



# 2024 UNITED NATIONS CIVIL SOCIETY CONFERENCE

MAY 9 - 10 | NAIROBI, KENYA



# 2024 UNCSC PARTICIPANT'S HANDBOOK

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## DATES, VENUE, AND THEME

The 2024 United Nations Civil Society Conference in Support of the Summit of the Future will take place on 9 & 10 May 2024.

The venue of the 2024 United Nations Civil Society Conference in Support of the Summit of the Future is the United Nations Office at Nairobi (UNON), located at the UN Avenue in Gigiri, Kenya.

Additional information on the conference is available on the Conference Website <https://www.un.org/civilsociety/2024UNCSC>

## REGISTRATION OF PARTICIPANTS

The registration deadline for civil society, relevant stakeholders, private sector, Member States, United Nations Entities, and Intergovernmental Organizations was 5 April 2024. Due to capacity limitations, registration was set to up to three representatives per organization (per country office), with each nominated representative registering individually.

The Civil Society Conference is open to the participation of the following:

- (a) Civil Society Organizations, including private sector and academia.
- (b) United Nations Specialized Agencies, Funds and Programmes.
- (c) Member and Observer States of the United Nations.
- (d) Intergovernmental organizations.
- (e) Press & Media.

### **Onsite Registration**

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Registration closed on Friday, 5 April 2024.  
There won't be onsite registration.



## **Online Participation**

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To receive the online workshops and offsite sessions program, as well as the streaming links for plenary sessions, please [subscribe](#) to the UN Department of Global Communications Civil Society Unit newsletter.

## **Approval of registration**

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Approved participants will receive an e-mail notification with a confirmation QR code from the INDICO portal, which will be used to finalize the registration process when arriving at UNON in person and for collection of badges on designated days in advance of and during the session. Participants will also need to present a valid passport or government-issued photo identification issued by a Member or Observer State of the United Nations for the collection of their badge. Only approved in-person participants will be issued a conference badge for access to the venue.



## **Security personnel accompanying the VIPs**

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Members of the national security details accompanying the VIP groups participating in the session must be registered and have appropriate Conference badges issued by the UNDSS. No weapons are allowed inside the UNON complex at any time. National security details will be required to surrender their weapons at the Visitors Pavilion, next to the badging centre, to be collected at the exit. For additional information, please send an email to [2024uncsc@un.org](mailto:2024uncsc@un.org).

For more details on registration and accreditation please visit the [2024UNCSC website](#).



## CONFERENCE BADGE

An official 2024UNCSC badge is needed to access the premises of the conference.

Although **delegates based in Nairobi** who already have a pass issued by UNON can use this pass to access the Gigiri compound, they must register for the Civil Society Conference and obtain a meeting badge to be allowed access to the meeting rooms. This provision applies to all Permanent Representatives/Deputy Permanent Representatives and other representatives based in Nairobi.

For security reasons, all participants are requested to always wear their badges visibly.

Registered participants should expect to be screened before entering the venue, following UNON access guidelines set by UN Security.

### **Collection of badges**

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Collection of Conference badges for registered participants will begin from **Monday, 6 May 2024 at 08:00, and continue until 13:00 EAT on Friday, 10 May 2024, at the United Nations Pass & ID Office at UNON, Gigiri.**

The days and hours of operations will be as follows:

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<b>Monday to Thursday, 6 to 9 May</b>	<b>08:00 – 16:00</b>
<b>Friday, 10 May</b>	<b>08:00 – 13:00</b>

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Conference badges for approved in-person participants may also be collected by representatives of the permanent missions, embassies or consulates-general of the delegations in Nairobi or in the region. For this purpose, a note verbale (bearing an official stamp) from the permanent mission or the embassy or consulate-general in Nairobi, indicating the name (in English) and contact mobile number of the representative authorized to collect the meeting badges for the delegation, must be presented at the Pass & ID Office, along with a passport or a government-issued photo identification of the representative. Please note that copies of the passports of the delegation must also be presented together with the note verbale in order to collect the badges.

