

Accommodation support for visiting delegates

Support provided, conditions of access and procedure



Welcome

Flore-Anne Bourgeois Prieur, Head Civil Society Service

About CAGI

A non-profit organisation, founded in 1996 by the Swiss Confederation and the Republic and canton of Geneva.

The 'one stop shop' facilitating the settlement and the integration of employees of International Geneva and their family members.

Assistance to NGOs and support to delegates attending conferences in Geneva.



Civil Society Team



Flore-Anne BOURGEOIS PRIEUR
Head of Civil Society Service

NGO support



Sonia TANCIC PEREZ
Deputy head, NGO specialist

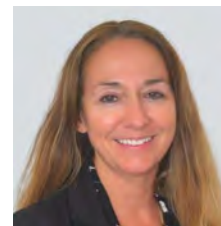


Jonathan THRALL
Project manager and Visits of
International Geneva

Delegates Support



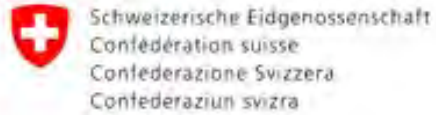
Carmen HERRERO
Deputy head, Delegates lead



Katia DONINELLI
Senior administrative assistant,
delegates accommodation specialist

Accommodation support at a glance

Background



Launched in 2013

Funded by the Swiss Confederation, Republic and State of Geneva, and City of Geneva

Objectives and means



WHY

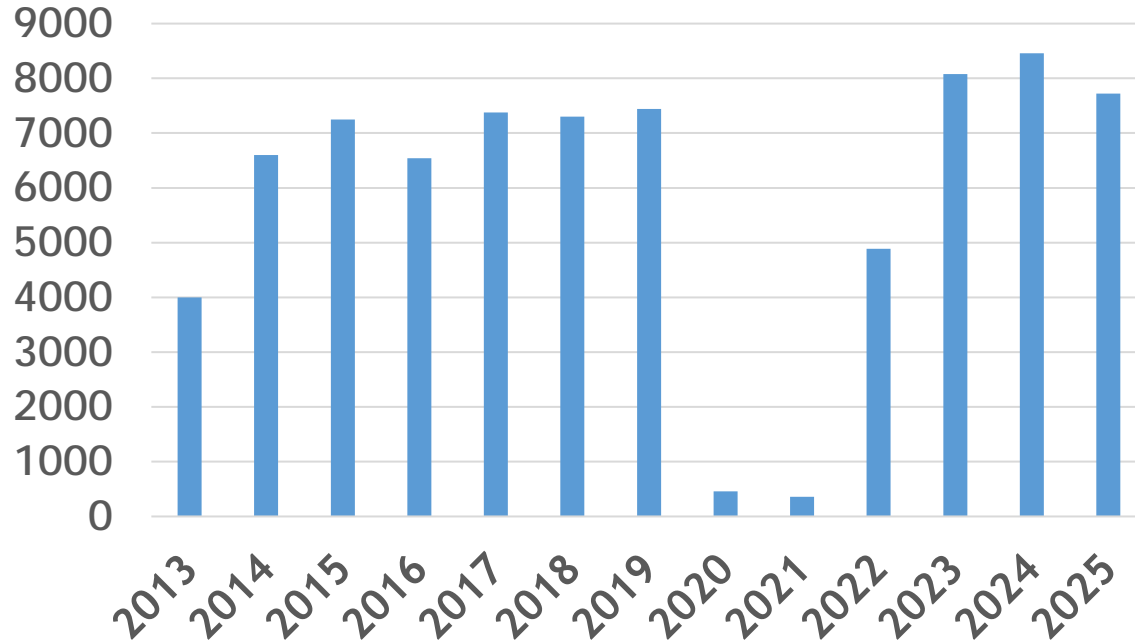
- Ensure more inclusive participation in International Geneva's work and debates



