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

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.

Main entrance, 999 University

Side entrance

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** 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.
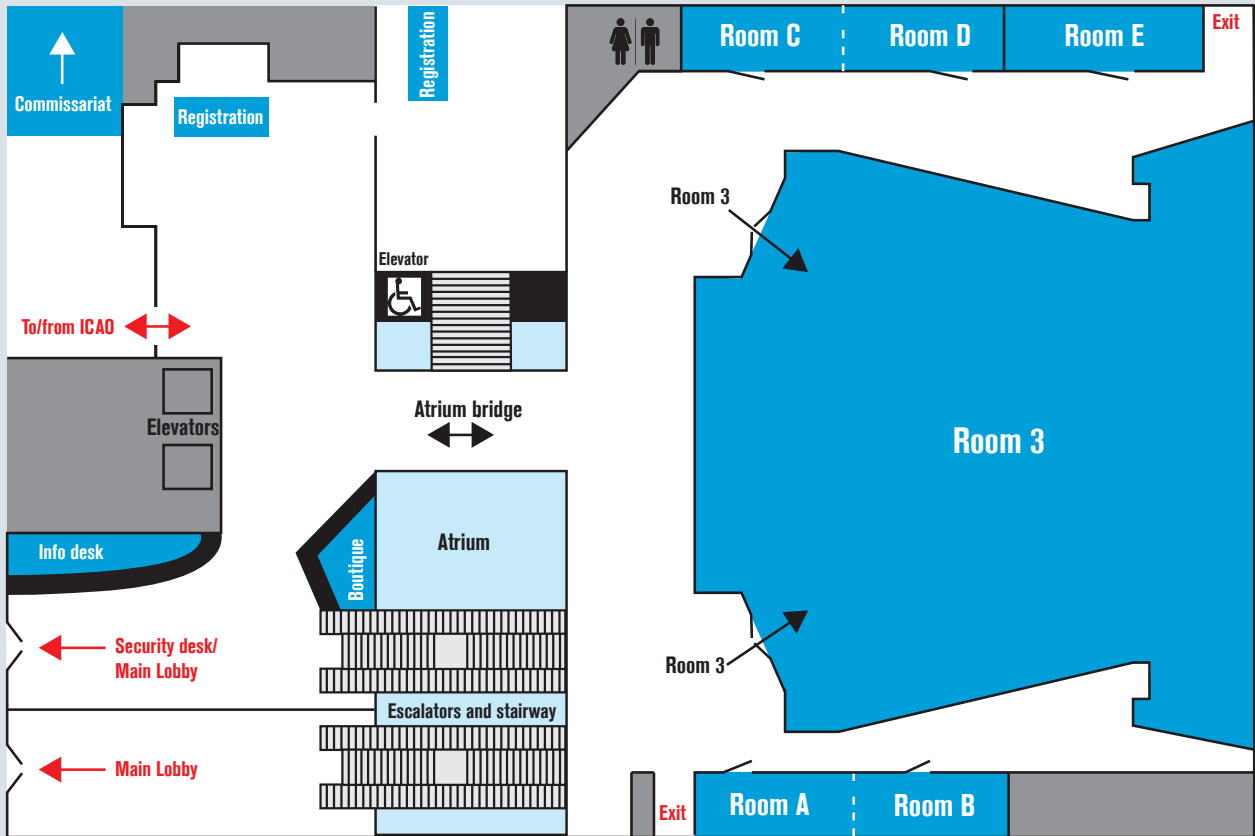
Food and Phones

