

VISITING DELEGATES APPLICATION



User guide for group coordinators

User guide

1. CREATE YOUR ACCOUNT
2. LOG IN TO YOUR PERSONAL ACCOUNT
3. SUBMIT A GROUP REQUEST FOR ACCOMMODATION SUPPORT

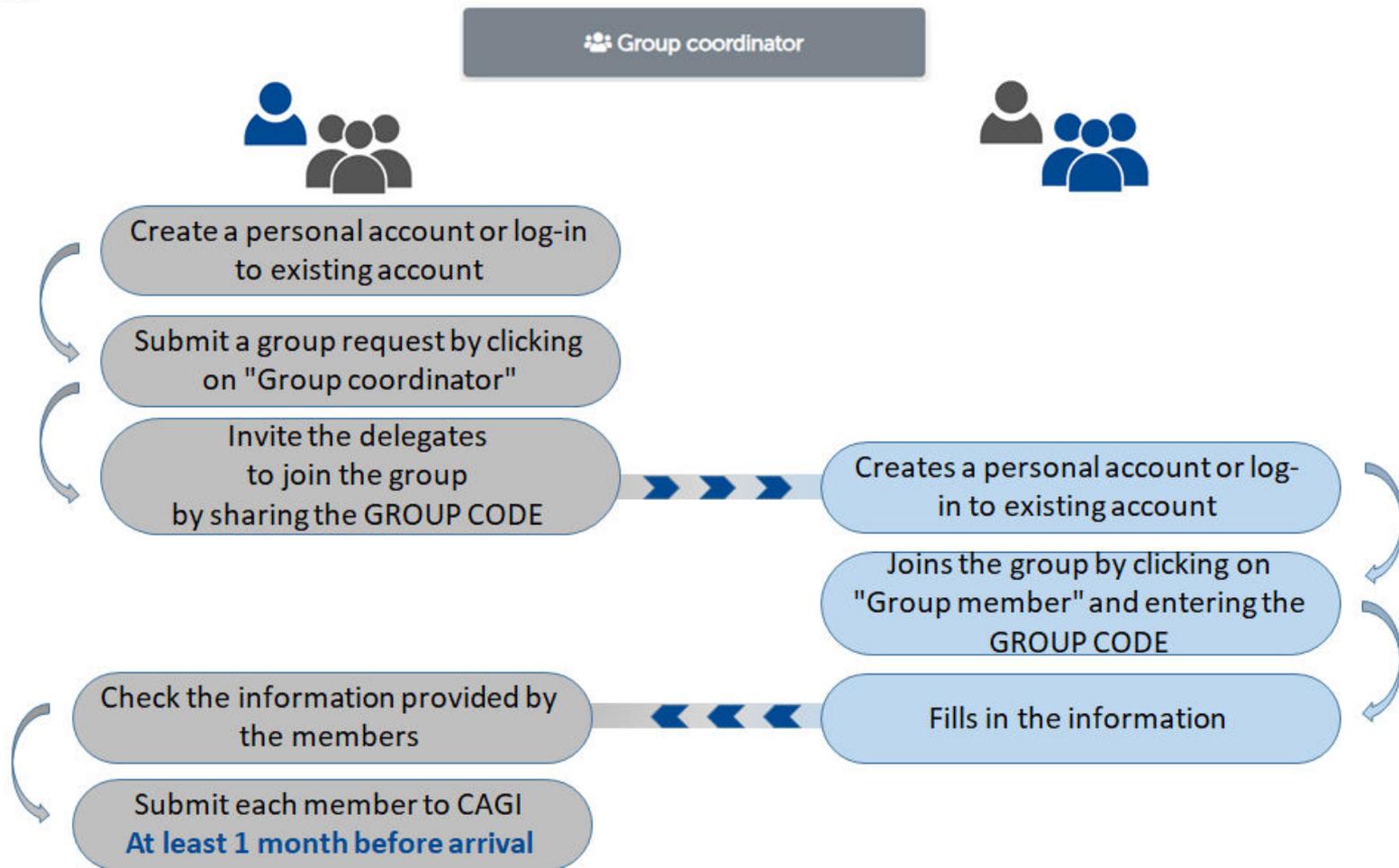
Two different roles



Coordinator



Delegate (group member)