Following past practice at UNON, Heads of State or Government, Vice-Presidents and Crown Princes or Princesses and their spouses as well as delegates at the level of Deputy Prime Minister and Cabinet Minister and their spouses will be issued a VIP pass with a photograph. VIP badges will be available for collection as of 6 May 2024 from the badging centre. For questions, please contact [2024uncsc@un.org](mailto:2024uncsc@un.org).





## DOCUMENTATION, VISAS, AND ELECTRONIC TRAVEL AUTHORIZATION (ETA)

It is important to ensure that you have all the documents necessary for your trip.

A valid passport, valid for at least six months from date of arrival, is required for entry into the country, and it must have at least one blank page.

Please also check these additional recommendations:

- Selfie or passport-type photo.
- Contact information, email address and phone number.
- Details of your arrival and departure itinerary  
Accommodation booking confirmation(s).
- Credit card, debit card, or other means of payment.
- Vaccine Proof. Check the health and vaccination requirements for Kenya [HERE](#).



## **Consent for Travel with Minors**

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If you are traveling alone with children, foreign border officials may require custody documents or notarized written consent from the other parent.

## **Health Insurance and Medication**

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Purchase comprehensive travel insurance, which includes medical evacuation in case of any unexpected emergencies. By familiarizing yourself with these guidelines beforehand, you can ensure you have the proper information before traveling. Carry your doctor's medical prescription if you have to carry any medication, as you may need to show this at the customs checkpoint(s). Learn more about the requirements and permissions for Kenya [HERE](#).

## **VISA or Travel Authorization to Kenya**

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All visitors including infants and children who intend to travel to the Republic of Kenya must have an approved Electronic Travel Authorisation (eTA) before the start of their journey.

[\*\*APPLY FOR ELECTRONIC TRAVEL AUTHORISATION \(ETA\) HERE\*\*](#)



Please note that the Government of Kenya has amended the visa regulations by introducing the [Electronic Travel Authorization \(eTA\)](#) and removed the visa requirements for all foreign nationals traveling to Kenya with effect from January 2024. All participants must have an approved eTA before the start of their journey. eTA applications for Kenya should be submitted at least 3 days prior to travel to ensure adequate time for authorization. Travellers can submit their applications up to 3 months prior to travel. It is highly recommended that travellers apply as soon as they have booked their accommodation and transport tickets.

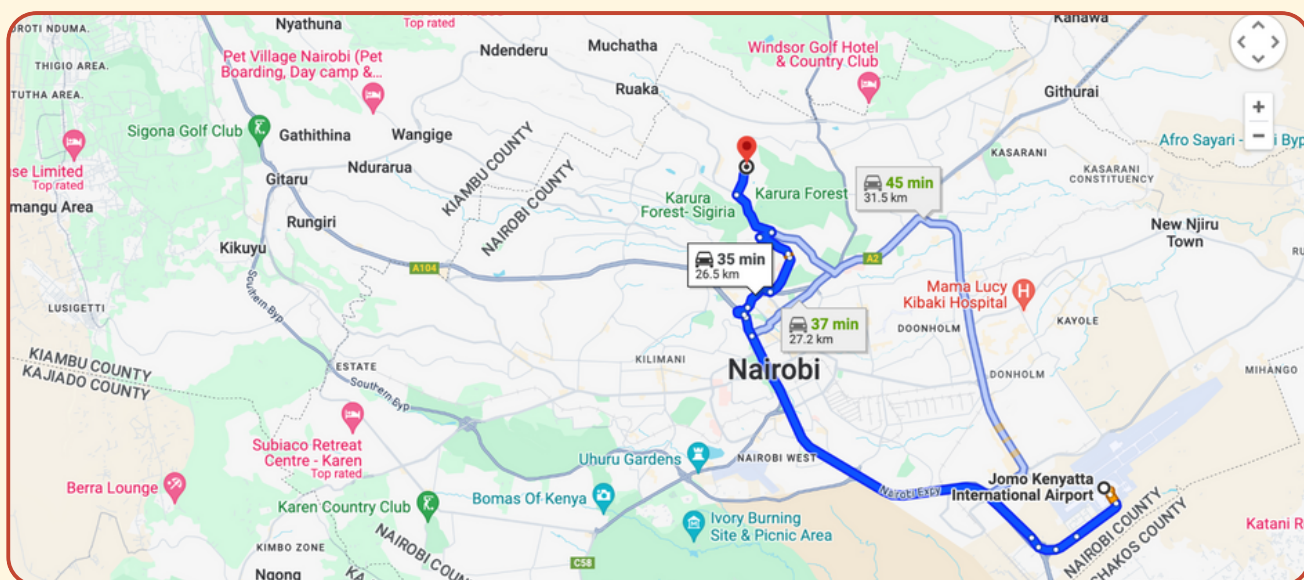
For information on health-related requirements for entering Kenya, please consult: [WHO- International Travel & Health](#) and [Kenyan Ministry of Health – Arriving Travellers](#).

