



COP28UAE

COP28

30 NOVEMBER - 12 DECEMBER 2023

EXPO CITY, DUBAI
UNITED ARAB EMIRATES

ONSITE GUIDE

IMPORTANT INFORMATION



Welcome to COP28 UAE

This onsite guide contains important information that will assist with your preparation and planning leading up to the event.

Due to the size of the event, we have designed this Onsite Guide that will help you navigate the venue and familiarise yourself with the facilities at COP28.

- Expo Site Access
- Venue Map
- Travel to the Venue
- UNFCC Logistical Information **(A – Z)**
- Frequently Asked Questions Link

For COP28 services, please contact our partners to discuss your stand requirements and place your orders for the following.

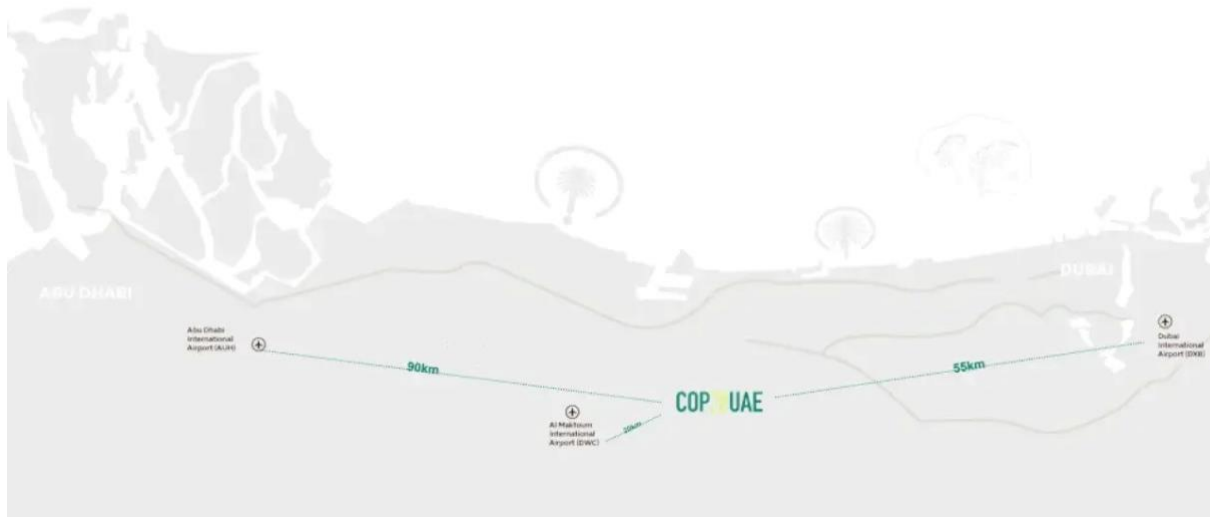
- Freight & Logistics
- Stand Catering
- Livestreaming
- Hostess
- Internet

Looking forward to welcoming you at COP28.



Venue: EXPO CITY, DUBAI, UAE

COP28 UAE





EXPO SITE ACCESS

Handover	TIMINGS	ACCESS
23 – 29 November	08:00 - 20:00 Hrs.	Delegates, Organisers, Contractors
		Blue Zone, Green Zone, Thematic Arena

TRAVEL TO THE VENUE

The UAE government is pleased to provide free metro travel (in Dubai) for COP28 UAE accredited attendees.

DUBAI METRO

Delegates are encouraged to use Dubai Metro to reach Expo City Metro Station via the Metro Red Line, DXB Airport, and the main tourist attractions in Dubai.

Dubai Metro Operational Hours are from 05:00 until 00:00. Plan your journey at

<https://www.rta.ae/wps/portal/rta/ae/public-transport/timetable#DubaiMetro>.

TRAVEL AGENCY

Please contact bnetwork via email at cop28@bnetwork.com or by phone + 33 1 58 16 20 10 (regular operator charges apply) Monday to Friday from 09:00 to 18:00 (CET); kindly expect responses within 48 hours on working days.

