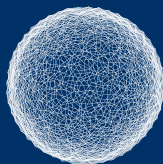


UNITED  
NATIONS  
CLIMATE  
CHANGE  
CONFERENCE  
2009

7 - 18 DECEMBER  
COPENHAGEN

INFORMATION  
FOR PARTICIPANTS



COP15  
COPENHAGEN

MAP →

COPENHAGEN

INFORMATION  
FOR  
PARTICIPANTS



VANLØSE

NØRREPORT

FORUM

KONGENS NYTORV

CITY

CENTRAL STATION

CONFERENCE VENUE BELLA CENTER

ØRESTAD

COPENHAGEN AIRPORT

E20

# WELCOME



Welcome to Denmark and the city of Copenhagen! We have the pleasure of hosting the 15th United Nations Climate Change Conference (COP15) taking place at Bella Center in Copenhagen from the 7th to the 18th of December, 2009.

The conference will be the largest international political conference ever held in Denmark with participants from 192 countries representing governments, the business community, and civil society. We anticipate approximately 15,000 participants.

The world is facing a major challenge. We cannot continue using fossil fuels the way we do today. Scientists have laid out the risks we face and it has become clearer than ever that now is the time to take serious action on climate change. If we do not act today, the opportunity will not only slip out of our hands but it will also become much more expensive to carry out the necessary low-carbon transition in the future.

As the host of COP15, we, the Danish Government, will do our utmost to create common ground for a coherent global response to this challenge. The task is daunting – but our mission is clear. We need to agree on an ambitious, global agreement in Copenhagen that meets the challenge set by science.

To facilitate the process of reaching agreement, we will do our best to make your stay in Denmark

as pleasant as possible. This brochure offers practical information about the conference site and the COP15 region, which includes the Greater Copenhagen Area and the Swedish cities of Malmö and Lund.

We kindly invite you to help us make COP15 a more sustainable conference: please use public transportation – it is easy, safe, quick and, for registered participants, free of charge – once you have received your badge and special Travel Pass at Bella Center. In addition to practical information on how to feel at home in Copenhagen, in this brochure you will also find advice on ways and means to make your participation in COP15 a win-win situation for you and the climate.

We hope you will enjoy your stay in Copenhagen and the COP15 region. We are aiming at a success for all participants and the future of our climate.

*H.E. Lars Løkke Rasmussen  
Prime Minister*

*H.E. Connie Hedegaard  
Minister for the United Nations Climate Change  
Conference in Copenhagen 2009*

# GENERAL INFORMATION

## REGISTRATION

Representatives of Parties and observer organizations can register and have their photographs taken at the Registration and Press Accreditation Counters located at the main entrance (East) to Bella Center.

Only registered participants wearing badges are allowed access to the conference area.

Badges are issued to representatives of Parties or observer organizations on the basis of a letter of nomination from Parties or observer organizations. Please present photo ID card at the registration counter. Staff badges from other United Nations bodies are recognized.

Press badges are issued to accredited press representatives based on the presentation of a valid national press card and two photo identification documents (e.g. passport, driver's licence, national ID card or work identity cards) or a United Nations photo press card. Press badges allow access to all public meetings and sessions unless otherwise indicated for security reasons.

Double registration for the sessions (e.g. registering simultaneously as a nominee of a Party and of an observer organization, or simultaneously as a Party nominee and press/media representative) is not permitted.

## → Hours and contact information

Sunday, 6 December  
9 a.m. to 6 p.m.

Monday, 7 December to Friday, 18 December  
8 a.m. to 6 p.m.

Sunday, 13 December – closed

For Parties, observer states and observer organizations:

Hedwig Sandoval  
Tel: +45 32 47 51 10  
Fax: +45 36 19 63 73  
[HSandoval@unfccc.int](mailto:HSandoval@unfccc.int)

For press and media:  
Paulina Kubiak  
Tel: +45 36 19 63 71

Veronika Crowe-Mayerhofer  
Tel: +45 36 19 63 71



Please note that access to the conference area is restricted to registered participants to the meetings. In order to comply with the security requirements of the secretariat, participants are expected to wear their badges at all times and in all areas. Lost badges should be reported to the Registration Counter immediately.

Enjoy using the UNFCCC lanyard and please keep it for use at your next UNFCCC meeting. If you would like to update the photograph on your badge, please ask at the Registration Counter.

## GENERAL INFORMATION

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The Information Counter, located in Hall B3, ground floor, provides information about the conference and the venue.

### → Hours and contact information

Monday, 7 December to Friday, 18 December  
8 a.m. to 6 p.m.  
Sunday, 13 December – closed

Juliet Kigundu  
Kristian Thy  
Tel: +45 36 19 64 05

## DOCUMENTS

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### Daily Programme and official documents

The *Daily Programme* is available at the Documents Distribution Counter, located in Hall B2, and on the UNFCCC website <<http://unfccc.int>>. The Daily Programme provides detailed information on all scheduled meetings of the Convention bodies, meetings of other groups, side events, and other announcements relevant to the conference.

Information in the Daily Programme is subject to change. For the most recent information about meetings and rooms, please check the CCTV monitors at the conference venue. This information is also available on the UNFCCC website.

In addition to the Daily Programme, all official documents and the list of participants are available at the Documents Distribution Counter.

UNFCCC documents are also available on the UNFCCC website at: <<http://unfccc.int>>, or by e-mail upon request to: [secretariat@unfccc.int](mailto:secretariat@unfccc.int)

Pigeonholes for Parties and intergovernmental organizations (IGOs) are located around the Documents Distribution Counter in Hall B2.

### → Hours

Monday, 7 December to Friday, 18 December  
8 a.m. to 6 p.m.  
Sunday, 13 December – closed  
Tel: +45 36 19 64 11

### Distribution of other documents and materials

Documents, brochures and flyers, clearly attributed to a Party or an admitted organization, can be displayed at the “...inSide climate change” publications counters, located in Hall H. Side event advertisement and invitations can be



Side event invitations and advertisement should be posted on the poster boards or displayed at the exhibit stands.

posted on the side event poster boards. Please provide a sample to the Side Events and Exhibit Coordination Team located in Hall H. When the overall volume exceeds the capacity, the range of documents will be assisted by rotation. Organizers of exhibits are asked to display and distribute documents at their own exhibit stands.

→ **Contact information**

Irini Roumboglou  
Observer Organizations Liaison Assistant  
Tel: +45 32 47 51 11  
E-mail to: [see@unfccc.int](mailto:see@unfccc.int)

Limited type of documents and formal invitation cards can be distributed through the pigeon holes allocated to Parties and IGOs. Please provide a sample for authorization to the Observer Organizations Liaison Officer located in Hall B4, first floor.

