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## FAQ

### **Can I apply?**

Parties, observer States, United Nations and its specialized agencies and related organizations, and admitted observer organizations may apply for side events or exhibits. Side event or exhibit applications need the approval of the appropriate **national focal point (NFP)** or the **designated contact point (DCP)** of the admitted organization. Such approval will be requested automatically through the online registration system, by an e-mail message to the NFP/DCP.

### **Why apply on-line?**

The online registration system allows for **full collaboration** and interaction between you and the secretariat. It provides a **unique** window for communication for the transfer of information on side events and exhibits. The information you provide will appear in the public **schedule** available on the UNFCCC secretariat website, so you should formulate it carefully.

### **How can I register?**

Register using **Latin** characters only and follow the instructions on the screens. You will receive an e-mail with your **PIN** which will allow you to log in. You may then change this PIN to a **password** of your own choice. Please note that passwords are **case sensitive**.

### **What is my personal account?**

Each user gets a personal account after registering. The personal account is your only entry point for the whole application and communication process.

### **How can I apply for an event and/or exhibit?**

You **log in**, access your personal account and initiate a side event and/or an exhibit application. You will need to provide a title (max. **100 characters**), and description of the theme (max. **300 characters**). As a rule, only one side event/exhibit application per Party/organization will be considered.

### **What does submit for approval involve?**

You may choose an available date or stipulate your preference through the message box. These dates are provisional and NOT final. Once the preliminary details of the event and/or exhibit have been completed, they will be listed in your personal account. The completed application must be **submitted for approval**. Click on “Submit for approval” in the “Action” column of your personal account for an **automatic request** to be sent to the NFP/DCP of the admitted organization.

### **What is the role of the national focal point or designated contact point?**

The **automatically generated e-mail message** will be sent to the NFP/DCP of the admitted organization requesting approval of the side event or the exhibit. The NFP/DCP should follow the link in the e-mail message, view the event, and approve/reject by clicking on the appropriate bar. The application will remain in a **“pending approval”** status in your personal account and not be processed until the approval is registered.

### **What happens after my application has been approved/rejected?**

**Approved** events/exhibits will enter the **“negotiation”** stage. Rejected applications will return to a **“draft”** which may be revised by you and resubmitted for approval.

The progress of your application may be followed at any time by viewing it in your personal account.

### **What happens during negotiation?**

Once the side event/exhibit is approved by the NFP/DCP, you may **negotiate** details with the secretariat and make amendments through the “**edit**” function in the “Action” column of your personal account. Applications will be **confirmed** shortly after the application deadline.

### **What happens during confirmation?**

Your application will be confirmed for a particular date and time, on or as close as possible to the preferred date and time. You may no longer change any details, although messages may still be sent to the secretariat. Events may now be viewed on the schedule.

### **How may I upload presentations?**

Following confirmation, you may **upload documents** such as a draft **agenda/electronic presentations** through the individual side event form in your personal account. All the presentations are linked to the schedule and may be publicly viewed.

### **Can my event be cancelled or rescheduled?**

The secretariat reserves the right to reschedule or cancel events at any time, in the interest of the negotiating process. Changes made by the secretariat will be communicated to you.

### **How may I communicate with the secretariat?**

Communications concerning the side event or exhibit application **should be through the message box in your individual application form** in your personal account. The e-mail address <[see@unfccc.int](mailto:see@unfccc.int)> should be used only for technical problems with the system.

### **Where should I send my consignment?**

Consignments should be sent direct to the conference venue at the address available on the UNFCCC website.

To facilitate customs clearance, all consignments should be clearly labelled as “**non-commercial goods for education and training purposes only**”.

To facilitate dispersal at the conference they should be labelled as “**Side event**” or “**Exhibit**” as appropriate.

To facilitate identification, **the name of sender organization, recipient/responsible person/pick up** at the venue, including his/her telephone number and e-mail address, must be clearly visible on the consignment. We strongly recommend you use the label provided by the secretariat.

**Consignments should not be sent to the secretariat headquarters.**

### **How do I find my consignment?**

Contact the Observer Organizations Liaison team or the consignment clerks on site.

### **When may I set up/dismantle my exhibit?**

Dates for setup and dismantling will be posted on the UNFCCC website.

### **How do I organize catering?**

Details on catering will be posted on the UNFCCC website as soon as they are available.

### **How do I organize extra equipment or other services?**

Organizers of side events or exhibits who need to rent equipment or supplies beyond those provided by the secretariat may contact the official service provider. Contact details will be posted on the UNFCCC website as soon as they are available.

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