



# World Water Congress XV

International Water Resources Association (IWRA)  
Edinburgh, Scotland. 25<sup>th</sup> to 29<sup>th</sup> May 2015

## Delegate Pre-Congress Information

**Congress Dates:** Monday 25<sup>th</sup> – Friday 29<sup>th</sup> May 2015

**Congress Venue:** Edinburgh International Conference Centre (EICC)  
The Exchange, Edinburgh, EH3 8EE  
**Website:** [www.eicc.co.uk](http://www.eicc.co.uk)

The XVth World Water Congress, hosted by the Scottish Government, presents a unique opportunity to associate with the dynamic international research community promoting the sustainable use of water resources across the globe as well as policymakers and the business community.

The Congress provides the opportunity to attend a gathering of influential members of the water community – leading academics and policy makers – and raise the profile of your work. The Congress will showcase a range of key issues including: water technology, governance, management and regulation as well as promoting Scotland's contribution to global development and as a key destination for innovation and commerce with the potential to share and export its water expertise.

## JOINING INSTRUCTIONS: GUIDE TO CONTENTS

Useful contact numbers	p1
Registration at the Congress	p2
Payment of Congress Fees	p2
Programme Outline	p2
Catering at the Congress	p5
Congress facilities and services	p5
Technical Visits	p6
Social Programme	p6
Transport in Edinburgh	p8
Other Useful Information	p9

## Useful contacts

Pre-congress	+44 (0) 1738 828524 or <a href="mailto:info@worldwatercongress.com">info@worldwatercongress.com</a>
EICC Main Number	+44 (0) 131 300 3000
WWC Registration Desk	+44 (0) 131 519 4101 (registration open hours only)
WWC Emergency Mobile Phone	+44 (0) 7720 441776

## Registration

### E-tickets

The week prior to the Congress you will be sent, by email, an e-ticket with a barcode. You should print this and bring it to Congress to facilitate speedy registration.

### Registration opening times

The main entrance into the EICC leads directly to the Strathblane Hall where the registration and general enquiries desks will be situated. The registration desk will be open at the following times:

Monday 25 <sup>th</sup> May	08:00 – 18:30
Tuesday 26 <sup>th</sup> May	08:00 – 18:30
Wednesday 27 <sup>th</sup> May	08:00 – 18:30
Thursday 28 <sup>th</sup> May	08:00 – 18:30
Friday 29 <sup>th</sup> May	08:30 – 14:00

## Payment of Congress Fees

If you have not already arranged payment of your conference fees then please do so as **a matter of urgency**. The World Water Conference Team can be contacted at [info@worldwatercongress.com](mailto:info@worldwatercongress.com) or via telephone on +44 (0) 1738 828524.

If your conference fees have not been paid before your arrival at the conference, and unless you have made a specific arrangement with the organisers, **we will request payment by credit card onsite before entry to the conference will be permitted.**

### Student Registration

If you have registered as a student, you must provide the organisers with evidence of your student status in advance of the Congress. Failure to do so may mean you are asked to pay the full fees on arrival.

## Programme Outline

A brief outline of the conference is listed below. Unless otherwise stated, all events that are listed take place at the EICC. For detailed information on the conference content including a list of keynote speakers and authors, please refer to the IWRA World Water Congress website: <http://worldwatercongress.com/full-congress-programme-is-launched/> and follow the link for a day-by-day congress agenda. Note that this programme is correct at the time of distribution, and the organisers reserve the right to amend the programme at any time.

Monday 25 <sup>th</sup> May	
08.00	Registration Open
09.15 – 10.45	<b>Opening Plenary</b> “Global water: a resource for development – opportunities, challenges and constraints”  <b>Opening addresses and Keynote Speakers:</b> <ul style="list-style-type: none"><li>• Bob Irvine, Deputy Director Climate Change and Water Industry, Scottish Government</li><li>• Senior Scottish Government Minister (tbc)</li><li>• <a href="#">Richard Hope</a>, Senior Vice President, Water Technical Practice AECOM – representing the <a href="#">Hydro Nation Water Innovation Service</a></li><li>• Prof Dogan Altinbilek, President, IWRA</li><li>• Prof Ben Braga, President, World Water Council</li><li>• M Loïc Fauchon, Honorary President, World Water Council &amp; CEO, Société des Eaux de Marseille (Keynote)</li><li>• Crystal Drop Awards</li></ul>
10.30 – 19.00	Exhibition Open
10.45 – 11.15	Morning Refreshment and Networking Break

