



MC.INF/11/07/Rev.1
26 November 2007

ENGLISH only

Please find attached a corrected copy of the delegates' handbook for the 15th OSCE Ministerial Council, Madrid, 29 - 30 November 2007. The printed version of the handbook will be distributed in Madrid.

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WELCOME BY THE CHAIRMAN-IN-OFFICE

Dear friends,

It is a great satisfaction to welcome you all to the city of Madrid on the occasion of the 15th Ministerial Council of the Organization for Security and Co-operation in Europe (OSCE). Madrid stands up for being a hospitable city, where all visitors easily feel attracted and integrated in its everyday life.

For Spain, the OSCE Ministerial Council represents a forum agreement and advance which will reinforce the continuous dialogue that takes place in Vienna. The OSCE is a common project based on the principles of peace, security and co-operation. It is also a space aimed to achieve stability and progress in a Europe loyal to the spirit of Helsinki, consolidated in Paris and Istanbul.

During the days 29th and 30th of November, Madrid will host the Ministers for Foreign Affairs of the OSCE Participant States and Partners for Co-operation. From the outset, the Chairmanship-in-Office was conscious of its commitments to steer the Organization, in collaboration with the participant States, strengthening its effectiveness to face the challenges of the globalized world, of the 21st century, and to open new horizons for the prosperity and security of our societies.

In Madrid the Participating States will have the possibility of presenting their views and their worries, as well as to get deep into the different dimensions of the Organization with a view creating new consensus through dialogue and effective concentration. Those are the work instruments of the OSCE and the identity signs of the Spanish Chairmanship-in-Office. I am truly convinced of the will of constructive dialogue, responsibility and agreement which will guide our work in Madrid.

I would like to convey my most sincere gratitude to the Governments, the delegations in Vienna, the General Secretary and to the members of the Missions and Institutions of the Organization for the support and help given to the Spanish Chairmanship during this year. I earnestly hope that this support will lead to effective agreements which will result in tangible benefits to the citizens we represent, so that the 15th OSCE Ministerial Council reinforces our confidence in the future and our will of working together to build a Europe in peace, more democratic and advanced.

I welcome you all to Madrid with the hope that the 15th OSCE Ministerial Council will be fruitful for all of us.

Miguel Ángel Moratinos
Minister for Foreign Affairs and Co-operation of Spain
Chairman-in-Office of the OSCE 2007

PROGRAMME

Wednesday, 28 November 2007.

7.30 p.m. Troika and Asian Partners for Co-operation ministers meeting.

Thursday, 29 November 2007

9.30 a.m. Opening session (open)

- Formal opening and adoption of the agenda
- Addresses by representatives of the host country
- Address by the OSCE Chairman-in-Office
- Address by the President of the OSCE Parliamentary Assembly
- Report by the OSCE Secretary General

First plenary session (closed)

- Statements by heads of delegations

12.45 p.m. Family photo



1 p.m. Working lunch for the ministers for foreign affairs/heads of delegations

Separate luncheon for delegates

3–6 p.m. Second plenary session (closed)

- Statements by heads of delegations

6.30 p.m. Dinner for Delegates

8.00 p.m. Official dinner for ministers of foreign affairs/heads of delegations

Friday, 30 November 2007

8.30 a.m. Troika and Mediterranean Partners for Co-operation ministers meeting

9.30 a.m. Third plenary session (closed)

- Statements by heads of delegations
- Adoption of Ministerial Council documents
- Any other business
- Closing session (open)
- Formal closure (statements by the current and incoming Chairman-in-Office)

1.30 p.m. Press conference of the OSCE Troika ministers

VENUE

The 15th OSCE Ministerial Council Meeting will be held at the Madrid Municipal Conference Centre (Palacio Municipal de Congresos) at Avda de la Capital de España Madrid, s/n, Madrid, Spain.

ACCREDITATIONS

The Liaison officer will provide the pin for the Heads of Delegations and the badges for the rest of the delegates that have forwarded the information in due time.

