

TAIEX - Guide for Participants

You have been invited to attend a workshop or study visit organized by the European Commission (TAIEX). The following guide is intended to give you some information on the logistical aspects of your participation.

All logistical aspects are taken care of by TAIEX through the external service provider, at present GTZ¹. The service provider will be in charge of all your bookings unless stated otherwise.

1. What is the daily subsistence allowance (DSA)?

The daily subsistence allowance (DSA) is an allowance granted per night spent at the place of a TAIEX event. The DSA is calculated in Euro and covers accommodation costs, meals, local transportation and sundry expenses.

The service provider usually takes care of all bookings for hotel accommodation, including breakfast. These costs will automatically be deducted from the DSA and do not have to be paid by the participant. If TAIEX provides a hotel for participants, any participant who declines that hotel will receive only the balance of DSA paid to other participants who have accepted the hotel.

Should the hotel claim for payment on check-in or check-out, please immediately contact the service provider, unless you have been informed otherwise in advance. In exceptional cases, participants might be asked to make the payment on the spot. This would be stated in your confirmation email.

2. How and when will I get my daily subsistence allowance (DSA)?

For events in Brussels: DSA envelopes will be handed over on the first day of the seminar.

For events at any other location: You will receive a private code by fax or email which will allow you to retrieve the DSA from a financial institution in the visited country or, exceptionally, in your home country. Your complete and correct email address and fax number must therefore be clearly indicated on the Participant Attendance Form.

When participants attend an event in their own country, no DSA will be paid.

3. What are my travel options?

If you are attending a study visit or workshop in another country you have the following options:

Flight: The service provider will purchase the most economical fare for you, selecting dates, fares and flight times.

Train or boat: If you need to travel by train or boat, please obtain the written agreement of TAIEX in advance. You will have to buy the ticket yourself. The service provider will reimburse the costs upon receipt of the original ticket (1st class ticket except for train services such as TGV, Thalys or Eurostar. For the latter premium tickets should be used unless they are more expensive than 'first class', in which case 'first class' can be used.)

¹ At present, the service provider contracted by the Institution Building Unit of the European Commission is GTZ. The service provider is responsible for the organisation, booking and paying of logistics and will contact participants and speakers directly for this purpose.

Other means of transport: If you need to travel by any other means of transport, please obtain the written agreement of TAIEX in advance.

Within your own country, TAIEX can cover transport for people living more than 400 km away from the workshop venue.

4. Can I book my own flight and/or hotel room?

The service provider is responsible for all travel arrangements - booking flights, issuing tickets, providing daily allowances and making hotel reservations as required - and expects to do so for all participants.

No finance or reimbursement will be provided for any other arrangements made by the participant unless written authorisation is obtained from the European Commission or the service provider in advance.

If TAIEX books a hotel for participants, any participant who declines that hotel will receive *only* the balance of DSA paid to other participants who have accepted the hotel.

5. How will I receive my flight ticket and accommodation details?

The flight tickets booked by the service provider are electronic tickets. You will receive a confirmation letter from the service provider by email around one week before the event. This contains details on your flight and accommodation arrangements. You should print out this confirmation letter and take it with you. You will not receive any additional paper form of your flight ticket. At check-in you will only have to show your passport, or in some cases an ID card is sufficient.

The TAIEX confirmation letter should also be used as proof of attendance. For workshops, the confirmation letter must be presented at registration.

6. How can I change the dates and routing of my flight ticket?

Dates and routings of flights are not changeable, except by the European Commission. It is not our policy to make changes in routing or dates at the request of a participant.

Please note that tickets are not transferable.

Extra overnight stays before or after the event are not encouraged and have to be booked and paid directly by the participant.

7. I discover at the last minute that I cannot attend the event. What should I do?

Please immediately contact TAIEX and the service provider by e-mail and by phone to explain the situation. Ensure that TAIEX is aware of the cancellation of your participation and confirms the reception of your message. You will need to return any tickets or DSA payments already received to the service provider. Please note that it is not possible to substitute a colleague at the last minute.

8. What additional expenses do I have to pay for?

The cost of private telephone calls, minibar, meals and other personal expenses of the participant have to be paid by the participant on the spot using the DSA.

9. I need a visa to travel. What documentation can TAIEX provide?

The European Commission will **not** contact embassies directly on behalf of participants who may need visas. The participants should check before the visit whether they will need a visa or not. If necessary, the European Commission can provide a formal invitation letter to participants.

Costs associated with obtaining a visa must, in principle, be paid by the participant or their administration.

10. What about local transport expenses, such as taxi fares?

The cost of local transport (e.g. from the airport/train station to the conference venue and back) is to be paid by the participant from the DSA.

11. What attendance is expected of me during the event?

Participants are expected to stay throughout the **entire** event and should **not** leave for other purposes. An attendance list must be signed by every participant for each day of the event. Any unauthorised absences may lead to an adjustment of the DSA payment.

12. Reimbursement

If a ticket or any other cost is to be reimbursed, this must be agreed in advance and supporting documents provided when seeking reimbursement. Please provide complete bank details: For reimbursement please provide complete bank details (Account owner, BIC/Swift Code, IBAN, address of the bank).

13. Am I insured?

Participants are responsible for their own insurance arrangements as required.

14. How do I contact the European Commission?

E-mail is the preferred method of communication: all communication regarding an event should quote the five-digit event reference number, located at the top of the Participant Attendance Form.

European Commission
DG Enlargement/ Institution Building unit D4
Rue de la Loi 200, B-1049 Brussels
E-mail: Elarg-Taiex@ec.europa.eu
General telephone: + 32-2-296 73 07
General fax: + 32-2-296 76 94

To return your Participant Attendance Form and for questions regarding the programme and its content please contact your individual case handler (indicated on the Participant Attendance Form).

For any questions regarding travel, hotel, payments or event logistics: events@gtz-taiex.eu

GTZ Brussels, 33 rue de la Charité, B - 1210 Brussels
Telephone: + 32-2-298 95 05
General fax: + 32-2-298 93 50

To return cancelled tickets: to GTZ at the address above