→ **Contact information**

Megumi Endo  
Observer Organizations Liaison Officer  
Tel: +45 32 47 51 12  
E-mail to: [mendo@unfccc.int](mailto:mendo@unfccc.int)

Please keep your documents and dispose of those no longer needed in the recycling paper bins near the Documents Distribution Counter. Documents deposited elsewhere or not attributed to a Party or admitted observer organizations will be removed.

### List of participants

For any corrections and comments relating to the list of participants, please contact Hedwig Sandoval at the Registration Counter.

### SERVICES TO PARTICIPANTS

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#### Disbursement of daily subsistence allowance (DSA)

Delegates from Parties eligible for funding should clear their travel documentation at the *DSA/Travel Office* located in Lobby West. You will need your passport or other official identification (photo ID), flight ticket and boarding pass stubs when claiming DSA.

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DISCLAIMER: THE UNITED NATIONS AND THE CONVENTION SECRETARIAT DISCLAIM ALL RESPONSIBILITY FOR MEDICAL, ACCIDENT AND TRAVEL INSURANCE, FOR COMPENSATION FOR DEATH OR DISABILITY, FOR LOSS OF OR DAMAGE TO PERSONAL PROPERTY AND FOR ANY OTHER COSTS OR LOSSES THAT CAN BE INCURRED DURING TRAVEL TIME OR THE PERIOD OF PARTICIPATION. IN THIS CONTEXT, IT IS STRONGLY RECOMMENDED TO OBTAIN INTERNATIONAL MEDICAL INSURANCE FOR THE PERIOD OF PARTICIPATION.

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→ **Hours and contact information**

Monday, 7 December 2009 to  
Friday, 18 November 2009  
9 a.m. to 12 noon  
1 p.m. to 5 p.m.

Saturday, 12 December  
9 a.m. to 12 noon

Sunday, 13 December – closed

Sana Lingorsky  
Tel: +45 36 19 64 14  
Fax: +45 36 19 64 17  
[SLingorsky@unfccc.int](mailto:SLingorsky@unfccc.int)

Petra Meiranke  
Tel: +45 36 19 64 14  
Fax: +45 36 19 64 17  
[PMeiranke@unfccc.int](mailto:PMeiranke@unfccc.int)

Melanie Buck  
Tel: +45 36 19 64 14  
Fax: +45 36 19 64 17  
[MBuck@unfccc.int](mailto:MBuck@unfccc.int)



**DID YOU KNOW ...**

COP15's sustainability policy is based on the Principles of UN Global Compact. A wide range of suppliers were inspired and motivated to rethink and advance their own sustainability policies.

**OBSERVER ORGANIZATIONS**

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**Observer Organizations Liaison Office**

The Observer Organizations Liaison team assists Parties and observer organizations (UN, IGOs, NGOs) in the organization of side events, exhibits and various other activities.

→ **Contact information**

Megumi Endo  
Tel: +45 32 47 51 12

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**Nominations and special events**

Located in Hall B4, first floor:

Susan Brandmeier  
Nominations and special events  
Tel: +45 32 47 51 13

Nathalie Sneider  
Nominations and additional activities  
Tel: +45 32 47 51 14

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**Side events and exhibits**

Located in Hall H:

Moritz Weigel  
Tel: +45 32 47 51 15

Diah Yulianti  
Tel: +45 32 47 51 16



Benita Gurung  
Tel: +45 32 47 51 19

Alternatively, send e-mails to: [see@unfccc.int](mailto:see@unfccc.int)

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### **“...inSide climate change”**

Located in Hall H:

Daniel Krieg  
Additional activities  
“...inSide climate change” Publications  
Tel: +45 32 47 51 18

Sharon Taylor  
“...inSide climate change” Solutions  
Tel: +45 32 47 51 17

Irini Roumboglou  
“...inSide climate change”  
Publications Counters  
Tel: +45 32 47 51 11

The Observer Organizations Liaison team looks forward to meeting you in respective offices.

### **Side events, “...inSide climate change” Solutions and exhibits**

Side events take place in the rooms Niels Bohr, Bodil Udsen, Dan Turell, Halfdan Rasmussen,

Liva Weel, Victor Borge and Saxo Grammaticus in Hall H.

Exhibits by observer organizations and Parties are located in Hall H.

“...inSide climate change” Solutions is an exciting new initiative whereby selected Parties and observer organizations will have the opportunity to be interviewed at the central walk through area by a professional journalist on their actions, solutions and observations on climate change.

All interviews will be filmed, edited and broadcast on Climate Change TV, the world’s first Internet broadcaster dedicated entirely to climate change issues ([www.climate-change.tv](http://www.climate-change.tv)). Interviews will be catalogued in a fully searchable database along side other interviews with world leaders, expert



Interview preference will be given to the observer organizations that did not obtain a side-event slot at COP15, but others are invited to apply. Once your application is accepted, the content of your interview will be discussed and there will be time to meet briefly with the journalist to fine-tune the interview before shooting.



#### DID YOU KNOW ...

You can enjoy daily controlled fresh groundwater from the area around Copenhagen at any water tap station at Bella Center – for free!

observers, decision makers and activists in the international climate change debate.

→ **For more information, or to request an interview, please contact:**

Sharon Taylor  
Tel: +45 32 47 51 17  
[see@unfccc.int](mailto:see@unfccc.int)

The Side Events and Exhibits brochure contains a complete schedule of all UNFCCC side events and exhibits taking place throughout the conference period. The latest schedule for side events and “... inSide climate change” Solutions can be viewed on the UNFCCC website and is also included in the Daily Programme.

#### NGO Constituencies

The nine major groups identified as stakeholders in Agenda 21, the comprehensive plan of action for the Rio Declaration, are recognized as constituencies in the UNFCCC negotiation process. Plenary interventions, time permitting, are made per constituency, and their focal points interact with the secretariat as channels of communications with vast groups of constituents.

These are: the business and industry non-governmental organizations (BINGO); the environmental non-governmental organizations (ENGO); the indigenous peoples organizations

(IPO); the farmers non-governmental organizations (Farmers)\*; the local government and municipal authorities (LGMA); the research and independent non-governmental organizations (RINGO); the trade unions non-governmental organizations (TUNGO); the women and gender non-governmental organizations (Women and Gender)\* and the youth non-governmental organizations (YOUNGO)\*.