11.15 – 12.45	Parallel Sessions & Special Sessions
12.45 - 14.00	Lunch and Networking Break
14.00 – 15.30	Parallel Sessions & Special Sessions
15.30 – 16.00	Afternoon Refreshment and Networking Break
16.00 – 17.30	Parallel Sessions & Special Sessions
Social Programme	Drinks Reception 17.30 – 18.45 (ticket included in delegate fees)

Tuesday 26 <sup>th</sup> May	
08.00	Doors Open
08.00 – 18.15	Exhibition Open
08.30 – 10.00	<p><b>Plenary Session</b> High level panel on the contribution of the private sector to sustainable water and agriculture management</p> <p><b>Chaired by Prof Asit K Biswas</b> <b>Panel Members:</b></p> <ul style="list-style-type: none"> <li>- José Lopez, Executive Vice President, Nestle, Vevey, Switzerland</li> <li>- Ulrike Sapiro, Director Community and Environment, Coca-Cola Europe</li> <li>- Snehal Desai, Global Business Director, Dow Water &amp; Process Solutions</li> <li>- Andy Wales, Director of Sustainable Development, SABMiller</li> <li>- Philippe Rohner, Pictet Asset Management</li> </ul>
10.00 – 10.30	Morning Refreshment and Networking Break
10.30 – 12.00	Parallel Sessions & Special Sessions
12.00 – 13.30	Parallel Sessions & Special Sessions
13.30 – 14.45	Lunch and Networking Break
14.45 – 16.15	Parallel Sessions & Special Sessions
16.15 – 16.45	Afternoon Refreshment and Networking Break
16.45 – 18.15	Parallel Sessions & Special Sessions
Social Programme	Scottish Reception at Edinburgh Castle 19.00 – 21.00 (Ticket price applies and must be booked in advance)

Wednesday 27 <sup>th</sup> May	
08.00	Doors Open
08.00 – 18.15	Exhibition Open
08.30 – 10.00	<p><b>Plenary Session</b> Water management: challenges and opportunities</p> <ul style="list-style-type: none"> <li>- Dr David Molden, Director General ICIMOD on “Water, climate change and the Himalayas”</li> <li>- Dr Sharad Lele, Programme Leader, ATREE (IDRC)</li> <li>- Dr Jason Gurdak, Coordinator, UNESCO-GRAPHIC on “Climate change and groundwater”</li> <li>- Prof Torkil Jønch Clausen, Chief Water Policy Adviser, DHI Group</li> </ul>
10.00 – 10.30	Morning Refreshment and Networking Break
10.30 – 12.00	Parallel Sessions & Special Sessions
12.00 – 13.30	Parallel Sessions & Special Sessions
13.30 – 14.45	Lunch and Networking Break
14.45 – 16.15	Parallel Sessions & Special Sessions
16.15 – 16.45	Afternoon Refreshment and Networking Break
16.45 – 18.15	Parallel Sessions & Special Sessions
18.15 – 20:30	Youth Engagement session hosted by Water Aid Scotland & Northern Ireland

