

Asia Pacific Economic Cooperation
27th Tourism Working Group Meeting



Sheraton Hanoi Hotel
Ha Noi, Socialist Republic of Viet Nam
12 - 16 October 2005

August 2005
27th Tourism Working Group Meeting

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1. Purpose

This document provides the arrangements and general information for 27th APEC Tourism Working Group Meeting in Ha Noi, Socialist Republic of Viet Nam, from 12th through 16th October 2005.

2. 27th APEC TWG Meeting Secretariat Contacts

2.1. *Host Organization:*

Viet Nam National Administration of Tourism
80 Quan Su Street, Ha Noi
Tel: 84.4. 942 7625; 942 1061
Fax: 84.4. 942 4115
E-mail: vn timer@vietnam-tourism.com

2.2. *27th APEC TWG Secretariat*

Contact person:

1. Mr. Nguyen Hai Anh
Deputy Director General
International Cooperation Department
Viet Nam National Administration of Tourism
80 Quan Su Street, Ha Noi
Tel: 84.4. 942 7625; 942 1061
Fax: 84.4. 942 4115
E-mail: haianhcamimer@hn.vnn.vn

2. Ms. Pham Ngoc Diep
Expert of International Cooperation Department
Viet Nam National Administration of Tourism
80 Quan Su Street, Ha Noi
Tel: 84.4. 942 1061
Fax: 84.4. 942 4115
E-mail: pndieper@yahoo.com

3. Meeting Venue

The Venue for 27th APEC TWG Meeting will be:
Sheraton Hanoi Hotel
K5, Nghi Tam, Xuan Dieu Road,
Tay Ho District,
Ha Noi, Viet Nam
Tel: + 84.4. 719 9000
Fax: + 84.4. 719 9001
www.sheraton.com/hanoi

4. Schedule

4.1. The 27th APEC TWG meetings to be held at the Sheraton Hotel, Ha Noi, Socialist Republic of Viet Nam, will consist of 4 specific sessions, preceded by the meeting of the TWG Executive Committee, Welcome Dinner and followed by a Technical Tour and Farewell Party. The duration of the whole event will be from 12th through 15th of October 2005.

4.2. Tentative schedule

October 12:	Arrival of delegates/ registration TWG Executive Committee Meeting Welcome Dinner and Opening Ceremony
October 13:	27 th TWG Meeting Session 1 27 th TWG Meeting Session 2
October 14:	27 th TWG Meeting Session 3 27 th TWG Meeting Session 4 Farewell Party
October 15:	Technical Tour
October 16:	Departure of delegates.

(The workshop on Tourism Risk Management will be held during the TWG plenary session)

5. Registration

- 5.1. All delegates are to register at the 27th APEC TWG Secretariat no later than 30th September 2005.
- 5.2. Upon arrival, delegates are required to register at the Registration Desk located in the Sheraton Ha Noi Hotel Lobby. Identification tags will be given to pre-registered delegates at the Registration Desk. ID tags should be worn at all times at the Meeting sites. (Please bring ID or passport sized picture which will be required for registration)

6. Official Meeting Documents

- 6.1. All official TWG Meeting documents for reproduction and/or circulation in the meeting should be submitted via the APEC Secretariat TWG Program Director (Mr. Benyamin Scott Carnadi, e-mail: bc@apcc.org) with a copy to the 27th APEC TWG Meeting Secretariat (Mr. Nguyen Hai Anh, e-mail: haianhcam@hn.vnn.vn or Ms. Pham Ngoc Diep, e-mail: pndiep@yahoo.com) by 30th September 2005.
- 6.2. Collected meeting materials can be sent to participants who want to review them prior to the Opening of 27th APEC TWG Meeting. Commonly meeting documents will be distributed in the meeting room, however, should you require to have the meeting

documents ahead, please contact 27th TWG Meeting Secretariat, Mr. Hai Anh via e-mail: haianhcam@hn.vnn.vn

- 6.3. Format of 27th APEC TWG Meeting will be restricted to only Microsoft Word format and Microsoft PowerPoint.
- 6.4. All documents must be accompanied by one-page summary.
- 6.5. Late submission of documents, though strongly discouraged, can be done at the 27th APEC TWG Secretariat Room at the Meeting Venue, after prior notification to the APEC Secretariat Program Director to ensure that only official documents are reproduced by the host secretariat.
- 6.6. The 27th APEC TWG Secretariat Room will be located at 2nd Floor, Sheraton Ha Noi Hotel, and will be equipped with computers (with internet access), printers and photocopiers).

7. Official language of the 27th APEC TWG Meeting

English will be the official language throughout the meeting.