Last-minute accreditations:

- Accreditation Desk: located at The Delice Hall in the hotel Sofitel, situated just opposite the Conference Centre. The preparation of badges on the spot may take up to 30 minutes
- Requirements:
 - Completed registration form
 - Verbal Note from the Permanent Mission in Vienna stating the delegate's name
 - Form of ID
- Opening Times:
 - Monday, 26 November: 10.00 – 19.00
 - Tuesday, 27 November: 08.00 – 22.00
 - Wednesday, 28 November: 08.00 – 23.00
 - Thursday, 29 November: 07.00 – 20.00
 - Friday, 30 November: 07.00 – 13.00

Telephone: +34 91 721 48 85.



Types of badges:

- Heads of Delegation: Pin
- Delegations: Green badges
- Security officers: Black badges
- Press: Yellow badges
- Organisation: Red badges

In the event of insufficient space in the Plenary Hall, delegations will be provided with a limited number of floater passes.

SECURITY

High security will be in place from the afternoon of November 26th when access will be restricted to those having a valid accreditation.

Any packages or personal belongings will be subject to security checks at the entrance. For security reasons delegates are kindly requested not to leave unidentified items in the conference area. Please do not bring luggage into the complex.

TRANSPORT

Heads of Delegation will be provided with a chauffeur driven BMW to be used exclusively during the Ministerial Council. Additionally, each delegation will be given a minivan with a maximum capacity of 6 passengers.

Shuttle service

From November 26th - 30th, a shuttle service will operate between the airport and the hotels and between the hotels and the Palacio Municipal de Congresos (see appendix for schedule).

Metro

The Metro Station Campo de las Naciones (**Line 8**) is only a couple of minutes walk away from the Palacio Municipal de Congresos. Journey time by Metro from the airport or from the city centre is around 10 minutes.

Cars

Delegates travelling to Madrid by car are requested to leave their cars at the hotel car park and to make use of the available minivans. For security reasons, parking facilities at the Madrid Municipal Conference Centre will be very limited.

Privately owned and/or official Embassy cars will not be allowed to park in the security perimeter of the Conference. A free public car park is available just outside the security perimeter. Due to limited spaces, delegations are advised not to use their own vehicles.

Transport Counter: the counter is located on the ground floor. Staff will assist with arrangements for shuttle buses and local transport.

Telephone: +34 91 389 50 51

Mobile: +34 696 15 76 71

WORKING AREAS

Delegation offices:

Each office is equipped with two PCs with Internet access; email address, printer, and telephone with international access. Fax and Copying facilities are available on floor -2 and around the building.

Account names and passwords will be placed in each Delegation's office. The password should be changed at first logon.



In case additional facilities are needed PCs connected to the internet are available on floor -2. Since documents created on these computers may be accessed by others, you are advised to use the IT equipment in the Delegation Offices for confidential documents.

The IT Support desk is located on the ground floor and has staff on standby ready to assist with any problem that may arise.

Telephone: +34 91 389 50 50
E-mail: itsupport@mc2007.org

Documents Distribution Centre :

Documents and other information approved by the OSCE will be distributed through the delegations' pigeonholes, Emails and OSCE Restricted Website.

Prepared statements, background documentation, comments or other written materials for circulation as well as advance copies for interpreters should only be submitted to the Documents Distribution Centre

Contact Person: Elke Lidarik
Mobile: +43 664141 88 67 / +34 696 15 82 80
Telephone: +34 91 389 50 28/ 91 389 50 29 / 91 389 50 32/ 91 389 50 33
Fax: +34 91 455 81 08

Meeting Rooms:

Advance booking through the liaison officer is required for each meeting and can be made at the Bilateral Meeting Reservation Desk.

Bilateral Meeting Reservation Desk
Telephone: 91 389 50 71

Press centre: Located in Estrasburgo Street.

The Press Centre will be open for the media from 12.00 pm on Wednesday 28th November.

However, please note that the Media Accreditation Desk, located in the Amsterdam Room at the Novotel hotel will be operating from 10.00 am on Tuesday 27 November 2007 at the times shown below

- Tuesday 27 November 2007: 10.00-17.00
- Wednesday 28 November 2007: 09.00-20.00
- Thursday 29 November 2007: 06.30-20.00
- Friday 30 November 2007: 07.30-13.00

Briefing and Interview Rooms

Briefing Rooms and interview sets are available on the first floor, right side and at the Press Centre on a first-come, first-served basis in units of one half-hour (maximum two consecutive units).