For further information on the work of the constituencies and booking of the BINGO and ENGO constituencies meeting rooms, please contact:

- **Business and industry non-governmental organizations (BINGO)**  
Mr. Carlos Busquets (ICC)  
Tel.: +33 1 49 53 29 75  
[cbs@iccwbo.org](mailto:cbs@iccwbo.org)
- **Environmental non-governmental organizations (ENGO)**  
Mr David Turnbull (CAN International)  
Tel.: +1 202 609 9846  
[dturnbull@climatenetwork.org](mailto:dturnbull@climatenetwork.org)
- **Indigenous peoples organizations (IPO)**  
Mr. Max Ooft (IAIP)  
Tel.: +597 885 8921  
[ooftmax@sr.net](mailto:ooftmax@sr.net) / [ooftmax@hotmail.com](mailto:ooftmax@hotmail.com)

- **Local government and municipal authorities (LGMA)**

Mr. Yunus Arikan (ICLEI)  
Tel.: +49 228 976 299 20  
[climate.center@iclei.org](mailto:climate.center@iclei.org)

- **Research and independent non-governmental organizations (RINGO)**

Ms. Monica Alessi (CEPS )  
Tel: +32 472 72 1868  
[ringos@ceps.eu](mailto:ringos@ceps.eu) / [monica.alessi@ext.ceps.eu](mailto:monica.alessi@ext.ceps.eu)

- **Trade unions non-governmental organizations (TUNGO)**

Ms. Anabella Rosemberg (ITUC)  
Tel.: +33 1 55373737  
[rosemberg@tuac.org](mailto:rosemberg@tuac.org)

- **Farmers\***

Ms. Nora Ourabah (IFAP)  
Tel : +33 1 45260553  
[nora.ourabah@ifap.org](mailto:nora.ourabah@ifap.org)

- **Women and Gender\***

Ms. Gotelind Alber (genderCC)  
Tel: +49 151 15240802  
[g.alber@gendercc.net](mailto:g.alber@gendercc.net)

- **Youth (YOUNGO)\***

Mr. Wilson Ang (Sustainable Markets Foundation – 350.org)  
Tel: +65 91474541  
[wilson.ang@eco-singapore.org](mailto:wilson.ang@eco-singapore.org)

- \* **Provisional constituency**

The above three groups are recognized as constituencies on a provisional basis pending a final decision on their status before COP17.

### Constituency Offices

The constituencies of the BINGOs, ENGOS, Farmers\*, IPOS, LGMAs, RINGOs, TUNGOS and Women and Gender\* have offices located in Hall H. The office of the YOUNGOs\* is located in Hall C6/7.

Constituency meetings will be advertized in the Daily Programme and on CCTV. Please also consult the CCTV monitors for last-minute changes.



#### DID YOU KNOW ...

COP15 uses a waste management system at Bella Center. As much waste as possible will be recycled – e.g. paper, plastic, glass, and organic waste.



#### DID YOU KNOW ...

Eat and help the environment: Denmark has chosen to guarantee a minimum of 65% organic food and beverages, including fair-trade products such as coffee & tea.

## CATERING

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In order to provide all delegates with the best services regardless of food preferences and working hours, there will be a wide selection of catering services available within the conference venue:

- Four Climate Kitchens serving hot, healthy and organic food at low prices – Location: Side Events and Exhibits area and Center Hall.
- Two Coffee Shops serving quality barista coffee, as well as cakes and snacks – Location: Center Hall.
- Five Lounge Bars serving sandwiches, snacks, as well as hot and cold beverages – Location: Delegation, meeting and press areas.
- Four Cafés serving breakfast, hot food, salads and sandwiches – Location: Side Events and Exhibits area and Center Hall.
- One Night Café serving sandwiches, snacks, as well as hot and cold beverages – Location: Center Hall.



Please note that all catering must take place outside the conference rooms.

- One Restaurant Bella Vista with an à la carte menu and an extensive wine list (table reservations only in limited section) – Location: First floor.

For *Side Event Catering* and table reservation at the Bella Vista, please contact the catering and service provider:

#### → Contact information

Bella Center Restaurants

Tel: +45 32 47 28 60

Fax: +45 32 52 96 36

[catering@bellacenter.dk](mailto:catering@bellacenter.dk)

Web: [catering.bellacenter.dk](http://catering.bellacenter.dk)

– online ordering and download of menus and order form

## ICT SERVICES FOR PARTICIPANTS

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Participants may use the ICT services available in either of the two *Computer Centres*, located in Hall C. Computers and high-speed printers are available on a first-come, first-served basis. These computers allow Internet Access and are equipped with standard office software. “PlugNPlay” connections for laptops are also available.

#### → Hours

Monday, 7 December to Friday, 18 December  
7.30 a.m to 10 p.m.

Sunday, 13 December – closed

There are, in addition, several Internet Cafes at various locations in the venue equipped with webcams and headphones for Skype and Messenger services. These facilities may be used without charge.

Wireless (WiFi) access is available throughout the conference centre.

Media has the same ICT services in the press area of the Media Centre.

The ICT Support staff will be available at the Computer Centres and at the ICT Service Desk Counter.

### **Mobile phones and SIM card purchase service**

Sets of mobile phone (Sony Ericsson T700) and prepaid SIM card are available for purchase at the *Bella Center Technical Shop* located in Hall D.

#### → **Hours and contact information**

Monday, 7 December to Friday, 18 December  
8 a.m. to 6 p.m.

Sunday, 13 December – closed

Tel: +45 36 19 62 62

### **Business Centre**

Coin- and card-operated telephones and fax machines are available in the Business Centre next to the Meeting Room Assignment Counter. Please note that the coin-operated telephones belong to

the Bella Center and calls from these phones are charged at a higher rate.

*Public telephones* are available in the Business Centre in Hall B3.

Additionally, a *copy centre* is located in the passageway in Hall C3.

#### → **Hours**

Monday, 7 December to Friday, 18 December  
8 a.m. to 7 p.m.

Sunday, 13 December – closed

### **TelePresence**

TelePresence is an interactive videoconferencing available in four designated meeting rooms. TelePresence sessions may be booked at the Meeting Room Assignment Counter for meetings of up to 18 participants. The “Global Climate Change Meeting Platform” makes it possible to connect from Copenhagen to any of 75 TelePresence centres and some Danish Embassies during local opening hours.



#### **DID YOU KNOW ...**

COP15 offers exceptional telepresence conferencing facilities so more of your colleagues can participate in the conference without flying to Copenhagen – at 100 places around the world.

This service is free of charge. Bookings for rooms are subject to change and it is therefore advisable to reconfirm bookings at least two hours before the meeting.

→ **ICT Service Desk Telephone Number**

The ICT Service Desk can be called at  
Tel: +45 50 77 40 00

Monday, 7 December to Friday, 18 December  
8 a.m. to 6 p.m.  
Sunday, 13 December – closed

## **BANKING**

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The *bank* disbursing the DSA, the Danske Bank, is located in Lobby West. The DSA disbursing currency is Danish Crowns. The bank also provides currency exchange services to and from Danish Crowns, Swedish Crowns, United States Dollars, Euros, British Pounds, Swiss Francs and other currencies according to the bank's daily exchange rates list. The bank buys travellers cheques.

