United Nations
Climate Change

COP29
Baku
Azerbaijan

Delegate Handbook

COP29
Baku
Azerbaijan

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Message from the Chair of COP29 Azerbaijan Operating Company and Chief Operating Officer for COP29

It is a great pleasure to extend a very warm welcome to all delegates and visitors to the Conference of the Parties to the United Nations Framework Convention on Climate Change.

With the world facing growing challenges due to the impacts of climate change, it is vital that this year's COP makes meaningful progress towards global climate action and building climate resilience. As COP29 host, it is our role to create the right conditions to enable ambitious and meaningful talks and negotiations.

To that end, we want COP29 to be an accessible and welcoming environment to all, and to provide a seamless experience that allows delegates to work efficiently and productively.

This Handbook sets out practical information for delegates and visitors. It describes the facilities at Baku Stadium, which is the venue for both the Blue and Green Zones at COP29, covering details including catering facilities through to booking rooms, interpretation services to transport. The Handbook summarises the procedures for obtaining accreditation and visas, and for booking accommodation and accessing logistics services, with links to the relevant portals.

In the spirit of hospitality we hope that you may also find some time to enjoy the historic and cultural places to visit in Baku and the surrounding area using the tailored information in handbook.

We have sought to provide key information for COP29 delegates in this Handbook but realise that additional queries may well arise. You can find email addresses for assistance on the final pages of the Handbook, as well as details of our social media channels, where you can also keep abreast of announcements every day.

On behalf of the COP29 Azerbaijan Operating Company, let me take this opportunity to wish all distinguished guests, delegates and visitors to the Conference a fruitful and productive stay in our capital city Baku.

Our team is fully committed to ensuring that every aspect of your visit is managed with precision and excellence, leaving you with an unforgettable impression of COP29.

Narmin Jarchalova

Chair of COP29 Azerbaijan Operating
Company and Chief Operating Officer for COP29



COP29 Azerbaijan

The COP to the United Nations Framework Convention on Climate Change is held annually, with the presidency rotating among the five recognized UN regions.

This year, Azerbaijan has been chosen to preside over the 29th Conference of the Parties (COP29), which will take place in Baku this November. Azerbaijan has a solid history of hosting international events and has selected Baku Stadium as the venue for COP29.

To ensure a transparent, impartial, and inclusive process, the COP29 Presidency has developed a plan centred around two mutually reinforcing pillars aimed at enhancing ambition and enabling action.

Agenda

The two-week agenda includes these thematic days:

NOVEMBER 11 — COP29 Opening	NOVEMBER 12 — World Leaders Climate Action Summit	NOVEMBER 13 — World Leaders Climate Action Summit
NOVEMBER 14 — Finance, Investment and Trade Day	NOVEMBER 15 — Energy / Peace, Relief and Recovery Day	NOVEMBER 16 — Science, Technology and Innovation / Digitalisation Day
NOVEMBER 17 — Rest Day and No Thematic Programming Day	NOVEMBER 18 — Human Capital / Children and Youth Day / Health / Education Day	NOVEMBER 19 — Food, Agriculture and Water Day
NOVEMBER 20 — Urbanization / Transport / Tourism Day	NOVEMBER 21 — Nature and Biodiversity / Indigenous People / Gender Equality / Oceans and Costal Zones Day	NOVEMBER 22 — Final Negotiations

COP29 Venue

Baku Stadium

Baku Stadium is more than just a sports and entertainment venue; it is a symbol of Azerbaijan's ambitions and its ability to host international events. It plays a vital role in promoting sports, inclusivity, culture, and tourism. Officially opened on **18 March 2015**, it is one of the largest and most modern stadiums in the region, reflecting Azerbaijan's increasing prominence in international mega-events.

The stadium is built in a contemporary elliptical design, representing eternity. Its exterior is covered with a membrane that can be illuminated in various colours, creating striking visual effects during events.

Strategically located near Baku's city centre, the stadium is easily accessible from different parts of the city, including Heydar Aliyev International Airport. It is well served by public transportation, including buses and the Baku Metro, and has extensive parking facilities for those arriving by car. The design incorporates several eco-friendly elements, such as energy-efficient lighting and water management systems, highlighting Azerbaijan's commitment to sustainable development.

The conference venue will consist of a Blue Zone and a Green Zone.

Blue Zone

The Blue Zone acts as the formal venue for conferences and negotiations under the management of the UNFCCC. Throughout COP29, all official sessions, meetings, side events, and press briefings will take place in this area.

Access to the Blue Zone is restricted to UNFCCC-accredited individuals, which includes Party delegations, Heads of State, authorized observers, and accredited members of the press.

Green Zone

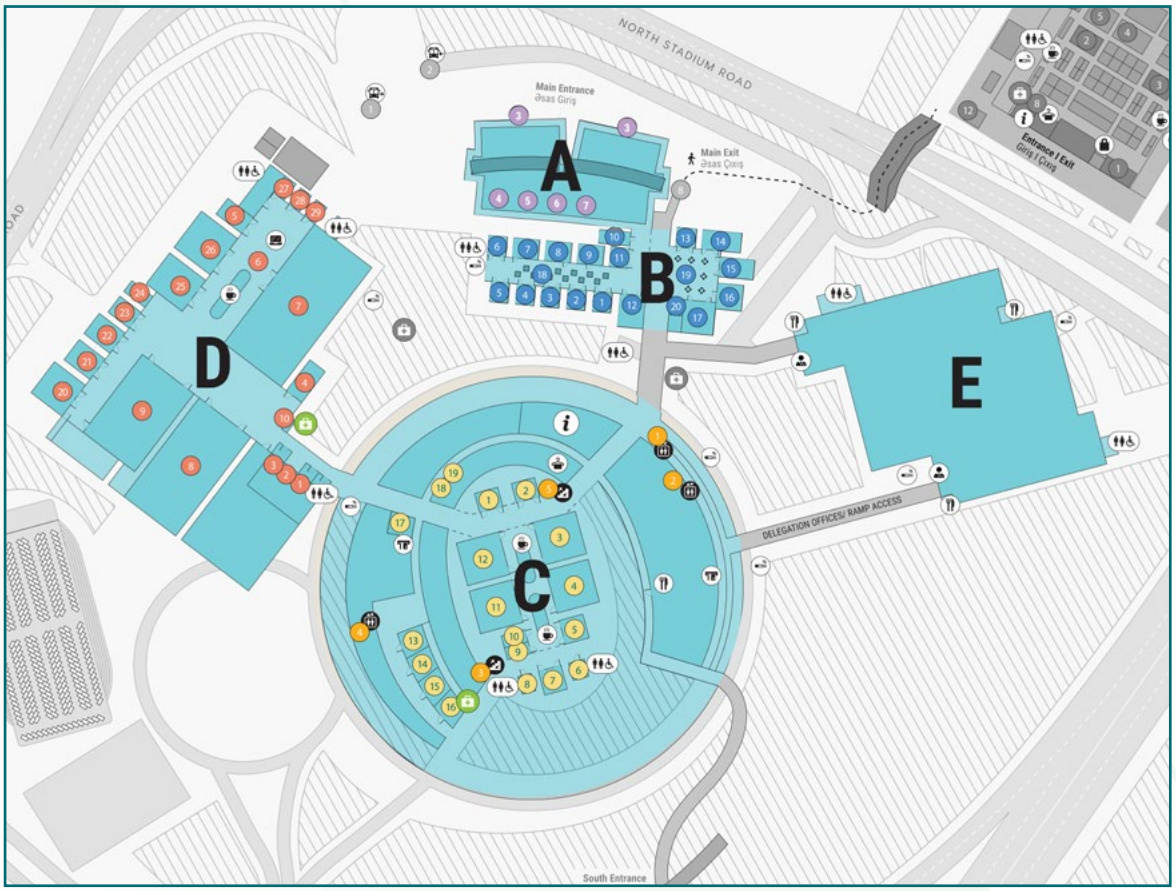
The Green Zone at COP29, organized by the COP29 Presidency, is an interactive area for non-accredited delegates from various sectors. It encourages participation from businesses, the public, youth groups, civil society, academia, and artists to foster meaningful dialogue and collaboration.

At COP29, we acknowledge the critical roles of government and the private sector in tackling climate change. Our Green Zone initiative provides the private sector with a unique chance to showcase their solutions to the climate crisis.

The Green Zone is designed to support the COP29 Presidency's climate action vision and priorities, consistent with the global aims of the Paris Agreement and the UN Agenda 2030.