Thursday 28 <sup>th</sup> May	
08.00	Doors Open
08.00 – 18.15	Exhibition Open
08.30 – 10.00	<p><b>Plenary Session</b> Scotland: The Hydro Nation – Innovating water governance</p> <p><b>Chaired by Jan Reid, Senior Manager Low Carbon Technologies, Scottish Enterprise</b> Introduced by Douglas Millican, Chief Executive, Scottish Water</p> <ul style="list-style-type: none"> <li>- Prof Stephen Littlechild, Cambridge Judge Business School (Keynote)</li> <li>- Commissioner Alberto Biancardi, Regulatory Authority for Electricity, Gas and Water (AEEGSI), Italy (tbc)</li> <li>- Prof Simon Parsons, Director of Strategic Customer Service Planning, Scottish Water</li> <li>- Tom Flood, Director, UK Water Partnership (panel member)</li> </ul>
10.00 – 10.30	Morning Refreshment and Networking Break
10.30 – 12.00	Parallel Sessions & Special Sessions
12.00 – 13.30	Parallel Sessions & Special Sessions
13.30 – 14.45	Lunch and Networking Break
14.45 – 16.15	<p><b>Ven Te Chow Memorial Lecture</b></p> <p><b>Chaired by Patrick Lavarde, Senior Advisor Director at the French Ministry for Ecology and Sustainable Development</b></p>
16.15 – 16.45	Afternoon Refreshment and Networking Break
16.45 – 18.15	Parallel Sessions & Special Sessions
Social Programme	Gala Dinner at National Museum of Scotland (Ticket price applies and must be booked in advance)

Friday 29 <sup>th</sup> May	
08.30	Doors Open
08.30 – 12:00	Exhibition Open
09.15 - 10.45	<p><b>Plenary Session</b> Emerging Issues</p> <p><b>Chaired by Dr Cecilla Tortajada, Chair IWRA International Scientific Committee</b></p> <ul style="list-style-type: none"> <li>- Prof Per Pinstrup-Andersen, UN Committee on World Food Security, on “Water and food security”</li> <li>- Bernard Guirkingier, Deputy Director General, Suez Environment (tbc)</li> <li>- Blanca Jimenez, Director, UNESCO-IHP</li> <li>- Karin Krchnak, US Freshwater Director, World Wildlife Fund</li> </ul>
09.15 - 10.45	Parallel Sessions & Special Sessions
10.45 – 11.15	Morning Refreshment and Networking Break Exhibition Closes
11.15 – 12.45	<p><b>Closing Plenary</b></p> <p><b>Chaired by Jon Rathjen, Water Industry Team, Scottish Government, Chair IWRA Congress Local Organising Committee</b></p> <ul style="list-style-type: none"> <li>• Senior Scottish Minister (tbc)</li> <li>• Prof Dogan Altinbilek, President, IWRA: IWRA contributions in the field of knowledge of Global Water: a resource for development: opportunities, challenges and constraints</li> <li>• Dr Cecilia Tortajada, Chair IWRA International Scientific Committee: Summary of Congress</li> <li>• Dr. Håkan Tropp, Managing Director, Stockholm International Water Institute</li> <li>• IWRA Recognition Awards</li> </ul>

	<ul style="list-style-type: none"> <li>• Roberto Olivares, Director General of the National Association of Water and Sanitation Companies (ANEAS), Mexico</li> <li>• Prof Dogan Altinbilek, President, IWRA – Formal closing remarks</li> <li>•</li> </ul>
12.45 – 14.00	Light box lunch available prior to departure

## Catering at the Congress

Tea and coffee will be available in the Exhibition (Lennox Suite) at the times noted in the programme above as Refreshment and Networking breaks. Lunch is served each day in the same location.

Outwith these times, a coffee bar will be open to purchase hot drinks and snacks in the Strathblane Foyer behind the registration desks, and outside the Exhibition hall.

## Congress facilities and services

### Congress APP

Please download the free conference app onto your smartphone or other devices. This will allow you to build your preferred itinerary by “favouriting” sessions. You can also search the list of Congress delegates and make contact with them through the app.

### Participation Certificate

If you require a certificate of participation for the World Water Congress, please make yourself known to the registration desk in the Strathblane Hall and a certificate will be arranged for you.

### Messages and Business Centre

During the World Water Congress, the registration desk can be contacted on +44 (0) 131 519 4101 if there are any URGENT messages that are required to be passed on to delegates. This telephone number will be operational during registration open hours only.

At the Conference, a business centre will be available for photocopying, faxing and printing. There will also be computers available for use. Congress attendees may also print out their boarding passes at the EICC Concierge desk.

### Prayer Room

A prayer room will be available for the use of delegates at the EICC. Please ask at the Concierge Desk for access to the room when required.

### Smoking

Smoking is prohibited in all public buildings in Scotland. Smoking areas are provided outside all venues. Additionally, the use of e-cigarettes is also banned inside in all congress venues.

