



PARIS2015
UN CLIMATE CHANGE CONFERENCE
COP21·CMP11

PARIS-LE BOURGET
PRACTICAL INFORMATION
for accredited persons

cop21.gouv.fr/en



The french government thanks its partners for their generous support



LADIES AND GENTLEMEN, DEAR FRIENDS,

France is pleased to welcome you to the Paris-Le Bourget Conference Centre for this 21st session of the Conference of the Parties to the United Nations Framework Convention on Climate Change (COP21).

This is a unique conference. Firstly, in its scope: it is the biggest international meeting ever organized in France. Secondly, in its stakes, which are vital for mankind.

We have done our utmost to create a practical, welcoming conference centre on the Paris-Le Bourget site.

To achieve success, we must show a shared and absolute commitment. The whole world will be looking on throughout these two weeks.

I wish you an excellent Paris Climate Conference.

Laurent FABIUS

French Minister of Foreign Affairs and International Development
President of COP21

Welcome to COP21!

This guide will provide you with information on the functioning of the Paris-Le Bourget site, where we will have the pleasure of welcoming you. You will find more details (maps, events schedules, etc.) on the COP21 website www.cop21.gouv.fr/en and via the official application "COP21" available on App Store and Google Play.

THE PARIS-LE BOURGET SITE

You will have access to the following three areas:

1. The Conference Centre (also called the "Blue Zone")

Opening dates and times: from 28 November to 11 December, around the clock.

Registration counter: You must have your badge to gain access to this zone. You can collect it at the entrance to the Conference Centre. A valid photo identification in addition to the acknowledgment letter generated from the online registration system must be presented to registration staff.

Badge issuance will be open from:

- 22 November to 27 November from 8 a.m. to 9 p.m.
- 28 November to 11 December from 8 a.m. to 8 p.m.

Badge issuance for Parties will be also open on 21 November, from 8 a.m. to 9 p.m.

On Monday, 30 November, the Registration Counter will be closed to NGOs in the morning hours, and closed to IGOs from 1 p.m. to 8 p.m.

To avoid delays, it is highly recommended that you get your badge as soon as possible and before 28 November.

Please note: the special COP21 shuttle and bus services will not start operating until 28 November.

Access: A security check will be made on entry to the COP21 site. The following items will be specifically prohibited: objects capable of causing injury (knives, scissors, etc.), explosive materials (inflammable aerosols, combustible substances, etc.) and all liquids, irrespective of volume, nature or container.

The maximum permitted bag size is the maximum permitted for airline carry-on luggage (55 x 45 x 25cm). No bag exceeding these maximum dimensions will be allowed. Please note that the site will have no left luggage facility. This means that you will need to keep your hand luggage with you at all times.

2. The Climate Generations Areas

Intended as places for discussion, expertise and debate, the Climate Generations Areas will host 120 stands, 20 exhibitions, 390 lecture/debates and more than 70 film screenings. Following on from the 600 COP21-labelled projects under way since the beginning of the year, the mobilization of 360 organizations from five continents has its sights resolutely set on solutions, both local and global, for the benefit of all, both today and tomorrow.

Opening dates: from 1st to 11 December. Closed Sunday 6 December.

For more information (opening times, site map, services and programming) go to www.cop21.gouv.fr/en or use the official COP21 application.

3. The Gallery

This is an exhibition space for low-carbon solutions intended for a professional audience. An electric bus service internal to the COP21 site will take you to this area.

Opening dates and times: from 2 to 9 December, 9 a.m. to 7 p.m. Closed Sunday 6 December.

For more information (site map, services and schedules) go to www.lagalerie-cop21.com

TRANSPORT: HOW TO GET TO LE BOURGET

We advise you not to use your car to get to the Paris-Le Bourget site. Frequent traffic tailbacks on the roads to the site and the difficulties of parking nearby make this a highly problematic mode of transport.

It is preferable to travel by public transport, which will provide enhanced service during the Conference.

1. COP21 travelcard

You will be given your COP21 Navigo card at the “COP21 travelcard” counter to provide you with unlimited access to all public transport services in the Greater Paris area (with the exception of Orlyval, the Air France shuttle bus and tourist buses): Metro, mainline train, RER suburban train, bus and tram.

Whenever you use one of the above services you must always validate your card. In the event of passenger checks, you should produce your card and your COP21 badge. The expiry date is indicated on the back of the card.