The only permanent bank branch within the conference centre is Danske Bank.

→ **Hours**

Monday, 7 December to Friday, 18 December  
9 a.m to 4 p.m  
Sunday, 13 December – closed

## **4 ATM machines**

In addition to the bank services, ATMs are available in Lobby West.

## **CONSIGNMENTS**

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Please contact the shipment focal point.

→ **Contact information**

Mr. Peter Kakucska  
Tel: +45 36 19 64 07

## **POSTAL SERVICES**

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### **Danish Post**

Danish Post has an outlet on the ground floor in International House – entrance through Lobby West. All normal postal business can, on a commercial basis, be conducted through this office.

### **DHL International EXPRESS Service**

DHL has sponsored 7000 carbon neutral express shipments up to 2 kg free of charge for the delegations at COP15. Vouchers for the service



#### **DID YOU KNOW ...**

You can find more information about the sustainable organization of COP15 at

[WWW.SUSTAINABILITY.COP15.DK](http://WWW.SUSTAINABILITY.COP15.DK)

have been distributed to the national delegations, but it will also be possible to use the service on a first-come, first-served basis; please inquire at the DHL Servicepoint. DHL will also offer a broad palette of other services at special COP15 rates.

→ **Location**

The DHL Servicepoint is located in the Entrance Hall at the West Entrance

→ **Hours**

Monday, 7 December to Friday, 18 December  
9 a.m to 5 p.m.  
Sunday, 13 December – closed

Three things to remember when shipping with DHL:

1. For security reasons, always leave your package open. DHL staff will seal it securely after inspection of the contents.
2. Please bring your accreditation badge to the DHL Servicepoint when sending a shipment. This is to ensure the safety of all DHL shipments and personnel.
3. The free of charge service allows you to send a carbon neutral shipment up to 2 kg free of charge. If you want to ship more, please bring a valid major credit card.

## LOST AND FOUND

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*Lost and found* items are kept in the Security Office (Security/Lost and found counter) located in Hall H next to the main entrance. For security reasons unattended items anywhere in the conference premises will be removed.

→ Tel: +45 36 19 62 37

## FACILITIES FOR THE DISABLED

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All public transportation to and from the conference venue – buses, trains and metro – is designed in order to accommodate easy access for persons in wheelchairs or persons with walking disabilities, just like visual and auditive information is present throughout the public transportation system. Dedicated parking areas for handicap vehicles is situated in very close proximity to the main entrance of the conference venue.

In order to obtain accreditation for dedicated handicap vehicles, please send an e-mail containing data on vehicle and contact person to [cop15trafik@um.dk](mailto:cop15trafik@um.dk).

Working stations and toilets with easy access for persons in wheelchairs are to be found throughout the conference venue.





There are close to 1,000 NGO and civil society events and activities in Copenhagen during COP15. Please refer to

[WWW.PEOPLESCLIMATEACTION.DK](http://WWW.PEOPLESCLIMATEACTION.DK) for details.

## NO GIFT-POLICY

At previous COPs and similar international conferences, participants have usually received gifts and so-called conference-kits with various items from the host country.

As part of efforts to reduce the environmental and climate impact of the conference, it has been decided to discontinue the practice of giving gifts at COP15. The DKK 4 million (app. USD 800,000) hereby saved has instead been spent on climate scholarships, allowing 11 candidates from all over the world to carry out 2-year climate related master's programmes at Danish universities.

## INTERPRETATIONS

In the two Plenary rooms (Tycho Brahe and Karen Blixen) simultaneous interpretation is available in the official languages of the United Nations.

The Press Conference Room (Hall 15) has been provided with two interpretation booths.



### DID YOU KNOW ...

Usually 80-90% of all conference bags and presents are not used and end immediately as waste. Instead, we decided to use the money to give scholarships to 11 master students from around the world. They took up their studies at the 1<sup>st</sup> of September.

## SOCIAL EVENTS

A welcoming reception hosted by the City of Copenhagen will take place at the City Hall on Monday, 7 December, from 7 p.m. to 9 p.m. Dedicated buses will depart from outside Bella Center, close to the Metro station.

Further information on social events hosted by the Government of Denmark during the high-level segment will be made available on the CCTV monitors and in the Daily Programme.

### Parallel civil society activities

The largest event is Klimaforum09 – Peoples Climate Summit.

#### *Klimaforum09*

Klimaforum09 gathers citizens from all over the world and provides an opportunity for people, movements and organizations to present their visions and solutions to the climate challenge. There are climate-related workshops, seminars, lectures, exhibitions, films, happenings and concerts. The cultural programme will primarily take place in the evenings from 7 p.m.

The programme can be found at [www.klimaforum09.dk](http://www.klimaforum09.dk).



**DID YOU KNOW ...**

We have a Green Team at Bella Center that is happy to hear your comments & questions on COP15's sustainability. Look for our colleagues wearing COP15 Green Team shirts.

- **Location** (off site):  
DGI-byen,  
Tietgensgade 65,  
1704 Copenhagen V.  
(Central Copenhagen,  
south west of Copenhagen Central Station.)
- **Hours:**  
Monday, 7 December from 7 p.m. to  
Friday, 18 December, daily 10 a.m. to 12 noon.  
(Open to the public. Free admission.)

*NGO-Party*

The NGO-Party for delegates Saturday, 12 December will be at the Copenhagen nightclub VEGA from 8 p.m. to 3 a.m.

The COP15 shuttle bus will pass VEGA every 10 minutes from 6 p.m. to 11 p.m.

- **Location:**  
VEGA  
Enghavevej 40  
1674 Copenhagen V

*Bright Green*

Bright Green takes place 12-13 December 2009 in parallel with COP15 at the venue Forum Copenhagen in central Copenhagen.

The Metro goes directly to Forum with a 12-minute ride from Bella Center.

- **Location:**  
Forum Copenhagen  
Julius Thomsens Plads 1  
1925 Frederiksberg C
- **Hours:**  
Saturday, 12 December to Sunday, 13 December  
10 a.m. to 6 p.m.

**SUPPORT STAFF**

A considerable team of professional liaison officers is committed and ready to assist you in all practical matters.

You will meet them primarily in the Copenhagen Airport at arrival and departure, and in the Bella Center. At some hotels, where considered necessary, there will be a COP15 service desk in the morning hours.

The COP15 Green Team at Bella Center is pleased to answer your questions on COP15's sustainable organization. And they may advise you on practical matters e.g. your own energy saving measures and waste management at the conference site.

! Food and drinks are not permitted in the meeting rooms.

# VENUE

All main facilities are on the ground floor of Bella Center.

