



GENERAL
INFORMATION



Sixty-third session of the WHO Regional Committee for the Western Pacific



24–28 September 2012
Hanoi, Viet Nam


World Health
Organization
Western Pacific Region



GENERAL INFORMATION

Sixty-third session of the
WHO Regional Committee
for the Western Pacific





TABLE OF CONTENTS

I. Logistical Arrangements for the WHO Regional Committee for the Western Pacific

Date and place of the session.....	4
Contact information.....	5
Languages of the Regional Committee.....	6
Identification and security.....	6
Hotel accommodations.....	6
Travel and transportation.....	8
Arrival.....	8
Departure.....	9
Spouse programme.....	9

II. Information on Viet Nam

Entry requirements.....	10
Customs.....	11
Health regulations.....	11
Banking facilities.....	11
Climate and clothing.....	12
Currency and exchange rate.....	12
Electricity and water.....	13
Languages spoken.....	13
Local time.....	13
Public facilities.....	13
Local transport.....	14
Medical services.....	14
Safety.....	15
Smoking.....	15
Shopping and entertainment.....	15
Tipping.....	16
Telecommunication facilities.....	16

I. Logistical Arrangements for the WHO Regional Committee for the Western Pacific

Date and place of the session

The sixty-third session of the World Health Organization Regional Committee for the Western Pacific will be held in Hanoi, Viet Nam, from 24 to 28 September 2012, at the Melia Hanoi Hotel located at 44B, Ly Thuong Kiet Street, Hanoi.

The opening ceremony will be held from 09:30 on 24 September 2012 at the Hanoi Opera House, No.1 Trang Tien Street, Hanoi. The plenary session will commence at 14:00 at the Grand Ballroom of the Melia Hanoi Hotel.

Subsequent sessions will run from 09:00 to 12:00 and from 14:00 to 17:00 daily, with a 15-minute coffee break in each period.





Contact information

Before 19 September 2012, all correspondence to the Secretariat should be addressed to:

WHO Regional Committee Secretariat Office

World Health Organization

Regional Office for the Western Pacific

United Nations Avenue

1000 Manila, Philippines

Tel.: (+63 2) 528-8001; (+63 2) 303-1000

Fax: (+63 2) 521-1036; (+63 2) 526-0279;
(+63 2) 526-0362

E-mail: rcm@wpro.who.int

After 19 September 2012, all correspondence to the Secretariat should be addressed to:

WHO Regional Committee Secretariat Office

Function Rooms 1 and 2

Melia Hanoi Hotel

44B, Ly Thuong Kiet Street

Hanoi, Viet Nam

Tel.: (+84 4) 3934 3343

Fax: (+84 4) 3934 8688



Languages of the Regional Committee

The official languages of the Regional Committee are Chinese, English and French. English and French are the working languages. Simultaneous interpretation will be provided for the three official languages during the meeting sessions.

Identification and security

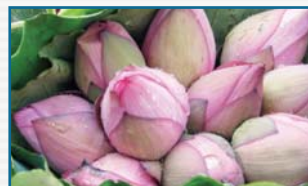
For identification and security reasons, representatives are requested to wear identification badges at all times during sessions and social functions. These will be provided at the designated hotels prior to the commencement of the meeting.

Hotel accommodations

Melia Hanoi Hotel and Mercure Hanoi La Gare Hotel have been designated as official hotels for representatives.

In order for WHO to reserve a sufficient number of rooms, representatives are advised to register online no later than 31 July 2012. Rooms will be subject to availability, and rates may not be guaranteed beyond this date. Online registration is available at:

<http://www.wpro.who.int/rcm/register>





Hotel name and address	Star rating	Distance to conference site	Type of room	Daily room rates (inclusive of 10% Govt tax and 5% service charge)	
				in Vietnamese dong	in US\$
Melia Hanoi 44B, Ly Thuong Kiet Street, Hanoi, Viet Nam Tel.: (+84 4) 3934 3343 Fax: (+84 4) 3934 8688 Website: www.meliahanoi.com 	5-star	0	Deluxe rooms		
			Single	2 648 600	127
			Twin/double	3 128 250	150
			Deluxe rooms Royal Service Floor		
			Single	3 733 100	179
			Twin/double	4 212 710	202
Executive Suite Royal Service Floor					
Single	4 692 400	225			
Twin/double	5 422 300	260			
Grand Suite Royal Service Floor					
	28 905 100	1 386			
Mercure Hanoi La Gare Hotel 94 Ly Thuong Kiet Street Hanoi, Viet Nam Tel: +84 4 39447766 Fax: +84 4 39448317 H7049-SL2@accor.com www.accorhotels.com 	4-star	5 minutes by car	Standard		
			Single	1 690 000	81
			Twin/Double	1 919 000	92
			Superior		
			Single	2 295 000	110
			Twin/double	2 525 000	121
Deluxe Station View					
Single	3 129 000	150			
Twin/double	3 379 000	162			

Note: The exchange rate is 20 855 Vietnamese dong to one US dollar as of April 2012.