2. Travelling on line B of the RER B suburban network or Metro line 7

Free shuttles available to all will be providing a regular service in both directions between the following locations:

- Le Bourget station on RER line B and the COP21 site. All trains will stop at Le Bourget station during COP21.
- Fort d'Aubervilliers station on Metro line 7 and the COP21 site.

Shuttle service dates and times:

- 28-29 November from 7 a.m. to 9 p.m.;
- 30 November to 14 December from 5 a.m. to 1 a.m. (on 14 December the service will terminate at 5 p.m.).

It will also be possible to come on foot from Le Bourget RER B station. The route is signposted and takes approximately 25 minutes.

3. Special COP21 bus lines

In addition to the public transport network, there will be six special COP21 bus services reserved strictly for accredited travellers making the following journeys:

- Transfers between the Paris-Le Bourget site and the Paris-Charles-de-Gaulle hotel area, operating around the clock;
- Transfers between the Paris-Le Bourget site and Paris city centre, operating 9 p.m. to 7 a.m.

These special services will operate from 28 November until midday on 14 December. Accreditation must be produced to board the buses. Please collect the brochure setting out the routes and operation of these services from the “COP21 Travelcard” counter.

4. Electric vehicle transfer service

Two hundred electric vehicles* complete with driver will be available during COP21. This free service is available for travel between the COP21 site and hotels in Paris and the near suburbs from 29 November to 11 December.

This is a shared service: vehicles will depart only when full. In order to serve a maximum number of visitors you will be able to book up to 14 journeys.

You can book your journey via : www.cop21evshuttle.com
Please do not hesitate to look at this site regularly for updated information on vehicle availability.

For all requests for hotels not shown on the list, we request that you go to the “Electric Vehicle Booking” Counter or contact 01 76 85 85 31.

*These vehicles are not suitable for use by passengers with reduced mobility.

5. Travelling to the site by car or taxi

If despite everything you still wish to come by car, the site can be reached via the A86, A1 and A3 motorways, but there is no guarantee that parking will be possible and high levels of traffic congestion on these routes make this a highly problematic mode of transport.

A stand for taxis and other vehicles with drivers will be provided at the exit from the COP21 site.

6. Useful applications

To help you when travelling (map downloads, information on routes and timetables, etc.) we recommend that you use the following websites and applications:

- www.ratp.fr and the application “RATP” available on App Store, Google Play, Windows Store and Amazon Apps.
- The application “Visiting Paris by Metro” («Visiter Paris en métro»), available on App Store, Google Play and Amazon Apps.
- www.vianavigo.com and the route planning application “Vianavigo” available on App Store and Google Play.

7. Visitors with reduced mobility

All areas in the conference zone and the Climate Generations Areas can be accessed by visitors with reduced mobility. If you are coming to the COP using one of the following transport modes:

- Public transport: it is recommended that you take Line B of the RER suburban train network, getting off at Le Bourget station. You will need to book the Access+ Transilien assistance service the day before your journey, calling before 8 p.m. on 0 970 82 41 42 (no surcharge) or by sending an email to accesplus@transilien-sncf.com. A shuttle service suitable for those with reduced mobility which is free of charge and does not require prior booking is provided at the Le Bourget station and COP21. This service will operate between 5:30 a.m. and 00:30 a.m.
- Special COP21 bus lines: special shuttles will be provided free of charge for your use for journeys on the same routes as the six dedicated COP21 services. Please call 06 21 23 70 88 to book a driver at least four hours before your journey.

CONFERENCE CENTRE SERVICES

The majority of services are located on the site's main artery, known as the "Champs-Élysées".

The services will begin to operate on 28 November. For more information on opening dates and times, please go to the COP21 website, use the official application "COP21" or ask directly on the stand.

List of "Champs-Élysées" services

UN Information Counter: this is located at the beginning of the "Champs-Élysées" after the accreditation counters. You will find the following information here:

- General information on the operation of COP21 and site programming and services. Remember that screens displaying the current day's programme and other practical details have been installed across the Conference Centre in all areas. Don't forget to keep an eye on them.
- Interpretation services.
- Meeting room bookings.
- Delivery and pick-up of messages and invitations to events and gatherings. This type of message for delegations and observers can be delivered via the UN Information Counter.

Opening dates and times: 28-29 November from 9 a.m. to 6 p.m., from 30 November to 13 December from 8 a.m. to 7 p.m.