SHUTTLE BUSES

Free of charge shuttle buses will be provided between EXPO 2020 Metro Station and Green Zone Entrances. Four bus stops will be operational nearby to the main entrance.

TAXIS

Taxis and E-HAIL (booked via apps) will be available at Expo City Dubai. The simplest way to use these services is:

TransAD(Abu Dhabi Taxi) - TransAD App Only

<https://visitabudhabi.ae/en/plan-your-trip/around-the-emirate/taxis>

DTC (Dubai Taxi Corporation) : Download the DTC App or kindly visit <https://www.dubaitaxi.ae/en/Our-Services>

For hailing a taxi or Limousine ride, the following apps are available on Google Play & Apple Store:

- S'hail
- Uber
- Careem
- KOI
- YANGO
- XXRIDE
- Baronfleet
- Blacklane

PARKING AVAILABILITY

If you plan to visit COP28 with your private vehicle, the Expo City Dubai has several car parks.



SERVICES CONTACT INFORMATION

Services are subject to availability please ensure to place your orders in advance

<p><u>Catering Services</u></p> <p>General queries catering@monshospitality.com Website: www.cop28.com/en/catering-portal-landing</p>	<p><u>Translation Services</u></p> <p>SOLTEN General queries - cop28@solten.ae Website: https://cop28.solten.ae/</p>
<p><u>Internet</u></p> <p>TECHSQUARE General queries - cop28@techsquare.ae</p>	<p><u>Freights & Logistics</u></p> <p>KUHNE & NAGEL Muhammed Unais Liaison Team Manager Email: muhammed.unais@kuehne-nagel.com Mob: +971 54 582 5415</p> <p>Pavel Chernyak Project Manager Email: pavel.chernyak@kuehne-nagel.com Mob +971 54 996 3315</p> <p>General queries: shipments@cop28.com</p>
<p><u>Temporary Staff</u></p> <p>VIBES Thusitha - Thusitha@vibes.ae +97150 055 599 1694 Korine – korine@vibes.ae</p> <p>General queries – info@vibes.ae</p>	<p><u>Livestreaming</u></p> <p>Hi -Impact General queries - livestreamingCOP28@hi-impact.studio</p> <p>Website: https://www.hi-impact.studio/cop28signup</p>

or contact DMG operations - bluezoneops@dmgeventsglobal.com



UNITED NATIONS CLIMATE CHANGE LOGISTICAL INFORMATION FOR PARTICIPANTS

ACCESSIBILITY

Click here for detailed information: <https://unfccc.int/process-and-meetings/conferences/un-climate-change-conference-united-arab-emirates-nov/dec-2023/information-for-cop-28-participants-a-z#Accessibility>

ACCOMMODATION

Registered participants are urged to book their accommodation for their time at COP 28 as soon as possible. UAE offers a wide selection of accommodation options to suit every budget, ranging from 1-star to 5-star hotels and serviced apartments.

Click here for detailed information: <https://unfccc.int/process-and-meetings/conferences/un-climate-change-conference-united-arab-emirates-nov/dec-2023/information-for-cop-28-participants-a-z#Accommodation>

BANKING

Several automated teller machines (ATMs) are available at the conference venue and will be operational during the pre-session week and throughout the Conference.

CATERING

There will be a wide variety of catering options across the venue, including food truck zones, Grab & Go outlets, coffee kiosks, restaurants, and on-demand event catering.

Click here for detailed information: <https://www.cop28.com/en/catering-portal-landing>

CODE OF CONDUCT AND GUIDELINES FOR PARTICIPANTS

UNFCCC conferences, meetings and events should be professional, respectful, inclusive and harassment-free for all participants.

Harassment in any form, including sexual harassment, will not be tolerated. All participants are expected to conduct themselves in a professional and respectful manner and familiarize themselves with the Code of Conduct and other guidelines.

