The UAE and COP28

What are COPs and what is their purpose?

The Conference of the Parties (COP) is the UN Framework Convention on Climate Change (UNFCCC)’s central decision-making body. It provides a forum for governments to negotiate, review, and learn from each other, and to make collective decisions on how to ensure sustainable development and combat climate change. There are many COPs that take place worldwide every year, and the COP28 UAE is scheduled to occur from November 30 to December 12, 2023, in Dubai, United Arab Emirates.

What in COP28 UAE?

The UAE Government will host the COP28 UAE in Dubai from November 30 to December 12, 2023. The UAE Government also organized the COP28 UAE events in collaboration with the UNFCCC. The COP28 UAE is the world’s highest decision-making body on climate issues and one of the largest international conferences focused on climate action. It will be the world’s largest climate gathering in 2023, with over 70,000 delegates expected to attend. The conference will focus on achieving the ambitious goals of the Paris Agreement and the Sustainable Development Goals.

Who can participate in COP28 UAE?

The COP28 UAE is open to all countries, organizations, and individuals who want to be part of the global climate action effort. The conference is open to all UNFCCC Parties (countries) and their representatives, as well as non-UNFCCC countries and other organizations. The COP28 UAE has an open and inclusive approach, and all parties are encouraged to participate, regardless of their size or economic status. The conference is a platform for all parties to contribute to the global climate action effort and to discuss and debate on climate change issues.

What are the major zones in COP28 UAE?

1. The Blue Zone: This zone is where formal negotiations take place between governments and international organizations. It includes several Pavilions where ministers and other officials meet to discuss and negotiate on climate change issues.

2. The Green Zone: This zone is where informal discussions and negotiations take place. It includes technical conferences, panels, and activations that focus on green technologies and entrepreneurship.

3. The Cultural Area: This zone is where cultural events and exhibitions are held. It includes a large space for cultural events and activities, including music, dance, and art exhibitions.

What do I need to do once I have completed my visa application?

Upon visa approval, you will be granted a free-of-charge, electronic COP28 UAE Visa that entitles you to a single entry into the UAE valid for 30 days upon arrival. You will need to present your COP28 UAE Visa when traveling to and from the UAE.

Can I arrive at any UAE international airport with my COP28 UAE Visa?

Yes, the issued visa is valid for arrival at any international airport in the UAE. You are not required to submit a travel medical insurance policy for the COP28 UAE Visa application. It is strongly recommended that you acquire travel medical insurance when traveling internationally.

What is the duration of my COP28 UAE Visa?

Your COP28 UAE Visa is valid for a period of 30 days from the date of entry into the UAE. It will expire on the 30th day after your arrival.

What do I need to do if I am attending the Blue Zone at COP28 UAE?

If you are attending the Blue Zone at COP28 UAE, you should apply for a standard UAE Visa. You will need to provide your passport number, your COP28 UAE event registration details, and any other required documents. It is important to submit your application well in advance of your travel dates.

How far in advance can I apply for the COP28 UAE Visa?

You are encouraged to apply for the COP28 UAE Visa as soon as you have received your COP28 UAE event registration details. It is recommended that you apply well in advance of your travel dates, as visa applications may take up to three weeks to process.

What are the steps involved in applying for the COP28 UAE Visa?

You will need to follow the following steps to apply for the COP28 UAE Visa:

1. Visit the UAE Ministry of Foreign Affairs and Emirati Nationality (MOFAEM) website and download the COP28 UAE Visa application form.
2. Fill out the application form with all the required information.
3. Submit the application form and all required documents by email to: visas@unfccc.int.
4. Once your application is approved, you will receive your COP28 UAE Visa via email.

I am a UNFCCC registered delegate who will require entry into the UAE more than once during the period of COP28 UAE. The COP28 UAE Visa is available for multiple entries and will be valid for the entire duration of the COP28 UAE event.

I am attending the Green Zone at COP28 UAE and I am not a UNFCCC registered delegate. Which visa do I require?

If you are attending the Green Zone at COP28 UAE and you are not a UNFCCC registered delegate, you should apply for the COP28 UAE Visa. You will need to provide your passport number, your COP28 UAE event registration details, and any other required documents. It is recommended that you apply well in advance of your travel dates.

Do I require travel medical insurance to apply for the COP28 UAE Visa?

No, travel medical insurance is not required to apply for the COP28 UAE Visa. It is strongly recommended that you acquire travel medical insurance when traveling internationally.

Can I arrive at any UAE international airport with my COP28 UAE Visa?

Yes, you can arrive at any UAE international airport with your COP28 UAE Visa. The UAE Government has authorized an electronic, free-of-charge Special Entry Permit for all UNFCCC-registered COP28 UAE event attendees, also known as the COP28 UAE Visa. You will need to present your COP28 UAE Visa and passport to the UAE immigration authorities at the airport.