## MEETING ROOMS

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### Booking of meeting rooms

*Meeting rooms*, including TelePresence video conference rooms, can be reserved at the Meeting Room Assignment Counter, located in Hall B3.

Meeting rooms are available free of charge. (Please note that no cocktail receptions are allowed. Bookings may be limited to one per organization if demand is too high.)

The location and time of a meeting may change depending on the necessities of the negotiation process. It is therefore advisable to reconfirm your booking at least two hours before the meeting.

### → Hours and contact information

Monday, 7 December to Friday, 18 November  
8 a.m. to 6 p.m.  
Sunday, 13 December – closed  
Tel: +45 36 19 64 07  
Fax: + 45 36 19 64 09



If the demand for meeting rooms becomes too high, bookings will be limited to one per organization.

Please kindly fill in the request form available on the UNFCCC website and send to:  
[meetingrequest@unfccc.int](mailto:meetingrequest@unfccc.int)

### Location of meeting rooms

All meetings of the Convention bodies and UNFCCC events are held at Bella Center. Plenary *Tycho Brahe* is located in Hall A, accessible through the Center Hall. Plenary *Karen Blixen* is located in Hall C4.

Meeting rooms are located in Halls C1-C4. There are further meeting rooms in Hall H.

Delegation offices are located in Halls C5 (EU Presidency, Group of G77 and China), C6 and C7.

## SIDE EVENTS AND EXHIBITS

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Side event rooms as well as exhibits are located in Hall H.

The Side Events and Exhibits brochure contains a complete schedule of all UNFCCC official side events and exhibits taking place throughout the conference period. The latest schedule for side events can be viewed on the UNFCCC website and is also included in the Daily Programme as well as displayed on the CCTV monitors.

## MEDIA CENTRE

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The *Media Centre* is located in Halls B4, B5 and B6. It offers services to accredited press and media representatives, including an international broadcasting centre for TV and radio, an information counter and work facilities for print media with computer and telecommunication facilities.

The *Media Information Counter* is located in the Media Centre.

The *Press Conference Rooms* are located in Auditorium 15 (opposite Plenary Tycho Brahe) and Hall H.

### → Hours and contact information

Monday, 7 December to Friday, 18 December  
24 hours (with limited services between  
10 p.m. and 8 a.m.)

Sunday, 13 December – closed

UNFCCC Interview Requests

Carrie Assheuer

Tel: +45 32 47 51 20



#### DID YOU KNOW ...

The conference site Bella Center is implementing an energy-saving plan investing EUR 2.5 million before COP15. This reduces CO<sub>2</sub>-emissions from Bella Center by 20%.

Press Conference Room booking

Annetta Dunn

Tel: +45 32 47 51 21

Media Relations

John Hay

Tel: +45 32 47 51 22

TV/Radio and Online services

Alexander Saier

Tel: +45 32 47 51 23

Fax: +45 36 19 64 55

Media Coordinator

Axel Wuestenhagen

Tel: +45 36 19 64 61

## NEW MOBILE VERSION OF UNFCCC WEBSITE AND IPHONE APPLICATION

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Stay tuned to the conference using the new mobile version of the UNFCCC website <mobile.unfccc.int>. Using the COP15 iPhone application, users can:

- Get logistical information about the conference
- Read the latest documents, agendas and meeting information
- View the latest youtube videos and photos from the conference
- Join the conference via the Facebook and Twitter channels and be part of the action!



#### DID YOU KNOW ...

Bella Center has been certified with the Green Key eco-certification.

You can download the iPhone app, 'COP15 Navigator,' FREE via iTunes app store.

### COMPUTER AND INTERNET SERVICES

---

Wireless access is available throughout the conference venue.

All users of this service should ensure they have appropriate personal computer security software such as firewall and anti-virus.

Two Computer Centres are located in Hall C containing laptop computers offering Internet access, standard office software and high-speed printers on a first come, first served basis.

Adjacent is "plugNplay" with network cables. In addition, the computers in the "Internet cafés" in the venue offer additional features such as Skype and messaging.

### ISeeT AT THE CLIMATE CHANGE KIOSK

---

The Climate Change Kiosk is focused this year on the role that information and communication technology plays in raising awareness and in supporting action on climate change.

In addition, information on climate change, the secretariat and its work is available in hard copy and electronic form.

The Climate Change Kiosk is located in Center Hall below the bridge.

The following *new publications* will be launched in Copenhagen:

- Action pledges – Making a difference on the ground
- CDM Executive Board Annual Report 2009
- Documenting Climate Change Vol. 10
- Preparing and presenting proposals (Guidebook) in French, Spanish and Russian
- UNFCCC Handbook in English
- LDC Matters – Least developed countries under the UNFCCC
- LDC Step by Step Guide – Least developed countries step-by-step guide for implementing national adaptation programmes of action – 2009

→ **Hours and contact information**

Monday, 7 December to Friday, 18 December

8 a.m. to 6 p.m.

Sunday, 13 December – closed

Richard Labelle

Tel: +45 32 47 51 24

← **MAP**

BELLA CENTER

**MEDITATION AND PRAYER ROOM**

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The *meditation and prayer room* is located in Lobby West. Hall D.