Incidents may also be reported to SpeakUp@unfccc.int at any time within conference dates.

Click here for detailed information: <https://unfccc.int/process-and-meetings/conferences/un-climate-change-conference-united-arab-emirates-nov/dec-2023/information-for-cop-28-participants-a-z#Code-of-Conduct-and-guidelines-for-participants>

COMPUTER CENTRES

Two computer centres are available at the conference venue offering computer and limited printing services free of charge to all Blue Zone participants on a first come, first served basis. Further electronic device charging stations are available at several locations. Please follow the wayfinding signage for locations and directions

CONFERENCE BRANDING AND LOGO

Use of the UNFCCC logo requires written authorization from the UNFCCC secretariat.

Click here for detailed information: <https://unfccc.int/about-us/press-and-media/frequently-asked-questions-faq>



COP28 Platform

The COP 28 Platform is a space where participants can watch and join meetings according to their badge type, network with other participants and create self-service online meetings. Please note that all [public meetings with webcast](#) remain accessible to everyone via the public website. Detailed schedules and access to streams become available as the conference starts.

COP 28 Platform information and access: <https://unfccc.int/cop28/virtual>

COP28 PRESIDENCY WEBSITE

Information from the COP 28 Presidency and the COP 28 Blue and Green Zone is available on the [COP 28 Presidency website](#).

Click here for detailed information: <https://www.cop28.com/en/>

COP28 PROGRAMME

Thematic Program

Throughout the conference, the incoming COP 28 Presidency will hold open consultations on thematic areas and sequencing, inviting inputs from the broad mix of stakeholders that will attend the conference.

Information on the UAE **Thematic Program** can be found here: <https://www.cop28.com/en/thematic-program>

Opening Ceremony

Detailed information on the Opening Ceremony, scheduled to be held on Thursday, 30 November 2023, will be provided in due course.

World Climate Action Summit

The World Climate Action Summit will take place on Friday, 1 December and Saturday, 2 December 2023. The Summit will welcome world leaders to present their progress and ambitions across all pillars of the Paris Agreement, providing momentum and guidance for the remainder of the COP. Detailed information will be provided in due course.

Information on the COP 28 Programme can be found here: <https://www.cop28.com/en/thematic-program>

CREDENTIALS OF PARTIES TO THE CONVENTION, THE KYOTO PROTOCOL AND THE PARIS AGREEMENT.

In accordance with rule 19 of the draft rules of procedure being applied, the credentials of representatives of Parties, as well as the names of alternate representatives and advisers, shall be submitted to the secretariat no later than 24 hours after the opening of COP 28, CMP 18 and CMA 5. Any later change in the composition of the delegation shall be communicated to the secretariat as early as possible.

Click here for detailed information: <https://unfccc.int/process-and-meetings/conferences/un-climate-change-conference-united-arab-emirates-nov/dec-2023/information-for-cop-28-participants-a-z#Credentials-for-Party-representatives>

DAILY PROGRAMME

The Daily Programme will be available during the conference on the [COP 28 Daily Programme web page](#), starting 30 November and through 12 December 2023

Click here for detailed information: <https://unfccc.int/cop28/cop-28-daily-programme>

DOCUMENTS

Documents will be made available on the COP 28, CMP 18, CMA 5, SBSTA 59 and SBI 59 session web pages, accessible from the [UNFCCC website home page](#), the [COP 28 conference page](#), the UN Climate Change app and



the COP 28 platform. They can also be found on the [Documents](#) page (reachable from the [Documents and decisions](#) menu on the UNFCCC home page)

Click here to access UNFCCC website page: <https://unfccc.int/>

HEALTH, SAFETY AND SECURITY

Information will be posted as it becomes available.

Click here for detailed information: <https://u.ae/en/information-and-services#/>

Disclaimer

Participants are strongly advised to obtain comprehensive international medical insurance for the duration of their stay. The United Nations and the UNFCCC 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 may be incurred during travel or the period of participation at the conference including pre-session meetings.