For arranging press briefings, photo sessions or interviews with journalists, please contact the Media Information Desk, located in the Press Centre (Estrasburgo Street)

Media Information Desk
Telephone: +34 91 389 50 74
Email: mediainfo@mac2007.org

SERVICES

Catering services

As of Monday 26th November, several coffee points will be available with free refreshments on floors -2, 2 and 4. On November 29th and 30th an all day coffee area will be available in the Third floor, left side



Drinks and snacks can also be ordered at the cafeteria located on the left side the ground floor. The cafeteria will be open every day from 8 am - 8 pm.

Lunch and Dinners

Lunch November 29th:

Heads of Delegations: The working lunch for Heads of Delegations, hosted by the Chairman-in-Office, will take place at 1 pm on the Auditorium B, floor -4/-6

Format: HoD

Delegates: A lunch will be offered to delegates on the left side of the ground floor (next to the cafeteria) at 1pm.

Dinner November 29th:

Dinner for Heads of Delegations The dinner for Heads of Delegations, hosted by the Chairman-in-Office, will take place at 8.00 pm at Palacio de Santa Cruz, Plaza de la Provincia 1.

Format: HoD + 1

Delegates: A reception will be offered to all delegates at the ground floor.

I.T Support Desk

The IT facility centre will provide you with the following services: printing, CD and DVD writing, scanning, telephone and fax.

For help with the IT facilities, please contact IT Support (ground floor)

Tel + 34 91 389 50 50

E-mail: itsupport@MC2007.org

Other services:

Prayer Room: located on floor -2, right side.

First aid: Medical assistance will be available in the Camerino A1, on floor -2

Banking Services: Banking Services can be found on floor -2 right side

Travel Services: A hospitality desk is located on the Ground floor.

Telephone: +34 91 389 50 52

Smoking is not permitted at the Congress Centre

TELEPHONE NUMBERS

Chairman-in-office and the OSCE

Chairman-in-Office Secretariat

Tel.: +34 91 389 50 10 / 91 389 50 11

Fax: +34 91 455 81 13

E-mail: cio@MC2007.org

OSCE Secretary General

Tel.: +34 91 389 50 78

Fax : +34 91 455 81 12

E-mail: sec.gnal@mc2007.org

OSCE Conference Services

Tel.: +34 91 389 50 12
Fax: +34 91 455 81 08
E-mail: dcs.user@MC2007.org

Mr. Hans-Michael Plut – Deputy Director Conference Services
Tel: +34 91 389 50 13
Mobile: +34 696 16 66 87
Email: ddc@mc2007.org

Documents Distribution desk

Tel: +34 91 389 50 28/ 91 389 50 29 / 91 389 50 32/ 91 389 50 33
Mobile : +34 696 15 75 32

Elke Lidarik
OSCE Head Documents Distribution
Mobile : +34 696 15 82 80 / +43 664 1418867

Language Services

Mr. Nikolay Borovski- Head of Language Services
Tel:+34 91 389 50 18
Mobile:+34 696 1 667 25

Ms. Linda Mos-dor- Languages Services Coordinator
Tel: +34 389 50 15 16
Mobile:+ 696 15 80 56

Meeting Assistance Unit

Tel: +34 91 389 50 73 / 91 389 50 19
Email: mau@mc2007.org

Mr. Nairi Petrossian - OSCE Meeting Assistance Unit
Mobile: +34 696157973

Mr. Milorad Cukic - OSCE Meeting Assistance Unit
Mobile:+34 696 15 77 17

OSCE High Commissioner on National Minorities

Tel.: +34 91389 51 06
E-mail: hcnm@MC2007.org

OSCE Representative on Freedom of the Media

Tel.: +34 91 389 51 07
E-mail: fom@MC2007.org

OSCE/Office for Democratic Institutions and Human Rights

Tel.: +34 91 389 51 05
E-mail: odhr@MC2007.org

President of the OSCE Parliamentary Assembly

Tel.: +34 91 389 50 99
E-mail: pa-p@MC2007.org

Secretary General of the OSCE Parliamentary Assembly

Tel.: +34 91 389 51 00
E-mail: pa-sg@MC2007.org

Task Force :

Tel: +34 91 389 50 03
Fax: +34 91 455 81 16



Press Contact Points

Media Information Desk

Tel.: +34 91 389 50 74.