What are the steps involved in applying for the COP28 UAE Visa as a UNFCCC registered delegate?

You will need to follow the following steps to apply for the COP28 UAE Visa as a UNFCCC registered delegate:

1. Visit the UAE Ministry of Foreign Affairs and Emirati Nationality (MOFAEM) website and download the COP28 UAE Visa application form.
2. Fill out the application form with all the required information.
3. Submit the application form and all required documents by email to: visas@unfccc.int.
4. Once your application is approved, you will receive your COP28 UAE Visa via email.

I am a UNFCCC-registered delegate but already have a valid non-residence visa that allows me to travel to the UAE. Do I still need to apply for the COP28 UAE Visa?

No, you do not need to apply for the COP28 UAE Visa if you already have a valid non-residence visa that allows you to travel to the UAE. You will need to present your non-residence visa at the UAE immigration authorities at the airport when arriving in the UAE.

I am a UNFCCC registered delegate but already have a valid residence visa that allows me to travel to the UAE. Do I still need to apply for the COP28 UAE Visa?

No, you do not need to apply for the COP28 UAE Visa if you already have a valid residence visa that allows you to travel to the UAE. You will need to present your residence visa at the UAE immigration authorities at the airport when arriving in the UAE.

Can I apply for my spouse's or partner's COP28 UAE Visa?

Visa applications are only open to UNFCCC registered delegates. Please refer to the “I am attending the Green Zone” question above for details.
What accommodation options are available?

COP28 UAE will take place in Dubai, offering a wide selection of accommodation options to suit every budget. Currently, there are over 800 properties operating in Dubai, ranging from 1-star to 5-star hotels and serviced apartments.

Additionally, the UAE’s capital, Abu Dhabi, located one hour away from the event venue, features a wider range of accommodation options, with over 220 hotels and resorts plus serviced apartments available, ranging from 1-star to 5-star.

Which travel agency is running the accommodation booking portal?

The organizers of COP28 UAE officially appointed bnetwork (bnetwork.com) as the travel agency responsible for handling accommodation requests for the event. They have also enlisted a company called Arabian Adventures, Meetings, Incentives and Events to facilitate other services.

COP28 UAE will facilitate a booking portal for accommodation arrangements that will enable all delegates to book their accommodation for the event. The booking portal along with additional information for delegates is available at http://www.cop28.bnetwork.com

How can I book my accommodation for COP28 UAE?

The official COP28 UAE booking portal for accommodation arrangements permits all delegates to directly book their accommodation for the event. The booking portal along with additional information for delegates is available at http://www.cop28.bnetwork.com

Larger delegations requiring group bookings should contact accommodation service providers directly and as early as possible to secure preferred accommodations.

Alternatively, bnetwork - the appointed travel agency for COP28 UAE - can assist with accommodation and related travel services in the UAE. Please contact bnetwork via email at cop28@bnetwork.com or by telephone at +33 1 58 16 20 10 (standard operator charges apply). The agency’s operational timings are Monday to Friday from 09:00 to 18:00 (CET). Please expect responses within 48 hours on working days.

Can accommodation be visited by delegates in advance of COP28 UAE?

For advance accommodation visits, please contact the accommodation provider directly.

TRAVEL TO UAE

Where is the United Arab Emirates (UAE) located?

The UAE is strategically located at the crossroads of Asia, Africa, and Europe. It is situated in the southeastern region of the Asian continent, and in the eastern part of the Arabian Peninsula. It overlooks the Arabian Gulf on the north and northwest, borders the Kingdom of Saudi Arabia to the west and south and the Sultanate of Oman to the southeast.

What restrictions are there on bringing medication into the UAE?

All travelers carrying controlled medication into the UAE must apply for approval through the Ministry of Health (MoH) website. This should be completed before visiting the UAE.

Should I fly to Abu Dhabi, Dubai, or Sharjah?

Depending on the airline you choose to fly with, you can arrive at any of the UAE’s airports. The COP28 venue, Expo City Dubai, is easily accessible from each of these airports.

Additionally, please refer to the following questions.

Is there internet access at the airports upon arrival to the UAE?

No, UAE airports are not equipped with internet connectivity. In addition, local sim cards can be bought at the airport from either Etisalat, Du, or Virgin kiosks.

What transport options do I have after arriving at Abu Dhabi, Dubai or Sharjah airport?

information on onward transportation options can be found on the websites of each airport:

- From Abu Dhabi Airport Terminal 1: For UNFCCC-registered participants only, complimentary (first come, first served) COP28 shuttles ( Operated by VTC) between Abu Dhabi Airport Terminal 1 and COP28 Venue. Please ensure to show digital proof of UNFCCC acknowledgment letter prior to boarding the shuttle. Please see below shuttle schedule.
- Dubai Airport: https://www.dubaiairports.ae/before-you-fly/from-the-airport/
- Sharjah Airport: https://www.sharjahairstock.ae/en/new/ sharpen-from-the-airport/transportation/
Across the UAE, the standard electrical plug is Type G (commonly used in the UK as well as across some countries in the Caribbean, Africa, and Asia), operating between a 220V.