Transport will be provided for the representatives from the designated hotels to the venue of the opening ceremony on the morning of 24 September 2012. For representatives staying at Mercure Hanoi La Gare Hotel, transport to and from Melia Hanoi Hotel will also be provided for the plenary sessions.

Travel and transportation

Arrival

Noi Bai International Airport is the main international gateway to Hanoi, Viet Nam. The airport is located about 45 kilometers north of the city centre.

The host will assist all representatives upon their arrival in Noi Bai International Airport and provide transport. If representatives are unable to notify WHO of their expected arrival time and are, therefore, not met at the airport, taxis are available outside the terminal. They can take either Viet Thanh or Noi Bai airport taxi; both are available at the main arrival area. The taxi fare from the airport to any of the designated hotels ranges from 320 000 to 350 000 Vietnamese dong.

For easy identification at the airport, representatives are requested to wear the lapel labels provided with this booklet. Luggage tags have also been provided.



It is important for representatives to send their arrival and departure details well in advance to the WHO Regional Office for the Western Pacific so that airport transport can be arranged.

Online registration is available at:

<http://www.wpro.who.int/rcm/register>

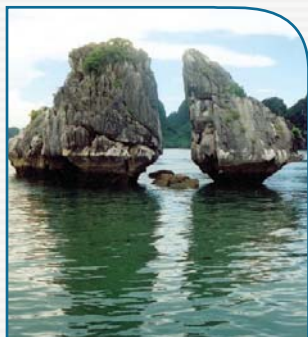
Departure

Representatives will be provided with transport from designated hotels to the airport for their scheduled departures. Departure times from designated hotels will be posted at WHO desks located in the lobby of each hotel.

Upon flight reconfirmation, travellers will be provided airport transfer details.

Spouse programme

The spouse programme, including visits to Hanoi scenic spots, will be provided upon arrival in Hanoi, Viet Nam. Programme details will be available at the conference site on the first day of the plenary session.



II. Information on Viet Nam

Entry requirements

Representatives and other participants are required to have a passport valid for at least six months and an entry visa, if required, for Viet Nam. Nationals of some countries and territories may enter Viet Nam visa-free depending on the length of their stay.

If you are uncertain about Viet Nam visa requirements, please consult a consulate or embassy of Viet Nam, or check the link below:

<http://www.wpro.who.int/rcm/visa>

Representatives having difficulty obtaining a visa may address queries to:

Administrative Services Officer
World Health Organization
Regional Office for the Western Pacific
United Nations Avenue
1000 Manila, Philippines
Telephone: (+63 2) 528-9608
Facsimile: (+63 2) 521-1036
E-mail: rcm@wpro.who.int



Customs

Visitors may bring in a laptop computer and other IT equipment for personal use.

Health regulations

Yellow fever vaccination is required for visitors arriving from infected areas, except children under one year of age. Visitors from infected areas may be subject to isolation if deemed necessary.

Banking facilities

Currency exchange desks are located at the designated hotels. Traveller's cheques may be cashed at Australia and New Zealand Bank (14 Le Thai To, Hoan Kiem Street, Hanoi) or Standard Chartered Bank (Hanoi Tower, Unit 8-01, 49 Hai Ba Trung Street, Hanoi). Australia and New Zealand Bank is open Monday through Friday from 8:00 to 17:00 and Saturday from 8:00 to 11:30. Standard Chartered Bank is open Monday through Friday from 8:30 to 16:30.

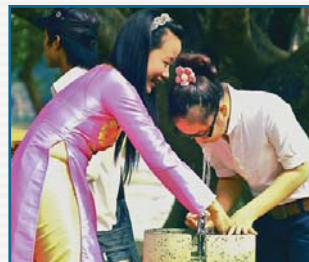
International credit cards are accepted by a majority of the tourist establishments. Automated teller machines (ATMs) are available 24 hours a day at all banks, some shops and along the streets.