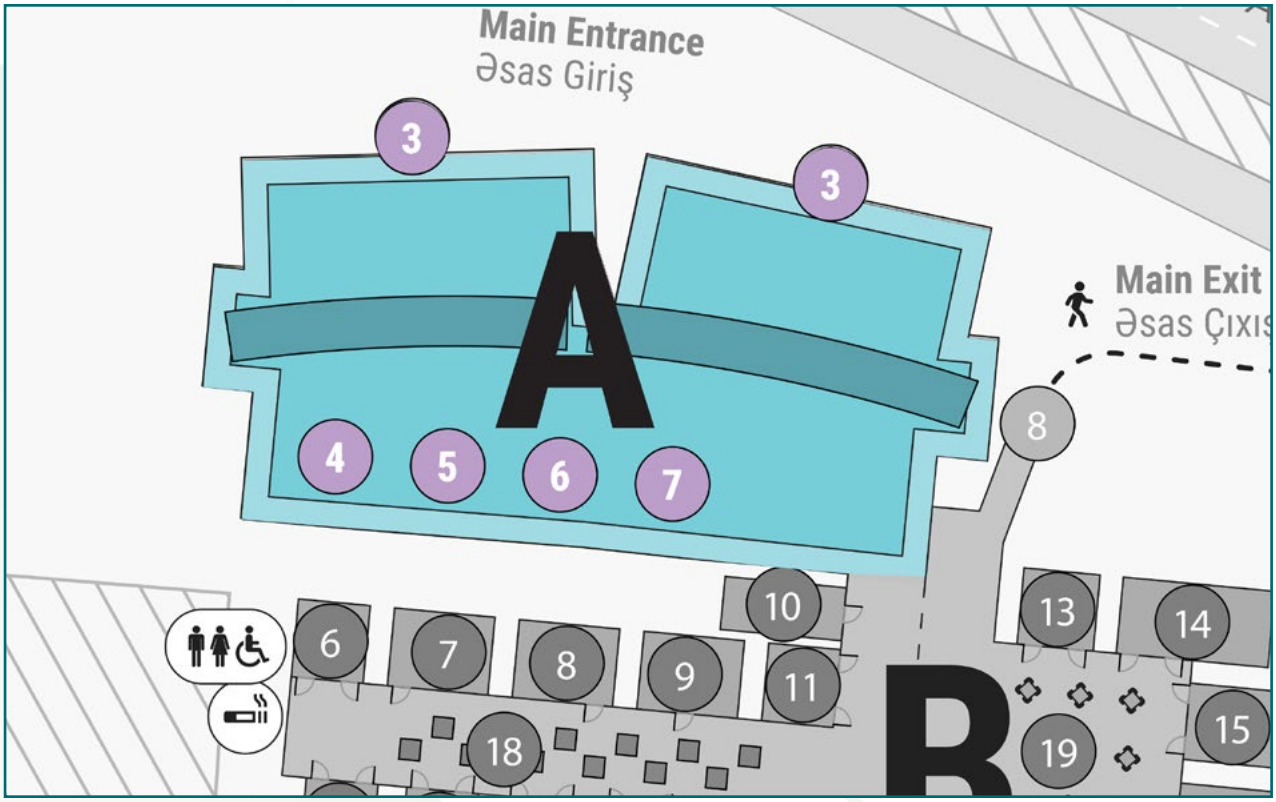
The COP29 Green Zone will serve as a central hub for innovation and engagement, comprising a diverse array of activities, including activations, interactive exhibits, concerts, discussions, and events that emphasize climate action and sustainable practices.

Venue Map



Area A	Main Entrance & Registration
Area B	Side Events & Special Events
Area C	Negotiation Rooms & Delegation Office
Area D	VVIP & Media Centre
Area E	Pavilions

Venue Map
Area A





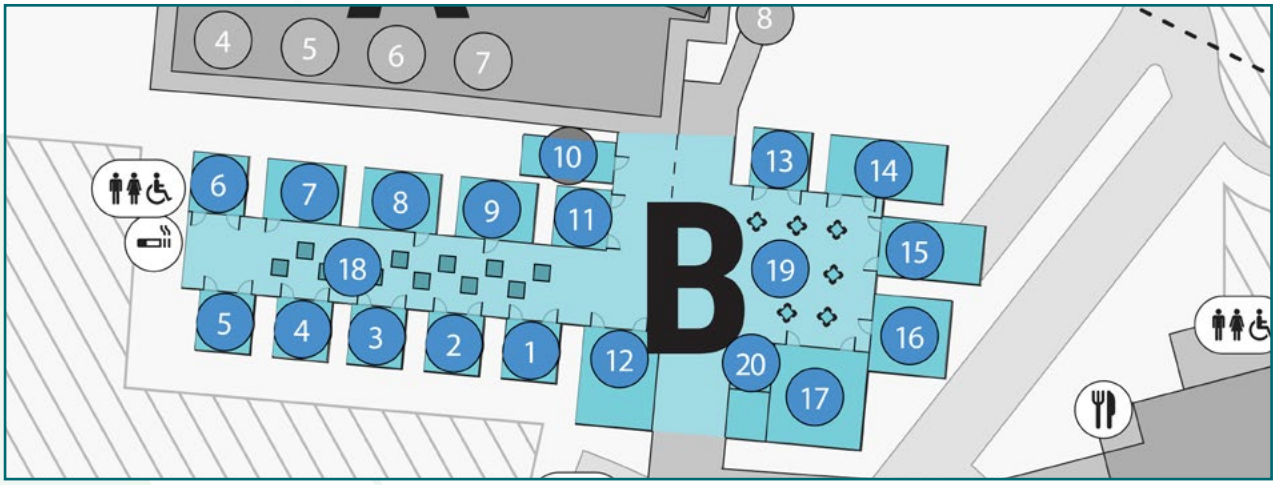
Area A in the Blue Zone provides various services, including pedestrian screening area lanes, accreditation registration desks and badge scanners, help desks with accessibility support, spectrum tagging area desks, and a nursing room, facilitating an efficient experience for attendees.

South Pedestrian Screening Area Route:



The South Pedestrian Screening Area Route does not have a registration facility, and access is limited to those with valid badges.

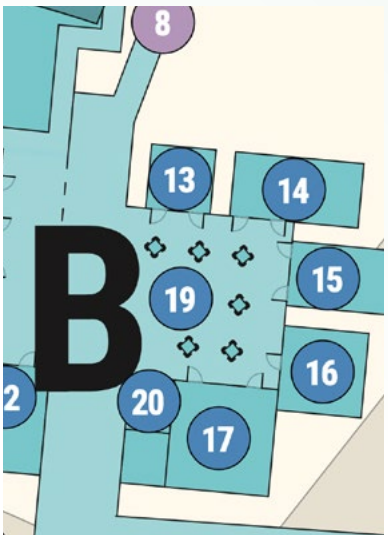
Area B

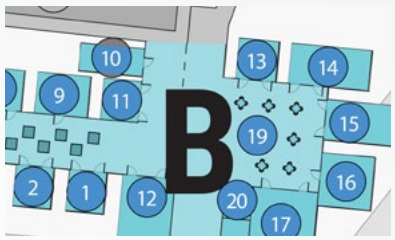




The **section B** also houses the Side Events Coordination Room, the NGOs Constituencies Room, several Side Events Rooms, and designated Exhibition Booths.