Visitors are required to have a valid International Driver's Permit to drive in the UAE. However, the UAE accepts driver's licenses issued by many countries. Additionally, please refer to the rental/car hire company for requirements.

Journey planners are a great way to assess transportation options before travelling to the UAE. Whether your debit and credit card is valid for international transactions before you travel.

What type of electrical plug is used in the UAE?

What type of electrical plugs are available on site?

Meeting rooms, Side-event rooms and computer hubs are equipped with Schuko (type F) plugs while the rest of the Blue Zone site is equipped with type G plugs.

In most of the UAE, the weekend consists of Saturday and Sunday, except in Sharjah, where the weekend consists of Friday, Saturday, and Sunday for federal employees.

What is the national language and currency conversion of the UAE?

The official Language is Arabic. English is commonly spoken, along with many international languages, as many different nationalities live and work in the UAE.

Can I fly into Abu Dhabi and find transportation to Dubai hotels/city?

Direction 1: Abu Dhabi International Airport > COP28 Venue
- 6:00 to 10:00
- 10:00 to 12:30
- 16:30 to 22:30

Direction 2: COP28 Venue > Abu Dhabi International Airport
- 8:30 to 19:30
- 21:30 to 1:00
- 6:00 to 10:00

COP28 SHUTTLE BUS: ABU DHABI INTERNATIONAL AIRPORT <> COP28 VENUE

• Dubai Journey Planner: RTA DXB
• Abu Dhabi Journey Planner: DARBI AUH

Can I use my local issued credit/debit card?

Most shops, hotels, and restaurants in the UAE accept major credit and debit cards (Visa, MasterCard, American Express, etc.). It is prudent to confirm with your local bank whether your debit and credit card is valid for international transactions before you travel.

Is censoring and restrictions on freedom of speech something to be worried about in the UAE?

The UAE welcomes inclusive and constructive dialogue that fosters consensus and a belief in the drive to arrest climate outcomes. The cultural norms and laws of the UAE prohibit the spread of disinformation, fake news, or making defamatory statements verbally or on social media. Such actions are prohibited.

What is the spread of disinformation, fake news, or making defamatory statements verbally or on social media. Such actions are prohibited.

What is the best way to get around in Abu Dhabi and Dubai?

Journey planners are a great way to assess transportation options before travelling to the UAE.

What is the local time and weather like in the UAE?

The United Arab Emirates observes Gulf standard time (GMT +4) throughout the year and does not observe daylight saving time.

What is the weekend in the UAE?

In most of the UAE, the weekend consists of Saturday and Sunday, except in Sharjah, where the weekend consists of Friday, Saturday, and Sunday for federal employees.

Can I exchange cash at the airport?

Foreign exchange counters are readily available with international currency at both arrivals and departures, across UAE airports. Hotels also provide foreign exchange services, and there are many foreign exchange bureaus across the country.

What is the time zone and weather like in the UAE?

The local currency is the UAE dinar (AED), which is divided into 100 fils and is pegged against the US$ (1 USD = AED 3.6725).

When is the weekend in the UAE?

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Can I use my driver's license in the UAE?

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Meeting rooms, Side-event rooms and computer hubs are equipped with Schuko (type F) plugs while the rest of the Blue Zone site is equipped with type G plugs.

What are the emergency numbers?

- 998 for Police
- 994 for Ambulance
- 997 for the Fire Department (Civil Defense)
- 995 for Coastguard

What is standard tipping etiquette in the UAE?

Tipping is not expected but is commonly practiced in the UAE. Gratuities to staff at hotels and restaurants are at your discretion.

What are popular things to do in Abu Dhabi?

Please visit Abu Dhabi's Department of Culture and Tourism website for more information: Visit Abu Dhabi - Official Tourism Board in Abu Dhabi.

What are popular things to do in Dubai?

Please visit Dubai's Department of Economy and Tourism website for more information: Visit Dubai - Official Tourism Board in Dubai.
TRAVEL TO VENUE

How do I reach the COP28 UAE venue at Expo City Dubai?

The COP28 UAE venue is easily reached through a range of different transport methods:

Dubai Metro
Delegates are strongly encouraged to use Dubai Metro. The Expo 2020 station on the blue line connects the COP28 UAE venue, D11S Airport and the main hotels and tourist attractions in Dubai.