Please note that eTA for entering Kenya and registration for attending the UN Civil Society Conference are two separate procedures. Kindly note that successful registration to UN Civil Society Conference does not guarantee issuance of the eTA.

# AIRPORTS, TRANSPORTATION & HOTELS

**Jomo Kenyatta International Airport** is an international airport serving Nairobi, the capital and largest city of Kenya. [See more information HERE.](#)

## HOW TO GET TO THE UNON



- **UBER IS AVAILABLE IN NAIROBI** → [Download the App](#)
- **TAXIS**

Taxis are available 24 hours a day at Jomo Kenyatta International Airport. They are recognizable by their yellow colour. The price must be negotiated with the driver before entering the vehicle. Nairobi is a very extended city; the fare and the duration depend therefore on the destination and the road traffic. It takes up to 30 minutes between the airport and downtown Nairobi for a fare between [KES1200 and KES2000](#) (Kenyan currency).



## ● SHUTTLES AND BUSES

City Bus#34, which runs every 20 mins between 6 AM and 9 PM rotates between downtown Nairobi and JKIA every 20mn for KES35. The travel time, depending on the traffic, is about 45mn.

Minibus operated by hotels run between the airport, the city center, and the tourist areas. If you plan to stay in one of them, ask if a shuttle is offered to guests. Private services of fast and comfortable shuttles are also offered to travellers to reach different localities.

[Click here to book a shuttle.](#)

## ● CAR RENTAL COMPANIES

Several car rental companies offer their services in Kenya. Some of them have an office in Jomo Kenyatta International airport where to pick-up your car 24h a day and others provide you with the car on your arrival.

- Twixt Logistics: <https://twixtlogistics.co.ke/>
- Hire N' Drive: <http://www.hireddrive.com/>
- Kenya Car Hire: <http://www.kenyacarhireservices.com/>