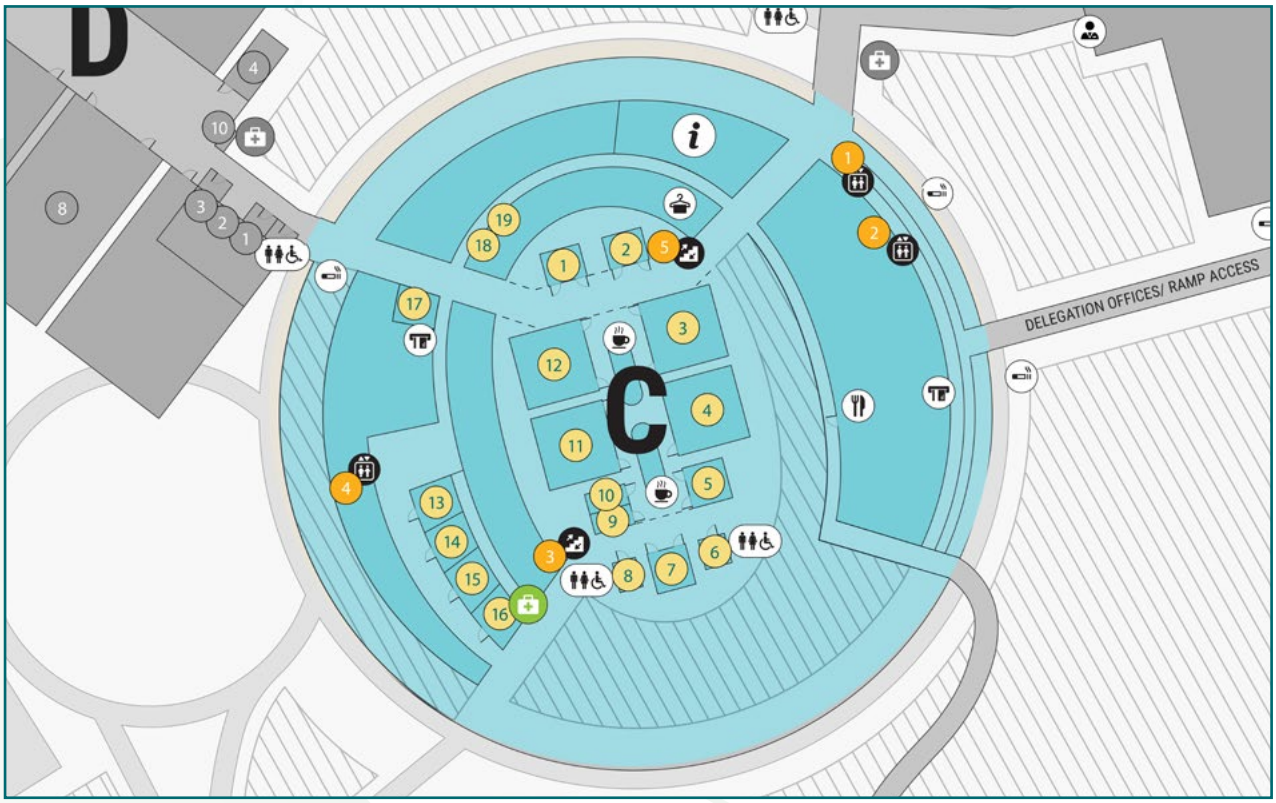
In the other section of **Area B** in the **Blue Zone**, the facilities include Special Events Rooms, Bilateral Rooms, Marrakech Partnership Lounge Champions' Rooms, and a Champions' Meeting Room.

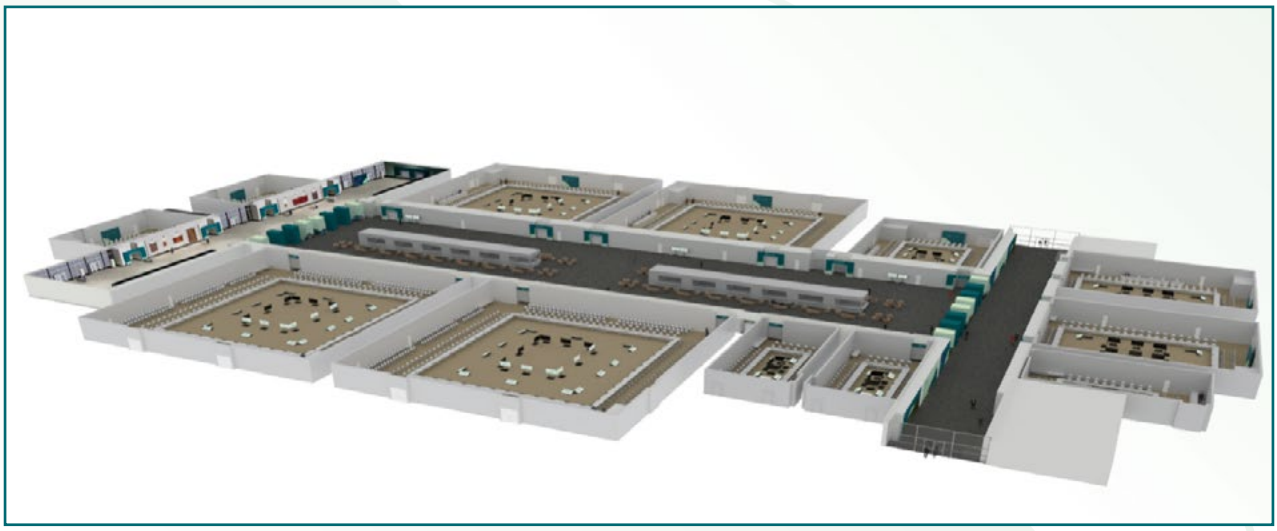






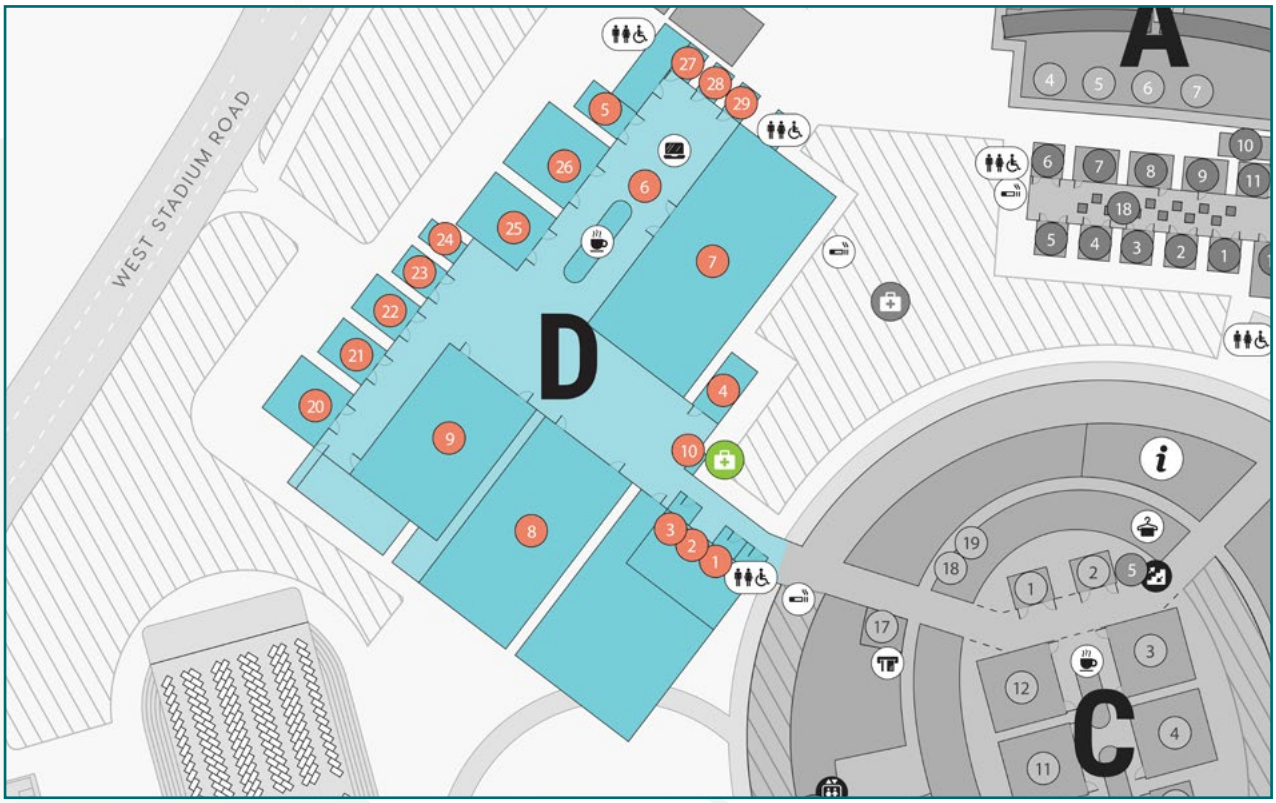
Area C

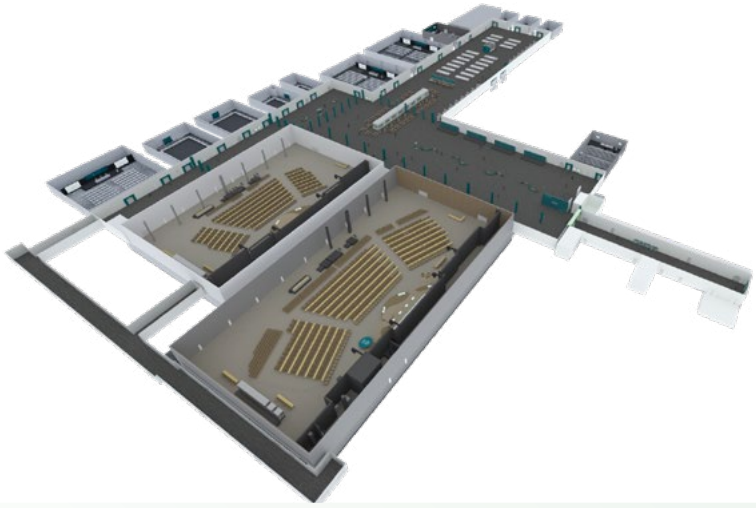




In **Area C** in the Blue Zone, the facilities include Meeting Rooms, an ICT Service Desk, an Interpretation Hub and Lounge, a Private Restaurant and Lounge Area, Prayer Rooms and a Quiet Room, a Cloakroom, a Service Hub with Lost & Found and Daily Substance Allowance (DSA) Office Services, provisions for Accessibility, Logistics, Accommodation, Catering, Transportation, and Interpretation Services, as well as Delegation Offices.