### WIFI

Wireless internet access is provided throughout the EICC for general purpose use only, i.e. checking emails or the use of social media. Session coordinators and presenters should make specific requests to the organisers for hardwired connections if they require internet to support their session.

### Dress Code

The dress code during the congress is smart-casual.

## Car parking at EICC

There are several public car parks within close walking distance of the EICC. Additionally, there is a public car park at the Sheraton Hotel, 150 meters from the EICC, which has limited accessible parking spaces.

## Security

We strongly advise that you take good care of your personal belongings, particularly your wallet, mobile phone and luggage throughout your stay in Edinburgh. Neither the Organisers nor the Venue can be held responsible for the loss or theft of your personal belongings.

## First Aid

If you require first aid please contact a member of the EICC staff via the concierge desk in the Strathblane Hall (level 0). They will call the on-duty first aider.

## Technical Visits & Offsite Special Session

Three unique technical visit opportunities are available to Congress delegates at diverse locations demonstrating innovative approaches to sustainable water resource management, all within easy reach of the Congress venue. Booking is now open on a limited, first-come-first served basis, at [www.worldwatercongress.com/technical-visits](http://www.worldwatercongress.com/technical-visits).

Visits are to:

- Seafield Waste Water Treatment Works
- Harlaw Reservoir and micro hydroelectric scheme
- Eddleston Water restoration project

An offsite Special Session hosted by the University of Glasgow on “Understanding and quantifying gas efflux from surface waters” is also available, and bookable through the same link mentioned above.

## Social Events

There are a number of social events that delegates are invited to attend throughout the duration of the congress. This allows delegates to socialise, relax and enjoy Edinburgh. To book any of the social events, please refer to the IWRA World Water Congress website: <http://worldwatercongress.com/social-programme-and-accompanying-guests-information/>

A warm Scottish welcome awaits all delegates and their partners at a **complimentary drinks reception** on Monday 25<sup>th</sup> May, the opening evening of the Congress at the host venue – The Edinburgh International Conference Centre. The opening evening drinks reception provides the perfect opportunity to meet exhibitors, speakers and other congress participants in an informal setting. The drinks reception is complimentary for delegates of the congress, however we do charge £25.50 for any accompanying persons.

On Tuesday 26<sup>th</sup> May we offer you a ‘once in a lifetime’ opportunity to enjoy exclusive access to the **Iconic Edinburgh Castle for a Drinks Reception** and a chance to socialise and network with your fellow congress attendees. Soak up the atmosphere of this historic site whilst being entertained by Highland dancers and a traditional band, ending with the spectacular Beat the Retreat. Ticket price includes welcome drink and canapés, with a cash bar also available. The Castle is within easy walking distance of the EICC and all city centre hotels, and you may wish to make your way there from your hotel. However a limited bus service will be available from the EICC if required.

**Dress Code:** Smart/Casual

**Cost:** The Scottish Reception is charged at £40.00 per person. **Advance booking is essential through the registration pages on [www.worldwatercongress.com](http://www.worldwatercongress.com) using your registration username and password.**

Our **Gala Dinner** is being held at the stunning **National Museum of Scotland** on Thursday the 28<sup>th</sup> May. Diners will enjoy a drinks reception while exploring some of the precious exhibits before being invited to take their seats in the amazing Grand Gallery. A delicious three course dinner will be served along with a host of wonderful

entertainment which will be sure to make this a memorable evening celebrating in true Scottish fashion. Additionally, guests will be treated to the added highlight of the IWRA Congress Awards Ceremony.

The Museum is within walking distance of most city centre hotels, and you may wish to make your way there from your hotel. However a limited bus service will be available from the EICC if required.