Metro hours from 30th of November to 12th of December:
- Daily: 06:00 to 00:00 (Midnight)

Taxi
Taxis and taxi pick-up/drop-off stalls (located via app) will be available at Expo City Dubai. The simplest way to use these services is:
- Dubai Taxi Corporation (DTC) - Download app or visit https://www.dubaixtaxi.com/register/public-transport/dubai/dubaitaxi
- Careem - Download the app or visit https://www.careem.com
- Uber - Download the app or visit https://www.uber.com/en/uae/dubai

Private Vehicles
Parking spaces for private vehicles, including boxes and coaches, will be available at Expo City Dubai.

You can use the RTA journey planner throughout your stay in Dubai:
Download the S’hail app or visit https://www.rta.ae/wps/portal/rta/ae/public-transport/journeyplanner

Are public transport free of charge for COP28 UAE delegates?
Yes, for UNFCCC-registered participants:

All COP28 shipments will be treated as high priority by customs authorities. Nevertheless, import and export customs clearance is required for any goods entering the UAE.

A Consignee/Receiver of your choice, or COP28 UAE can act as Consignee/Receiver with some provisions applicable.

Who is the Consignee/Receiver for shipments to the UAE?

What are the documents required for import shipments in the UAE?

- For air shipments: Invoice, Packing List and Air Waybill.
- For road shipments: Invoice and Packing List.
- For sea shipments: Invoice, Packing List and Sea Waybill.

What are the duties and taxes rates applicable in UAE?

In general, the customs duty rate is 5% out of the cost, insurance, and freight (CIF) value of the commercial invoice.

Currently only Value Added Tax (VAT) is applicable to all import shipments.

COP28 UAE recommends using the OSP as a first-choice logistics services provider. However, participants can approach other providers of their choice.

OSP is COP28 UAE’s official logistics services provider of inbound and outbound freight, customs brokerage, last-mile deliveries, storage, and miscellaneous on-site services.

COP28 UAE recommends utilizing the following specified importation tools:

- Import (Permanent)
- Temporary Admission
- ATA Carnet

What are the exclusive customs arrangements for COP28 shipments?

We recommend using a sustainable transport option such as the Dubai Metro. If a delegate chooses to come in a private car, the delegate can follow signs to the Blue Zone parking lot.

Dubai Expo 2020 Central Bus Station to/from COP28 UAE venue: Free-of-charge (first come, first served) transportation for UNFCCC-registered participants. We will share further details once finalized.

Will COP28 UAE be providing shuttle bus services to the venue?

It is recommended to use Dubai Metro or Dubai Metro+ transportation to reach EXPO 2020 metro station, for COP28 UAE. However, during metro off-hours, there will be free-of-charge shuttle buses from the venues to agritourist areas within Dubai.

I will need to rent a car when attending COP28 UAE. What should I do?

There are several car rental companies available in the UAE, easily accessible upon arrival at the airports and in every emirate. The minimum age to rent a car is 21. Visitors from GCC nations can drive with a license issued by their home countries. However, requirements differ between emirates and companies.

We recommend using a sustainable transport option such as the Dubai Metro. If a delegate chooses to come in a private car, the delegate can follow signs to the Blue Zone parking lot.

Will COP28 UAE be providing any transfer services to/from airports?

Abu Dhabi Airport Terminal 1 to/from COP28 UAE venue: Free-of-charge (first come, first served) transportation for UNFCCC-registered participants. We will share further details once finalized.

Dubai Airport to/from COP28 UAE venue: Free-of-charge metro transportation (last using NOL card received after on-site registration).

How long does it require to clear import shipments in UAE?

The Blue Zone and Green Zone are located directly beside each other and are within walking distance. There will be dedicated Pedestrian Screening Areas (PSA) to and from Green Zone for accredited Blue Zone participants. Onsite buggies are limited to POD participants.

To travel from/to the venue, Dubai Metro is the most accessible transportation option to reach COP28 UAE. Dubai Metro stations are equipped with elevators for step-free access, while train carriages have dedicated, supported areas for people of determination. Accessible taxis can be booked through the Dubai Taxi Corporation (DTC) app.

To assist the accessibility journey on site, reserved POD parking lots are available across the site, and wheelchair-accessible buggies are available at the concourse as a shuttle connecting the internal points of interest.

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FREIGHT & LOGISTICS

What is OSP? What services are provided by OSP?
OSP is COP28 UAE’s official logistics services provider of all inbound and outbound freight, customs brokerage, last-mile deliveries, storage, and miscellaneous on-site services.

Can I use a third-party freight forwarder?
COP28 UAE recommends using the OSP as a first-choice logistics services provider. However, participants can approach other providers of their choice.

What are the exclusive customs arrangements for COP28 shipments?
All COP28 shipments will be treated as high priority by customs authorities. Nevertheless, import and export customs clearance is required for any goods entering the UAE.

What type of taxes are applicable in the UAE?
Currently only Value Added Tax (VAT) is applicable to all import shipments.

What are the duties and taxes rates applicable in UAE?
In general, the customs duty rate is 5% out of the cost, insurance, and freight (CIF) value of the commercial invoice.