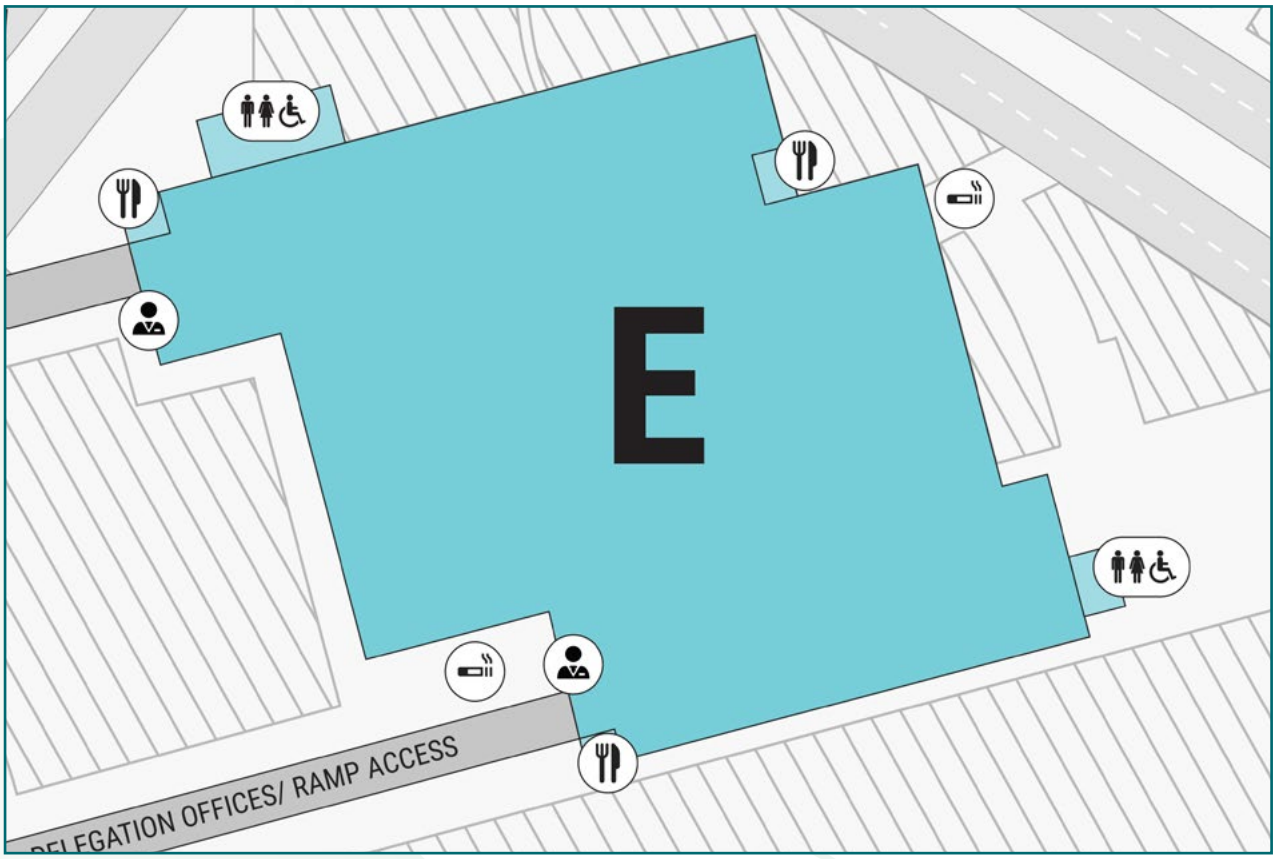
Area D





In **Area D** in the Blue Zone is designated as the VVIP area. The facilities include Plenary Hall 1 (Nizami), Plenary Hall 2 (Caspian), Meeting Rooms, a Media Centre, Computer Centre, Press Conference Rooms 1 (Karabakh) and 2 (Natavan), a Medical Room, a Lounge Catering Area, Grab and Go Catering Points, VVIP Bilateral Meeting Rooms, a Family Photo Area, a VVIP Medical Room, a VVIP Drop-Off Area for arrivals, Leaders' Entrance, Entourage Entrance, a Cloakroom, a VVIP Lounge, and a Handshake Area.

Area E



Area E in the Blue Zone, with a gross floor space of **24,000 m²**, is specifically designated for Delegations' Pavilions, facilitating engagement and representation for the various delegations.

Blue Zone Meeting Rooms

Meeting rooms can be booked by Parties and observer organisations free of charge for slots of up to **55 minutes** between **8:00 and 17:55.**

Meeting Room Assignment (MRA) counter opening hours:
Monday, **11 November to Friday, 22 November: 8:00 – 18:00**

(except Sunday, 17 November when the conference premises are closed all day)
Kindly note that requests for meetings to be held on the first day of the conference (11 November) will be accepted electronically from **28 October to 9 November 2024**. Completed MRA forms may be sent by email to meetingrequest@unfccc.int.

The MRA team will track your request and issue notifications/confirmations by **9 November 2024** at the latest.

As of **11 November 2024**, MRA forms must be submitted in person at the MRA counter located at the venue.

All requestors will receive confirmation of the availability and location of their meeting room in the evening of the day before their meeting in person at the MRA counter. Once the booking is confirmed, it is advisable to frequently check your email inbox for potential changes to your confirmed meeting room booking. All confirmations must be reconfirmed again in person by the requestor at the MRA counter one hour before the start of the meeting. Meetings that have not been reconfirmed will be automatically removed from the system.

Meeting room requests may be submitted for a maximum duration of **55 minutes** per Party, regional group or observer organisation (United Nations, intergovernmental organisations or non-governmental organisations). Please be aware that meetings must conclude and the rooms be vacated on time. The last meeting must be concluded by **17:55**.

The confirmation of meeting room reservations depends on the demands of the negotiating process, which takes priority.

In the event that the meeting room you have booked is required for informal consultations, contact groups or other urgent negotiation meetings at short notice, you may be provided with an alternative solution. You will be notified by phone, or by email if you have not provided a phone number.

Meeting room layouts are fixed and comply with the national safety regulations of the host country. Therefore, change of setup, removal or relocation of any furniture or equipment by meeting organisers is strictly forbidden.

All meeting participants are to be seated in accordance with meeting room capacity. Standing participation in meetings is not permitted.

No food and beverages are permitted inside the meeting rooms except water. Meeting rooms cannot be booked for side events. To organize a side event, please refer to the Side Events and Exhibits Online Registration System (SEORS) for further information.

Green Zone Facilities

The Green Zone at COP29 offers international groups from key sectors an array of services, including a dedicated conference hub with streaming options, meeting rooms, a hangout area, and a food hall with cafes, all designed to support and enhance the guest experience.

Green Zone Meeting and Conference Rooms

Conference Rooms:



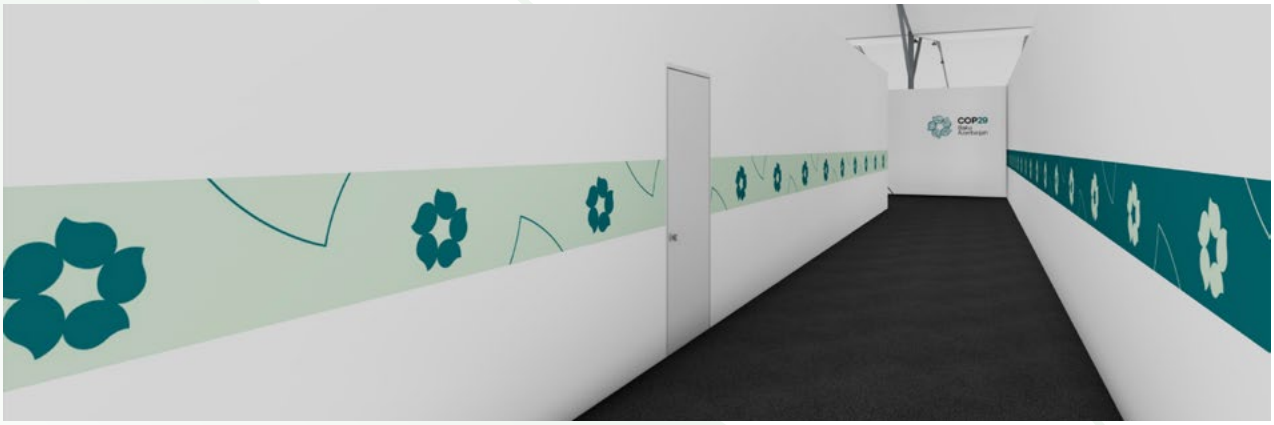


Conference rooms with capacity for **70** to **200** participants, designed to host a variety of events, provide a professional and versatile environment tailored to the event's needs.

