

INFORMATION FOR PARTICIPANTS IN MEETINGS AT FAO HEADQUARTERS

FAO Headquarters are located on Viale delle Terme di Caracalla, in front of the Circo Massimo and near the Colosseum right in the heart of Rome and you can easily reach its premises by car, bus, tram and metro line B (*Circo Massimo* stop).

There are six buildings in FAO Headquarters, all interconnected. The large conference rooms (Plenary Hall, Red Room, Green Room) are all in Building A while several smaller meeting rooms are located in Buildings A, B, C and D.

The IPC Excellence in Facilitation for Level 3 Certification Training will be held in the Flag Hall (area at the entrance of Building B, Ground Floor).

Access to FAO Headquarters is restricted to persons in possession of a valid building pass. Participants with meeting badge can enter only through Building A Entrance (Visitor Centre).

On the first day of the meeting, participants are requested to use the Main Entrance in Building A – the Visitor Centre, where metal detectors for security control are in operation, and proceed to pick up their Building Pass. **A valid identity document will need to be presented to registration officials to collect the Building Pass.** Lost Building Passes should be reported without delay to the FAO Security Office. Participants are requested to wear their Building Passes at all times and are advised not to leave briefcases or any valuable items unattended in conference rooms.

Medical Services

The Medical Service provides emergency medical assistance in FAO to participants at meetings. For medical emergencies, dial 30 from all in-house telephones. For all other medical services, call ext. 53577 from in-house telephones (+39 06 5705 3577 from outside FAO Headquarters).

Access and Facilities for Disabled Persons

All entrances (see paragraph 4) at FAO Headquarters are accessible to disabled persons with wheelchairs. A lift is provided in Building A, and a ramp is provided in Building D. Most lifts at FAO Headquarters have wheelchair access.

Restroom facilities for disabled visitors are located in Building A on the ground, first and third floors near the meeting rooms.

FACILITIES AND ADDITIONAL SERVICES

Dining Facilities

Many of the restaurants and available services around FAO Headquarters are located on Viale Aventino.

- The FAO Cafeteria, located on the eighth floor, Building B, is available to participants from 12:00 to 14:30 hours for lunch. The free-flow cafeteria offers a selection of hors d'oeuvres, first and second courses, grill and salads.
- The FAO Restaurant, located on the eighth floor, Building C, offers a daily menu and *à la carte* service. Please call ext. 56823 (Tel.+39 06 5705 6823) for reservations.

Snack Bars and Vending Machines

There are several snack bars on the premises, offering hot and cold beverages and a variety of pastries and sandwiches:

- Polish Bar (Ground Floor, Building A)
- Blue Bar “C” (Eighth Floor, Building C)
- Eighth Floor Bar (Eighth Floor, Building B)
- Bar D (Ground Floor, Building D)

Vending machines with assorted refreshments are also located at various points throughout the premises, including the Second Floor of Building A and the Ground Floor of Building B.

Telephone

The telephone number of FAO Headquarters is +39 06 5705 + extension. If the extension is not known, dial +39 06 57051 for the FAO switchboard operator.

Telephones are available in all meeting rooms and lounges and may be used for internal calls, dialing the required extension. They are also located at the entrance to Building A and in the corridors of the first and third floors of Building A.

Public Skype stations are available in the Estonian Contact Centre next to the Flag Hall (Building B, Ground Floor)

Wi-Fi Coverage

FAO offers free Wi-Fi coverage in all meeting rooms and catering areas. Participants with laptops, smartphones or tablet with Wireless Local Area Network (LAN) capabilities, conforming to the 802.11b or 802.11g standards, may use this service, selecting the network “*guest_internet*” - username: **visitor**, password: **wifi2internet**

No support can be provided if problems arise when connecting to, or using, the wireless internet service.

Postal Services

The Italian Post Office, located on the Ground Floor, Building B, is open Monday to Friday, from 8:30 to 15:00 hours.

The DHL Courier Service Office is located in C005 and is available for private and official dispatches from 10:30 to 12:30 hours and from 13:30 to 16:00 hours, Monday through Friday. Call the Mail and Pouch Service at ext. 54881 for information and rates (Tel. 06 5705 4881). Participants who wish to send documents back to their countries may do so using these services.

Travel Facilities (Flight Reservation and Reconfirmation)

Carlson Wagonlit Travel (CWT) is the official travel agency of FAO. Their offices, located on the Ground Floor of Building D (Room D-074), are open from 9:00 to 17:00 hours. For further information, participants may contact CWT on extension number 55970 (or 06 570 55970 from outside FAO) or e-mail address: faotravel@cwtbook.it.

For emergency requirements outside business hours, CWT offer a 24 Hour Emergency Service dedicated to providing traveler assistance (Tel: from within Italy 800 - 871932; and +44 208 7579000 from all other countries).

Banking and Currency Exchange Facilities

The currency of Italy is the Euro. The *Banca Intesa San Paolo*, located on the Ground Floor, Building B, is open from 8:35 to 16:35 hours.

- Cash dispensers (ATM) for credit card withdrawals are located at the entrance of the Bank and Post Office.
- The *Banca Popolare di Sondrio*, located on the ground floor of building D (D016), is open from 8:30 to 16:00 hours.
- In addition to the banks, the Italian Post Office located next to the *Banca Intesa San Paolo* also processes postal/money orders.
- A special counter is set up in both Banks during large sessions to assist participants.