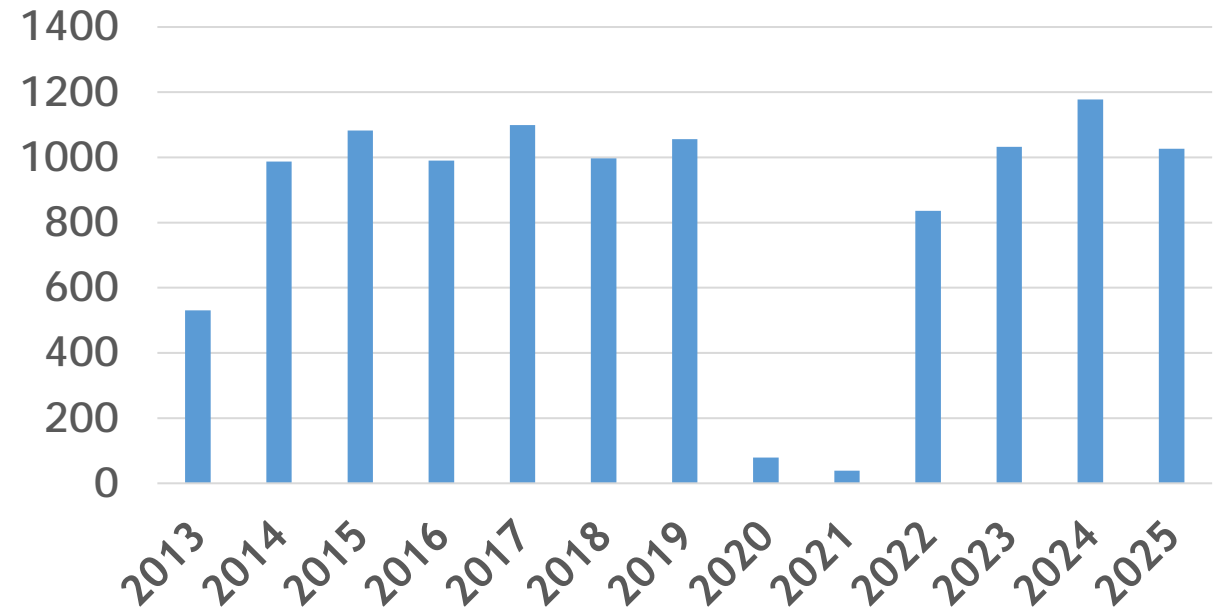
HOW

- Reducing the accommodation costs of delegates participating in International Geneva events

Support provided so far



75'589 hotel nights



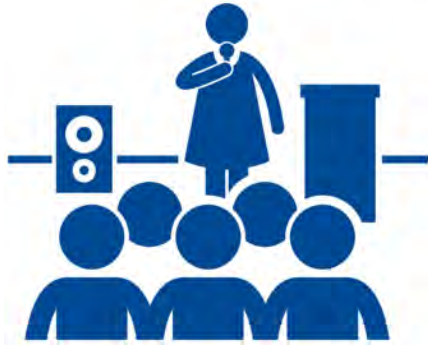
10'932 delegates

Target audience & Eligibility criteria

Cumulative criteria

- Participating in an event of International Geneva
- Represented entity
- Geographical origin (country of residence)
- Limited financial means

Eligible events



Conference

Seminar / workshop

Free-of-charge training



Internal meetings (General Assembly, Board meeting, retreat)*

Target audience

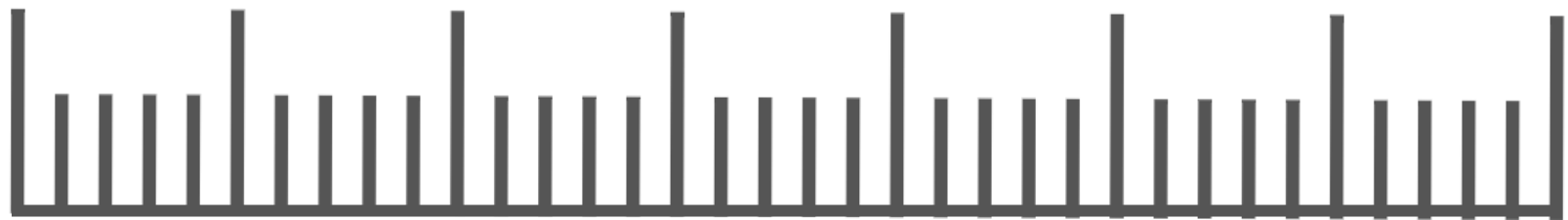
| The delegate is | The delegate resides in one of the following countries | | | |
|---|--|---------|-----------------|-------------------|
| | ODA recipient countries ¹ | | Other countries | SIDS ² |
| | LDC | not LDC | | |
| a representative of an NGO | ✓ | ✓ | ✗ | ✓ |
| a representative of a national government | ✓ | ✗ | ✗ | ✓ |
| a representative of a subnational government (city/region) | ✓ | ✓ | ✗ | ✓ |
| a representative of an organisation for the defence of minorities | ✓ | ✓ | ✓ | ✓ |
| a representative of an organisation of indigenous peoples | ✓ | ✓ | ✓ | ✓ |
| a refugee ³ | ✓ | ✓ | ✓ | ✓ |