COP21 travelcard: for collection of your Navigo card and a leaflet on the special COP21 bus services.

Post Office: for sending your letters and packages. You will also find cash points and a bank branch here for your transactions (currency exchange, cash withdrawals, and so on.).

Opening dates and times: from 30 November to 11 December from 9 a.m. to 5 p.m. Closed Sunday 6 December.

Accommodation: for your reservations and your accommodation during COP21, also for booking private vehicles and hotel services.

Office supplies: for office supply purchases. You can also order supplies by email: commandecop21sdfbcalipage@orange.fr

Security Desk /Lost & Found: for handing in items you have found or for lost items. This is also your point of contact in the event of physical aggression or any security-related problem inside or outside the Paris-Le Bourget site or if you need information from the police.

Electric vehicle booking: for information on the operation of this service and booking journeys by electric vehicle.

Tourism information: for information on tourist excursions in Paris and the Greater Paris area. You can also obtain information here on cycle use and cycle passes in Paris. This centre also hosts the COP21 sustainable development stand:

- Find out about the COP21 green policy;
- Book a "Climate Tour" around the COP21 site.

One-Stop Shop for Shipments: this counter will enable you to take care of your deliveries and dispatches at the COP21 site.

Caterer: for organizing cocktails and drinks receptions. You can also do it at www.clicandgourmet.fr

Liaison Officers Centre: liaison officers will be available for delegations in order to facilitate their work during the Conference and to assist them during their stay in France. Liaison officers will be identified by a special badge and can be contacted through this centre.

Magazine and newspaper kiosk: for purchases of French and international press publications. Public transport tickets are also on sale here.

Other services provided across the site

Welcome pack: in the Hall 4, we reserved for you a welcome pack with accessories (most notably a reusable water bottle) you will find useful during the two weeks of the Conference.

Catering:

Six restaurants will be open at Conference Centre

- Place des Vosges, Regions of France, opposite the "La Seine" room;
- Place de la Bastille, Regions of France, near the "La Loire" room;
- Place Vendôme, French specialties, Hall 4;
- Place du Tertre, Regions of France, Hall 3;
- BOCO, Hall 5;
- L'Étoile Restaurant - "bistronomic" cuisine - booking required - near the "Champs-Élysées" between Halls 2 and 3.

Other catering services (notably fast food takeaways) are available across the Paris-Le Bourget site. The main "Champs-Élysées" artery offers a cluster of these at the end of the services zone: a pancake house, a soup bar, a bread bakery, etc. You will also be able to obtain needed refreshment at numerous café corners.

In addition, you will find two restaurants and several takeaway outlets in the Climate Generations Areas.

The restaurants will be open for business from 28 November. Restaurant and catering outlet opening times will vary, but several takeaways will be open around the clock and you will be able to obtain food at any time of day.

Water fountains: a total of 45 water fountains are provided in the conference zone and the Climate Generations Areas. The water provided is tap water of excellent quality. The quantities of plastic waste (bottles, cups, etc.) generated will be substantially reduced by this system, reflecting France's desire to organize an environmentally friendly Conference of the Parties. Please use your courtesy water bottle (as provided in your welcome gift) or your Ecocup (available at catering facilities and coffee corners)!

Cloakroom: a cloakroom has been provided for your use in Hall 3. Please note that it is not possible to leave bags or cumbersome items there.

Waste and waste sorting: there are five colours of waste bin for five types of waste: blue for paper and cardboard; yellow for packaging (drinks cans, plastic bottles); brown for other waste; grey for biowaste and green for glass. Every trashcan has a reminder of these instructions on it. You can also obtain information from the waste advisers present in the vicinity of trashcans.

Infirmery: four first-aid points are provided in the Conference Centre; the main facility is between Hall 2 and Hall 3 (this also has a baby nursing room). Please do not hesitate to go to one of these facilities if you have a problem or in the event of a medical emergency.

Prayer Room: this can be found in Hall 3.

Smoking zone: in the Conference Centre and the Climate Generations Areas, smoking is prohibited except in designated areas. Smoking zones with dedicated outdoor ashtrays are provided for your use. Personal pocket ashtrays can also be provided on request in the Tourism Information Centre.

Computer Center: computers and printers are provided in the four IT zones (Halls 2, 3 and 4 and in the meeting room zone). Fixed and wireless connections are available in the Conference Centre. We request that you print out your documents only if necessary. Please maximise exchanges of documents in electronic form (email, memory stick, etc.).