Climate and clothing

Hanoi has a tropical climate with temperature ranging from 8°C to 38°C. Autumn extends from mid-August to October with an average temperature of 25°C to 31°C. Humidity is high in September (69%–73%). Light clothing is recommended, but it is advisable to have a light raincoat or an umbrella. Offices, hotels and shops are air-conditioned, so much so that visitors may feel the need for a light jacket.

For official functions, a business suit or national costume is suggested.



Currency and exchange rate

The local currency, Vietnamese dong, has an exchange rate of 20 855 to one US dollar as of April 2012.

Dong denominations include:

- Coins: 500, 1000, 2000 and 5000
- Bills: 500, 1000, 2000, 5000, 10 000, 20 000, 50 000, 100 000, 200 000 and 500 000



Electricity and water

The standard power supply in Viet Nam is 220 volts with a current of 50 Hertz.

Tap water is chlorinated and generally potable, but bottled water is recommended.

Languages spoken

Vietnamese is the official language of Viet Nam, but English is widely spoken at hotels, restaurants and shopping centres.

Local time

Local time is seven hours ahead of Greenwich Mean Time (GMT). Hanoi does not use daylight saving time.

Public facilities



Business	Weekdays	Saturdays	Sundays/ national holidays
Banks	08:00–17:00	Mostly open in the morning only	Closed
Government offices	07:30–16:30	Closed	Closed
Post office	07:30–19:00	Open	Open
Shopping malls	09:00–21:00	Open	Open

Local transport

Hanoi's public transportation system consists of buses and taxis.

Most taxi drivers do not understand English. The minimum flag down rate is 12 000 Vietnamese dong and 13 000 per succeeding kilometre for a four-seater taxi, and 14 000 for a seven-seater. The most reliable taxis are from Mai Linh and City Group companies.

There are several car rental companies operating in the city. For security reasons and where possible, it is advisable to seek assistance from the hotel concierge.



Medical services

Representatives are responsible for any medical costs they incur. The nearest hospitals and clinics to the venue of the plenary sessions are:

SOS Clinic

1 Dang Thai Mai, Tay Ho district
Tel: +84 4 3 934 0666
(30 minutes drive from Melia Hanoi Hotel)

French Hospital

Phuong Mai ward
Tel: +84 4 3 577 1100
(30 minutes drive from Melia Hanoi Hotel)

Hanoi Family Medical Practice

298 I, Kim Ma Road, Ba Dinh district
Tel: +84 4 3 843 0748
(20 minutes drive from Melia Hanoi Hotel)



Safety

As in all large cities, visitors should observe reasonable security precautions to guard against the danger of falling victim to fraudulent practices, such as spurious requests for financial assistance, offers of goods and services or to exchange foreign currency. Therefore, prudence and sound judgement should be practised at all times, whether in the hotel, on the street, in a taxi or simply answering or making telephone calls.

In case of emergency, you may call the security focal point at the WHO Office in Viet Nam at telephone number +84 (0) 91 281 7014.

Smoking

WHO has a policy of no smoking for all WHO meetings and associated functions.

Shopping and entertainment

Vincom Tower, a shopping centre located at 192 Ba Trieu Street, and Hang Da Market located at Hai Ba Trung Street, have a number of restaurants and stores. These places are 10 to 15 minutes driving from Melia Hanoi Hotel.

There are shops at the Old Quarter of Hanoi within walking distance from Melia Hanoi Hotel. The shops sell a variety of traditional handicraft products from Viet Nam and are normally open from 09:00 to 21:00.



Tipping

Tipping is optional in Hanoi.

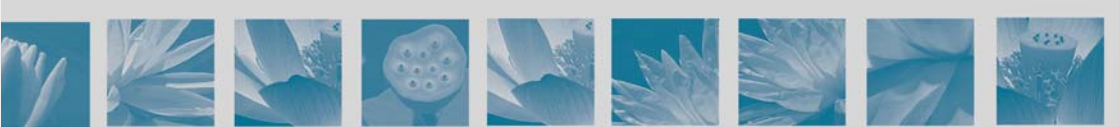
Telecommunication facilities

The country code for Viet Nam is 84 and the city code for Hanoi is 4.

International direct dialling (IDD) is available in Hanoi and other major cities. The outgoing international code is 00.

Fax services are available at major hotels and business centres.





World Health
Organization

Western Pacific Region

www.wpro.who.int

