

## Guide for Participants

TAIEX provides technical assistance to candidate countries and potential candidates (Albania, Bosnia and Herzegovina, Croatia, Iceland, Kosovo, Montenegro, Serbia, the former Yugoslav Republic of Macedonia and Turkey), the Turkish Cypriot community, the Beneficiaries covered by the European Neighbourhood Policy (Algeria, Armenia, Azerbaijan, Belarus, Egypt, Georgia, Jordan, Palestine, Israel, Lebanon, Libya, Morocco, Moldova, Syria, Tunisia, Ukraine) and the Russian Federation.

Responsibility for the management of the instrument lies with the Institution Building Unit of the Directorate-General for Enlargement of the European Commission.

The European Commission covers the costs of transport and accommodation. For the organisation of the logistical aspects, the European Commission relies on a Service Provider. The Service Provider will make all arrangements for flights, hotels, conference venues, interpreters and other logistical arrangements necessary for the organisation of an Event.

### **1. Travel and accommodation arrangements**

All travel arrangements are organised by the Service Provider i.e. booking flights, issuing tickets, providing Per Diem and making hotel reservations as required for all Participants.

The Service Provider will not finance or reimburse any other arrangements made by the Participant unless written authorisation from the European Commission is obtained in advance.

The Service Provider will book a 4-star international standard hotel if available. Extra overnight stays before or after the Event are not encouraged and will be booked and paid directly by the Participant.

### **2. Travel options when attending an Event abroad**

*Flight:* flight tickets are purchased by the European Commission through the Service Provider, which will select dates, fares and flight times, seeking the best value for money. Flights are booked in full economy or cheaper where available. Business class fares are not foreseen.

*Waiting time between connecting flights should not exceed 3.5 hours.* Participants are not expected to take flights before 6.30 a.m. or arrive later than 11 p.m. in the evening, unless they agree to do so.

*Train or boat:* The European Commission will decide to either book and issue the ticket for the Participants, or to reimburse the real cost of the ticket purchased by the Participant, upon receipt of the original tickets and a proof of purchase. Participants can travel in "first class" except for high-speed train services such as TGV, Thalys or Eurostar where second class tickets should be booked. Premium tickets can be used only if they are not more expensive than "first class" tickets.

*Other means of transport:* if written agreement is obtained from the European Commission in advance.

### **3. Visa arrangements**

The Participants should check before the visit whether they will need a visa or not.

The European Commission will not contact Embassies directly on behalf of Participants who may need visa and will not provide additional attestations in support of visa applications.

Costs associated with obtaining a visa must in principle be paid by the Participant or their administration.

### **4. Confirmation of travel and accommodation arrangements**

Details of accommodation and other practical details are given in a confirmation letter which is sent by the Service Provider shortly before the Event and can be used as proof of attendance.

In principle only electronic tickets are issued (no paper tickets). Boarding passes are to be collected at the check-in-desk of the respective airline at the airport of departure

Unless stated otherwise, accommodation and flights are paid by the Service Provider. If any additional payments for either hotel or flights are requested, the Service Provider shall be contacted immediately.

#### **5. Change of issued flight ticket's dates and/or routing**

Issued flight tickets are not transferable and no changes will be made in routing or dates at the request of a Participant.

#### **6. Steps to follow if not available to attend**

The participant should immediately contact the European Commission and the Service Provider by e-mail and/or by phone to explain the situation and make sure that the European Commission is aware of the cancellation of the participation and confirms receipt of the Participant's message. The Participant will need to return any flight tickets or Per Diem received to the Service Provider. Further details of the procedure will be provided if this situation arises. Participants should be aware of the fact that it is not possible to be substituted by a colleague at the last minute.

#### **7. Transfer of Per Diem allowances**

For Events in Brussels: Per Diem will be handed out in cash on the first day of the Event.

For Events in any other location: payment is made by money transfer services and unless notified otherwise is normally available for collection at the time of the Event. It can be retrieved afterwards only in case of proven instance of *force majeure*. Participants will receive a private code by fax or email which will allow them to retrieve the Per Diem from a financial institution in the visited country or, exceptionally, before departure. The complete and correct e-mail address or fax number must therefore be clearly indicated on the participation form.

When Participants from the Beneficiary attend an Event in their own country, no Per Diem will be paid.

#### **8. Calculation of Per Diem allowances**

The Per Diem is calculated in Euro according to standard rates for each night spent away attending an Event. For a one-day Event with no night spent away, half the Per Diem will be granted. All bookings for hotel accommodation, including breakfast are arranged by the Service Provider. These costs are automatically deducted from the Per Diem and do not have to be paid by the Participant. The maximum balance of the Per Diem payable after deduction of accommodation and meals is capped at €80 per night.

If the European Commission provides a hotel for Participants, any Participant who declines that hotel will receive only the balance of Per Diem paid to other Participants who have accepted the hotel.

#### **9. Additional expenses to be paid by participants**

The cost of private telephone calls, minibar, meals and other personal expenses of the Participant have to be paid with the Per Diem allowance.

#### **10. Local transport expenses**

The cost of local transport (e.g. from the airport/train station to the conference venue and back) is to be paid with the Per Diem allowance.

#### **11. Event's attendance**

Participants are expected to stay throughout the entire Event and should not leave for other purposes. For Workshops an attendance list must be signed by every Participant. Any unauthorised absences may lead to an adjustment of the Per Diem which would otherwise be paid.

#### **12. Reimbursement**

If a ticket or any other cost is to be reimbursed, this must be agreed in advance with the European Commission and supporting documents provided to the Service Provider. Please provide complete bank details:

**ACCOUNT OWNER:**

**SWIFT CODE:**

**IBAN CODE:**

**BANK ACCOUNT:**

**ADDRESS OF THE BANK:**

### **13. Insurance arrangements**

Participants are responsible for their own insurance arrangements for items such as:

- travel;
- full coverage for health care costs due to sickness and accident (in-patient and emergency out-patient);
- emergency repatriation;
- transportation to medical centre;
- sending of a medical service provider;
- emergency dental care costs;
- in case of death, repatriation of the body to the place of origin.

The Commission and the Service Provider shall be under no liability in respect of sickness, accident or medical expenses incurred by the participants in connection with their assignment. This includes also capital indemnity in case of death or invalidity due to accident or sickness/illness.

### **14. Contact details**

E-mail is the preferred method of communication: **all communication regarding an Event must include the five-digit Event reference number** located at the top of the Expert Attendance Form.

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*Questions regarding the programme, its content, or what is expected of the Expert:  
see confirmation letter.*