8. Accommodation

- 8.1. The Sheraton Ha Noi Hotel is the Venue for 27th APEC TWG Meeting.
- 8.2. Delegates can make a reservation for their room directly to the Hotel or to 27th APEC TWG Meeting Secretariat.
- 8.3. Room rates are as on the following:

Room type	Normal rate (USD)		Discounted rate for 27 th TWG (USD)	
	Single	Twin	Single	Twin
Executive rooms	200 ++	220 ++	95 net	105 net
Club rooms	270 ++	290 ++	125 net	145 net
Suite	350 ++	380 ++	180 net	210 net

- Room rates are inclusive of 10% Value Added tax, 5% service charge.
- Breakfast is included.
- Welcome fruit drinks and cold towels.
- Porter service.

9. Arrival and Entry Formalities

- 9.1. All delegates must be in possession of passports valid for at least 6 months with proof of onward passage, either return or through tickets to enter into Socialist Republic of Viet Nam. Delegates from some APEC Member Economies are required visas to enter the country. Participants are responsible for arranging their visas, if required. For details related with Visa Requirement to enter the Socialist Republic of Viet

Nam, please refer to Annex I. For more information, please visit the web-page of the Ministry of Foreign Affairs at <http://www.mofa.gov.vn>

10. Transportation

- 10.1. Our staff will be assigned to greet each delegation at Noi Bai International Airport (Ha Noi) according to the flight schedule. Noi Bai International Airport is about 35 km, or approximately 45 minutes by car, from the center of Ha Noi. Ground transportation from Noi Bai International Airport to Sheraton Ha Noi Hotel will be provided to delegates.
- 10.2. Delegates who enter into the Socialist Republic of Viet Nam through other International Airports, such as Tan Son Nhat International Airport (Ho Chi Minh City), Da Nang International Airport (Da Nang City) are advised to purchase fully scheduled flight tickets in avoidance of waiting at the airport or missing the flight.

11. General Information

11.1. About Ha Noi

Area: 921 km²

Population: approximately 3,500,000 habitants.

Ha Noi is the capital city of the Socialist Republic of Viet Nam, the center of culture, politics, economy and trade of the whole country.

Location: Ha Noi is located in the Red River Delta, in the center of northern Viet Nam. Ha Noi means “the hinterland between the rivers” (*Ha*: river, *Noi*: interior). Ha Noi’s territory is washed by the Red River (the portion of the Red River embracing Ha Noi is approximately 40 km long) and its tributaries, but there are some other rivers flowing through the capital, including Duong, Cau, Ca Lo, Day, Nhue, Tich, To Lich and Kim Nguu.

Major attractions: Throughout the thousand years of its eventful history, marked by destruction, wars and natural calamities, Ha Noi still preserves many ancient architectural works including the Old Quarter and over 600 pagodas and temples. Famous sites include the One Pillar Pagoda (built in 1042), the Temple of Literature – Viet Nam’s first university (built in 1070), Ha Noi Citadel, Ha Noi Opera House, President Ho Chi Minh’s Mausoleum...

Ha Noi also characteristically contains 18 beautiful lakes such as Hoan Kiem Lake, West Lake, and Truc Bach Lake..., which are the lungs of the city, with their surrounding gardens and trees providing a vital source of energy.

Many traditional handicrafts are also practiced in Ha Noi including bronze molding, silver carving, lacquer, and embroidery. Ha Noi has many famous traditional professional handicraft villages such as Bat Trang pottery village, Ngu Xa bronze casting village, Yen Thai glossy silk...

Cuisine: Viet Nam has an amazing cuisine with its variety of almost five hundred dishes, ranging from noodle soups in relatively cheap food stalls to meal in luxury restaurant in hotels but mostly Vietnamese food is well-prepared and reasonably priced. Although, gaining some influences from French and Chinese food, Vietnamese cuisine is still unique in flavor because of the use of the Vietnamese fermented fish sauce called *Nước Mắm*, an abundance of fresh vegetables and herbs, and the dominance of rice. The strategic site of Viet Nam, surrounded with sea, ensures the use of fish and seafood in many dishes.

Rice is very common in Vietnamese cuisine both for steam rice and rice noodles. For Vietnamese, noodles are preferred to be eaten as soup rather than dry like spaghetti. It is a breakfast favorite even though noodles seem to be eaten at all hours of the day.

Popular Ha Noi dishes: “*Nem*” (fresh or fried spring rolls), “*Phở bò*” (beef noodle soup), “*Chả cá Lã Vọng*” (grilled fish in La Vong Street), “*Bún chả*” (rice noodles with barbecued pork), etc.

Further information can be found at the following website:

www.vietnamtourism.com

11.2. Currency:

Viet Nam’s unit of currency is the Viet Nam Đồng (VND) with coins of 200 dong, 500 dong, 2000 dong, 5000 dong and bills of 100 dong, 200 dong, 500 dong, 1000 dong, 2000 dong, 5000 dong, 10000 dong, 20000 dong, 50000 dong, 100000 dong and 500000 dong. Major foreign currencies are exchangeable at Vietcombank and other Vietnamese Banks/Branches, ANZ Bank, Citi Bank and Indovina Bank. The exchange rate (as of Aug. 17) is **US\$1 ~ VND15,850**. Major credit cards (Visa, MasterCard, American Express, Diners Club, JCB) and most traveler’s checks are accepted.