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.
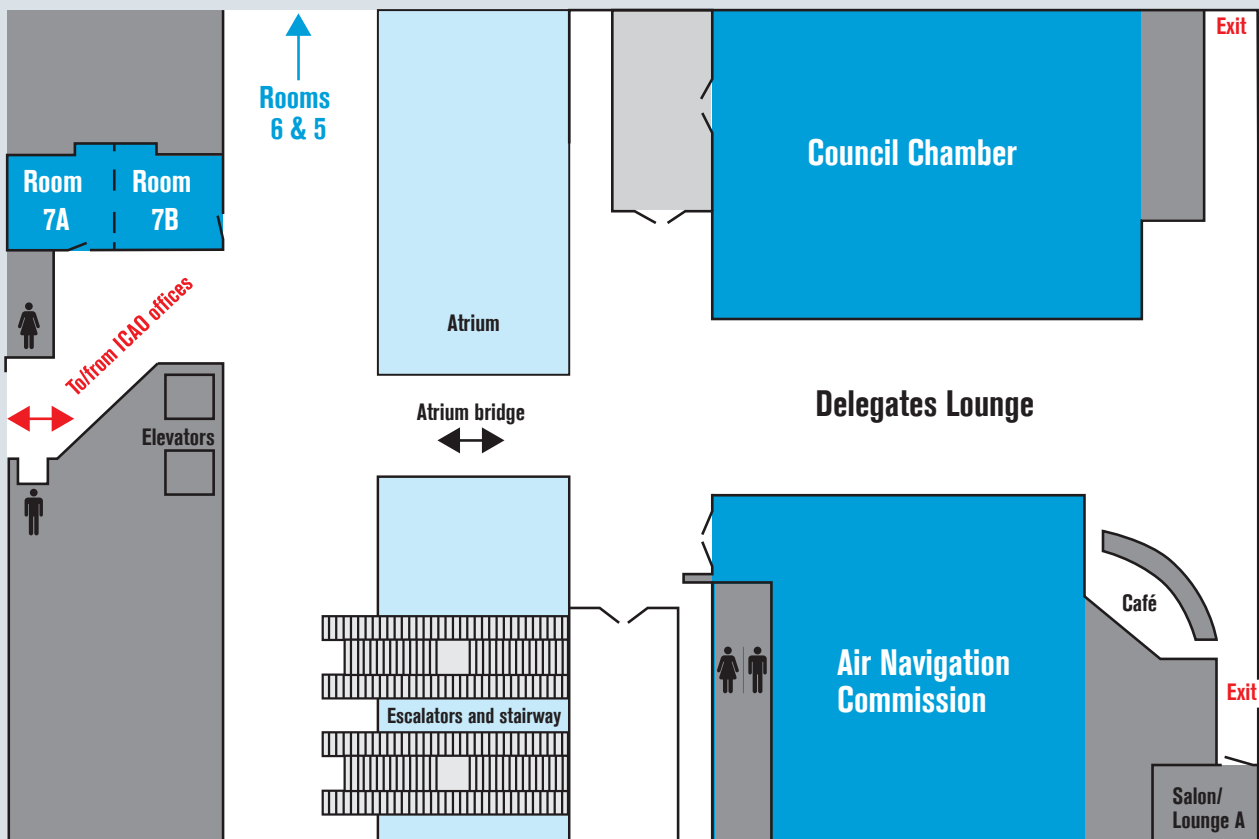
www.icao.int/meetings

