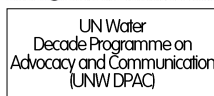


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| 01

First International Conference of the Global Water Operators' Partnership Alliance

Raising Awareness and Communicating the Urgency to Act

3-4 December 2009

Former Seminary of Zaragoza, Spain

INFORMATION NOTE FOR PARTICIPANTS

WELCOME to the First International Conference of the Global Water Operators' Partnership Alliance

- The Conference is scheduled to be held on 3rd and 4th of December 2009, in Zaragoza, Spain. It will start on the 3th of December at 9:00 a.m. and will end at 6:00 p.m. on the 4th with some technical visits scheduled that evening.
- The Conference will gather around 70 invited representatives of Water Operators, Water Operators Partnership Secretariats, Water Operators Association, Donor Agencies and a selected number of NGOs.
- Participants are expected to arrive in Zaragoza on 2nd December and depart on 5th December 2009.

VENUE OF THE MEETING

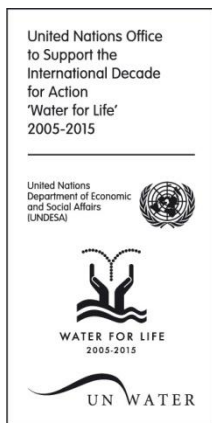
- The Conference will take place in the recently renovated Seminary Building of Zaragoza (SEMINARIO), located at Vía Hispanidad, No. 20, 50012 Zaragoza, Spain (today the Administrative Offices of the City Council).
- **We attach the map** of the city showing the venue (in relation to the airport, train station, recommended hotels and city center). We will provide additional information on the meeting room and arrangements for working groups and other events.

TRAVELLING

- Flying to and from Zaragoza could be direct (with Ryanair and Iberia) or via Madrid or Barcelona. Please follow this link to consult the Airlines arriving and leaving from Zaragoza Airport (www.aena.es) (<http://www.zaragoza-ciudad.com/aeropuerto/index.htm>)
- There are connections by high speed train (AVE) both from Barcelona (Station Sants) and Madrid (Atocha Station). The train travelling time is about 1,5 hours and gives an opportunity to enjoy the landscape. In both cases it requires travelling from the Airport to the train stations in the city centers and this can take over an hour in both cases. There are public transport connections and we can provide additional information if this is your travelling option. The Train Station Atocha in Madrid has a variety of itineraries and connections. Please follow the link: <http://www.renfe.es/horarios/english/index.html>.
- There is also a coach service from Madrid Barajas Terminal 4 to Zaragoza Bus Station. This saves the time of transferring to the Train Station but it takes overall about 4 hours www.alsa.es .

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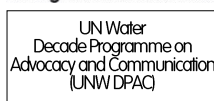




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- Note that we have not organized a transfer service from the airport or from the Station and between hotels and the venue of the event. We will send you in the next few days the itinerary from the Hotels to the Venue, including public bus information. If you have any special needs regarding this let us know.
- Sponsored Participants will be provided with prepaid economy class tickets with the most appropriate travel itinerary directly through our designated travel agency, American Express or through the United Nations Development Programme (UNDP) office in their respective country. We will provide you in advance with information of the UNDP office dealing with your ticket and we are in contact with them to facilitate your travelling. **Note that tickets may not be sent to you until 2 days before your expected departure.**
- Please do not hesitate contacting us if you have any problems or questions regarding your tickets, or travelling arrangements.

ADDRESS & TELEPHONE NUMBER OF UNO-IDFA/UNW-DPAC SECRETARIAT

- The address of the UNO-IDFA/UN-DPAC secretariat is as follows:
Casa Solans. Avenida Cataluña, 60 • 50014 Zaragoza (Spain)
T +34 976 47 83 47 • F +34 976 47 83 49
e-mail: water-decade@un.org
Contact Persons: Sara Delgado/Monica Garces

WEATHER

- In winter in Zaragoza daytime Temperature can be around 15 degrees Celsius and between 10° C an 0° C in the evening. At this time of year, although it is light and sunny there could be foggy and windy times during the day.

VISA AND SECURITY ARRANGEMENTS

- Participants will need to obtain appropriate entry visas to Spain, if required by Spanish Authorities. Please ask the Spanish Embassies. Please let us know if you need a letter from us for the Spanish Embassy or Consulate to facilitate your VISA. The invitation letter we have sent and the Conference Program should be enough. The Zaragoza Office remains at your disposal to provide administrative support if needed.
- Zaragoza is a very safe city, even at night. However, we would expect all participants to take the appropriate measures and be responsible for their own security, as recommended by United Nations.

CURRENCY IN SPAIN

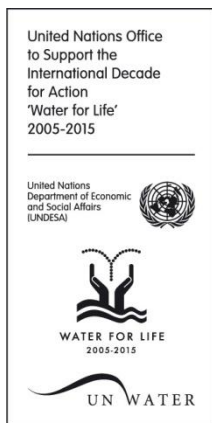
- FOREIGN EXCHANGE: Currency in Spain is Euro (€)
- We strongly recommend you to exchange your money at the airports or train stations as it may be not available in your hotel or downtown.
- Local Taxis and transportation, and restaurants will not accept any other currency.

HOTEL ACCOMMODATION

- Participants are recommended to do their own hotel bookings as soon as possible. This could be done by telephone or internet. Your credit card

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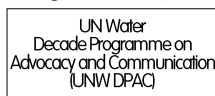




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number and expire date must be provided. If you have any problems with your bookings let us know as soon as possible.