Press Department, MFA:

Tel: +34 91 389 50 05

Email: comext@mc2007.org

Santiago Jimenez -

Mobile: +34 618 53 17

Logistics / Pools / General information (Press Liason officers)

Mobile Numbers:

+34 696 15 77 61

+34 696 15 71 20

+34 696 15 77 32

+34 696 15 81 54

+34 696 15 73 93

+34 696 15 80 92

+34 696 15 82 73

+34 696 15 79 30

+34 696 15 73 52

+34 696 15 71 55

OSCE Media Contacts

PPIS Office

Tel.: +34 91 389 50 04

Fax: +34 91 445 81 07

Email: ppis@mc2007.org

Martin Nesirky - Spokesperson

Mobile: +34 696 15 79 42

Virginie Coulloudon- Senior public information Officer

Mobile: +34 696 15 71 56

Susanna Loof - Press Officer

Mobile: +34 696 15 73 99

Mikhail Evstafiev - Press Officer

Mobile: +34 696 15 75 73

Liaison Officers

Delegation / International organisations / Other	Telephone
Albania	+34 696 16 73 06
Germany	+34 696 16 71 85
United States of America	+34 696 16 73 51
Andorra	+34 696 16 71 79
Armenia	+34 696 16 74 91
Austria	+34 696 16 74 79
Azerbaijan	+34 696 16 71 80

Belarus	+34 696 16 73 85
Belgium	+34 696 16 72 05
Bosnia and Herzegovina	+34 696 16 75 92
Bulgaria	+34 696 16 75 41
Canada	+34 696 16 73 46
Croatia	+34 696 16 72 54
Cyprus	+34 696 16 75 70
Denmark	+34 696 17 44 28
Estonia	+34 696 17 44 77
Finland	+34 696 17 45 27
France	+34 696 17 44 82
Georgia	+34 696 16 62 74
United Kingdom	+34 696 17 43 87
Greece	+34 696 17 44 94
Hungary	+34 696 17 43 50
Ireland	+34 696 17 45 38
Iceland	+34 696 17 45 10
Italy	+34 696 17 45 89
Kazakhstan	+34 696 17 45 64
Kyrgyzstan	+34 696 17 45 23
Latvia	+34 696 17 43 65
The former Yugoslav Republic of Macedonia	+34 696 16 76 09
Liechtenstein	+34 696 16 70 20
Lithuania	+34 696 16 71 16
Luxembourg	+34 696 17 45 30
Malta	+34 696 17 44 90
Moldova	+34 696 17 44 37
Monaco	+34 696 17 45 04
Montenegro	+34 696 17 45 13
Norway	+34 696 16 70 17
Uzbekistan	+34 696 16 71 27
Netherlands	+34 696 17 43 97
Poland	+34 696 17 45 24
Portugal	+34 696 17 44 30
Romania	+34 696 17 44 02
Russian Federation	+34 696 17 45 18
San Marino	+34 696 17 45 68
Holy See	+34 696 16 66 60
Serbia	+34 696 15 75 21
Slovakia	+34 696 16 67 55
Slovenia	+34 696 15 80 15
Sweden	+34 696 15 80 82
Switzerland	+34 696 15 82 96