**SMOKING**

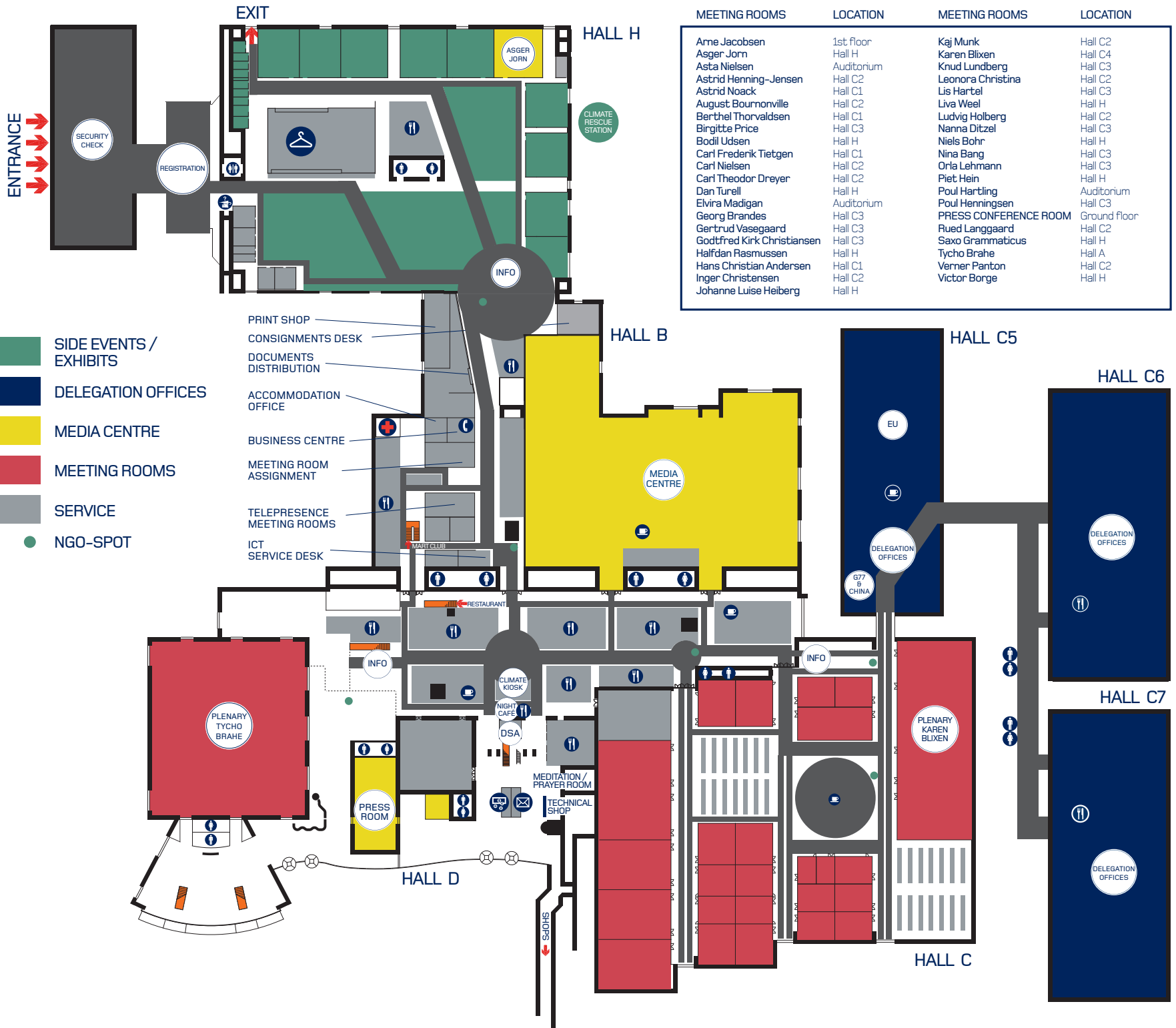
---

Smoking is only allowed in designated outdoor areas.



**DID YOU KNOW ...**

COP15 is among the first large political international conferences using LED spots saving 80-90% energy. They save about 200,000 kw/h (100 t CO<sub>2</sub>) for the two plenaries at Bella Center.



MEETING ROOMS	LOCATION	MEETING ROOMS	LOCATION
Arne Jacobsen	1st floor	Kaj Munk	Hall C2
Asger Jorn	Hall H	Karen Blixen	Hall C4
Asta Nielsen	Auditorium	Knud Lundberg	Hall C3
Astrid Henning-Jensen	Hall C2	Leonora Christina	Hall C2
Astrid Noack	Hall C1	Lis Hartel	Hall C3
August Bournonville	Hall C2	Liva Weel	Hall H
Berthel Thorvaldsen	Hall C1	Ludvig Holberg	Hall C2
Birgitte Price	Hall C3	Nanna Ditzel	Hall C3
Bodil Udsen	Hall H	Niels Bohr	Hall H
Carl Frederik Tietgen	Hall C1	Nina Bang	Hall C3
Carl Nielsen	Hall C2	Orla Lehmann	Hall C3
Carl Theodor Dreyer	Hall C2	Piet Hein	Hall H
Dan Turell	Hall H	Poul Hartling	Auditorium
Elvira Madigan	Auditorium	Poul Henningsen	Hall C3
Georg Brandes	Hall C3	<b>PRESS CONFERENCE ROOM</b>	Ground floor
Gertrud Vasegaard	Hall C3	Rued Langgaard	Hall C2
Godtfred Kirk Christiansen	Hall C3	Saxo Grammaticus	Hall H
Halfdan Rasmussen	Hall H	Tycho Brahe	Hall A
Hans Christian Andersen	Hall C1	Verner Panton	Hall C2
Inger Christensen	Hall C2	Victor Borge	Hall H
Johanne Luise Heiberg	Hall H		

- SIDE EVENTS / EXHIBITS
- DELEGATION OFFICES
- MEDIA CENTRE
- MEETING ROOMS
- SERVICE
- NGO-SPOT

# HOTELS AND ACCOMODATION

The hotel agency for COP15 MCI-NHG will have an Accomodation office at the Bella Center.

→ **Location**

The Accomodation office is located in Hall B3 next to the Meeting Room Assignment Counter.

→ **Hours**

Saturday, 5 December to Friday, 18 December  
9 a.m. to 8 p.m.

Sunday, 13 December – closed

The staff at the Accomodation office will be able to answer questions regarding hotels and hotel reservations for COP15.



Further information about hotels and accommodation can also be found on the website

[WWW.COP15.NHG.DK](http://WWW.COP15.NHG.DK)



**DID YOU KNOW ...**

In June 2008, 12% of all hotel rooms in the Greater Copenhagen Area were eco-certified. Today, more than 53% are certified with a Green Key or Nordic Swan.



For more detailed information on COP15 transportation ask for the hotel and travel guide.

# TRANSPORTATION

Touch screen travel planners are located close to the Information Desk in Hall H.

## FREE PUBLIC TRANSPORTATION

---

Public transportation will not only be the cheapest and cleanest, but in most cases also the most efficient way to get around in Copenhagen during the conference period. COP15 participants with a UNFCCC participant badge to the Bella Center can claim a free COP15 Travel Pass covering the Greater Copenhagen Area.

The COP15 Travel Pass is issued at the Travel Pass Counter in the registration area.

Participants staying in Sweden can get a corresponding Travel Pass which, in addition, covers journeys with DSB First and Skånetrafiken between Denmark and Sweden. Do not travel with Svenska Järnvägar (SJ) as these trains are not covered by the COP15 Travel Pass.

The COP15 Travel Pass has the size of a normal credit card and is valid 6 to 19 December together



### DID YOU KNOW ...

When going to Bella Center, you can choose between Metro, local S-train, regional trains and buses – among others the “COP15-worm” bus connecting the airport, Bella Center and most hotels in the city centre.

with a UNFCCC participant badge. Holders of a COP15 Travel Pass do not need to buy any other tickets for the areas and railway companies mentioned. Upon request, the COP15 Travel Pass and UNFCCC participant badge should be presented to checkers and other staff in public transportation.

## COP15 BUS SHUTTLE SERVICE

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From 7 a.m. to 11 p.m. a special COP15 bus shuttle will run between the main hotel area in the centre of Copenhagen and the main entrance (East) of the venue at 5 minutes intervals in morning peak hours (7 a.m. to 9 a.m.).

