

Annex A: Terms of Reference
Accommodation and Conference Services
FSA Workshop, **17-21 October 2016**

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1 Introduction

1.1 Background

The Office of the United Nations High Commissioner for Refugees (UNHCR), the Global Learning Centre invites qualified hotels to make a firm offer for the provision of accommodation and conference services related to the FSA workshop. The workshop is to be held over **17-21 October 2016**, in France, within half an hour distance by public transportation from the Headquarters of UNHCR in Geneva, Switzerland.

1.2 Statement of Purpose & Objectives

The UNHCR Global Learning Centre is looking for a 3 star or above hotel that can provide a venue for the FSA workshop to be held over **17-21 October 2016** as per the following technical specifications.

The hotel should be located in France, but near Geneva with the condition of no further than 30 minutes by public transportation from the Headquarters of UNHCR in Geneva.

2 Requirements

2.1 Accommodation (16-21 October 2016)

The Global Learning Centre requires single room accommodation (incl. breakfast) for 5 nights and for approximately 35 persons:

Check-in: Sunday, 16 October 2016, by 16:00

Check-out: Friday, 21 October 2016, preferably by 13:00

Additionally, all rooms should have WiFi access.

2.2 Conference Services (17-21 October 2016)

Est. no of participants: 40

- One conference room with the capacity to host 40 participants
 - The room should have natural light, windows
 - Conference days: 17 - 20 October 2016: all day (from 8:30 to 18:00)
on 21 October (last day of the workshop): from 8:30 to 16:00
 - Technical equipment in conference room:
 - One ceiling projector (with VGA and HDMI inputs) and screen
 - One back-up projector (e.g. portable)
 - Six flip charts with paper and markers
 - Laptop extension cords
 - Notepads and pens
- (OPTIONAL - if required, to be negotiated later, but prior to the begin date) One break-out room for one entire day of the workshop from 8:30 to 18:00 with a capacity to host approx. 15 persons - exact date to be specified later, before the event.
 - The break-out room should have natural light, windows
 - Technical equipment in breakout room:
 - One flipchart with paper and markers
- Unlimited mineral water consumption in conference and breakout room
- WiFi access in both conference rooms and breakout room

2.3 Other Services (17-21 October 2016)

Parking space

- 5 slots for the entire workshop (5 days)

2.4 Catering Services

Est. no. of participants: 40

- Morning and afternoon fruit/coffee breaks on **17 - 20 October 2016**
- Morning coffee break on the last day of the conference, **21 October 2016**
 - Fruit/coffee breaks shall include:
 - Fresh fruits
 - Tea/coffee
 - Cold beverage (soft drink, mineral water, juices)
 - Biscuits or other
- Warm Lunch/Buffer Lunch over **17 - 21 October 2016** which shall include:
 - Vegetarian and non-vegetarian options
 - Non-pork dishes included (halal option preferred)
 - One bottle of cold beverage per person (soft drink/ mineral water/ juice)
 - Coffee/tea

2.5 Cancellation Policy

UNHCR shall have the right to cancel or modify reservations under the following conditions.

Room/Accommodation Services:

UNHCR shall have the right to cancel reservations without any penalty until 16:00 PM CET on the day of arrival. If the guest does not arrive until that time and no cancellation was made, the Contractor shall have the right to cancel the reservation and charge a penalty, unless the guest requests to guarantee for late arrival before the given deadline. For penalty the Contractor may charge maximum the agreed rate for one (1) night.

Conference Services:

Cancellation of an event can be done without penalty 10 days prior the booked event.

In case of cancellation 10-5 days prior the booked event/facilities, the Contractor charges 50% penalty fee based on the total amount of the reservation.

In case of cancellation within 5 days prior the booked event, the Contractor charges 70% penalty fee based on the total amount of the reservation.

UNHCR shall finalize the number of participants at least 24 hours prior to the event. The Contractor shall accept a maximum 20% decrease in the number of participants reported 2 days prior the event if needed.

You are requested to confirm your acceptance of this cancellation policy at page 3 on Annex B.

2.6 Vendor Registration Form

If your company is not already registered with UNHCR, please complete, sign, and submit with your Technical Proposal the Vendor Registration Form (Annex D).

2.7 Applicable General Conditions

Please indicate your acknowledgement of the UNHCR General Conditions of Contract for the Provision of Services by signing this document (Annex E) and including it in your