The conference rooms in the Green Zone offer advanced audiovisual technology, spacious seating arrangements, high-speed internet connectivity, customizable layouts, and on-site support, ensuring an optimal environment for productive discussions and events.

B2B Meeting Rooms:





These rooms are perfect for smaller, more intimate gatherings of **8 to 12** participants.

The **B2B** meeting rooms in the Green Zone are equipped with modern audiovisual technology, comfortable furniture, high-speed internet access, and enhanced privacy and security measures to facilitate effective collaboration.

A Conference or **B2B** Meeting Room in the Green Zone can be booked here.



Visas

The Azerbaijani Government has introduced a free COP29 Special Visa for participants registered for COP29 through the UNFCCC Online Registration System. This visa can be obtained via the official electronic visa portal or through the Republic of Azerbaijan's diplomatic missions and consulates overseas. A detailed guide on how to use the portal can be found here. The registration process is smooth and paper-free, with **12 languages** available.

The COP29 Special Visa permits a single-entry stay in the Republic of Azerbaijan for up to 30 days. If you need to exit the country and re-enter due to the pre-sessional, meetings, the Conference, or UNFCCC meetings, you must reapply for the COP29 Special Visa using your UNFCCC registration number. All foreign participants attending these meetings must possess a passport that is valid for at least three months from the date of entry into Azerbaijan.

Currently, there is a visa-free arrangement between Azerbaijan and several countries based on bilateral agreements. You can find the list here. If your country is included on this list, you can enter Azerbaijan without a visa and do not need to apply for the COP29 Special E-Visa.

The COP29 Special Visa will be issued within three working days after the submission of a complete online application through the official portal or upon submitting a full application to a local diplomatic office or consulate of the Republic of Azerbaijan abroad and is valid until **30 November 2024.**

After registration has been approved via the UNFCCC Online Registration System, participants will receive a link to apply for the visa in the confirmation email. The expiration date of the visa will be specified on the COP29 Special Visa, and the holder must exit the Republic of Azerbaijan before this date.

Participants are strongly advised to apply for the COP29 Special Visa as soon as their UNFCCC registration is confirmed. Use the visa portal link in your registration email to monitor the status of your visa.

All visitors entering Azerbaijan on the COP29 Special Visa and passport holders from visa-exempt countries must complete Migration Registration at their place of stay within 30 days of arrival if their stay is 30 days or longer. If the stay is shorter than 30 days, registration is **not necessary.**

Logistics

The COP29 logistics guide offers details on sustainable transportation options to help minimize your environmental footprint when travelling to the venue, along with all the necessary information for participating in the event.

The Shipping Guide sets out a comprehensive, step-by-step process for shipping goods from abroad to COP29 in Azerbaijan.

Official Logistics Partner

COP29 has partnered exclusively with **Rhenus Group**, which has been designated the Official Logistics Partner for the event in Baku. In this capacity, Rhenus Group will manage all transport and logistics services for COP29, including freight forwarding, customs brokerage, last-mile delivery, and various on-site logistics functions.

While COP29 participants can select their own freight forwarder during the event's operational phase, there are some exceptions. For shipments from the official external warehouse in Baku to the COP29 venue, participants must contact Rhenus Group, as they are the only authorized freight forwarder permitted to access the COP29 venue. Rhenus Group will ensure that shipments are delivered to Baku Stadium.

For Rhenus Group's services for COP29, check this page.

You can use the Rate Card to view the services and rates offered by Rhenus Group as the logistics partner for COP29, valid from **1 July 2024 to 30 March 2025**.

List of Services

- Global freight forwarding via all transportation modes
- Rhenus Logistics Desk/Rhenus Logistics team onsite
- Management of last-minute service requests
- Provision of MHE (Mechanical Handling Equipment)
- Warehousing and Inventory Management Services
- Customs clearance, import and re-export
- Obtaining permits for restricted goods
- Last-mile delivery at the event venue
- Empties handling and storage during the event
- Provision of packing materials, safety and security labelling
- Handling of non-standard categories of goods (fragile, high-value, perishables, oversized)
- Small parcel/package receipt from a courier with onward delivery to the recipient

To ensure your smooth experience, the Service Request Manual provides instructions for booking logistics services with Rhenus Group via their website. For detailed guidance, please refer to the Guide on How to Create a Service Request.

Voluntary Carbon Offsetting Service

To fulfill the carbon neutrality target anchoring our Sustainability Policy and to achieve carbon neutrality for COP29, we are minimizing our operational carbon footprint and offsetting only unavoidable emissions associated with international travel. COP29 has put in place a user-friendly platform for individual voluntary offsetting. The **CarbonClick** platform offers an easy, impactful, and transparent way for all delegates to offset their travel emissions. CarbonClick is an independent, certified B-Corp from New Zealand which was carefully selected by COP29. As aviation remains one of the most challenging industries to decarbonize, this voluntary program provides an actionable opportunity to compensate for emissions associated with necessary travel to COP29.

How It Works:

1. Understand Your Emissions: Use CarbonClick's tool to estimate the carbon footprint of your flight. Consider choices like selecting economy class, reducing luggage weight, and opting for lower-carbon routes to minimize those emissions.

2. Make a Difference with Verified Offsetting Projects: When you choose to offset, your contribution is directed to internationally certified carbon reduction, removal, or avoidance projects that align with UN Sustainable Development Goals (SDGs). These projects are verified in accordance with CDM or Gold Standard and undergo CarbonClick's 7-point impact check, ensuring they deliver meaningful, lasting environmental benefits. Our portfolio offsets are designed to comply with the Oxford Offsetting Principles, further reinforcing the commitment to high-quality, impactful climate action.

3. Track Your Contribution: With each offset, you'll receive an instant receipt and a link to track your funds. This includes access to retirement certificates from certifying registries, providing 100% transparency on your offset's impact.

Scan the QR code below to learn more and offset your travel emissions today, or visit https://COP29.carbon.click and join us in making COP29 a carbon-neutral event. Your contribution will sustain certified offsetting projects that benefit both the planet and communities worldwide..

Accreditation

Registration Process

Registration for the conference is managed through the UNFCCC Online Registration System (ORS).

Online Registration System:

- For Parties and Observer States, as well as for United Nations and related organisations and specialized agencies, the ORS opens for the nomination and confirmation of their representatives on the following dates:
- **24 June 2024 – 10 November 2024 23:59 (CET)**
  For admitted intergovernmental organisations and non-governmental organisations, the ORS opens for the nomination and confirmation of participants on the following dates:
- Nomination: 24 June 2024 – 4 August 2024 23:59 (CET)
- Confirmation: 19 August 2024 – 10 November 2024 23:59 (CET)

Badge Collection

Upon arrival at the venue for the first time, participants are requested to proceed to the registration desk to collect badges for access to the conference premises. Participants must provide the following documents for a badge to be issued:

- The acknowledgement letter sent to the participant from the online registration system upon successful registration – printed or on a mobile device.
- A valid passport or a nationally approved photo identification card.
  The distribution of Blue Zone badges will start on **28 October.**

Blue Zone Registration Centre

Registration Centre Opening Hours and Dates:

- 28 October to 4 November: **09:00 – 18:00**
- Pre-sessional Days (4 to 9 November): **08:00 – 19:00**
- COP29 Event Time:
- 10 November: **08:00 – 21:00**
- 11 November: **06:30 – 21:00**
- 12 November: **06:30 – 19:00**
- 13 to 16 November: **08:00 – 19:00**
- 17 November: **Non-working day**
- 18 November: **06:30 – 19:00**
- 19 to 23 November: **08:00 – 19:00**

Pre-printing Badges for Party and UN Delegations

National focal points of Parties and designated contact persons of the UN system may request that badges be pre-printed for their delegations. They may collect the badges in advance from the registration counter. The individual collecting the badges must sign on behalf of the delegates and is responsible for the badges' proper distribution. This option is available only to delegates who already have a photo in the system.

Registration Desk Opening Hours:

On the conference dates, the registration counters will open from **08:00 – 19:00.** A detailed schedule, including opening hours for the pre-sessional week, will be provided in due course.

Entry to Green Zone and Tickets

Tickets for the COP29 Green Zone can be obtained through online registration on a dedicated platform, set to launch in early November.

Entry to the COP29 Green Zone is open to adults and children aged six and over, Children need a ticket and must be accompanied by an adult. There is no fee to access the Green Zone.