How long does it require to clear import shipments in UAE?
If a shipment and its documentation is in per requirements, the customs clearance process is completed relatively quickly.

What are the best practices for conferences and events imports?
COP28 UAE recommends utilizing the following specified importation tools:
- ATA Carnet
- Temporary Admission
- Import (Permanent)
- Import (Transitory)

What are the documents required for import shipments in the UAE?

- For air shipments: Invoice, Packing List and Air Waybill.
- For sea shipments: Invoice, Packing List and Sea Waybill.
- For road shipments: Invoice and Packing List.

Who is the Consignee/Receiver for shipments to the UAE?
A Consignee/Receiver of your choice, or COP28 UAE can act as Consignee/Receiver with some provisions applicable.

For further information on Freight & Logistics services, please visit https://cop28.com/en/travel-logistics
An Events Management Company (EMC) has been appointed to provide the pavilion and office fit outs with standardized tiered packages. Typically, exhibit spaces will be

As with previous COPs, there will also be a Service Hub within the Blue Zone where you can access the following services:

- Access to office spaces will, like the pavilions, be restricted during the build phase and there will be a limited number of staff who can access these during the handover date
- Access to the pavilions will be restricted during the build phase and there will be a handover date communicated by the Events Management Company when a limited number of
- Yes, you will be able to participate in the Blue Zone virtually. Virtual participation will enable remote UNFCCC registered delegates to engage in or observe discussions.
- Two computer centers will be available at the venue, offering computer and limited printing services free of charge to all Blue Zone participants, on a first-come, first-served
- The COP28 UAE Blue Zone is located in Expo City Dubai.
- The COP28 UAE Blue Zone is a UN FCCC-managed site, open to accredited parties and observer states, representatives of observer organizations, and members of the press and media. It hosts the formal negotiations, as well as panel discussions, operating rooms, and cultural events across the two weeks of the conference.
- Pavilion size options will vary and are dependent on the total number of requests received.
- Multiple tiered packages are available and detailed costing will be provided by the assigned Events Management Company account manager.
- Offices and bespoke spaces are allocated on pavilions' upper floors.
- The comprehensive details, including the floor plan for pavilions, will be shared in due course.
- Official Logistics Service provider for COP28 will handle end to end material movements for all participants. For further information on freight & logistics services, please visit: https://cop28.com/en/shipping-logistics
- Equipment (PPE): helmet, goggles, gloves, safety shoes, and hi-vis jacket.
- During this time, specific badges will be issued and if construction is still ongoing then the required PPE
- Offices and bespoke spaces are allocated on pavilions' upper floors.
- Pavilion size options will vary and are dependent on the total number of requests received.
- Multiple tiered packages are available and detailed costing will be provided by the assigned Events Management Company account manager.
What approach is being taken to catering at COP28 UAE?

The COP28 Presidency seeks to elevate the focus on food systems within the global climate action agenda. Our focus at COP28 UAE is on delivering environmentally sustainable, socially responsible, delicious, and nutritious food and beverage options for all. Event catering should respect, embrace, and exemplify the values of the UNFCCC and UAE.

Are there going to be any food hygiene considerations?

Food providers will be responsible for meeting food health and safety guidelines and maintaining hygiene within all catering areas, including all food preparation, storage, and public areas. Daily hygiene inspections will take place across venue to ensure that food safety is achieved at all times.

What will be the opening hours of the food outlets?

COP28 UAE will provide catering services on-site throughout the day. For the Green Zone, these services will be open from 10:00 a.m. to 10:00 p.m. For the Blue Zone, they will open be 7:00 a.m. to 10:00 p.m., with a provision available for overnight catering during negotiations. There will also be convenience stores located at the venue.

Will water be provided on site?

There will be water fountains located across the Expo City site and the use of reusable water bottles is encouraged.

How will carbon footprint awareness be communicated?

The catering providers will calculate the carbon impact and water intensity of their menu and demonstrate transparency with this information displayed on their menus and their QR codes.

What food will be available on site?

At COP28, there will be a wide variety of catering options across the venue: there will be food truck zones, Grab & Go outlets, coffee kiosks, restaurants, and on-demand event catering available.

Can I take my own food and drink into the venue?

Only food for personal consumption can be brought on-site, for example staff bringing their own breakfast/lunch/dinner. Safe storage of food is the responsibility of personnel at their designated place of work. We ask that no single-use plastic be brought on-site so please consider this when planning what you bring with you.

How expensive will food and beverages be?

We are aware that people’s choice of what to eat is often price driven and are working closely to ensure there are healthy and sustainable options for all budgets. COP28 UAE is working on providing affordable diverse food options.

Can I cook in my pavilion and/or office?

No, due to safety constraints this will not be possible.

Are there any cooking spaces that can be used for demonstrations and showcasing?

No, unfortunately this facility is not available. Please see the ‘COP28 Food Sampling Guidelines’ for more information.