● **VIP AIRPORT SERVICE:** <https://nairobiairportsservices.com/>

## ● AIRPORT → HOTEL

- Ace Mobility - transport for persons with disabilities.  
<https://acemobility.co.ke/>
- JKIA Airport Transfers (accessible + wheelchair ramps)  
<https://www.nairobiairporttransfers.com/tag/wheelchair-accessible-vehicles-for-rent/#:~:text=JKIA%20Wheelchair%20Accessible%20airport%20transfer&text=Offers%20services%20to%20medical%20and,professional%20will%20assist%20you>
- Private airport transfers for hire  
<https://www.viator.com/Nairobi-tours/Airport-and-Ground-Transfers/d5280-g15-c52>
- Welcome Pickups - offers airport transfers  
[https://www.welcomepickups.com/nairobi/airport-taxi/?utm\\_campaign=20516674921&utm\\_source=g\\_m&utm\\_medium=cpc&utm\\_content=677121626558&utm\\_term=b\\_taxi%20nairobi&ad\\_source=1&gclid=CjwKCAjwkuqvBhAQEiwA65XxQCJ\\_MPCAOp8mJSjN7hO6JoqCae-wsg6dO2EFJYU5w4CZbWkyqfSlvRoCxKcQAvD\\_BwE](https://www.welcomepickups.com/nairobi/airport-taxi/?utm_campaign=20516674921&utm_source=g_m&utm_medium=cpc&utm_content=677121626558&utm_term=b_taxi%20nairobi&ad_source=1&gclid=CjwKCAjwkuqvBhAQEiwA65XxQCJ_MPCAOp8mJSjN7hO6JoqCae-wsg6dO2EFJYU5w4CZbWkyqfSlvRoCxKcQAvD_BwE)
- Karibu Taxi  
<https://www.kaributaxi.com/blog/is-nairobi-safe#:~:text=Nairobi%20Airport%20is%20quite%20safe,either%20for%20business%20or%20tourism>



## ● RECOMMENDED HOTELS

- Nairobi Hotel Rates:

<https://drive.google.com/file/d/1YVQTaziKeGudPZLDzCkmhaP-AgmKOV40/view?usp=sharing>

- List of Guest Houses Near the UN Complex:


<https://drive.google.com/file/d/190qjXT3Uadw8GVo-QiQXMiQx7CSVGTVO/view?usp=sharing>



## GENERAL INFORMATION

- **Make or save copies of your important documents** (e.g. identity card, passport data page, credit cards, and travellers' cheques) in case you lose any of them. Leave copies with your family and friends as a contingency.
- **Money Matters:** Before going abroad, notify your bank and credit card companies of your travel, and check exchange rates.
- **Voltage and adapters:** For Kenya the associated plug type is G, which is the plug that has three rectangular pins in a triangular pattern. Kenya operates on a 240V supply voltage and 50Hz. You may consider the use of a travel adaptor, which is a device that simply allows you to plug any UK electrical appliance into a foreign electrical socket. It is important to note that it does not convert the voltage or frequency.
- **Weather:** Nairobi has a pleasant, subtropical highland climate. Kenya's daytime temperatures average between 20°C/68°F and 28°C/82°F. Bear in mind that Nairobi has a high elevation of approximately 1,795m (5,889ft), meaning that temperatures drop noticeably at night. Late evenings and early mornings are often crisp, even indoors.





Please make sure to keep this in mind when packing and include some warmer layers for the evenings. More information on the weather forecast is available from the [Kenya Meteorological Department](#).

## **Conference FAQs**

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[Draft 2024 UN Civil Society Conference FAQs\\_18March2024 \(RS\).MN.docx](#)



## ACCESSIBILITY ON SITE


There are ramps and access to wheelchairs in the building, to access all the main conference rooms. Please inform of any special needs upon registration for the conference on the Indico website.

There will be a limited number of wheelchairs to be requested upon arrival on a first-come-first-serve basis depending on availability. Please, plan accordingly and inform us ahead of time at [2024uncsc@un.org](mailto:2024uncsc@un.org) in case you require this service.

## VEHICLE ACCESS

Vehicles will not be allowed to enter the UNON campus. If you need to use a vehicle for accessibility or security reasons, it is required to register your license plate and driver's ID before arrival with **UNON UNDSS PASS AND ID** <[unon-undss-passid@un.org](mailto:unon-undss-passid@un.org)>.

The main vehicle access gate is located opposite the US Embassy. Only vehicles with an official UN Decal will be allowed into the complex and are subject to screening. Vehicle Decals will be issued at the badging center. Participants who are authorized to collect the vehicle decal are requested to do so prior to the 2024UNCSC.