Tajikistan	+34 696 15 75 77
Czech Republic	+34 696 15 82 85
Turkmenistan	+34 696 15 80 91
Turkey	+34 696 15 81 08
Ukraine	+34 696 16 70 08
Afghanistan	+34 696 16 66 80
Japan	+34 696 15 72 36
Mongolia	+34 696 15 75 97
Republic of Korea	+34 696 15 81 20
Thailand	+34 696 15 72 24
Algeria	+34 696 15 82 68
Egypt	+34 696 15 80 70
Israel	+34 696 15 71 13
Jordan	+34 696 15 81 28
Morocco	+34 696 15 80 66
Tunisia	+34 696 15 73 38
European Commission	+34 696 15 77 94
OSCE Parliamentary Assembly	+34 696 15 78 50
OSCE Secretary General	+34 696 15 76 87
OSCE Representative on Freedom of the Media	+34 696 15 79 05
OSCE High Commissioner on National Minorities	+34 696 15 71 87
OSCE/Office for Democratic Institutions and Human Rights	+34 696 15 81 05
Council of Europe	+34 696 15 77 91
European Commission	+34 696 15 77 94
Stability Pact for South Eastern Europe	+ 34 696 15 73 19
NATO	+34 696 15 73 19
United Nations	+34 696 15 76 29
Airport	+34 696 17 71 79
Transport	+34 696 15 76 71
Bilateral meetings	+34 696 17 44 74
Other International Organisations	+34 696 15 75 19

Delegations Offices

DELEGATION	Telephone/ email
Albania	+34 91 389 50 67 alb@mc2007.org
Germany	+34 91389 50 60 deu@mc2007.org
United States of America	+34 91 389 50 56 usa@mc2007.org

Andorra	+34 91 389 50 59 and@mc2007.org
Armenia	+34 91 389 50 58 arm@mc2007.org
Austria	+34 91 389 50 61 aut@mc2007.org
Azerbaijan	+34 91 389 50 62 aze@mc2007.org
Belarus	+34 91 389 50 63 blr@mc2007.org
Belgium	+34 91 389 50 64 bel@mc2007.org
Bosnia and Herzegovina	+34 91 389 50 66 bah@mc2007.org
Bulgaria	+34 91 389 51 62 bgr@mc2007.org
Canada	+34 91 389 51 63 can@mc2007.org
Cyprus	+34 91 389 51 64 cyp@mc2007.org
Croatia	+34 91 389 51 65 hrv@mc2007.org
Denmark	+34 91 389 51 66 dnk@mc2007.org
Spain	+34 91 389 50 57 esp@mc2007.org
Estonia	+34 91 389 51 67 est@mc2007.org
Finland	+34 91 389 51 48 fin@mc2007.org
France	+34 91 389 51 50 fra@mc2007.org
Georgia	+34 91389 51 51 geo@mc2007.org
United Kingdom	+34 91 389 51 52 gbr@mc2007.org
Greece	+34 91 389 51 53 grc@mc2007.org
Hungary	+34 91 389 51 54 hun@mc2007.org
Ireland	+34 91 389 51 55 irl@mc2007.org

Iceland	+34 91 389 51 56 isl@mc2007.org
Italy	+34 91 389 51 57 ita@mc2007.org
Kazakhstan	+34 91 389 51 68 kaz@mc2007.org
Kyrgyzstan	+34 91 389 51 69 kgz@mc2007.org
Latvia	+34 91 389 51 70 lva@mc2007.org
The former Yugoslav Republic of Macedonia	+34 91 389 51 61 mkd@mc2007.org
Liechtenstein	+34 91 389 51 60 lie@mc2007.org
Lithuania	+34 91 389 51 59 ltu@mc2007.org
Luxembourg	+34 91 389 51 58 lux@mc2007.org
Malta	+34 91 389 51 36 mlt@mc2007.org
Moldova	+34 91 389 51 37 mda@mc2007.org
Monaco	+34 91 389 51 38 mco@mc2007.org
Montenegro	+34 91 389 51 39 mnt@mc2007.org
Norway	+34 91 389 51 40 nor@mc2007.org
Uzbekistan	+34 91 389 51 41 uzb@mc2007.org
Netherlands	+34 91 389 51 42 nl@mc2007.org
Poland	+34 91 389 51 43 pol@mc2007.org
Portugal	+34 91 389 51 44 por@mc2007.org
Romania	+34 91 389 51 35 rom@mc2007.org
Russian Federation	+34 91 389 51 32 rus@mc2007.org
San Marino	+34 91 389 51 31 smr@mc2007.org