The shuttle will also run between the venue and the Copenhagen Airport. The shuttle service will be available daily from 6 to 19 December (7 a.m. to 11 p.m.).

## TAXI SERVICES

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The nearest drop off area is 400 meters away from the main entrance (East), in the area to the north of the Vejlands Allé and Ørestads Boulevard crossing.

## PARKING

---

Only cars accredited by UNFCCC will be admitted to the parking areas next to the conference centre.





Booking info for journalists is available via

[WWW.PRESSTOURS.COP15.DK](http://WWW.PRESSTOURS.COP15.DK)

→ **For more information:**

Security Office (Security/Lost and Found Desk)  
Mobile: +45 50 77 36 85  
Tel: +45 36 19 62 37  
Fax: +45 36 19 63 67

All other cars and buses are referred to one of the two parking areas at either DR-Byen or NCC parking.

From DR-Byen Metro station the Bella Center main entrance (East) is only two stops away. The COP15 shuttle bus stops at the NCC parking on its way to Bella Center, which is approximately 10 minutes away.

**BICYCLES – FREE OF CHARGE**

200 rental bicycles, including 40 electric bicycles, are available free of charge during COP15. The bikes are equipped with lights and locks, and it is also possible to borrow a helmet.

You can book a bicycle at the corner Bicycle Booth near the cloakroom, next to the exit.



**DID YOU KNOW ...**

37% of Copenhagen’s inhabitants cycle to work. If you want to go local: take an official COP15 bike from Bella Center for free!

→ **Hours:**

Monday, 7 December to Friday, 18 December  
8 a.m. to 8 p.m.  
Sunday, 13 December – closed

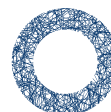
Bikes can be rented for a period of two days.

When booking a bicycle, you need to present your UN badge and COP15 Travel Pass. The bicycles are situated under the Metro line next to Bella Center Metro station.

**COP15 SHOWCASES – ‘DRIVING THE FUTURE’**

A number of innovative and climate friendly vehicles located in the Bella Center Parking Area (Map, page 47) including drivers will be at the disposal of conference participants, free of charge, between Bella Center and the city centre.

This shuttle service, courtesy of the Government of Denmark, will be provided on a first-come, first-served basis. Additionally, accredited



**DRIVING THE FUTURE**  
A COP15 SHOWCASE

journalists can also use ‘Driving the Future’ vehicles to reach COP15 related appointments, e.g. clean tech destinations.

→ **Hours:**

Monday, 7 December to Friday, 18 December

10 a.m. to 4 p.m.

Sunday, 13 December – closed

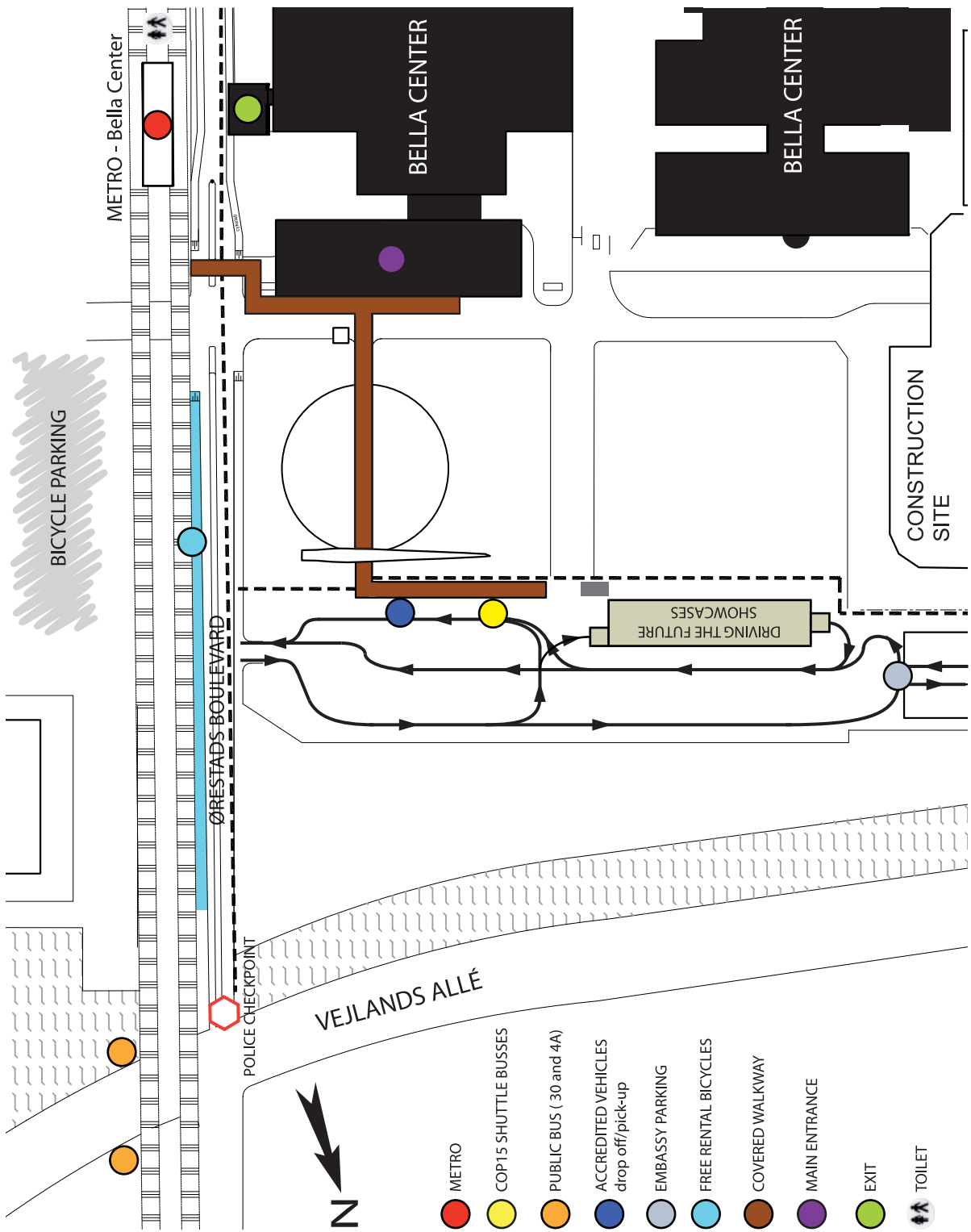
← MAP

BELLA CENTER  
PARKING AREA



**DID YOU KNOW ...**

Most VIP-limousines at COP15 emit less CO<sub>2</sub> than average EU cars – a lot of them are driven by alternative fuels like IIG bioethanol produced on the basis of straw or hydrogen.