In the interests of the security and safety of all participants and the smooth running of the sessions, the UNFCCC secretariat reserves the right to deny and/or restrict access to the conference premises, or to request participants to leave the premises. The UNFCCC secretariat shall not be responsible for any expenses incurred by participants who are requested to leave the premises or refused registration or access to the sessions for which they have been nominated and/or registered as participants.

Non-smoking policy

Smoking indoors is strictly prohibited, including the use of vapers and electronic cigarettes. Smoking outdoors is only permitted in designated outdoor smoking areas which are available at various locations throughout the conference venue.

INTERPRETATION SERVICES ON A COMMERCIAL BASIS

Information on interpretation services on a commercial basis is available on the [COP 28 Presidency website](#), please click "Additional Information".

The exclusively appointed Commercial Interpretation & Translations Service for COP28 is SOLTEN. Please visit their website for more information: <https://cop28.solten.ae/>

MEDITATION ROOMS

Meditation rooms will be available at the conference venue. Directions can be found on the wayfinding signage and map displayed within the venue.

NURSING ROOMS

A nursing room is available in the registration area. Directions can be found on the wayfinding signage and map displayed within the venue.

OBSERVER ORGANISATIONS AND OTHER NON – PARTY STAKEHOLDERS

General information on participation and engagement of observer organizations and other non-Party stakeholders.

Click here for detailed information: <https://unfccc.int/process-and-meetings/parties-non-party-stakeholders/non-party-stakeholders/overview/observer-organizations>

OFFICES AND PAVILIONS ON COMMERCIAL BASIS

The Blue Zone is under the authority of the United Nations. The pavilion space is operated by the host country on a commercial basis in order to provide Parties and admitted observers with dedicated space to host their own private meetings and office accommodation. The pavilion space is not intended as a part of the formal intergovernmental process. Events hosted in pavilions are not part of the official COP programme.



Click here for detailed information: <https://unfccc.int/process-and-meetings/conferences/un-climate-change-conference-united-arab-emirates-nov/dec-2023/information-for-cop-28-participants-a-z#Offices-and-pavilions-on-a-commercial-basis>

PARTNERSHIPS

UN Climate Change works collaboratively with governments, the private sector, foundations, international organizations, academia, NGOs, UN agencies and others.

Click here for detailed information on UNFCC Partnerships: <https://unfccc.int/about-us/un-climate-change-partnerships>

PRESS AND MEDIA

For more information on COP 28, please bookmark the [conference landing page](#) - <https://unfccc.int/cop28>

- **Media accreditation**

Media accreditation for COP 28 is now closed. Please consult [this web page](#) and our [frequently asked questions](#) (FAQs) on media accreditation. Every effort will be made to issue the accreditation as soon as possible.

FAQ page: <https://unfccc.int/about-us/press-and-media/press-faqs/frequently-asked-questions-faqs-on-media-accreditation>

- **Press conferences**

To reserve the press conference room, please send a completed [press conference request form](#) to the [UN Climate Change Press Office](#). All press conferences are webcast (live and on-demand), unless otherwise noted. More information on press conferences is available here: <https://unfccc.int/about-us/press-and-media#Press-conferences>

- **Interview requests**

Please send interview requests to press@unfccc.int, including all necessary information such as: Timeframe for the interview, when it should take place, amount of time needed, in-person or virtual, live or pre-recorded, in which language, who will conduct the interview, and topics to be covered.

REGISTRATION

All formalities regarding registration, including issuance of badges to duly nominated participants to attend the sessions, are free of charge.

All COP 28 participants traveling from outside the UAE will require a visa, regardless of their national passport.