1. [Countries eligible to receive official development assistance \(ODA\)](#). LDC: Least Developed Country.
2. [SIDS: Small Island Developing States according UN DESA list](#).
3. Person who has been granted a refugee status by the host country.

Limited means

Daily budget
(hotel + food)

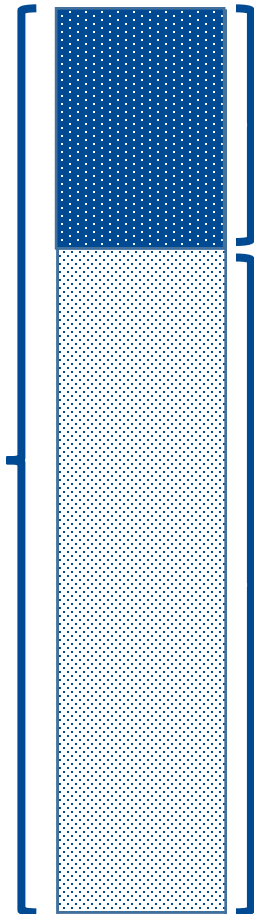
85 CHF



230 CHF

Financial contribution

Cost of
Hotel night



Delegate

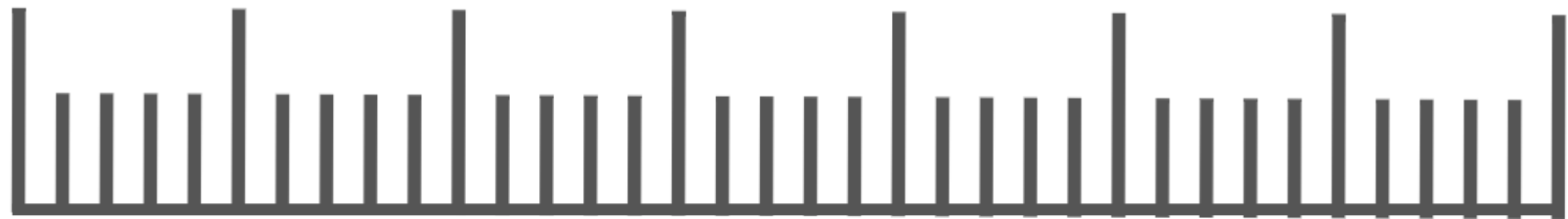
CAGI



Delegates contribution

Delegates
Contribution

35 CHF



140 CHF

Length of stay



Duration of the event -2 / +2 days



Maximum of 30 nights per calendar year

Submission deadline



Requests must be submitted online, at least **1 month** before the delegates' arrival in Geneva.

How to submit a request?

Visiting delegates application

Web-App



<https://cagi.kalyss.com/delegate/#/connect>

Android App



<https://play.google.com/store/apps/details?id=com.kalyss.cagi>

Types of requests

 Individual request

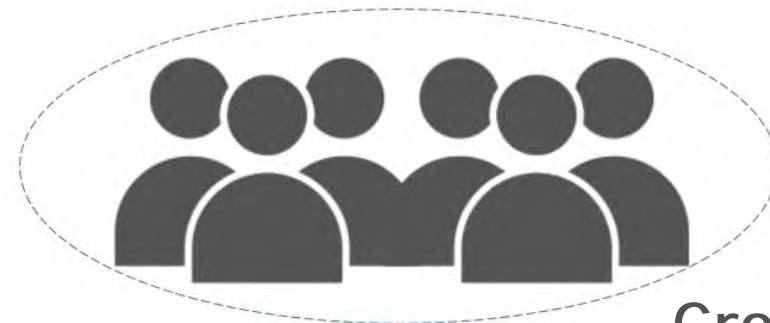


Delegate

 Group request



Group coordinator



Group members

Create an account



**Individual
Delegate**




**Group
Coordinator**



**Member
of a group**

Create an account

CAGI 
CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

Visiting delegates

Email

Password

[Forgotten your password?](#)