Accommodation

COP29 Azerbaijan is pleased to present an extensive array of accommodation options to suit various budgets. Baku offers a diverse selection of lodgings, including hotels, resorts, and serviced apartments, with ratings spanning from two to five stars.

COP29 Azerbaijan has officially designated Bnetwork as the booking platform responsible for managing accommodation requests for the event. Bnetwork will serve as the intermediary with the hotels to ensure that available rooms are allocated to COP29 participants.

Delegates can access the booking portal and find further information at cop29 accommodation.bnetwork.com.

It is recommended that larger delegations needing group reservations contact the Bnetwork booking platform directly and as early as possible to secure preferred options.
The booking system guarantees stable accommodation rates, allowing for effective budget planning without unforeseen fluctuations.

While the official accommodation portal has ensured adequate room availability for COP29 Azerbaijan, participants are encouraged to make their bookings at the earliest opportunity to prevent potential limitations in availability as the conference date approaches. Participants are also free to make their arrangements through different public platforms.

Transport

Considering the anticipated arrival of thousands of visitors to Baku, a coordinated transportation plan has been established in collaboration with the COP29 Azerbaijan Operating Company, the Ministry of Internal Affairs, and the Azerbaijani Land Transport Agency. This all-encompassing transportation system is designed to ensure a smooth travel and navigation experience for COP29 participants during the event.

Overview of the COP29 Transportation System

Delegates attending COP29 will have access to numerous COP29-branded taxis and over **350** buses facilitating connections between Heydar Aliyev International Airport and transport hubs in Baku. Moreover, public transport (public buses, metro, and trains) will be free of charge for all accredited participants. However, public transportation will not have direct access to the venue, as only dedicated shuttles will be allowed to enter. Those with acknowledgment letters or accreditation cards will enjoy complimentary shuttle services between the airport and various destinations. Additionally, shuttles will provide direct transport to the conference venue located near the Koroghlu metro station, which serves as Baku's primary transport hub.

There will be a dedicated taxi service (Baku Taxi) available at Heydar Aliyev International Airport in front of Terminal 1 and in the Park & Ride area from where regular shuttles run to and from the conference venue. Also, Baku Taxis will provide complimentary taxi services for wheelchair users.

Every embassy will get one parking VAPP to drop-off their guests at the closest Park & Ride area to the Baku Stadium. Delegates may also order a taxi online by choosing the COP29 category in the Bolt and Yango apps. They should alight at the shuttle hub at the back of the Koroghlu metro station, where they can board the metro shuttle to complete their journey to the stadium.

The transportation system features two main shuttle services designed for effortless travel during the conference:

Airport Shuttles, operating 24/7, ensure constant connectivity between Heydar Aliyev International Airport and key transport hubs. Services include Dedicated Airport Shuttles, Airport Express Public Shuttles, and 24/7 Dedicated Airport Taxis and Private Transfers.

Conference shuttles will link transport hubs with the Baku Stadium and other significant locations from **7:00 to 22:00**, while dedicated buses will provide easy travel between Koroghlu metro station and the Blue Zone.

All shuttle services and public transport are free of charge for COP29 accredited participants.

Transport Hubs for Conference Travel

COP29 Azerbaijan offers a wide variety of accommodation options, featuring more than 155 hotels and 20 residential complexes, all ideally situated near transport hubs to facilitate easy access to the conference venue and other key locations. In total, 16 transport hubs will be set up in areas with a high concentration of hotels and residential complexes.

- City Hubs are in central locations with a high density of hotels and business districts, serving as essential points for shuttle buses and taxis to connect with delegates. Nine city hubs are situated near major hotels, providing easy access, and reducing travel time to the conference venue.

- Residential Hubs are located in central areas or close to residential complexes. These hubs act as vital points for shuttle and taxi services. Seven residential hubs are planned, with the possibility of expansion if new residences are included in the accommodation offerings.

Note: To help delegates residing further away from the designated hubs, several loading zones and shuttle routes will be provided for pick-up and drop-off.

Digital Transportation Map

The Digital Transportation Map is an easy-to-use tool designed for exploring transport hubs, event venues and zones, accommodation, and other important locations nearby. It also highlights shuttle pick-up and drop-off points, along with an option to choose the preferred and most convenient mode of transport, including walking, to make navigation around the city easier. You can find the Digital Transformation Map here.

Additionally, there are dedicated transport operational areas at Heydar Aliyev International Airport and the Baku Stadium. The maps show the transport areas at the Blue and Green Zones, including the locations of shuttle buses, Park & Ride areas, metro shuttles, VVIP staging zones, drop-off points, and other vital transportation information.

Media

Media Accreditation

All media representatives wishing to cover COP29 must secure accreditation designated for individuals affiliated with legitimate media organisations recognized by the United Nations General Assembly. The only official platform for obtaining accreditation for the conference is the United Nations Framework Convention on Climate Change (UNFCCC) Online Registration System (ORS).

This guide presents the step-by-step procedure to register for media accreditation with the UNFCCC Secretariat for COP29.

For detailed responses to common inquiries and summaries of the procedures and requirements for media representatives attending COP29, see the FAQ.

Green Zone Media Accreditation

COP29 Green Zone media accreditation is intended for journalists representing global and local media organisations that are officially registered in countries recognised by the United Nations General Assembly.

The COP29 Green Zone Media Accreditation Portal is the only official platform through which media can be accredited to the COP29 Green Zone. The application deadline was **30 October at 23:00** local time (GMT+4).

For detailed, step-by-step guidance and answers to frequently asked questions, please consult the GZ Media Accreditation Guide and FAQ.

Radio Spectrum Management Portal

All accredited participants are encouraged to register their radio-electronic equipment and request a temporary allocation of the radio spectrum through the COP29 Radio Spectrum Management Portal.

A Technical Guide and User Guide provide details on how the Portal works.

Customs Clearance for Media Equipment

Any media equipment brought temporarily into Azerbaijan must be declared using the Electronic Customs Services Portal. The declaration must be submitted at least 72 hours before arrival in the country. Upon arriving in Azerbaijan, the following documents must be presented to the customs officer at the airport:

- Acknowledgement letter
- QR code from the COP29 Radio Spectrum Management Portal (if you are bringing in radio-electronic equipment)
- Simplified declaration for passengers (hard copy or QR code)

Please refer to these documents for more details:

Temporary Import Declaration Guide
COP29 Tools of the Trade

Media Centre

Continuous operation:

- The Media Centre will remain open **24 hours** every day, with reduced services after **20:00.** Entry to the venue from this time **(20:00)** onwards will only be permitted upon request to those with a UNFCCC accredited badge.

Closure:

- Concluding operations will provisionally be **+2 hours** after the final gavel that concludes the COP.

Official Rest Day:

- The Media Centre will be accessible on Sunday, **17 November** upon request and by confirmation of the IBC Manager only.

Note: The Media Centre is open to accredited media representatives only.

Catering Services

Our catering services for COP29 are designed to provide a diverse range of menu options that cater to the various dietary needs of attendees. We offer vegetarian, vegan, gluten-free, dairy-free, and halal choices, ensuring that every participant can enjoy a delicious and satisfying meal. Our menu is crafted with care and creativity, combining fresh flavours with a focus on health and balance to appeal to a global audience.

Central to our catering services is a strong commitment to sustainability. We recognise the importance of environmental responsibility, especially at COP29, where sustainability is a primary focus. We prioritise locally sourced ingredients to minimise food miles and support regional farmers. Our team carefully selects seasonal products to reduce waste and packaging while maintaining the highest quality in every dish. Additionally, we avoid single-use plastics and adopt eco-friendly practices in food preparation, storage, and service, aligning with the event's overall goals.

Our experienced team is dedicated to delivering an exceptional dining experience from start to finish. We ensure seamless service, paying close attention to detail at every stage, from preparation and presentation to timely meal service. We offer a variety of catering options, including buffet-style service, meal boxes, coffee breaks, and canapés, tailored to fit the event's schedule. Our staff are well-trained to accommodate diverse dietary needs, ensuring that every participant has access to safe and delicious meals. We are committed to making the dining experience smooth, enjoyable, and memorable for all attendees at COP29.

Catering Strategy

- Locally sourced and seasonal products
- Nourishing and nutritious
- Imaginative menus with Azerbaijani and international dishes
- A balanced menu with high quality vegan, vegetarian, and gluten-free options
- Application of industry standards and certifications in catering services
- Clear labelling showing allergy and dietary information
- Affordable and in line with previous COPs

Blue Zone Catering Facilities

- **Food Court**

  Features a diverse selection of international and local cuisines, including plant-based, gluten-free, and halal options.