Documentation Counter: all official documents will be made available at the Documentation Centre opposite the meeting room zone.

OTHER USEFUL INFORMATION

Emergency call numbers

Police: 17

European Union emergency call number: 112

Fire Department: 18

SAMU (emergency medical service): 15

List of Paris hospital A&E departments: www.aphp.fr

Bank services

Lost and stolen credit cards: 0 892 705 705 (€0.34/min)

American Express: 01 47 77 72 00

Lost and stolen cheque books: 0 892 68 32 08 (€0.337/min)

Currency Exchange

It is possible to exchange foreign currencies in train stations, airports, major bank branches and bureaux de change. It is preferable to find out about the rates for currency purchase and sale in advance, as well as the amount of commission payable on the transaction.

For day-to-day information on exchange rates, go to the Banque de France website: www.banque-france.fr

You can also exchange foreign currency at the Post Office in the COP21 services area.

Your Embassy

If you lose official documentation please go to the Security Office in the COP21 services area. You must inform your Embassy. The directory of foreign legations in France can be found at: www.diplomatie.gouv.fr

Telephone calls

Telephone numbers have ten digits and begin with a zero in France. Do not dial the initial zero, but 00 33 followed by the other nine digits.

For example: to call French number 01 23 45 67 89, dial 00 33 1 23 45 67 89.

Security

Paris is among the world's most visited capitals, welcoming over 30 million tourists every year. However, like all cities, some precautions need to be taken to ensure your safety.

In the street and other public places:

- Do not put your wallet or telephone in a back pocket or an outside pocket of a bag or clothing.
- Do not handle rolls of banknotes in public and never change currency in the street - always prefer a currency exchange office.
- Have only a minimum of cash on your person.
- When using an ATM, cover the keypad to hide the number when entering your PIN and don't allow yourself to be distracted by anybody around you - you may fall victim to a thief.
- Do not leave your means of payment in a cloakroom or in your coat on the back of a chair (in a restaurant or café for example); a pickpocket may take a seat behind you to steal your property.
- Never put your bag at your feet and never put your mobile phone or portfolio on a café or restaurant table.
- Criminals may claim to be police officers and ask you for your papers and money. Please be aware that no genuine police officer will ever ask you for money. Ask to see the individual's police ID card (this is a white plastic card in the official colours marked "Police", crossed by three printed

bands in blue, white and red and with text on the front and back).

When travelling:

- Do not allow yourself to be separated from your luggage: bags are often stolen in public areas in stations, airports and hotels.
- All bags must have personal identification labels and leaving luggage unattended is a punishable offence.
- Do not allow anybody to come through an access gate just behind you.
- Never buy tickets from street peddlers. You run the risk of paying more than the normal rate or of buying counterfeit tickets and committing an offence by using them. Buy tickets at ticket windows or ticket machines in train and metro stations.
- Take officially registered taxis only, equipped with a meter, a light marked "Taxi" and a notice listing prices on the left rear window.

When using your personal vehicle:

- Lock all doors and trunk/boot and make sure to close all windows.
- Do not leave items clearly visible inside (mobile phones, cameras, clothing, bags, etc.).
- When travelling: please be attentive to risks of theft through car doors and carjacking.

Be aware of scams:

- Never buy from street peddlers in order to avoid adding to the resources of clandestine organizations.
- When sightseeing in the capital, you will frequently encounter individuals, often children, asking you to sign petitions and

in some cases claiming to be deaf and dumb, asking for money in addition to your signature. These are in fact fake petitions since genuine non-profit associations and foundations never ask for money.

- Never yield to the temptation to play card games in the street: you will invariably lose.
- In tourist areas street peddlers selling bracelets sometimes grab the arms of carders-by, entrapping them by encircling their wrist with a triple-stranded bracelet. The attacker will then demand money in return for the bracelet, which is impossible to remove. If you fall victim to this scam, call the police; this will cause the tricksters to take flight.

If you become the victim of a criminal offence, what should you do?

- If you are physically attacked, try to escape from your attacker while making as much noise as possible or take refuge in the nearest shop and ask somebody to call the police.
- If your situation is less urgent and you do not need to call the police immediately, we recommend that you file your complaint at the Security Desk in the COP21 services area.

PLAN DU SITE DE PARIS-LE BOURGET/PARIS-LE BOURGET SITE MAP