Can I bring my own food to distribute in my Pavilion and/or Office?

Yes, this is possible, however please ensure you comply with the ‘COP28 Food Sampling Guidelines’.

Can I hire my own caterer to cater my event?

No, there are a number of food & beverage outlets on site, as well as a dedicated catering portal for events and functions catering. You will be able to make and place your orders through a dedicated online portal, with a number of different menu and package options. All orders are to be made on a pre-paid basis and will be required to be placed at least 48hrs in advance (7 working days for large-scale events).

For more information, please visit our catering portal: COP28 UAE | Catering Portal Landing

Do I need to bring my own kettle/ coffee machine/ water filter for my Pavilion and/or Office?

All electrical equipment required for the Pavilion and/or Office can be ordered through the catering company, based on a rate card price.

I'm having an event and need to organize catering for it. How can I do it on site?

There will be an online portal, with a number of different menu and package options, where orders can be placed. This must be 48hrs in advance (7 working days for large-scale events) and pre-payment is required.

How can I pay for my food and beverages on site?

Food & beverage outlets will accept card, cash, and app payments (Apple/Google Pay) in the UAE currency (United Arab Emirates Dirham).

How can I pre-order food on site?

For catering requirements, there will be an online portal with a variety of menus at different price points. Should you wish to pre-order your lunch, there will be a Click & Collect service available via the Expo City Dubai app.
## ALCOHOL RELATED

<table>
<thead>
<tr>
<th>Question</th>
<th>Answer</th>
</tr>
</thead>
<tbody>
<tr>
<td>Can we bring alcohol to distribute to guests in our Pavilion and/or Office?</td>
<td>No, only alcoholic beverages purchased via the catering company can be distributed to guests.</td>
</tr>
<tr>
<td>Can I import alcohol into the UAE to serve to guests in our Pavilion?</td>
<td>No, unfortunately this facility is not available for COP28 UAE.</td>
</tr>
<tr>
<td>Will alcoholic beverages be available on site?</td>
<td>Yes, alcoholic beverages will be available at the licensed food and beverage outlets on-site. Furthermore, alcoholic beverages can also be ordered as part of a catering package.</td>
</tr>
<tr>
<td>Who do we speak to in order to request alcoholic beverages for our event?</td>
<td>Requests for on-demand catering can be placed via the online portal, this includes alcoholic beverages, and these are managed by the Blue and Green Zone catering companies.</td>
</tr>
<tr>
<td>What is the legal drinking age in the UAE?</td>
<td>The legal drinking age in the UAE is 21 years old – proof of age may be required. ID required will be in the form of either an Emirates ID or valid passport, no copies will be accepted.</td>
</tr>
<tr>
<td>What are the permitted serving hours?</td>
<td>The licensed food and beverage outlets will be permitted to serve alcohol from 12:00 p.m. to 10:00 p.m. For events and receptions held in pavilions/offices, booked through the online portal, the serving hours times will be from 4:00 p.m. to 10:00 p.m.</td>
</tr>
<tr>
<td>When it comes to events that include alcohol, are there any specific requirements that must be met?</td>
<td>All events wishing to serve alcohol will require a permit. The process for applying for an alcohol permit will be managed by the catering companies and the associated fee will be incorporated in your order service.</td>
</tr>
</tbody>
</table>

## ACCESSIBILITY

The UAE strives to make COP28 the most accessible and inclusive COP to date by proactively and authentically engaging with numerous constituencies and diverse groups, including women, people with disabilities, indigenous people, and youth, to amplify their voices and grant them a seat at the table.

Our accessibility approach incorporates built environments, digital accessibility, and nurturing empathy and understanding among our team. For more information, please visit the dedicated page on our website: www.cop28.com/en/accessibility

Will COP28 UAE provide any accessibility services at the venue? We will shortly publish more information regarding the features and facilities available at COP28, along with a dedicated set of FAQs. In the meantime, do not hesitate to contact us on accessibility@cop28.com with any queries.

## SECURITY

To know more about our regulations and guidelines, kindly read our Code of Conduct which needs to be followed at all times: Information for COP 28 participants (A-Z) | UNFCCC

How do I get into the COP28 venue? There is one pedestrian entry/exit point into the Blue Zone and there are four pedestrian entry/exit points into the Green Zone. There are two pedestrian exit points out of the Blue Zone to the Green Zone. Only people with Blue Zone accreditation will be allowed access back to the Blue Zone via these two points.

Are there any security requirements to enter the COP28 venue? Yes, everyone will be required to pass through security screening at the entrances to the venue.

Are there any restrictions on taking certain items into the venue? There will be a list of prohibited items for both Blue and Green Zones. This list will be displayed before all the screening lanes at entrances to the venue.