Log In [Create account](#)

Process overview



Individual request

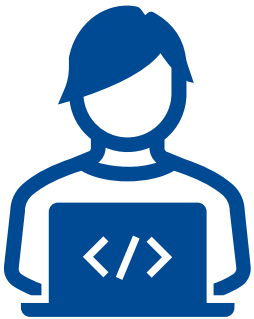


Delegate

Handled directly between
CAGI and delegates



Submitting the request



- Personal information
- Organisation represented
- Conference/event
- Dates of stay
- Valid visa / appointment (*if applicable*)
- Daily budget (for accommodation and food)
- Documents



Documents



Passport



Invitation Letter



Flight plan



Visa

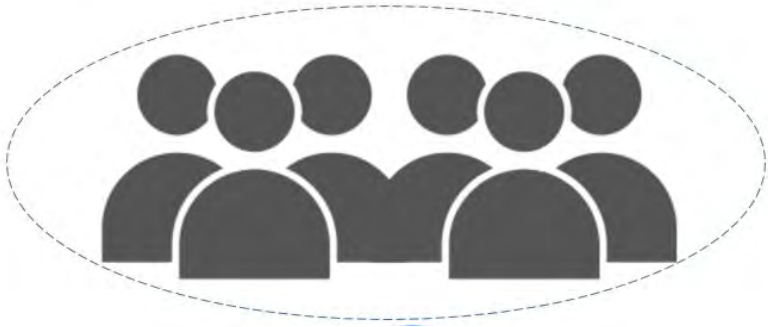
 30 days prior arrival

 7 days prior arrival

Group request



Group coordinator



Group members

The group coordinator must log-in to the account and submit a group request

The group coordinator is the **sole contact** with CAGI during the whole process

Size of the group: from 1 member





Submit a Group request

Accommodation support request

The online application must be submitted at least one month before arrival in Geneva.



 Individual delegate

 Group member

 Group coordinator





Submit a Group request

New group request

Conference

How many participants need CAGI accommodation support? *

10

Choose a month to filter the list of conferences ?

May

2026

Conference's name *

Cancer Planners Forum

World Health Assembly- WHA

Other

Group coordinator

Do you represent a Geneva-based organisation? *

Yes

No

 Submit





Share the GROUP CODE with delegates

World Health Assembly- WHA from 18/05/2026 to 25/05/2026

Group Name

G-2026-0009

Planned Members

10

Members submitted to CAGI

0

Invite someone to join the group

i Invite the members of your delegation to join the group by providing them with the access code indicated below. In order to be able to join the group, the delegate must first have created a user account. As coordinator, you are the only person who can invite your delegates to join the group. Please share this code carefully as it will allow any holders of the code to join your group.

GROUP CODE

DTI6GWLXHU

Group members (0)

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.



Name, email, country

T All



Members join your group

Request the delegates to:


1. Create a **personal account** or log-in to their existing account
2. Join your group by using the **GROUP CODE**





Members join your group

Accommodation support request

The online application must be submitted at least one month before arrival in Geneva.

 Individual delegate

 Group member

 Group coordinator



Members join your group



Are you a member of a group and would like to submit your request?
Enter the code provided by your coordinator. If you don't have a code,
please contact your coordinator.

GROUP CODE *

Submit



Members authorise the coordinator



You have received an invitation from **PRENOM NOM** to join their group and benefit from accommodation support as part of your stay in Geneva to participate in the following conference: **World Health Assembly- WHA.**

You must authorize **PRENOM NOM** to view and/or edit your request as well as view your personal information as group coordinator.

For more information, please consult the general booking conditions as well as our Privacy Policy and General Conditions accessible in your personal space.