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.
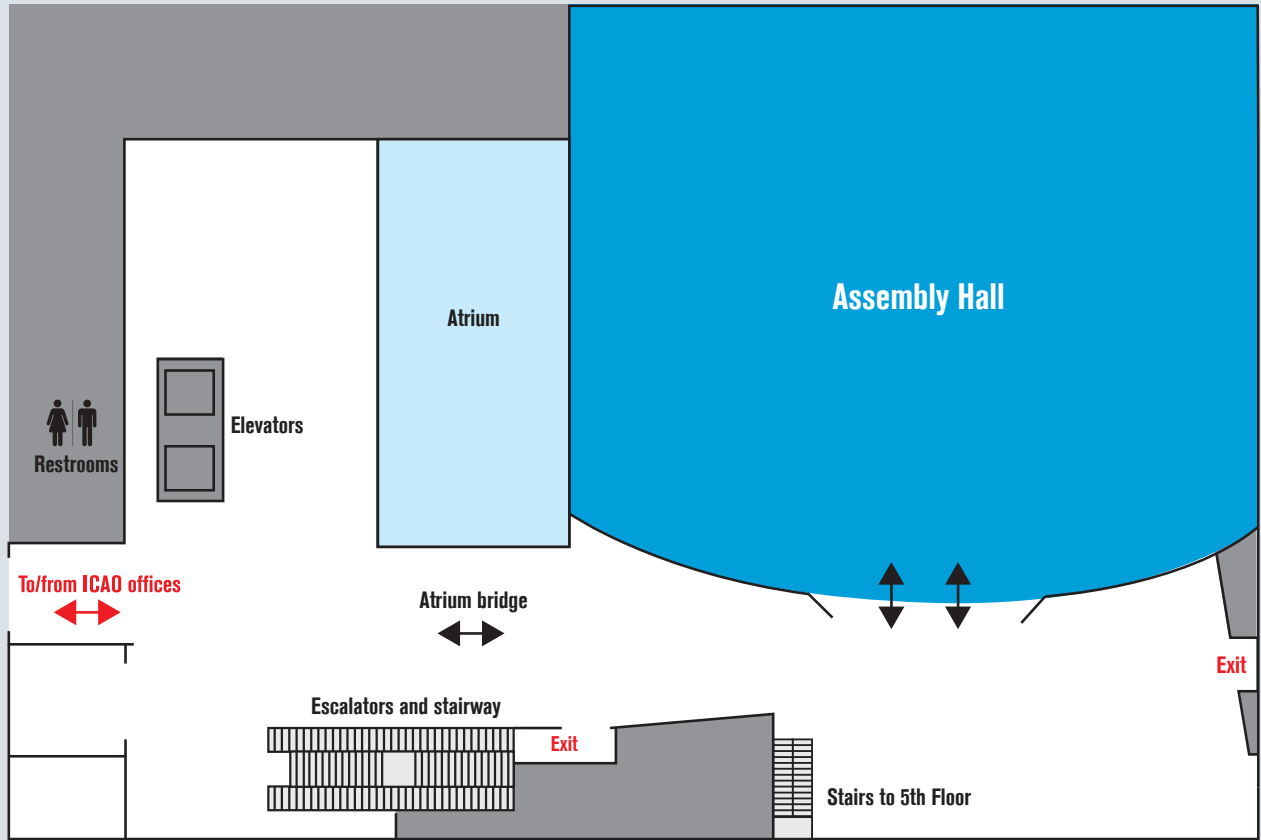
1st Floor (ground level)

Commissariat

Registration

Registration

Room C

Room D

Room E

Exit

Elevator

To/from ICAO

Elevators

Room 3

Info desk

Boutique

Atrium

Room 3

Security desk/
Main Lobby

Escalators and stairway

Room 3

Main Lobby

Exit

Room A

Room B

3rd Floor

Rooms
6 & 5

Exit

Room
7A

Room
7B

Council Chamber

To/from ICAO offices

Elevators

Atrium

Atrium bridge

Delegates Lounge

Café

Air Navigation
Commission

Escalators and stairway

Exit

Salon/
Lounge A

Please remember!