- **Grab & Go Stations and Coffee Corners**

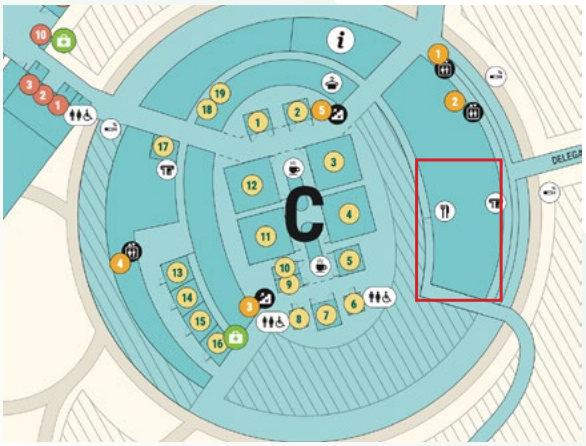
Conveniently situated for those on the move, these areas offer freshly brewed coffee, tea, ready-to-eat meals, and light snacks.

Restaurants

Provide a more refined dining experience, showcasing both local and gourmet dishes, perfect for networking and special occasions.

- **Event Halls**

Designed to host special events and receptions, complete with full catering services.





Green Zone Catering Facilities

- **Food Court**

Offering a variety of international and local cuisines, including plant-based, gluten-free and halal options.

- **Grab & Go Stations and Coffee Corners**

Conveniently located for those on the move, offering freshly brewed coffee, tea, ready-to-eat meals and light bites.





Catering Portal

A dedicated portal has been created to streamline catering services for COP29. This unified platform showcases the various catering options available at the event venue, ensuring convenience for participants.

Attendees in the Green Zone and the Blue Zone can place individual meal orders through the portal and request services for tea and lunch breaks, as well as snack provisions for guests.

In the Blue Zone, the following services are provided:

- Open Buffet (breakfast, lunch, dinner)
- Meal Boxes (breakfast, lunch, dinner)
- Canapés and Finger Food
- Coffee Breaks
- Drink Options (alcoholic/non-alcoholic packages)
- Additional Catering Services

In the Green Zone, the following services are provided:

- Meal Boxes (breakfast, lunch, dinner)
- Canapés and Finger Food
- Coffee Breaks
- Drink Options (alcoholic/non-alcoholic packages)
- Additional Catering Services

Medical Services

General Information

First aid and emergency medical services will be available to all COP29 visitors at the conference venue. International attendees are strongly encouraged to obtain travel insurance.



Operating Dates

Medical services will be available from **4 November to 23 November 2024.**

Operating Hours

The first aid rooms in the Blue Zone will be open from **08:00 to 22:00**. Ambulance services will be available overnight, with one first aid room operating 24 hours a day.

Emergency Medical Assistance on Call

Medical assistance will be readily accessible within the conference venue. Attendees can reach out to COP29 staff or visit the nearest first aid room. The emergency medical assistance number is **103**, which can be dialled from both mobile and landline phones.

Arrival and Departure

Ambulance services will be present at Heydar Aliyev International Airport to provide medical assistance and facilitate patient transfers to hospital if needed.

Disclaimer

On-site medical services are intended for immediate first aid and emergency response. The COP29 organisers are not responsible for any medical expenses incurred beyond the services provided at the conference venue. Attendees are advised to consult their personal physician prior to arrival. Our health and safety policy is accessible here.

Interpretation Services

General Information

Interactio has been designated as the exclusive provider of commercial interpretation and translation services for COP29 in Azerbaijan.

This collaboration highlights our dedication to guaranteeing that all attendees, whether in-person or virtual, receive exceptional language support during the conference.

Interactio will offer a complete range of interpretation services, including both onsite and remote simultaneous interpretation, along with full technical assistance for smooth communication. Organisations wishing to provide interpretation and translation services should contact Interactio directly.

Range of Interpretation Services

- On-site and/or Remote Simultaneous Interpretation (RSI) services are available for the Blue and Green Zones, with pricing outlined in a rate card.
- Advanced RSI platforms accommodate both in-person and remote attendees.
- A team of skilled interpreters with specialized knowledge and experience in handling large-scale conferences are on hand.
- Backend support staff will be available throughout the event to ensure smooth operations.

Booking

To book an interpretation service, please click here.



Accessibility Services

Accessibility Info Desks

The desks are located in Areas A and C (service hub) in the Blue Zone. Delegates can inquire here about all accessibility-related issues. An informative brochure in Braille is available at the Accessibility Info Desks too.

Sunflower Lanyards

Invisible disabilities like autism, speech limitations, hearing impairments, and cognitive impairments may be indicated by a sunflower lanyard which signals a need for greater attention, respect, and assistance, though anyone can choose to use a sunflower lanyard if they feel it is necessary, regardless of whether they have a disability. They can be obtained at the Accessibility Info Desks.

Quiet Room

Available at the venue (Blue Zone Area C), designed for individuals with special needs.

Wheelchair Repair

Wheelchair Repair Services are available at the venue (Blue Zone Area C), including check-ups and technical support.

Charging Stations for Electric Wheelchairs

These are located at the Wheelchair Maintenance Service (Blue Zone Area A). A charging power bank for electric wheelchairs is also available upon request.

Additional Wheelchair Requests

Please apply to the Accessibility Desk or ask COP29 staff to assist you.

Sign Language Interpretation

Sign Language Interpretation will be provided in Plenary Hall 1 **(11-13 November)** and for other spaces will be available upon request. Sign Language Interpreter Services can be requested in advance to assist delegates who are deaf or hard of hearing.

Venue Accessibility

The venue is barrier-free for people with disabilities, and features ramps, lifts, accessible wayfinding signage in Braille, tactile maps, luminous stickers on doorframe edges and stairs, induction loops in conference rooms, accessible lavatories, and accessible parking.

Accessible Transport

Accessible taxis, buses, and other shuttle services (metro) will be available to meet delegates' transportation needs. Please indicate any disabilities or special needs on the registration form.

Please contact the number below by direct call or WhatsApp to make accessibility-related requests during the COP29: +994 10 252 57 80

Sustainability

Mission

At COP29, we are committed to promoting sustainability across all aspects of the event, minimising environmental impact, and enhancing public engagement in climate action by championing inclusivity and accessibility.

Sustainability Commitments

- Promote sustainable practices such as reducing single-use plastics, encouraging eco-friendly transportation, and implementing environmentally responsible procurement.

- Achieve carbon neutrality by minimizing greenhouse gas (GHG) emissions through renewable energy, energy efficiency, and offsetting unavoidable emissions.

- Ensure transparency in decision-making and accountability for commitments, with regular updates on progress toward sustainability goals.

- Make the event accessible to everyone, regardless of physical abilities or socio-economic backgrounds, focusing on youth, women, and underrepresented groups.

- Prioritise health, safety, and well-being in all COP29 activities.

- Create a positive legacy by supporting local sustainability initiatives and investing in long-term infrastructure for ongoing climate action.

- Build partnerships with governments, organisations, civil society, and the private sector to tackle climate change and further sustainability efforts.

Sustainability Targets

- **Net-Zero Carbon**

  Achieve carbon neutrality across the full range of greenhouse gas (GHG) emissions.

- **Mobility**

  Utilize 160 electric buses, establish **17 km** of micromobility lanes, and ensure **50%** of the taxi fleet is hybrid or electric.

- **Energy**
  Source grid power from renewable resources and use on-site energy from 100% carbon-neutral hydrated vegetable oil (HVO).

- **Legacy**

  Implement climate education curricula for secondary school students and incorporate environmental, social and governance (ESG) principles into local business practices.

- **Procurement**

  Ensure 100% of strategic vendors have environmental plans and source 80% of food locally.

- **Community Engagement**

  Support local sustainability initiatives promoted by COP29.

- **Waste**

  Divert 100% of waste from landfills through comprehensive waste separation and composting efforts.

- **Capacity Building**

  Train 100% of staff, vendors, and volunteers in sustainability, with broad access to online training courses.

General Information

Baku

Baku, the capital of Azerbaijan, is a fascinating blend of old and new, offering a unique mix of history, culture, and modern development. Situated on the western coast of the Caspian Sea, Baku is the lowest-lying national capital in the world, at 28 metres below sea level. The city has green parks, historic buildings, and first-class restaurants. Key attractions include the medieval walled city with the Maiden Tower and Palace of the Shirvanshahs, Nizami Street, the seafront boulevard, and the Azerbaijan Carpet Museum. The city also offers a vibrant nightlife with a range of restaurants, cafés and pubs. There are some fascinating sights not far from the city including the ancient cave drawings at Gobustan, the Burning Mountain, the Ateshgah Fire Temple, and Mud Volcanoes.

Climate

November in Baku is often characterized by cold, rainy and windy days tempered by cold sea breezes in the evening. Daily temperatures in November average between 10 degrees Celsius (50 degrees Fahrenheit) and 15 degrees Celsius (59 degrees Fahrenheit). Overnight temperatures average between 5 degrees Celsius (41 degrees Fahrenheit) and 10 degrees Celsius (50 degrees Fahrenheit).