Confirm






Upload documents & verify information

Group members (1)

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.

| <input type="text" value="Name, email, country"/> | <input type="button" value="All"/> | | | | | | | | | |
|---|------------------------------------|------------|---------------------------|--------------|----------------|----------------------|-------|----------------------|---|--|
| N° | Last name | First name | Email | Arrival date | Departure date | Country of residence | Hotel | Booking confirmation | Completion | Status |
| 2026-0026 | NOM | PRENOM | carmen.herrero@etat.ge.ch | | | Afghanistan | | |  | <input type="button" value="TO SUBMIT"/> |





Submit the members



Group members (1)

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.

| N° | Last name ↕ | First name ↕ | Email ↕ | Arrival date ↕ | Departure date ↕ | Country of residence ↕ | Hotel | Booking confirmation | Completion | Status |
|-----------|-------------|--------------|---------------------------|----------------|------------------|------------------------|-------|----------------------|-------------------------|-------------------|
| 2026-0027 | NOM | PRENOM | carmen.herrero@etat.ge.ch | 16/05/2026 | 25/05/2026 | Afghanistan | | | Submitted on 09/04/2026 | IN PROCESS |





Track the status the requests

Group members (1)

i In this section, you will find the list of delegates who have agreed to be part of the group. They allow you to view and/or modify their support request as well as view their personal information.

Y All

| N° | Last name | First name | Email | Arrival date | Departure date | Country of residence | Hotel | Booking confirmation | Completion | Status |
|-----------|-----------|------------|---------------------------|--------------|----------------|----------------------|-------------------------------------|---|-------------------------|------------------|
| 2026-0027 | NOM | PRENOM | carmen.herrero@etat.ge.ch | 16/05/2026 | 25/05/2026 | Afghanistan | Ibis Styles Genève Palexpo Aéroport |    | Submitted on 09/04/2026 | CONFIRMED |





Approve the booking confirmation

Geneva, 27/04/2026

BOOKING CONFIRMATION

Ms. NOM,

CAGI is pleased to confirm the booking as follows :

| | |
|--------------------------|----------------------------|
| First name | PRENOM |
| Last name | NOM |
| Nationality | Afghanistan |
| Passport number | 123456 |
| Name of the conference | World Health Assembly- WHA |
| Organisation represented | NGO Name |

Accommodation :

| | |
|---|--|
| Check-in | 16/05/2026 |
| Check-out | 25/05/2026 |
| Contribution to be paid by Delegate to CAGI | Daily amount : 80 CHF (16/05/2026 to 25/05/2026) Total amount : 720.00 CHF |
| Accommodation | Ibis Styles Genève Palexpo Aéroport Route François-Peyrot 28 - 1218 Le Grand-Saconnex - SWITZERLAND |
| Type of room | Single room |
| Shared with | / |
| Other information | The hotel has a bar serving drinks and snacks 24 hours a day. |

Booking conditions :

The contribution includes: accommodation, breakfast, tourist taxes, Wi-Fi and public transport card. Any incidentals and meals are at your own expense.

Please note that you will not receive a booking confirmation from the hotel. CAGI is the only contact with the hotel. Any modification of the stay dates should be communicated to CAGI at delegates.cagi@etat.ge.ch at **least 3 days** before the planned arrival date in order to avoid any additional fees. In case of late cancellation or no-show at the hotel, standard cancellation fees will apply (120 CHF). In the event of an unjustified no-show, your room will be released and no assistance will be provided by CAGI for further modifications or future bookings.

Please note that all the required documents (including copies of flight plan and visa) must be provided to CAGI via your personal account, at least 7 days prior to arrival. After this period, the reservation may be cancelled. CAGI reserves the right to cancel the hotel reservation in the event of non-compliance with the [General Terms and Conditions](#) or the partner accommodations internal regulations.

Payment :

Your contribution should be paid before your departure from Geneva. You can choose between the following payment methods:

- In cash (Swiss francs) or by credit card at [CAGI's office](#) according to our [opening hours](#)
- By credit card online (secured payment link sent upon request)

Public Transport and trip preparation :

You are staying in a Geneva hotel: you benefit from the digital "Geneva Transport Card". The digital card allows you to use Geneva's public transport system free of charge for the duration of your stay. You will receive a link by email at least 1 day before your arrival, allowing you to download the Geneva Transport Card on your smartphone. You will then be able to use it to reach your hotel from the airport.

You are staying in a hotel in the neighboring France or in the canton of Vaud: you can get prepaid transport cards from CAGI allowing you to use the Geneva public transport free of charge during your stay. Please contact us for more information.

Check [our flyer \(PDF\)](#) to facilitate your journey from the airport to the hotel and follow the advice of the "[Practical Guide for Delegates](#)", in order to prepare your stay in Geneva. We look forward to welcoming you to Geneva! In the meantime, we do remain at your entire disposal should you require any further assistance.