- Preferential rates have been arranged in two hotels (see below). In order to have the preferential rate you would need to tell them that you are part of the group of "The International Conference of Water Operators" when making your reservation. Rooms have been pre-booked until 16th November'09. Afterwards, neither availability nor preferential rate can be assured. The agreed Price Fee includes breakfast and taxes. Additional services are not included.

HOTEL	Contact	www.	€ (VAT included)
Hotel Romareda 4* C/ Asín y Palacios, 11 50009 Zaragoza	sbueno.confortel@once.es	confortelhoteles.com	77,05 €
Hotel Palafox 5* Marques de Casa Jiménez, s/n 50004 Zaragoza	comercialpalafox@palafoxhoteles.com Lucía Calvo	palafoxhoteles.com	95,00 €

- Other convenient hotels– at walking distance and/or near the Train station of Zaragoza- are:

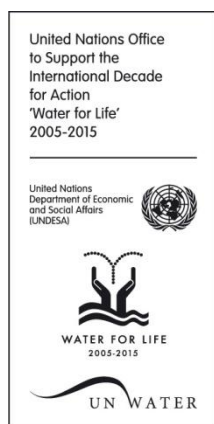
HOTEL	Contact	www.
Hotel AC Los Enlaces 4* Calle de Pilar Miró 1 50012 Zaragoza	aclosenlaces@ac-hotels.com T +34 976 489222	ac-hotels.com/123-AC_LOS_ENLACES.html
Hotel Husa Puerta de Zaragoza 4* C/ Rioja, 33. Train station Delicias 50017 Zaragoza	puertadezaragoza@husa.es T +34 976 532096	hotelhusapuertadezaragoza.com
Hotel Eurostars Plaza Delicias 3* C/ Los Fayos, 11 (next to train station Delicias) 50017 Zaragoza	reservas@eurostarsplazadelicias.com T +34 976 340440	eurostarshotels.com
Hotel Villa Gomá 3* C/ Cardenal Gomá, 1 50009 Zaragoza	info@hotelvillagoma.es T +34 976 567460	hotelvillagoma.es

- Hotels in the city center (note that it may take 30 minutes by public transport to the Hotel venue) are:

HOTEL	Contact	www.
Hotel Sol Meliá 5* Avenida Cesar Augusto, 13 50004, Zaragoza	melia.zaragoza@solmelia.com Vicki Uriz T (34) 976 430 100	solmelia.com
Hotel Boston 5* Avenida de las Torres, 2 50008 Zaragoza	comercial@hotelboston.es Begoña/Jaime Gutiérrez	hotelboston.es

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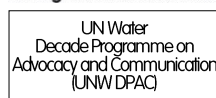




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	T +34 976 599 192	
Hotel Las Torres 3* Plaza del Pilar 11 50.003 Zaragoza - España	nbasiczgz@nastasibasi.com T: +34 976 39 42 50 F: +34 976 39 42 54	hotel-lastorres.com
Hotel Apartamentos Las Sabinas 2* C/ Alfonso, 43 y C/ Bayeu, 4. Zaragoza	reservas@hotelsauce.com Javier Pérez T +34 976 205 050	sabinas.es
Hotel Sauce 2* C/ Espoz y Mina, 33, 50003 Zaragoza	hotelsauce@hotelsauce.com Javier Pérez T +34 205 050	hotelsauce.com

DAILY SUBSISTENCE ALLOWANCE (DSA) (only if applicable)

- Participants whose travel is sponsored by UNO IDfA/UNW-DPAC will be provided by your closets UNDP office with a Daily Subsistence Allowance (DSA) for hotel accommodation and meals and a onetime terminal fee according to prevailing United Nations rates.

REGISTRATION

- As specified in the program, registration and collection of documents will be at 9:00 a.m. on the 3rd of December.

LANGUAGE INTERPRETATION AT THE MEETING

- The Seminar will be conducted in English and all documentation will be in English. No interpretation will be available.

VISITING ZARAGOZA

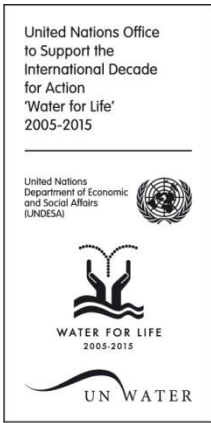
- Useful information about Zaragoza from the Zaragoza City Council website: <http://www.zaragoza.es/ciudad/turismo/en/util/transporte.htm>
- Please make sure you take your Identification Card or passport at all times during your stay in Zaragoza.

FINANCIAL & ADMINISTRATIVE ARRANGEMENTS (only if applicable)

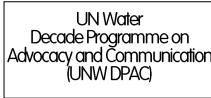
- In those cases where the participation costs are borne by the United Nations, the related secretariat will provide only travel and Daily Subsistence Allowance (DSA) as expressed and will not assume responsibility for any other expenditure, including the following:
- All expenses in the home country incidental to travel abroad, including expenditure for visa, medical examination, inoculations and other such miscellaneous items and internal travel to and from the airport of arrival and departure in the home country;
- Salary and related allowances for the participants during the period of the meeting;

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- Costs incurred by participants in respect of travel insurance, accident insurance, medical bills or hospitalization fees in connection with attending the meeting;
- Compensation in the event of death or disability of participants in connection with attending the meeting;
- Any loss of or damage to personal property of participants while attending the meeting or losses or damages claimed by third parties as a result of any negligence on the part of the participants;
- Any other expenses of a personal nature, not directly related to the purpose of the meeting.

USEFUL LOCATIONS PLAN

- Please follow the link to google.maps for detailed searching:
 - [GWOPA VENUE and HOTELS](#)

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