Time Zone

Baku local time is Azerbaijan Standard Time (AZT), which is GMT+4.

International Dialling Codes

The country code for Azerbaijan is 994. For calls to Baku from overseas, use the international access number **+994.**

Call Centre

A call centre provides support through a traditional phone call service, while a chat function on the official website and available through WhatsApp and Telegram also supports delegates by answering conference related questions.
The Call Centre operates from **4 November to 23 November**, with a 24-hour service during the COP29 and limited hours on preceding and subsequent days.
For calls, please use the ***1029** short number. Access to the chat function is available on the COP29 official website or through QR codes at the information desks and centres.

Emergency Numbers

Fire: 101
Police: 102
Ambulance: 103
Unified Emergency Number: 112 (can be used for all emergencies, including police, fire, and medical assistance)

These numbers are crucial for immediate assistance in any emergency situation in Baku.

Electricity Supply

Plug Types: C and F
Voltage: 220V
Frequency: 50Hz

Type C: Also known as the standard Euro plug, it has two round pins.
Type F: Also known as Schuko, it has two round pins with two earth clips on the side.

Visitors may need a plug adapter to fit their devices into these socket types if they are from countries with different plug standards. Additionally, it's advisable to check if your electronic devices are compatible with the 220V voltage to avoid any damage.

Currency, Banking and ATMs

Currency: Azerbaijani manat
Symbol: ₼
ISO Code: AZN
Subunits: 1 manat = 100 qapiks
Banknotes: Common denominations include 1, 5, 10, 20, 50, and 100 manats.
Coins: Common denominations include 1, 3, 5, 10, 20, and 50 qapiks.

The Azerbaijani manat is the official currency used in Baku and throughout Azerbaijan. Banking hours are generally from Monday to Friday (09:00-18:00) with some exceptions.
Automatic teller machines (ATMs) are located throughout Baku and major credit and debit cards are widely accepted. Most major currencies can be exchanged at commercial banks, and at International Heydar Aliyev Airport. Some hotels also have multi-currency ATMs.

Restaurants

There is a diverse range of restaurants in Baku showcasing a wide variety of cuisines, many within walking distance of hotels and official venues.

Shopping Hours

Shops in Baku are generally open from **09:00 to 22:00.**

Wi-Fi in Baku

Free Wi-Fi is available in public spaces and parks across Baku, including the **28 May Mall, Ganjlik Mall** and **Crescent Mall.**

Taxi Services

Major taxi companies in Baku are **Baku Taxi, Bolt, Uber, and Yango.**

Car Rental Services

COP29 provides a variety of affordable car rental options suitable for every budget. In Baku attendees can choose different types of vehicles, including sedans, hatchbacks, SUVs, business-class cars, minibuses, buses, and chauffeur-driven cars.

Rent a Car Baku has been selected as the official partner to supply vehicles to COP29 guests and handle related inquiries.

Delegations can find the booking portal and further information on this website.

Large delegations that need group bookings should reach out to the transportation service provider directly to secure their preferred vehicles as soon as possible. The booking system ensures consistent pricing for vehicles, enabling better budget planning without unexpected costs.

While the booking portal offers a wide selection of vehicles for The COP29, attendees are encouraged to finalise their bookings early to prevent any availability issues as the conference date approaches.

Delegates can book vehicles through Rent a Car Baku and also coordinate easily with other car rental services.

Driving

Visitors to Baku are allowed to drive on their overseas licence as long as it is current and they have not been disqualified from driving in Azerbaijan or elsewhere. The overseas licence must be carried when driving. If the licence is not in English, an English translation or an International Driving Permit must also be carried.

In Azerbaijan, vehicles are driven on the right.

Smoking

Azerbaijani law prohibits smoking in enclosed public places including workplaces, shopping centres, hotels, restaurants, and airports. Smoking is also prohibited on public transport. If you wish to smoke, please use a designated smoking area. Delegates may be fined if they smoke in a non-smoking environment. Smoking areas are available for delegates at the meeting venue and will be clearly indicated.

For further information and directions, speak to staff at the COP29 Information Desks.

Places of Worship

Information about places of worship in Baku can be obtained from a hotel concierge and Information Centres.

Information Centres

Nine information centres will be operating during the COP29 across Baku and at the airport to enhance the visitor experience.

The centres will provide essential information, guidance, and assistance to visitors and delegates attending COP29. They will be located at:

1. Nizami Street
2. Seaside Boulevard
3. Sea Breeze
4. Port Baku
5. Heydar Aliyev Palace
6. Ahmad Rajabli area
7. Koroghlu metro station
8. Airport, Terminal 1
9. Airport, Terminal 2





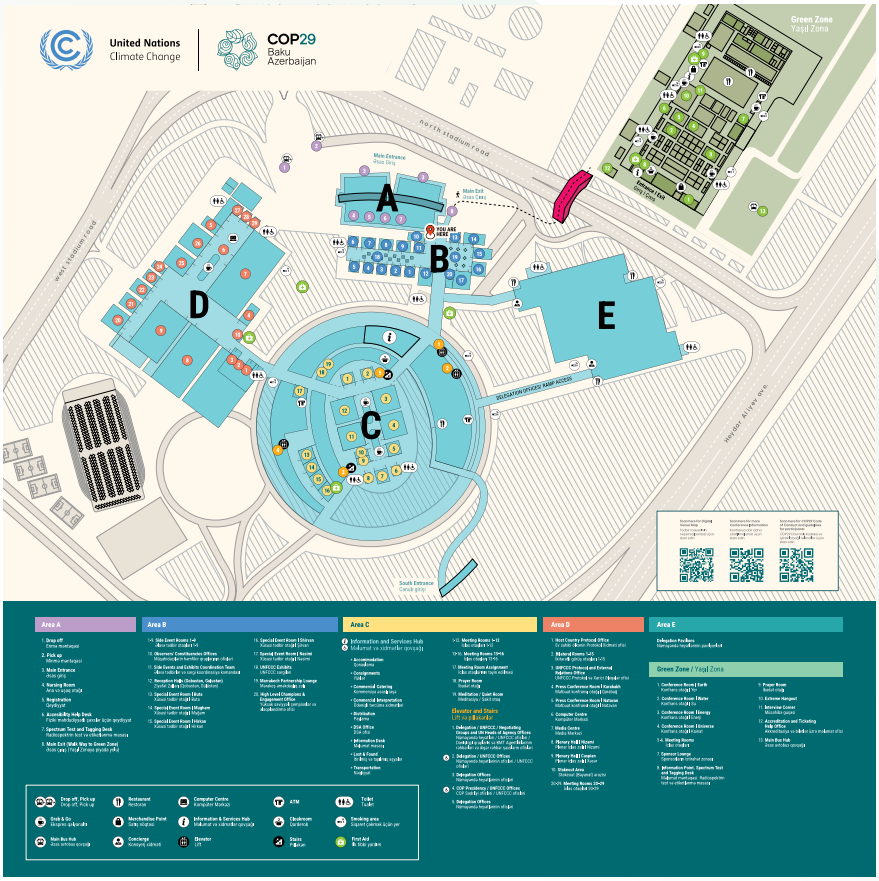
Wayfinding and Navigation

A temporary event-related wayfinding system will assist visitors to find their way from the shuttle bus hubs and pick-up and drop-off points to the nearest hotels.

Digital navigation of the city is available and includes COP29 venues, all shuttle bus hubs and pick-up and drop-off points, and other places of interest.

Digital navigation is available within the venue as well, and offers a route planning function.
Both maps are available on the COP29 official website or through QR codes at the venue and at information desks and centres.





Social Media and Key Contacts

Website and Social Media

Stay connected with the latest updates and engage with us through our website and social media channels:

Website: www.COP29.az

Facebook

X

YouTube

Instagram

LinkedIn

TikTok

Key Contacts

Access COP29 email groups and contact details for any inquiries and assistance:

For general enquiries: generalenquiries@cop29.az

For media enquiries: media@cop29.az

For conference media services: mediaservices@cop29.az

For booking enquiries: cop29@bnetwork.com

For accommodation enquiries: accommodation@cop29.az

For transportation enquiries: transport@cop29.az

For catering enquiries: catering@cop29.az

For medical service enquiries: medical@cop29.az

For visa enquiries: visas@unfccc.int

For accessibility enquires: accessibility@cop29.az

For sustainability enquiries: sustainability@cop29.az

For logistics enquiries: logistics@cop29.az

For car rental service enquiries: cop29@rentacarbaku.az

To participate in the Green Zone: greenzonepavilions@cop29.az

For Delegation services: COP29@orientations.team



COP29
Baku
Azerbaijan