Click here for detailed information: <https://unfccc.int/process-and-meetings/conferences/un-climate-change-conference-united-arab-emirates-nov/dec-2023/information-for-cop-28-participants-a-z#Visas>

SHIPPING, FREIGHT FORWARDING AND LOGISTICS

The UAE is responsible for the movement and management of commodities from the point of origin to the point of destination in collaboration with the official freight service provider, including the complementary methods and tools applied to realize these objectives.

The UAE has published logistical guidelines, document samples and other relevant information.

Click here for detailed information: <https://www.cop28.com/en/shipping-logistics>



SIDE EVENTS AND EXHIBITS

Applications for side events and exhibits are managed through the [Side Events and Exhibits Online Registration System \(SEORS\)](#). SEORS is the only channel used by the UNFCCC secretariat to receive applications for official side events and exhibits by admitted observer organizations, and Parties partnering with admitted observer organizations. The information on the application timeline is available on the [SEORS home page](#).

SOCIAL MEDIA AND PHOTOS

Along with live webcast, social media community tools such as [X](#), [Facebook](#), [Instagram](#), [Flickr](#) and [YouTube](#) enable virtual engagement with COP 28. The full list of key social media accounts can be found here : <https://unfccc.int/cop28/cop-28-social-media>

SUSTAINABLE ORGANIZATION AND CLIMATE NEUTRALITY OF COP28

Sustainability Policy - <https://www.cop28.com/en/sustainability-policy>

UNFCC INFORMATION AND DISTRIBUTION COUNTERS

Both the UNFCCC Information Counter as well as the Distribution Counter will be located in the “Service Hub” along the Al Wasl Avenue, where participants can ask questions and receive their “COP 28 Welcome Gift”.

UNFCCC Service Hub open hours:

Friday, 24 November to Wednesday, 29 November: 09:00 – 17:00 hrs

Thursday, 30 November to Tuesday, 12 December: 08:00 – 18:00 hrs

(except Thursday, 7 December – when the conference premises are closed)

VENUE

WHAT TO EXPECT

The Blue Zone is a UNFCC managed site, open to accredited parties and observer delegates. It hosts the formal negotiations, as well as panel discussions, speaking events and cultural events across the two weeks of conference. It’s attended by:

- **198 Parties (negotiators from 197 States and the EU)**
- **Media**
- **World Leaders**

The green Zone is a space managed and delivered by the COP28 UAE Presidency. It offers a platform to non-accredited delegates, including youth groups, civil society, NGO’s, the private sector, and indigenous groups to have their voices heard, promoting dialogues and awareness about climate action.

Accessibility Features and Facilities – Click here: <https://www.cop28.com/en/cop28-uae-venue>

<ul style="list-style-type: none"> ● Accessible Accommodations ● Dubai Metro ● Accessible Taxis ● Accessible Shuttle Buses ● Arriving by Car ● Accessible Security Checkpoints ● Accessibility Desks ● Accessibility Buggy Hubs ● Sunflower Lanyards 	<ul style="list-style-type: none"> ● Manual Wheelchairs ● Motorized Wheelchair Charging Stations ● Accessible and Family Toilet Facilities ● Changing Places Toilets ● Quiet Rooms (Sensory Rooms) ● Hearing Loops ● Feeding and Nursing Rooms ● Green Zone Ticketing Information ● Food and Water Dog Stations
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VISA

All COP 28 participants traveling from outside the UAE will require a visa, regardless of their national passport. Visas can be obtained only through the visa portal as described below.

All foreign participants entering the UAE for COP 28 and the pre-sessionals must have a passport which is valid for a minimum period of six months from the date of entry into the UAE.



COP 28 registered participants will be granted an electronic visa called a “Special Entry Permit”, hereafter referred to as COP 28 UAE Visa, free of charge. After approval of the registration via the UNFCCC Online Registration System, participants will receive a link to apply for the visa as part of the UNFCCC registration confirmation email.

Participants are strongly encouraged to promptly apply for the COP 28 UAE Visa as soon as their UNFCCC registration is confirmed. Please visit the visa portal link in your UNFCCC registration email to track the status of your visa.