Holy See	+34 91 389 51 30 vat@mc2007.org
Serbia	+34 91 389 51 29 srb@mc2007.org
Slovakia	+34 91 389 51 28 svk@mc2007.org
Slovenia	+34 91 389 51 27 svn@mc2007.org
Sweden	+34 91 389 51 26 swe@mc2007.org
Switzerland	+34 91 389 51 25 swt@mc2007.org
Tajikistan	+34 91 389 51 24 tjk@mc2007.org
Czech Republic	+34 91 389 51 23 cze@mc2007.org
Turkmenistan	+34 91 389 51 22 tkm@mc2007.org
Turkey	+34 91 389 51 21 tur@mc2007.org
Ukraine	+34 91 389 51 20 ukr@mc2007.org

Partners for Co-operation

Delegation	Telephone/email
Afghanistan	+34 91 389 51 08 afg@mc2007.org
Japan	+34 91 389 51 09 jpn@mc2007.org
Mongolia	+34 91 389 51 10 mng@mc2007.org
Republic of Korea	+34 91 389 51 11 kor@mc2007.org
Thailand	+34 91 389 51 12 tha@mc2007.org
Algeria	+34 91 389 51 13 alg@mc2007.org
Egypt	+34 91 389 51 14 egy@mc2007.org
Israel	+34 91 389 51 15 isr@mc2007.org

Jordan	+34 91 389 51 16 jor@mc2007.org
Morocco	+34 91 389 51 17 mor@mc2007.org
Tunisia	+34 91 389 51 18 tun@mc2007.org

International Organisations

Organisation	Telephone/ email
European Commission	+34 91 389 51 47 cec@mc2007.org
Council of Europe	+34 91 389 50 88 cde@mc2007.org
EU Council Secretariat	+34 91 389 51 46 eusec@mc2007.org
NATO	+34 91 389 50 89 nato@mc2007.org
Stability Pact for South Eastern Europe	+34 91 389 50 90 spsee@mc2007.org
United Nations	+34 91 389 50 91 un@mc2007.org
United Nations High Commissioner for Refugees - UNHCR	+34 91 389 50 92 unhcr@mc2007.org

HOTELS

Hotel Abba Castilla

Paseo Castellana, 220 MADRID, 28046
Tel: 91 567 43 00 Fax: 91 315 54 06

Hotel Abba Madrid

Av. de América, 32 Madrid 28028
Tel: 91 212 50 00 Fax: 91 212 50 01

Hotel Ac Cuzco

Paseo de la Castellana 133 MADRID 28046
Tel: 91 556 06 00 Fax: 91 556 03 72

Hotel Gran Melia Fenix

C/ Hermosilla, 2 MADRID 28001
Tel: 91 431 67 00 Fax: 91 576 06 61

Hotel Hesperia Emperatriz

C/López de Hoyos 4 MADRID 28006
Tel: 91 563 80 88 Fax: 91 563 98 04

Hotel Hesperia Madrid

Paseo de la Castellana, 57 MADRID 28046
Tel: 91 210 88 00 Fax: 91 210 88 99

Hotel High Tech President

C/Marques de Villamagna 4 MADRID 28001
Tel: 91 577 19 51 Fax: 91 577 19 54

Hotel Husa Paseo Del Arte

Atocha, 123 Madrid 28012
Tel: 91 298 48 00 Fax: 91 298 48 50

Hotel Intercontinental

Paseo de la Castellana, 49 MADRID 28046
Tel: 91 700 73 00 Fax: 91 319 58 53

Hotel Melia Castilla

C/Capitán Haya, 43 MADRID 28020
Tel: 91 567 50 00 Fax: 91 567 50 51

Hotel Novotel Campo De Las Naciones

C/Amsterdam, 3 MADRID, 28042
Tel: 91 721 18 18 Fax: 91 721 11 22

Hotel Occidental Miguel Angel

C/Miguel Ángel, 31 MADRID 28010
Tel: 91 442 00 22 Fax: 91 442 53 20

Hotel Ritz

Plaza de la Lealtad, MADRID 28014
Tel: 91 701 67 67. Fax: 91 701 67 76

Hotel Silken Puerta De América

Avenida de América 41, MADRID 28020
Tel: 91 744 54 00 Fax: 91 744 54 01

Hotel Silben Puerta de Castilla

Paseo Castellana, 121 MADRID 28027
Tel: 91 453 19 00 Fax: 91 453 19 05

Hotel Sofitel Campo de las Naciones

Avda. de la Capital de España MADRID 28042
Tel: 91 721 00 70 Fax: 91 721 05 15
Tel: 91 453 19 00 Fax: 91 453 19 05