**Dress Code:** Smart/formal

**Cost:** This magnificent Gala Dinner evening is £80.00 per person. **Advance booking is essential through the registration pages on [www.worldwatercongress.com](http://www.worldwatercongress.com) using your registration username and password.**

### **Informal networking and drinks event, hosted by Water Witness International**

**Wednesday 27<sup>th</sup> May, 8 pm onwards at the Café Royale, 19 West Register Street, Edinburgh EH2 2AA**

Water Witness International works globally to ensure a fair deal for the poor on water resources through research, advocacy and action. We are thrilled to see our home city of Edinburgh host the XVth World Water Congress and extend a warm welcome to all delegates to our informal drinks and networking evening on Wednesday the 27<sup>th</sup> May. The evening will be a chance to unwind, meet old friends, make new ones, reflect on the week and plan for the future in one of Edinburgh's finest watering holes. The venue can hold 100 so please arrive early to avoid disappointment. For further details please contact Robbie Sage at [robbiesage@waterwitness.org](mailto:robbiesage@waterwitness.org).

### **Partner Programme**

Additionally the World Water Congress also provides a '**Partner Programme**' of special events to keep the delegates' partners entertained whilst the conference is in session. All prices listed include VAT. **Advance booking is essential through the registration pages on [www.worldwatercongress.com](http://www.worldwatercongress.com) using your registration username and password.**

Tickets for booked events and tours should be collected from the registration desk at the EICC.

### **Tuesday 26<sup>th</sup> May**

**Edinburgh Panoramic Tour** – Visitors are invited to join us for a panoramic bus tour of Edinburgh taking in the main sights of the Royal Mile, Holyrood Park, the Grassmarket and concluding with a guided tour around the castle.

*Cost: £47.50 per person*

**Full Day Tour of St Andrews & Falkland Palace** – Partners may wish to join us for a full day bus tour to the beautiful Fife towns of St Andrews and Falkland. Walking around this famous university town, visitors will pass by the 14th century cathedral, the ancient castle and walk along the coastal path before reaching the celebrated Royal and Ancient Golf course. After lunch at the renowned Old Course Hotel we will head south for a guided tour of the beautiful former Royal Palace of the Scottish Kings at Falkland before returning to Edinburgh.

*Cost: £75.00 per person*

### **Thursday 28<sup>th</sup> May**

**Full Day Scottish Borders Tour** - For those preferring to explore out of town we suggest a visit to the Scottish Borders. After breakfast, our full day tour will start off with a scenic drive down to Thirlestane Castle where visitors will receive a warm welcome from Hon. Captain Maitland at his family home. Then en route to Melrose we will marvel in the stunning scenery including Scott's View, one of Sir Walter's Scott's favourite views in his homeland. Once in Melrose, we will have a wander round the town centre before stopping for two course lunch at the Townhouse. This unique hotel provides great food in lovely surroundings, along with friendly Scottish hospitality. After lunch, we will visit Abbotsford, the beautiful home of Sir Walter Scott.

*Cost: £92.50 per person*

### **Friday 29<sup>th</sup> May**

**Trip to Rosslyn Chapel** – In the morning of Friday 29<sup>th</sup> May we are offering visitors a short trip to Rosslyn Chapel; a category A listed building and Scheduled Ancient Monument. The chapel's most recent fame dates back to the more recent blockbuster film "The Da Vinci Code," parts of which were filmed on location here.

*Cost: £43.50 per person*

World Water Congress Delegate Joining Instructions

**Walk to Duddingston Loch and Village** - After lunch visitors are welcome to join us for a walking tour through Holyrood Park past the picturesque Duddingston Loch to the beautiful village of Duddingston where you will have a chance to amble through the cobbled streets before enjoying the local brew in the quaint Sheep's Heid Inn.

*Cost: £9.50 per person*

## Transport in Edinburgh

### Airport

Edinburgh International Airport is well served by direct flights from many European Cities. Alternatively Glasgow International Airport to the west is little more than an hour away, and offers additional opportunities for direct flights into Scotland. From Edinburgh airport, there is easy access into the city centre. The airport has no train station, but buses (Airlink 100) run regularly (every 10 – 20 minutes) from the front of the airport terminal. Return tickets can be purchased on board the bus for £6. Journey time is approximately 25 minutes, and passengers should alight at Haymarket Station and walk up Morrison Street to reach the conference venue, the Edinburgh International Conference Centre (EICC). Taxis are also easily found at the airport terminal, with a journey typically taking 25 minutes.