The COP 28 UAE Visa will be a single-entry permit, valid for 30 days from the date of arrival. Please note that this COP 28 UAE Visa will indicate date of issue and valid until 12 December 2023, meaning that the COP 28 UAE Visa holder should utilize the visa to “enter” the UAE prior to 12 December 2023. Airports have been informed of the validity of the COP 28 UAE Visa. Please consult the COP 28 Presidency website for further information.

Queries concerning visa arrangements should be addressed directly to visas@unfccc.int.

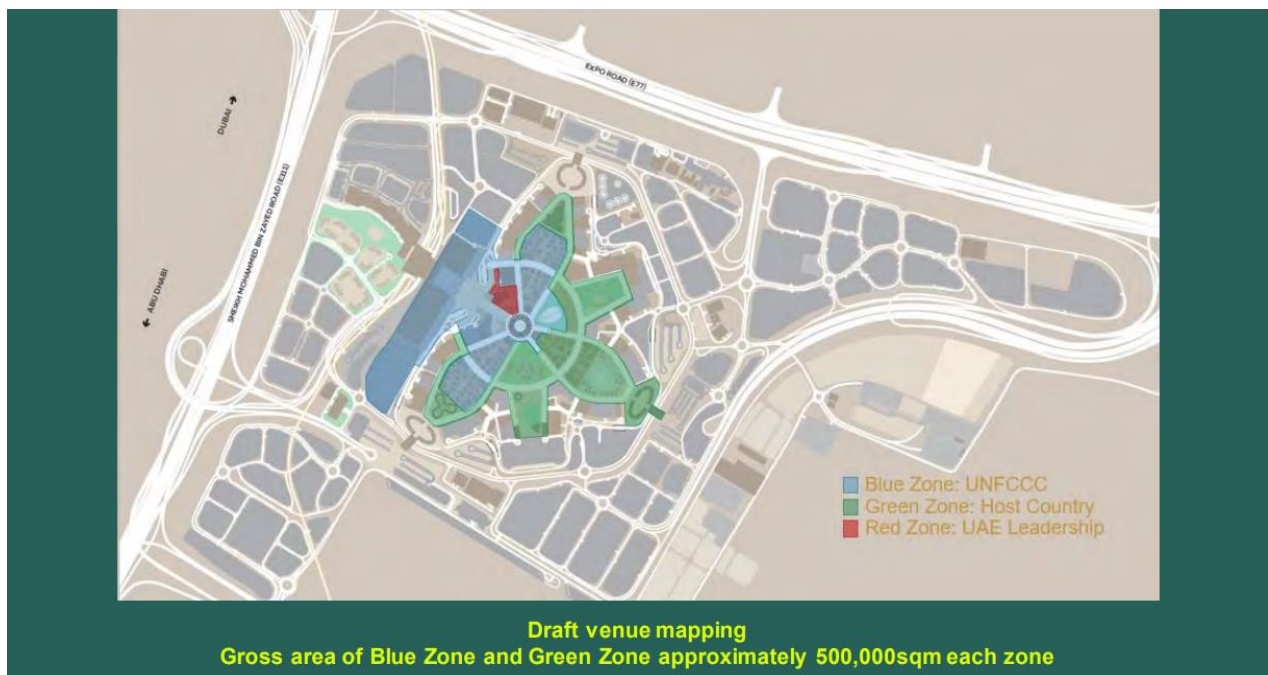
Free Wifi

Direct connect to Plug & Play

Livestreaming will require a dedicated line, please contact Techsquare - cop28@techsquare.ae to place your order.

COP28 is taking place in Dubai at the EXPO City. The event is split into two zones, the Blue Zone and the Green Zone

SITE OVERVIEW



FREQUENTLY ASKED QUESTIONS:

Click here: <https://unfccc.int/about-us/press-and-media/frequently-asked-questions-faq>