Vehicles transporting VIPs such as Ministers/Heads of Delegations will be issued with one (1) 2024UNCSC vehicle access decal. For request for vehicles which will need to enter the complex please e-mail UNON UNDSS PASS AND ID [unon-undss-passid@un.org](mailto:unon-undss-passid@un.org) at least 48-hours in advance with the following information:

- i.** Registration number of vehicle.
- ii.** Make and Colour of vehicle.
- iii.** Driver name and ID number
  - a.** Name of country/mission
  - b.** Name and designation of the dignitaries  
(updated 8 April 2024)


## **Travelers with Disabilities**

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- Nairobi International Airport provides special assistance for travellers with disabilities.

**Check all information and resources here:**

<https://nairobiairportservices.com/meet-asisst-special-travel-assistance-nairobi-airport-jkia.htm>

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- Talk to your travel agent, hotel, and airline about the accessibility services they can provide. Learn about services including accessible accommodations and travel during your trip. Find some important information below:

### **Hotels with accessible facilities in Nairobi**

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- Trademark Luxury Hotel - <https://www.trademark-hotel.com/> (closest hotel to UNON HQ)
- Radisson Hotels - <https://www.radissonhotels.com/en-us/hotels/radisson-blu-nairobi-upper-hill>

### **Accessible Taxi in Nairobi**

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- Ace Mobility - <https://acemobility.co.ke/>
- JKIA Airport Transfers (accessible + wheelchair ramps) - [HERE](#)

## FURTHER INFORMATION

### **Interpretation**

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The Opening and Closing sessions, as well as the Interactive Dialogues and the Townhall on day 2 of the Conference will be conducted in the English language, with simultaneous interpretation into the French language. All other sessions will be conducted in the English language. For more details on the interpretation of the Conference, please refer to the Conference Programme on the website.

### **Media accreditation and arrangements**

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Media accreditation is strictly reserved for members of the press: print, photo, radio, television, film, news agencies, and online media who represent a bona fide media organization. Questions on media accreditation should be referred to the United Nations Information Services in Nairobi at [unon-nairobiunis@un.org](mailto:unon-nairobiunis@un.org).

Members of press can register by accessing the links provided directly on the [registration page](#), under the specific category of participation.



Media already accredited to UNON and interested in covering the 2024 UN Civil Society Conference will still need to register at the registration link provided above.

## LOSS OF BADGE OR PERSONAL ITEMS

The loss of badge or any personal item in the meeting venue must be reported to the badging centre and/or the UNON Division for Safety and Security available at the main lobby. There is also a lost and found kiosk by the security desk in the main lobby.

## COMMON SERVICES AT THE UNITED NATIONS OFFICE AT NAIROBI COMPLEX

Catering services and restaurants serving food and beverages are available within the complex. Breakfasts, lunches, and snacks throughout the day are available to staff and visiting delegates. There are four on-site restaurants and eight coffee stations. There are also several restaurants and bars within walking distance of the complex.

A complete list of the on-site restaurants and coffee stations, with their opening hours and exact location, can be found on the [website of the United Nations Office at Nairobi](#).

## Banking

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There are three banks with automated teller machines (ATMs) to help cater for participants' banking and currency needs. The banks are located on the lower concourse, next to the delegates' lounge and are open on weekdays from 8.30 or 9.00 a.m. to 4 p.m.

The banks within the complex include:

- [KCB Bank](#)
- [Standard Chartered Bank](#)
- [United Nations Federal Credit Union](#) (UNFCU)
- [United Nations Savings and Credit Co-operative Society](#) (UN SACCO)

## Post office and courier services

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The post office, which is located on the lower concourse, next to the KCB Bank, offers standard postal and international courier services, as well as local mobile money transfers. It is open from Monday to Friday from 9 a.m. to 5 p.m.

## Medical services

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The Joint Medical Service at the United Nations Office at Nairobi provides emergency and first-aid assistance to all delegates, as needed. On-site medical assistance is available during meetings, conferences and events held on the premises of the complex, and there is access to a 24-hour, oncall ambulance service during designated meetings.

The clinic of the Joint Medical Service is located on the lower concourse, behind the offices of UN SACCO.

