

**Quality of Care: Kick-off technical workshop and
country coordination meeting**

06 March 2017

03-05 April 2017 in Almaty, Kazakhstan,

ORIGINAL: ENGLISH

INFORMATION CIRCULAR

Dear participant,

We are pleased to provide you with the following information regarding the practical arrangements for the above meeting.

1. Venue of the meeting

WHO European Centre for Primary Health Care
Kazakh National University
Tole Bi str 88, 050012 Almaty Kazakhstan
Tel: +7 727 3387075
E-mail: eurocphc@who.int
Web site: <http://www.euro.who.int/en/almaty-centre>

2. Language

The meeting will be held in English and Russian. Simultaneous translation will be available.

3. Registration, opening session and closure

Registration of participants will take place at the venue from 12:00 on Monday, 3 April 2017 and the meeting will begin at 13:00 with the opening session. Please note that a light lunch will be available prior to the opening session.

It is expected that the meeting will close not later than 14:30 on Wednesday, 05 April 2017.

Additionally, for those Member States and staff who are participating on Thursday, 06 April, the last session is expected to end at 17:00.

4. Working hours

The working hours will be from 09:00 to 17:30 with 30-minute breaks for refreshments in the mornings and afternoons and an hour lunch break.

5. Documentation

Documentation concerning the meeting will be disseminated prior to the meeting electronically. A participant folder will be provided at registration with a printed version of the provisional programme.

6. Accommodation and meals

Hotel accommodations have **not** been pre-booked for this event. You are therefore encouraged to book accommodations as soon as possible as there are many events in Almaty during this period. See Annex 1 for a list of hotels within close proximity of the office.

Lunches will be provided by the WHO European Centre for Primary Health Care. There will be two refreshment breaks, morning and afternoon each day.

Special dietary requirements should be communicated on the registration form.

7. Travel tickets and subsistence allowance

For those participants, attending the meeting at the expense of WHO, this office will cover the cost of your ticket for round trip travel by the most direct route, by air (economy class). Please contact eurocphc@who.int directly regarding booking of flights which must be booked by WHO. Subsistence allowances are paid directly to your bank account.

8. Visa requirements

Since 1 January 2017, the Government of the Republic of Kazakhstan has exempted 45 countries on a unilateral basis for visas under 30 days, due to the upcoming EXPO 2017. See Annex 2 with list of visa free countries.

Should you need a visa, the letter of invitation to participate in the meeting should facilitate the issuance of your visa. Detailed information on visas and registration requirements, as well as Kazakhstan Diplomatic Missions abroad can be found on the site: www.mfa.kz

9. Banks/exchange facilities

Official exchange points are widely available. Bank branches also provide currency exchange services.

All major international credit cards are accepted in hotels and most shops/stores, however there are a number of restaurants and shops where credit cards are not accepted and payment can be made in cash only.

Please note that ATM machines are not always equipped for multicurrency withdrawal function. Look for a special sticker indicating which currencies are available from ATM (KZT, USD and EUR).

10. Transport to the venue

- Participants are responsible for their transportation to and from the airport and venue.
- Distance from Almaty airport to the city centre is 15 km.
- You are advised in case of doubt to inquire at the reception of the hotel where you are accommodated regarding transportation possibilities.
- Transportation to/from the airport to your hotel can be arranged directly with your hotel.

Please see Annex 3 with map indicating location of hotels in close proximity of the Office.

11. Social activities

Tuesday 04 April: Dinner is being organized at a restaurant close to the Venue.

Wednesday: 05 April there will be an option for an afternoon tour after the close of the meeting. If you are interested in other touristic activities, please let us know.

12. Useful information

Country **language** is Kazakh, however Russian is an official language and is used widely. Fewer people would speak fluent English.

Local **standard time** in Almaty is GMT/UTC + 06:00.

Climate and Clothing

Average temperatures for April are as follows;

High Temp: 18 °C/ Low Temp: 5 °C / Average Temp: 12 °C

Dress is informal for all occasions.

Electricity supply: The main electricity voltage is 220V. The central European type wall socket (two pin plug) is standard in Kazakhstan.

13. Contact information

Technical responsibility

Dr Juan Tello

Head

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Ms Erica Stukator Barbazza

Technical Officer

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Administrative responsibility

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We hope we have covered all the administrative points you need to know in connection with the meeting. Should you have any queries however, please do not hesitate to contact this Office at eurocphc@who.int

Annex 1. List of hotels with preferential rates (12% tax and breakfast are included in the prices)

Hotels with preferential rates

| Name and address | Single Room rate | Double room rate |
|---|--|--------------------------------|
| Grand Tien Shan Hotel: 115/105 Bogenbay Batyr Street, Almaty 050000 Tel: +7 1 860 500 2121 +7 (727) 393-05-77 Email: Website: http://grand-hotel-tien-shan.almaty-hotel.com/en/ | Standard single: 21.000 KZT | Superior Double: 24.000 KZT |
| KAZ-ZHOL Hotel: Gogol str 127/1, Almaty Tel: +7 (727) 250 50 16 Email: Ms. Ayana Shamshiyeva, Reservation Clerk, booking@hotelkazzhol.kz Website: http://www.hotelkazzhol.kz/en/almaty/ Please state that you are attending a WHO meeting to get special rates and cc berentayevag@who.int | Standard single: 18.000 KZT Comfort Deluxe 21.000 KZT | |

Hotels with no preferential rates – standard rates apply

| Name of Hotel | Single Room rate | Double room rate |
|--|---|-------------------------------------|
| Uyut Hotel Gogol str 127/1, Almaty Tel: +7 (727) 279 5111 Email: hotel_uyut@mail.ru reservation@hotel-uyut.kz Website: www.hotel-uyut.kz | Standard room: 22.000 KZT Comfort Deluxe: 25.000 KZT | |
| Ramada Hotel 27/1 Baitursynov str, Almaty Tel: +7 727 344 999 Email: hotel@ramadaalmaty.com / reservations@ramadaalmaty.com Website: ramadaalmaty.com reservations@ramadaalmaty.com | Standard single room : 26.800 KZT | Standard double room: 31.920 KZT |
| Mildom Hotel Bogenbai batyra 128. st. Furmanov, Almaty Tel: +7 (727) 261 09 20 Email: mildomkz@gmail.com Website: http://mildomhotel.kz/?lang=en | Standard room: 18.000 KZT Executive Room: 21.000 KZT | |

Annex 2. Visa free countries

In accordance with the Government of the Republic of Kazakhstan Decree from 1st January 2017 visa requirements are exempted on a unilateral basis for 30 days for the following countries:

1. Australia
2. Austria
3. Belgium
4. Bulgaria
5. Canada
6. Chile
7. Croatia
8. Cyprus
9. Czech Republic
10. Denmark
11. Estonia
12. Finland
13. France
14. Germany
15. Greece
16. Hungary
17. Iceland
18. Israel
19. Ireland
20. Italy
21. Japan
22. Korea, South
23. Latvia
24. Lithuania
25. Luxembourg
26. Malaysia
27. Malta
28. Mexico
29. Monaco
30. Netherlands
31. New Zealand
32. Norway
33. Poland
34. Portugal
35. Romania
36. Singapore
37. Slovakia
38. Slovenia
39. Spain
40. Sweden
41. Switzerland
42. Turkey
43. UAE
44. United Kingdom of Great Britain and Northern Ireland
45. United States of America

Annex 3. Map of hotels in close proximity of the WHO European Centre for Primary Health Care

The hotels listed on this map are within the WHO per diem rates.

To give an example, Hotel Kazzhol Almaty is a 10 min walk to the office.