VEJLANDS ALLÉ

METRO - Bella Center

BICYCLE PARKING

ØRESTADS BOULEVARD

POLICE CHECKPOINT

BELLA CENTER

BELLA CENTER

CONSTRUCTION SITE

DRIVING THE FUTURE SHOWCASES

N

- METRO
- COP15 SHUTTLE BUSES
- PUBLIC BUS ( 30 and 4A)
- ACCREDITED VEHICLES drop off/pick-up
- EMBASSY PARKING
- FREE RENTAL BICYCLES
- COVERED WALKWAY
- MAIN ENTRANCE
- EXIT
- TOILET

# IMPORTANT PHONE NUMBERS

## Toll-free emergency telephone numbers:

European emergency number	112
Police	112
Fire brigade	112
Medical and ambulance emergency service	112

## EMERGENCIES

First Aid is located in Hall B3. In the event of a *medical emergency*, please contact the medical staff.

### → Hours and contact information:

Monday, 7 December to Friday, 18 December  
8 a.m. to the end of official daily programme  
Sunday, 13 December – closed

Tel: +45 32 47 29 43

First Aid is staffed with a consultant in internal medicine and an emergency room nurse.

The staff of the clinic is able to help with:

- Prescriptions
- Treatment of minor illnesses
- Contact with relevant hospital facilities if necessary.

In case of emergency, the First Aid can call the mobile emergency team and an ambulance both located on-call at Bella Center. The emergency team is staffed with a consultant in anesthesiology and intensive care medicine and an emergency technician. The team is capable of providing resuscitation and all necessary emergency care services to those in need.

### Medical assistance outside Bella Center

In case of acute illness during the COP15 meeting, a special hotline for medical assistance is available to all delegates and NGO's.

The hotline staff can give medical advice and provide contact with relevant hospital facilities if necessary.

→ For medical hotline, call: +45 70 21 31 13

The medical hotline can provide medical service and advise in the following languages: English, French, Spanish, Italian, Portuguese, German, Russian, Mandarin, Japanese, Urdu and classical Arabic (as spoken in Egypt).

For other emergencies, please contact any security official. The *Security Office* is located in Hall H next to the main entrance.

→ Tel: +45 36 19 62 37

## HOTLINE NUMBERS

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During the conference, certain hotlines will be open to provide you with service and support in the areas mentioned below.

→ **Bella Center Maintenance**

Tel: +45 32 47 26 35

→ **ICT Service Desk**

Tel: +45 50 77 40 00

→ **Medical Services**

Tel: +45 32 47 29 43

→ **Security**

Tel: +45 36 19 62 37



### DID YOU KNOW ...

The Danish Government has decided to make COP15 climate neutral by offsetting all GreenHouseGas emissions including travel to and from Copenhagen as well as local emissions during the conference.

## LIST OF DIPLOMATIC MISSIONS IN COPENHAGEN

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A list of diplomatic missions in Copenhagen is available on the webpage of the Ministry of Foreign Affairs of Denmark.

→ **Link**

[www.um.dk/en](http://www.um.dk/en)

## VISA AND TRAVEL DOCUMENTS

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If your *visa* expires during your stay in Denmark, you must contact the Danish Immigration Service at Bella Center (B3) or the Service Centre of the Immigration Service to apply for an extension.

→ **Contact information**

The Immigration Service

Ryesgade 53

2100 Copenhagen Ø

Tel: +45 35 36 66 00

Telephone hours:

Monday-Friday 9 a.m. to 3 p.m.

# ABOUT DENMARK

## TOURIST INFORMATION

---

The *Copenhagen Welcome Centre* is located in Hall H. It provides information about the city of Copenhagen and the region, information brochures, city plans and maps. Tickets for cultural events and sightseeing tours taking place during the conference are also available at the Copenhagen Welcome Centre.

→ **Hours**

Monday, 7 December to Friday, 18 December  
8 a.m. to 6 p.m.  
Sunday, 13 December – closed

## FACTS ABOUT DENMARK

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### Electricity

Denmark, like most other European countries, has 220-volt AC, 50Hz current and uses two-pin continental plugs.

### Language

Our mother tongue is Danish, which is closely related to both Swedish and Norwegian.

However, most Danes speak English well, especially among the younger generations. German and French are also taught in school, so when you visit Denmark you will have no problems language-wise.



For more information use:

[WWW.VISITCOPENHAGEN.COM](http://WWW.VISITCOPENHAGEN.COM)

[WWW.DENMARK.DK](http://WWW.DENMARK.DK)

### Smoking

On 15 August 2007, a smoking ban in all public indoor areas was introduced.

Smoking is forbidden in public buildings and private business – including restaurants, pubs, shops, public transport, entertainment venues and private businesses – throughout the country.

### Tipping

Service is normally included in restaurant, hotel and taxi bills, so any further tip should only be given for exceptionally good service. It is not uncommon, however, to round up the bill.

## PRESS INFORMATION ABOUT DENMARK

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Please refer to the official Media Kit for background information about the Kingdom of Denmark.

The media kit and the virtual media room, accessible at [www.mediakit.denmark.dk](http://www.mediakit.denmark.dk), offer an extensive resource base for exploring the world of the Danes, the Greenlanders and the Faroese. Also, the press can join one or more of the COP15 Press tours – read more about the tours and how to join at [www.presstours.cop15.dk](http://www.presstours.cop15.dk).

# SPONSORS

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*Gronne Gaarden*

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**VANGGAARD**  
VISUEL VÆRDI

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# GOODBYE

## DEPARTURE

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In cooperation with Scandinavia Airlines and Copenhagen Airport, the following services will be available to ensure a smooth flow through the airport:

- SAS dedicated baggage drop in Terminal 3
- Fast track security check for all COP15 participants
- SAS departure lounge for all Party delegates (18 – 20 December)

Meeting room facilities, rest room, light meals and shower facilities are offered at the departure lounge on an availability basis.



### DID YOU KNOW ...

Our final report – the “Copenhagen Sustainable Meetings Protocol” – will be launched after the conference to pass on lessons learned to other organizers and destinations.



**NOTES**

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The official COP15 Information For Participants (IFP) is made by The Ministry of Foreign Affairs and the United Nations Framework Convention on Climate Change (UNFCCC).

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**THE COP15 SUSTAINABILITY LOGO**  
 The COP15 Sustainability logo is used to mark all sustainable initiatives in relation to the organisation of COP15 under the main responsibility of the Ministry of Foreign Affairs of Denmark.

**FSC LABEL**  
 By purchasing or producing FSC labeled publications you support a sustainable forest management that takes nature, animals and humans into consideration.





FOR MORE INFORMATION: <[UNFCCC.INT](http://UNFCCC.INT)>