Hotel Sofitel Campo De Las Naciones

Avda. de la Capital de España MADRID 28042
Tel: 91 721 00 70 Fax: 91 721 05 15

USEFUL TELEPHONE NUMBERS**Emergencies**

- Emergencies: 112
- Local Police: 092
- Nacional Police: 091
- Fire: 080/085
- Telephone police reports: 902 102 112
- Foreign tourist adviser bureau: 915 488 537



Information

- Local information: 010
- Nacional information: 11818
- internacional Information: 11825
- Madrid Tourism Information: 902 100 007

Transport

- Metro: 902 444 403
- buses (EMT): 902 507 850
- Trains (Renfe): 902 240 202
- Aeroport: 902 404 704
- Radio-Taxi Independiente: 914 051 213/914 055 500
- Euro Taxi: 915 478 500/915 478 200
- Teletaxi: 913 712 131/902 501 130

Credit cards cancellation:

- Visa Spain: 915 192 100
- Visa International: 900 991 216
- American Express: 902 375 637
- Eurocard-Mastercard: 915 192 100
- Dinner's club: 902 401 112
- Sysytem 6000: 913 553 000/ 915 965 335
-

BUS SCHEDULE

DELEGATES ARE ADVISED THAT DURING RUSH HOUR THE JOURNEY TIME TO THE PALACIO DE CONGRESOS MAY TAKE UP TO AN HOUR. DELEGATES ARE KINDLY REQUESTED TO BE AT THE BUS STOP ON TIME.

Barajas Airport → Hotels (T1 y T-4)		
Monday, 26th	Tuesday, 27th	Wednesday, 28th
12:00	12:00	12:00
13:00	13:00	13:00
14:00	14:00	14:00
15:00	15:00	15:00
16:00	16:00	16:00
17:00	17:00	17:00
18:00	18:00	18:00
19:00	19:00	19:00
20:00	20:00	20:00
21:00	21:00	21:00
22:00	22:00	22:00
23:00	23:00	23:00
23:59	23:59	23:59

Hotels → Palacio Municipal de Congresos

HOTEL	Monday, 26th	Tuesday, 27th	Wednesday, 28th	Thursday, 29th	Friday, 30th
RUTA 1					
AC Cuzco	10:00	7:00	7:00	6:30	6:30
	15:00	8:00 9:00 15:00	8:00 9:00 15:00	7:00 7:30 8:00	7:00 7:30 8:00
Meliá Castilla	10:10	7:10	7:10	6:40	6:40
	15:10	8:10 9:10 15:10	8:10 9:10 15:10	7:10 7:40 8:10	7:10 7:40 8:10
Silken Puerta Castilla	10:20	7:20	7:20	6:50	6:50
	15:20	8:20 9:20 15:20	8:20 9:20 15:20	7:20 7:50 8:20	7:20 7:50 8:20
ABBA Castilla	<i>Delegates staying at this hotel will be picked up from the bus stop at Silken Puerta Castilla Hotel</i>				
RUTA 2					
Hesperia Madrid	10:00	7:00	7:00	6:30	6:30
	15:00	8:00 9:00 15:00	8:00 9:00 15:00	7:00 7:30 8:00	7:00 7:30 8:00
Occidental Miguel Angel	10:05	7:05	7:05	6:35	6:35
	15:05	8:05 9:05 15:05	8:05 9:05 15:05	7:05 7:35 8:05	7:05 7:35 8:05
ABBA Madrid	10:30	7:30	7:30	7:00	7:00
	15:30	8:30 9:30 15:30	8:30 9:30 15:30	7:30 8:00 8:30	7:30 8:00 8:30
RUTA 3					
Intercontinental	10:00	7:00	7:00	6:30	6:30
	15:00	8:00 9:00 15:00	8:00 9:00 15:00	7:00 7:30 8:00	7:00 7:30 8:00
Hesperia Emperatriz <i>* Pº Castellana</i>	10:10	7:10	7:10	6:40	6:40
	15:10	8:10 9:10 15:10	8:10 9:10 15:10	7:10 7:40 8:10	7:10 7:40 8:10
Silken Puerta América	10:35	7:35	7:35	7:05	7:05
	15:35	8:35 9:35 15:35	8:35 9:35 15:35	7:35 8:05 8:35	7:35 8:05 8:35
RUTA 4					
Husa Paseo del Arte <i>* Pº Prado & C.Moyano</i>	10:00	7:00	7:00	6:30	6:30
	15:00	8:00 9:00 15:00	8:00 9:00 15:00	7:00 7:30 8:00	7:00 7:30 8:00
Ritz Madrid <i>* Pº Castellana</i>	10:05	7:05	7:05	6:35	6:35
	15:05	8:05 9:05 15:05	8:05 9:05 15:05	7:05 7:35 8:05	7:05 7:35 8:05