### Trams

Trams now run from Edinburgh Airport into the City Centre. A single fare from the airport is £5.00 (£1.50 from all other stops) and will allow travel one way. Additionally, an adult day ticket costs £4 and allows unlimited travel on the day of purchase. Travelling from the airport, delegates should board the tram at Stance D on Jubilee Road at the Airport and alight the tram at Haymarket. There is then a short walk to Morrison Street where the Edinburgh International Conference Centre is situated.

### Trains

Edinburgh's Waverley Station is on the East Coast Main Line, and has direct connections to many cities across the UK, including over 25 daily departures from London. For train routes, timetables and to book your train journey in the UK, visit [www.thetrainline.com](http://www.thetrainline.com). The station is located in the centre of Edinburgh and many hotels are within walking distance. Alternatively, there is a taxi rank inside the station.

The EICC Conference venue is situated on Morrison Street in the West End area of the city centre ([www.eicc.co.uk](http://www.eicc.co.uk)). The nearest train station is Haymarket, approximately a ten-minute walk away. When exiting Haymarket station, walk past Starbucks and follow the road round the corner to the traffic lights at "Hay Sushi". Cross at the lights and turn left, following the road and passing through a number of traffic lights. You will come to the EICC on the opposite side of the road after around 10 minutes.

### Taxis

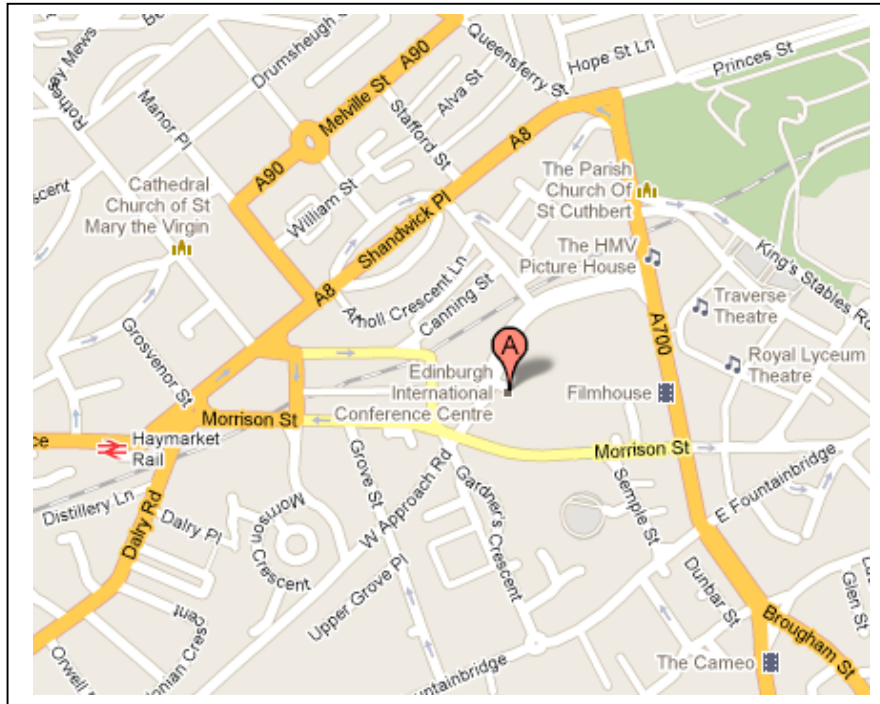
Taxis are easily found all over the city and there is a taxi rank situated outside the EICC. The traditional 'Black Cab' is the most popular type of taxi and these can be pre-booked or can be stopped in the street when the 'TAXI' sign is illuminated.

Private Taxis (i.e. non black cab) must be pre booked and should not be stopped in the street.

Central Radio Cabs	+44 (0) 0131 229 2468
City Cabs	+44 (0) 0131 228 1211



## Location Map



## General useful information for during your stay in Edinburgh

### Emergency Phone Numbers

Dial 999 for fire, police, ambulance or coastguard services. Emergency calls are free from pay phones.

### Medical Treatment

If you become ill while visiting Britain, you can get free emergency treatment in the Accident and Emergency departments of National Health Service hospitals. However, if you are admitted to hospital as an in-patient, or referred to an out-patient clinic, you will be asked to pay.