11.3. Time

Viet Nam is 7 hours ahead of GMT.

11.4. Climate

Lying in a tropical monsoon zone with remarkable four seasons, October will be Autumn (Fall) in Ha Noi and temperature will be mild and comfortable. During the day, temperature is expected at 25°C as the highest and 18°C in the nighttime.

11.5. Electricity and Water:

The standard electricity supply in Viet Nam is 220 Volts, 50 Hz, AC, most plugs are two-pin with rounded pins, except in international-standard hotels. Delegates who travel with electric

appliances are advised to check their electric equipments beforehand and to carry a plug-adaptor kit.

Drinking tap water and un-boiled water is not recommended. Most hotels provide boiled drinking water and bottled water.

11.6. Mobile phone systems:

Viet Nam has several Mobile phone service providers with different systems. Major Mobile phone service providers are as follows:

- Vinaphone: GSM System (with roaming service with 63 countries).
- Mobile phone: GSM System (with roaming service with 50 countries).
- Viettel: GSM System (no roaming service)
- S-Phone: CDMA System (no roaming service)
- City phone: PHS system (only coverage in Hanoi, no roaming).

11.7. Tipping:

Tips are appreciated but not common.

ANNEX I

Visa requirement to enter Viet Nam for APEC Economies' Passport Holders

Economy	Diplomatic Passport		Official Passport		Ordinary Passport	
	Visa Requirement		Visa Requirement		Visa Requirement	
	Yes	No	Yes	No	Yes	No
Australia	x		x		x	
Brunei Darussalam		x (14)		x (14)	x	
Canada	x		x		x	
Chile		x (90)		x (90)	x	
People's Republic of China		X		x		x
Hong Kong, China	x		x		x	
Indonesia		x (14)		x (14)		x (30)
Japan		x (90)		x (90)		x (15)
Korea		x (90)		x (90)		x (15)
Malaysia		x (30)		x (30)		x (30)
Mexico		x (90)		x (90)	x	
New Zealand	x		x		x	
Papua New Guinea	x		x		x	
Peru	x		x		x	
Philippines		x (30)		x (30)		x (21)
The Russian federation		x (90)		x (90)	x	
Singapore		x (90)		x (90)		x (30)
Chinese Taipei	x		x		x	
Thailand		x (30)		x (30)		x (30)
United States of America	x		x		x	

ANNEX II

27th APEC Tourism Working Group Meeting12th -16th October 2005

Ha Noi, Viet Nam

Registration Form

Name: _____

Economy: _____

Position: _____

Ministry / Department: _____

Address (business): _____

Telephone (business): _____

Fax: _____

E-mail Address: _____

Accommodation: Executive: ☐ Single ☐ Twin
 Club: ☐ Single ☐ Twin
 Suite: ☐ Single ☐ Twin

(Please tick where applicable)

Arrival Date: _____ Flight No: _____ Time: _____

Departure Date: _____ Flight No: _____ Time: _____

Special Dietary Requirements _____

Signature: _____

Date: _____

Please send your completed application on or before Friday, 30th September 2005 by fax or e-mail to:

Mr. Nguyen Hai Anh

Deputy Director General

International Cooperation Department

Viet Nam National Administration of Tourism

Fax: + 84 4. 942 4115

E-mail: haianhcam@hn.vnn.vn

ANNEX V

HOTEL RESERVATION FORM



Sheraton Hanoi

HOTEL

IDENTIFICATION

Name: _____

Economy: _____

Position: _____

Ministry / Department: _____

Address (business): _____

Tel (business): _____ Fax: _____ E-mail: _____

HOTEL RESERVATION

Check-in Date: _____ Check-out Date: _____

No. of Nights: _____ No. of Rooms _____

Room type: ☐ Executive (single) US\$ 95 net ☐ Executive (twin) US\$ 105 net
 ☐ Club (single) US\$ 125 net ☐ Club (twin) US\$ 145 net
 ☐ Suite (single) US\$ 180 net ☐ Suite (twin) US\$ 210 net

(Please tick where applicable)

PAYMENT DETAILS

Participant's credit card information is essential to guarantee hotel reservation:

Credit card issuer _____ Card Number _____

Card Holder's Name _____ Expiry Date _____
(As printed on the card)

Date _____ Card Holder's Signature: _____

Please return this registration form on or before 30 September 2005 to:

Mr. Tran Manh Ha
 Assistant Director of Sales
 Sheraton Hanoi Hotel

K5 Nghi Tam, 11 Xuan Dieu road, Tay Ho district, Ha Noi, VIET NAM

Tel : +84.4. 719 9000 ext. 7376 Fax : +84.4. 719 9001 E-mail: ha.tran@sheraton.com.vn