Centre of any additions or corrections required to the list.
**Documentation**

ICAO strongly encourages the evolution toward 100% paperless conferences and events.

Whenever possible, please download the documentation from your event’s web page and bring a tablet or laptop with you to consult the working papers and reports you need to reference in the course of your work.

To locate your meeting’s web page, please visit [www.icao.int/meetings](http://www.icao.int/meetings) and follow the links to your event and its documentation.

**Wireless Access**

An information sheet concerning your event should be included with this booklet. On it, you will find the updated login and password information for you to access ICAO’s wireless services while you’re on site.

Delegates wishing to connect to ICAO’s wireless network must have devices equipped with an 802.11 b/g network card or comparable connectivity hardware. Your event information sheet will also contain troubleshooting tips if you’re having trouble connecting.

**Business resources**

In addition to the wireless access provided, computer workstations, telephones and printers will be available to all participants at major ICAO events. Please consult your information sheet in this booklet for the exact location of the Business Centre during your meeting.

**Food and Phones**

Food and beverages are absolutely prohibited from all conference rooms and the registration area. Cellular phone use is also prohibited in all conference rooms. The ICAO phone number is 514-954-8219 and four-digit extension numbers may be dialed directly when calling within HQ. When making a local call outside the building, dial “9+area code” before the number.
Conference Centre Site Map

The following illustrations depict the four floors of the ICAO Conference Centre and the Assembly Hall and meeting rooms located on each. Please take note of the floor(s) your event is restricted to and locate the rooms applicable to your conference or meeting.
Please remember!

No food, drinks or cell phones in the conference rooms or registration areas.
Local Resources

The map below indicates ICAO’s placement between Montréal’s historic quarter (Old Montréal) and the downtown core:

Shopping

All major department stores and major brands can be found in the downtown core, which features extensive underground tunnels connecting the major city malls and retail outlets. Montréal’s historic quarter is better known for specialty retail, including more adventurous clothing brands, art galleries, spas, souvenir shops, etc.

ICAO Commissariat

For the convenience of participants eligible to purchase spirits and cigarettes at diplomatic prices, the Commissariat is located on the main floor of the ICAO Headquarters. **Commissariat hours: Tuesday–Thursday 1230–1400; Thursday 1630–1800.** The Commissariat hours may be extended on certain occasions depending on the size of the meeting.

Please note that Canadian delegates, permanent residents of Canada and delegates of international organizations will not have access to the Commissariat. Visa, MasterCard and debit cards are the only forms of payment accepted.
Restaurants and Banking

For those occasions when you are not attending a catered luncheon or dinner on the ICAO premises, the following map indicates some general local restaurant resources which may be of interest. Please note that this selection is more limited on weekends.

City Bus and Metro Service

The bus and Metro are operated as an integrated system within the city limits, and transfers may be made at designated points. Fare cards may be purchased in advance at Metro stations (not on the bus). All buses are ‘pay-as-you-board’ type requiring a fare card or the exact fare (no change is given). Route and fare information may be obtained by calling 514-STM-INFO (514-786-4636) or by consulting the website (www.stm.info).

Transportation to Montréal-Pierre Elliott Trudeau International Airport

Special bus service from major downtown hotels is available from 0500 to 2300 hours. Arrangements can be made and prices obtained through the hotel management. The city bus service has an express bus route (No. 747) travelling between downtown Montréal and the airport 24 hours per day. Information on the fare and schedule can be found by consulting the website (www.stm.info/english/info/a-747.htm).
医疗资源

ICAO医疗办公室位于四楼，房间4.25，电话8212。护士通常在8:00到16:00在岗。

ICAO精品店和在线商店

为了获得广泛的ICAO服装、礼品和其他商品，请访问位于一楼注册区和信息台附近的ICAO精品店。

ICAO产品和服务包括出版物、ICAOData+、培训课程，以及会议、展览和赞助机会，都可以方便地在线浏览：

www.icao.int/store

失物招领

丢失的物品应报告给首席ICAO安全部门的办公室，电话8720。任何找到的物品应交给一楼大堂的安全台。

旅游信息

所有主要酒店提供旅游信息、景点、旅行、文化活动和体育赛事等信息。

Tourisme Québec位于Centre Infotouriste，地址为1255 rue Peel (角圣凯瑟琳街)，提供蒙特利尔及周边地区的旅游信息以及整个省的信息。该办公室每天9:00到18:00可拨打1-877-266-5687，或在www.bonjourquebec.com上查看。

医疗资源

ICAO医疗办公室位于四楼，房间4.25，电话8212。一名护士通常在8:00到16:00在岗。