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

Atrium

Assembly Hall

Restrooms

Elevators

To/from ICAO offices

Atrium bridge

Exit

Escalators and stairway

Exit

Stairs to 5th Floor

Room 5A

Atrium

Room 5B

Elevators

Assembly Hall: Upper Gallery 1

Assembly Hall: Upper Gallery 2

To/from ICAO offices

Atrium bridge

Lounge

Exit

Lounge

Restrooms

Stairs to 4th Floor

Exit

Atrium

Atrium
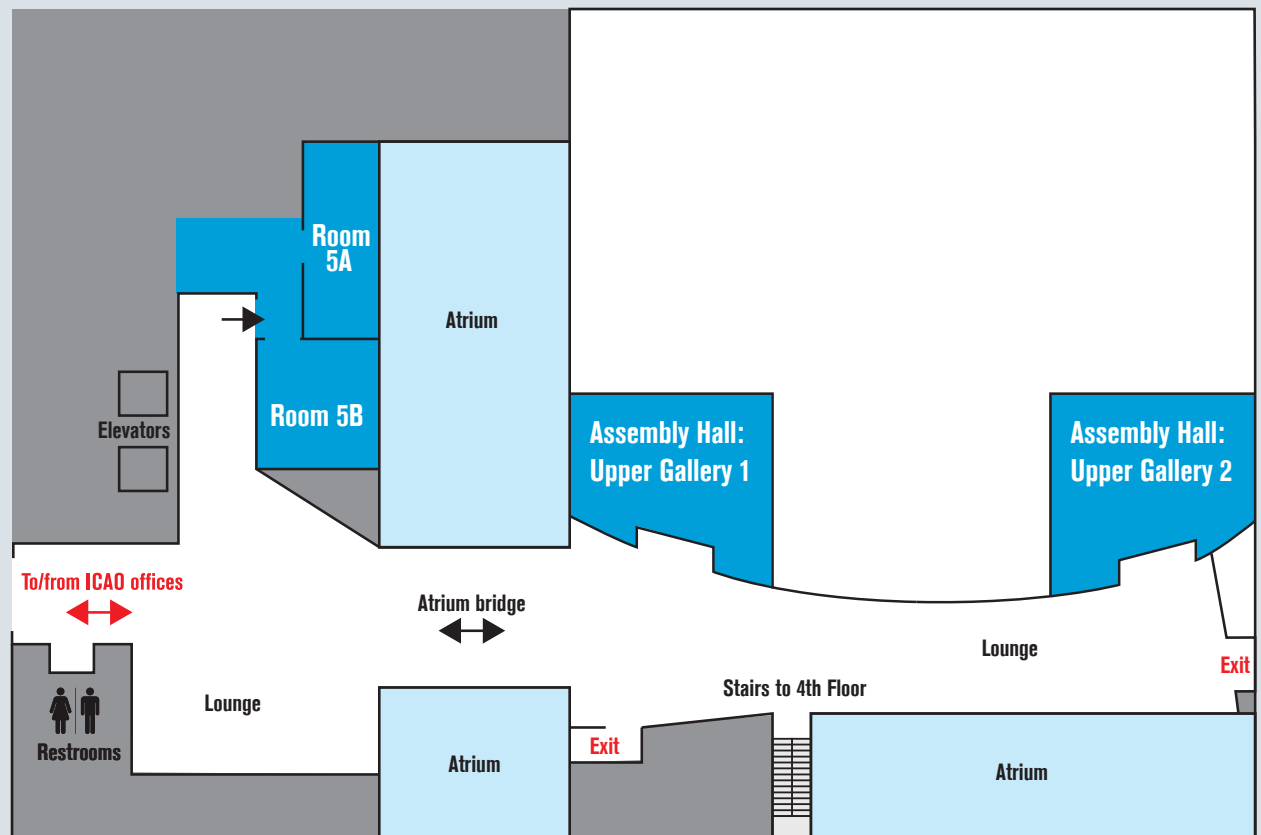
Local Resources

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

M Metro Stations ● ICAO HQ

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.

Legend:
- Local Food Courts (Mon-Fri only)
- Fine Dining
- Cafés, Pubs, Sandwiches, etc.
- Hotel Restaurants
- Retail Banks & ATM machines

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).

ICAO Boutique and Online Store

For a wide range of ICAO clothing, gifts and other merchandise, please visit the ICAO Boutique located near the Registration areas and Information Desk on the main floor.

ICAO products and services including publications, ICAOData+, training courses, as well as meeting, exhibition and sponsorship opportunities, are conveniently browsable online at:

www.icao.int/store

Lost & Found

Lost articles should be reported to the office of the Chief, ICAO Security Section, telephone extension 6720. Any found articles should be handed to the Security Desk in the main lobby.

Tourist Info

All major hotels provide tourist information on points of interest in Montréal and vicinity, excursions, cultural and sporting events, and other activities.

Tourisme Québec, located at the Centre Infotouriste at 1255 rue Peel (corner of rue Sainte-Catherine) offers tourist information for Montréal as well as for the entire province. The office can be reached at 1-877-266-5687 every day from 0900 to 1800 hours or by consulting: **www.bonjourquebec.com**

Medical Resources

The ICAO medical office is located on the fourth floor, Room 4.25, telephone extension 8212. A nurse is generally on duty from 0800 to 1600 hours.