Will advocacy actions be allowed? In line with the UNFCCC code of conduct, participants can assemble peacefully and have their voices heard in designated areas in both the Blue and Green zones of COP28. We invite all participants to make their voices heard in a positive and constructive manner, bringing solutions to address the climate crisis.

For further information on the Code of Conduct and guidelines for participants, please visit: Information for COP 28 participants (A-Z) | UNFCCC

## WCAS

What is the World Climate Action Summit? The World Climate Action Summit will see heads of state and world leaders come together to tackle the most pressing climate issues in dialogue with leaders from civil society, business, youth, Indigenous Peoples’ organizations and others. Typically, the Summit helps to set the ambition for the remainder of the COP.

For COP28, it will go further: the first-ever Global Stocktake (GST) response will be presented during the World Climate Action Summit, and the Presidency will seek commitments and accountability from the highest levels of global governance on a way forward.

How long is the World Climate Action Summit? The World Climate Action Summit will be held on December 1 - 2, 2023.

Who can attend the World Climate Action Summit? Attendance at the World Climate Action Summit is by invitation only.
Youth Hub: The Youth Hub will provide an inclusive and safe space for youth to come together to host events, share and discuss ideas, debate, and explore climate change.

The official opening hours of the Green Zone are 10:00 a.m. to 10:00 p.m.

The EMC can provide design, creative, build and fit out services. Organizers wishing to engage their own supplier will need to ensure they follow Expo City Dubai’s Health and guidance of the COPZBUAE Communications Team where needed.

The COP28 UAE Sponsorship Team will be in contact directly to discuss the opportunities with the entity and provide details of the formal proposal submission process.

What sort of activities will be happening in the Green Zone?

The Green Zone is adjacent to the Blue Zone in Expo City Dubai.

The Green Zone will be operational between Thursday November 30 and Tuesday December 12, 2023.

When can we visit the Green Zone?

The Green Zone is a space managed and delivered by the COP28 UAE Presidency. It offers a platform to stakeholders, including youth, civil societies, NGOs, the private sector, teachers, principals, deans, schools, universities as well as public and private entities to discuss, learn, and share on topics related to climate education based on the Green solutions and tackling climate change. This Hub acts as a catalyst for enabling government, businesses, and civil society to collaborate and leverage technologies to address the humanitarian impacts of the climate crisis and inspire action to manage and respond to climate change.

Energy Transition Hub: The Energy Transition Hub represents an exclusive space to connect, collaborate, and share insights, strategies, and solutions to combat climate change. It is a dynamic space where minds converge, ideas are discussed, and commitments materialize around crucial thematic issues such as Voluntary Carbon Markets, Green Capital, and Climate Finance.

Climate Finance Hub: The Climate Finance Hub will be the epicenter of COP28’s transformative mission and will host the financial industry’s key players. This will unveil a change. This opportunity allows leaders and innovators to showcase their sustainability plans and forge strategic partnerships that accelerate progress towards net zero.

Other

Entities must avoid using branding or marketing materials that could be confused with the official COP28 UAE event and official sponsors.

EVENT GUIDELINES

Green Zone

- Toilets (including accessible toilets)
- Entities must work with the COP28 UAE Events Management Company (EMC) on any potential traffic or logistical issues and should coordinate with the EMC as necessary to minimize disruption.
- Entities are strongly encouraged to follow the COP28 UAE Presidency minimum entry criteria (members of the UNFCCC Race To Zero Campaign or equivalent commitments).
- Entities should ensure that their staffing and support teams are well-trained and experienced in event management and logistics.
- All event staff and support teams will be required to apply for the appropriate access permissions to the COP28 site.

COP28 Presidency events and activations

- Funding and sponsorship
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- Entities are strongly encouraged to follow the COP28 UAE Presidency minimum entry criteria (members of the UNFCCC Race To Zero Campaign or equivalent commitments).
- Entities should ensure their staff and support teams are well-trained and experienced in event management and logistics.
- All event staff and support teams will be required to apply for the appropriate access permissions to the COP28 site.

Fringe Events

- Entities should seek prior consent from any parties that are being featured to ensure clear communication and no sensitive information is shared.
- Entities should ensure their staff and support teams are well-trained and experienced in event management and logistics.
- All event staff and support teams will be required to apply for the appropriate access permissions to the COP28 site.

Sustainability

- Entities should be mindful of any potential sensitivities or controversial issues that could detract from the overall COP28 UAE messaging or goals and seek the advice and guidance of the COPZBUAE Communications Team where needed.
- Entities should be responsive to media inquiries and should be prepared to communicate effectively with attendees, stakeholders, and the wider public and collaborate with COP28 UAE on press releases and other communications.
- Entities should ensure that their messaging and communication are consistent with the themes and goals of COP28 UAE.
- Entities must avoid using branding or marketing materials that could be confused with the official COP28 UAE event and official sponsors.
**SUSTAINABILITY**

**What is COP28’s approach to sustainability?**

The approach to event delivery and operation at COP28 will reflect the UAE’s commitment to sustainability. The event will be delivered in compliance with the International Standard for sustainable event delivery (ISO20121) and follow the reduce, reuse, recycle approach to delivery. Residual carbon generated by the event will be offset following best practices.