In Britain you can buy over-the-counter (non-prescription), medications as well as get expert medical advice at pharmacies – often called chemists. Pharmacies are usually open from 09:00 to 18:00 Monday to Friday, 09:00 to 13:00 on Saturdays and limited availability on Sundays. However, in larger cities you will find a number of pharmacies open late during the week and on the weekend.

### Banks & Foreign Exchange Bureaux

Banks are open from 9:30 - 17:00 from Monday to Friday, and some larger branches also operate on a Saturday until 12.00.

Alternatively there are many foreign exchange bureaux, although they usually charge higher rates of commission than banks. Avoid changing money or cheques in hotels, as the rates are usually quite low. Money may also be changed at high street post offices

### ATM/Cash Machines

There are many ATMs in the city either beside banks or as stand-alone cash-points. £ (British Pounds) can be withdrawn from these machines by using a credit/debit card (charges may apply).

There is a cash machine located at the EICC (conference centre).

## Tax-free shopping in Scotland

The sales tax - or value added tax (VAT) - is currently applied at 20%\* to most goods and services except food, books and children's clothing.

There are a number of steps to take during and after your visit, in order to reclaim the sales tax. You can find information on how to reclaim sales tax by visiting the HM Revenue & Customs website <https://www.gov.uk/government/publications/vat-notice-7041-tax-free-shopping-in-the-uk>

\*VAT as of February 2012

## Weather and Time

The average temperature in Edinburgh in May is quite warm; between 17° C and 20°C with rainfall of around 54mm. However we recommend that you bring warm clothes for the evenings and waterproofs for those going on technical site visits.

At the time of the Congress the UK is on British Summer Time (BST).

## Electricity

The UK and Republic of Ireland use a power outlet plug and socket system which is a different design to other European countries: (rectangular – not round). Adapters can be purchased in the airports and electrical shops.

## Tourist Information

VisitScotland Edinburgh Information Centre

3 Princes Street,

Edinburgh, EH2 2QP

Telephone: +44 (0) 131 473 3868

Hours: 9:00 am – 5:00 pm

Website: <http://www.visitscotland.com/>

Edinburgh, Scotland's capital is a truly beautiful, compact and safe city, ideal for exploring on foot. It is vibrant, modern and dynamic, bustling with life and enterprise. As a World Heritage site, it is famous for its castle perched on a volcanic rock just a few minute's walk from where the congress will be held. There is also a plethora of stunning architecture and wonderful galleries, museums and theatres. Edinburgh is an exciting city with much to see and do. Please use the links below to make the most of your time in Edinburgh.

**Experience Edinburgh** - Click [here](#) to visit

Plan your time in Edinburgh or extend your stay in Scotland. This website from Edinburgh Convention Bureau provides listings for bus tours, pubs & restaurants, shopping and golf courses and adventure packed activities – you'll be spoilt for choice!

## Edinburgh Rewards Card

This new initiative gives delegates over 100 discounts and value added offers around the city at bars, restaurants, retail outlets and tour providers to mention but a few. On arrival you will be provided with your card and a leaflet explaining how to access the offers. However if you wish to view in advance what will be available to you then please just download the free app from YogoBogo Guides at <http://www.yogobogo.com/virtual-guide>

## Tipping

Service is not normally included in restaurant, hotel and taxi bills. 10%-15% is the normal rate to add to the bill.

## Travel Insurance

Please make sure that you have valid travel insurance to cover your time in Britain. The Organisers cannot be held liable for illness, accidents or thefts suffered by participants or accompanying persons during the meeting or their stay in the UK before or after the meeting.

## Visas

If you are citizen of the EU, you must either present a passport or an ID card valid for the duration of your stay in order to enter Scotland for tourist visits of up to three months.

Citizens of other countries must have a valid passport. Some non-EU citizens are required to produce a visa. Please contact your travel agent or the nearest UK diplomatic post for further information. Should you need a letter of invitation to obtain an Entry Visa, please contact the conference organisers. These will only be issued to delegates who have fully registered and paid.

Please note that we cannot enter into correspondence with the UK Authorities on your behalf and any invitation letter does not imply any financial liability on our part.