It may be contacted as follows:

### By telephone

Reception: +254 (0) 20 762 2267; +254 (0) 20 762 1267; +254 (0) 20 762 2629

Emergency landline: +254 (0) 20 762 5999

Emergency mobile: +254 (0) 724255378

By email: [unon-jms-medicalevacuation@un.org](mailto:unon-jms-medicalevacuation@un.org)

It is important to note that the general United Nations medical insurance does not cover participants in meetings at the United Nations Office at Nairobi for any illness or injury that is not related to their attendance. All participants, whether self-funded or sponsored by other United Nations entities, are therefore strongly advised to arrange their own travel and/or health insurance prior to their arrival in Kenya.





## **Nursing room**

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A nursing room, accessible through the lobby of Conference Room 1, is available to meeting participants.

## **Multifaith prayer room**

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A multifaith prayer room, accessible through the lobby of Conference Room 1, is available to meeting participants.

## **Department of Safety and Security**

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The Department of Safety and Security of the United Nations Office at Nairobi operates within the complex 24 hours a day, seven days a week, and is in charge of every aspect of day-to-day security, including the personal security of everyone working at or visiting the complex. Personnel from the Department are located in room G-229. They can be reached by telephone on the following number: +254 (0) 207622999.

## Emergency Contact Numbers

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**UNON Security:**..... 0207622999/22344/26666,  
0720629999, 0733629999

**Radio Room:** ..... 0207622053/22116,  
0707722503/5

**JMS:** ..... 0207625999, 0724255378

**Police:** ..... 999, 112

**Diplomatic Police:** ..... 0708589522, 0731170666

**Single Emergency Number:** ..... 0207626666

## EXCURSIONS

Hemmingway's Travel (the travel agency located within the UNON compound) Flyer:

[https://drive.google.com/file/d/1ydK4fta5ZnDhbXzKYlvRwasfQktCfP\\_P/view?usp=sharing](https://drive.google.com/file/d/1ydK4fta5ZnDhbXzKYlvRwasfQktCfP_P/view?usp=sharing)

### Focal point

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Rose Githui

- Email: [rose.githui@hemingways.co](mailto:rose.githui@hemingways.co)
- Telephone: +254 (0) 20 5121438

## UN TOURS

For reservations for UN Tours within the compound that the UN Visitors Service offers please contact [un.tours@un.org](mailto:un.tours@un.org) for reservations or they can do walk-ins, we plan on having a tour at the top of the hour daily from 10 am to 3 pm.

## **Pricing details for UN Tours are as follows:**

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### **For Non-East African or Non-Kenyan Residents:**

- Adults (18-59): 2250 KES (~\$15 per person)
- Students/Children (5-17): 1500 KES (~\$10 per person)
- Group Tour (1-20 participants): 36,000 KES (~\$240 per group)

### **For Kenyan Residents:**

- Adults (18+): 1800 KES (~\$12 per person)
- Students/Children: 900 KES (~\$6 per person)
- Group Tour (1-20 participants): 29,000 KES (~\$195 per group)

### **For East African (EA) Citizens:**

- Adults (18+): 550 KES (~\$3.80 per person)
- High School Students (5-17): 350 KES (~\$2 per person)
- University/College Students (18+): 450 KES (~\$3 per person)
- Group Tour (1-20 participants):
  - Adults: 9,000 KES (~\$60 per group)
  - High School: 6,000 KES (~\$40 per group)
  - University/College: 7,000 KES (~\$47 per group)

## Additional Offerings for Tours:

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- Briefings for groups:
  - 1-20 participants: 6,000 KES (~\$40)
  - 21-40 participants: 12,000 KES (~\$80)
  - 41-60 participants: 18,000 KES (~\$120)
  - 60-100 participants: 24,000 KES (~\$160)
- Specialized Tour (e.g., NOF sustainable building tour): 3,300 KES (~\$22 per person)
- VIP/Exclusive Tour (up to 6 participants): 20,000 KES (~\$135 per group), customizable to your preferences.





**United Nations**  
**Department of Global Communications**

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