**Does COP28 have an Event Sustainability policy?**

COP28 UAE’s Sustainability Policy and Sustainability Guidance have been developed following engagement with a wide range of stakeholders and the learnings and opportunities identified from past global events. The Policy and Guidance outline best practices which we will follow in our delivery of COP28. The Sustainability Policy can be accessed here: [COP28 UAE | Sustainability Policy](#).

**How, as a delegate, can I ensure my attendance is as sustainable as possible?**

As a conference delegate, there are several ways to minimize your environmental footprint. Here are some tips:

- **Minimize Waste:**
  - Instead of using single-use plastic bottles, bring a reusable water bottle with you and use the water fountains across site. This will help reduce the amount of plastic waste generated during the event.
  - If you must collect paper materials at any point during the conference, try to recycle, or reuse them after the conference.
  - Only take the food you need and avoid wasting food.

- **Travel Sustainably:**
  - If possible, use public transportation to get to the conference venue, which is easily accessible by the Dubai Metro. You can visit the RTA website: [https://www.rta.ae/en/portal/transport](https://www.rta.ae/en/portal/transport) to plan your journey to the event using public transportation.
  - Consider carpooling with other attendees to reduce the number of cars on the road and minimize carbon emissions.

- **Choose where you stay:**
  - Choose a hotel that has environmentally friendly practices such as recycling, energy-efficient lighting, and low-flow showerheads. The COP28 Accommodation Portal includes information on hotel sustainability where available. Tips to be more sustainable during your stay: Set air conditioning to 24°C and only request towels/bedding to be changed when required.
  - Save your energy: Turn-off your lights, electronics, and air conditioning when you’re not in your hotel room or the conference room.

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**What advice do you have around hotels in regard to sustainability?**

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- Consider carpooling with other attendees to reduce the number of cars on the road and minimize carbon emissions.

**In the event environmentally friendly?**

The event will follow sustainability best practices in line with the ISO20121 standard for Sustainable Event Management to minimize its impact on the environment. Some of the measures that will be taken include utilizing renewable energy where possible, reducing waste and recycling, and emitting carbon emissions through a range of measures. Residual emissions will be offset to ensure the event is carbon neutral, in line with international best practice. Vendors and sponsors will be supported to ensure that sustainability best practices are practiced throughout the supply chain. By taking these steps, the event will not only be environmentally responsible, but also set an example for others in the industry to follow.

**Will the event be carbon neutral?**

Yes, the event follows an avoid, reduce, reuse strategy and aims to minimize residual emissions. Where emissions cannot be avoided, they will be offset following best practices.

**What is COP28’s approach to sustainability?**

COP28 UAE sponsorship provides an opportunity to engage, promote, and showcase entities who have signed up to the Race To Zero objectives or the UAE Climate Responsible Companies Pledge, and have taken tangible steps in addressing climate change.

Selected from around the world, COP28 UAE sponsors will be leaders in their industry, driving positive change and innovation towards a net zero world.

COP28 UAE is seeking organizations that can offer funding support as well as value-in-kind services or goods such as, but not limited to, flights, accommodation, on-ground transport, catering supplies, connectivity, consultancy, logistics, technology, and media coverage to deliver a successful event.

A successful sponsorship proposal submission will show that the organization is committed to positive action in the climate space, and pitch a compelling financial or value-in-kind.

**When can organizations formally register their interest to sponsor?**

The formal sponsorship proposal submission process commenced in May 2023. The deadline for registration was October 16, 2023.

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**HEALTH**

**Will COP28 UAE be providing COVID-19 PCR and lateral flow tests?**

Currently, there are no testing requirements to enter the UAE or Expo City 2020 Dubai. If this changes, updates will be communicated accordingly. If you require a PCR test, please visit a medical clinic.

**Are any other vaccinations required for coming to the UAE?**

Currently, there are no vaccination requirements to enter the UAE or Expo City 2020 Dubai. If this changes, updates will be communicated accordingly.

**If I become unwell during COP28 UAE, what should I do?**

Seek medical attention and for emergency situations contact the UAE Emergency Services on 999. On-site first aid will be available at the arrival plazas, visitor centers, and within DEC North and South Hall. Operating timings of each space are to be confirmed.

**RECRUITMENT AND VOLUNTEERS**

**What is the registration process to be a volunteer at COP28?**

COP28 UAE volunteer applications are now closed.

Those who have been successful in their application, will be contacted directly.

Any specific volunteer queries can be directed to [volunteer@expo2020.ae](mailto:volunteer@expo2020.ae).
THANK YOU