Kind regards,

Booking conditions



Documents → at least **7 days** prior arrival



Modifications → at least **3 days** prior arrival




















Late cancellation or no-show → cancellation fee **120 CHF**



Special conditions may apply for certain groups or dates

Hotel Booking

Partner hotels (2026)

| | | | | | | | | |
|--|---|---|--|---|---|---|---|---|
|  |  |  |  |  |  |  |  |  |
| Adina Apartment Hotel Geneva | B&B Hotel Geneva Airport | Château de Bossey | Crowne Plaza Geneva | Hôtel Les Nations | ibis budget Genève Aéroport | ibis budget Geneva Palexpo Airport | ibis Genève Centre Lac | Sagitta |
|  |  |  |  |  |  |  |  | |
| Design Hotel F6 | Drake Longchamp | Holiday Inn Express Geneva Airport | Eden Hotel | ibis Genève Centre Nations | ibis Styles Genève Palexpo Aéroport | IntercityHotel Geneva | Centre International John Knox | |

<https://www.cagi.ch/en/practical-infos/partner-hotels/>

Delegates Contribution

What does it include?



Accommodation



Breakfast



Geneva Transport Card



Wi-Fi

How to pay it?

Delegate to CAGI → before check-out:

- Online:



- At CAGI office:



NGO registered with CAGI → after delegate's departure:

- Invoice sent on the day of check-out
(payment within 30 days)



Useful resources & links

Resources: Accommodation support



Conditions of Allocation



General booking conditions



User guide for individual delegates

User guide for group coordinators

User guide for group members

Practical guide for delegates



Travel preparation



Budget preparation



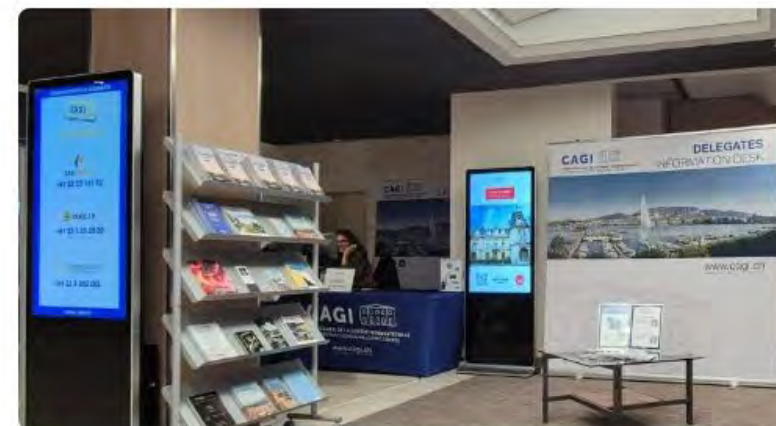
Partner hotels



Arrival in Geneva



Useful information



Delegates Information Desk

Delegates Information Desk

Welcome desk offering information and support to delegates at the venue of international conferences and meetings (upon request)

- Services and support on site
- Practical information about Geneva
- Cultural and tourist recommendations



Other support and services

WELCOME SERVICE

- Welcome Programme
- Housing services and platform
- Conversation Exchange Programme

EMPLOYMENT FOR INTERNATIONALS

- CAGI Recruitment Platform

SPACES FOR RENT

- CAGI's meeting spaces

CULTURAL KIOSK AT UN GENEVA AND CERN

- Ticket sales, special offers

CAGI meeting spaces

Grand Salon



From 10 to 40 pers.

Library



For 10 pers.

- Exclusive to NGOs that have an up-to-date and validated profile with CAGI
- For work meetings only, public events are excluded
- Receptions are not permitted except for those held following work meetings
- Available: Monday to Friday, from 8:30 am to 10 pm

Cultural kiosks

- **Discounted tickets:** get the best deals on a wide range of cultural activities, from concerts to exhibitions and theatre performances.
- **Personalised recommendations**



UN GENEVA



CERN



Scan & subscribe



Resources: CAGI support



[Delegates Information Desk](#)

communication.cagi@etat.ge.ch



[CAGI's Accommodation support](#)

delegates.cagi@etat.ge.ch



[Cultural kiosks](#)

communication.cagi@etat.ge.ch



[NGO support](#)

ong.cagi@etat.ge.ch



[CAGI's meeting spaces](#)

welcome.cagi@etat.ge.ch

Questions?