Gran Meliá Fénix	10:20	7:20	7:20	6:50	6:50
	15:20	8:20	8:20	7:20	7:20
		9:20	9:20	7:50	7:50
		15:20	15:20	8:20	8:20
High Tech President <i>* Pº Castellana & M. Villamagna</i>	10:25	7:25	7:25	6:55	6:55
	15:25	8:25	8:25	7:25	7:25
		9:25	9:25	7:55	7:55
		15:25	15:25	8:25	8:25
Palacio Municipal de Congresos → Hotels					
	Monday, 26th	Tuesday, 27th	Wednesday, 28th	Thursday, 29th	Friday, 30th
ALL ROUTES					
	15:00	17:00	17:00	18:30	13:00
	19:00	19:00	19:00	20:00	14:00
	21:00	21:00	21:00	21:30	15:00
			23:00	23:00	16:00
			1:00*	1:00*	17:00
			3:00*	3:00*	
* Two special bus routes will be operating during these timetables.					

Hotels → Barajas Airport (T1 y T-4)		
	Friday, 30th	Saturday, 1st
ROUTE 1		
AC Cuzco	13:00	6:00
	14:00	10:30
	15:00	13:00
	16:00	
	17:00	
Meliá Castilla	13:10	6:40
	14:10	10:40
	15:10	13:10
	16:10	
	17:10	
Silken Puerta Castilla	13:20	6:50
	14:20	10:50
	15:20	13:20
	16:20	
	17:20	
ABBA Castilla	<i>Delegates staying at this hotel will be picked up from the bus stop at Silken Puerta Castilla Hotel</i>	

ROUTE 2

Hesperia Madrid	13:00	6:30
	14:00	10:30
	15:00	13:00
	16:00	
	17:00	
Occidental Miguel Angel	13:05	6:35
	14:05	10:35
	15:05	13:35
	16:05	
	17:05	
ABBA Madrid	13:30	7:00
	14:30	11:00
	15:30	14:00
	16:30	
	17:30	

ROUTE 3

Intercontinental	13:00	6:30
	14:00	10:30
	15:00	13:00
	16:00	
	17:00	
Hesperia Emperatriz <i>* Pº Castellana</i>	13:10	6:40
	14:10	10:40
	15:10	13:10
	16:10	
	17:10	
Silken Puerta América	13:35	7:05
	14:35	11:05
	15:35	13:35
	16:35	
	17:35	

ROUTE 4

Husa Paseo del Arte <i>* Pº Prado & C.Moyano</i>	13:00	6:30
	14:00	10:30
	15:00	13:00
	16:00	
	17:00	
Ritz Madrid <i>* Pº Castellana</i>	13:05	6:35
	14:05	10:35
	15:05	13:35
	16:05	
	17:05	
Gran Meliá Fénix	13:20	6:50
	14:20	10:50
	15:20	13:20
	16:20	
	17:20	

High Tech President	13:25	6:55
* <i>Pº Castellana & M. Villamagna</i>	14:25	10:55
	15:25	13:25
	16:25	
	17:25	

ROUTE 5
Hotel Sofitel and Novotel Campo de las Naciones
 A free shuttle service is available from these hotels to the airport every 30 minutes.