 Group coordinator



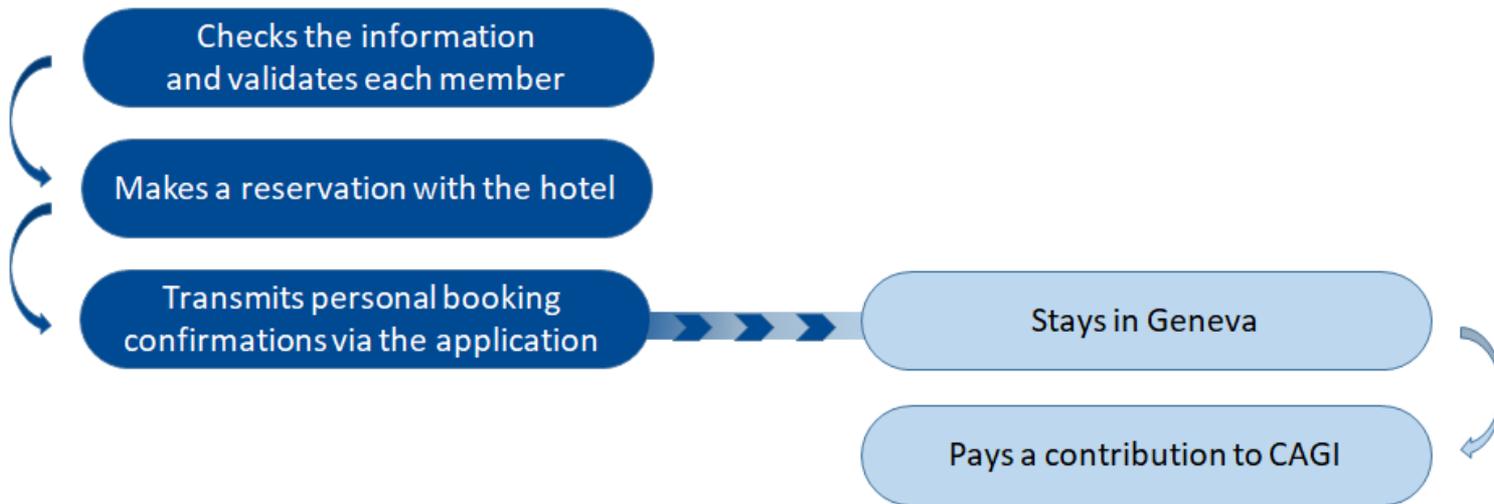
Checks the information
and validates each member

Makes a reservation with the hotel

Transmits personal booking
confirmations via the application

Stays in Geneva

Pays a contribution to CAGI



1. CREATE YOUR ACCOUNT

Create your account*



This step is necessary for delegates wishing to be part of a group as well as for the coordinator.



The coordinator must create an account even if he or she does not apply for accommodation for himself or herself.

1. Go to <https://cagi.kalyss.ch/> and click on "Create an account".
2. Fill in your email address. You will receive an email with a one-time code.
3. Fill in the requested information:
 - Personal information
 - Email address
 - Enter the one-time code received by email
 - Choose your password (enter it twice)

Your account is created!

*Applicable for coordinators who do not have an existing account

Registration form



Registration

Please enter your first name, family name and date of birth, as shown on your passport

Title *	Default language *		
<input type="text" value="Mr."/> <input type="text" value="Ms."/>	<input type="text" value="French"/> <input type="text" value="English"/>		
First name *	Family name *		
<input type="text"/>	<input type="text"/>		
Nationality *	Date of birth *		
<input type="text" value="v"/>	<input type="text" value="dd/mm/yyyy"/> <input type="button" value="📅"/>		
Email *	Confirm email *		
<input type="text" value="name@example.com"/>	<input type="text"/>		
Phone <small>PHONE COUNTRY CODE - NUMBER</small>	Mobile phone <small>PHONE COUNTRY CODE - NUMBER</small>		
<input type="text" value="+41 XX XXX XX XX"/>	<input type="text" value="+41 XX XXX XX XX"/>		
Address *	Zipcode *	City *	Country *
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text" value="v"/>

Passport

Passport No *	Country/territory *	Date of expiration *
<input type="text"/>	<input type="text" value="v"/>	<input type="text" value="dd/mm/yyyy"/> <input type="button" value="📅"/>

Privacy

Password *	Confirm password *
<input type="text"/>	<input type="text"/>

Verification code (sent by email) *

⚠ Not receiving the email? Check the email you entered and your spam folder

2. LOG IN TO YOUR PERSONAL ACCOUNT

Log in to your personal account

1. Go to our website.

2. Log in:

- Enter your email
- Enter your password

3. Click on "Log In".



The screenshot shows the login interface for CAGI. At the top, the CAGI logo and name are displayed: "CAGI CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE INTERNATIONAL GENEVA WELCOME CENTRE". Below this, the text "Visiting delegates" is centered. There are two input fields: "Email" and "Password". Below the password field is a link that says "Forgotten your password?". At the bottom, there are two buttons: a blue "Log In" button and a "Create account" link.

3. SUBMIT A GROUP REQUEST FOR ACCOMMODATION SUPPORT

Submit a Group request for accommodation support



- Log in to your personal account.
- Click on "Group coordinator".

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 for accommodation support



- Fill in the requested information.
- Submit the Group request.



Submitting a group request is a first phase and is not sufficient for CAGI to be able to make the hotel bookings.

New group request

Conference

How many participants need CAGI accommodation support? *

Choose a month to filter the list of conferences ⓘ

Conference's name *

Conference's name	Organizer	Session	From	to	
Human Rights Council	HDCH	56th session	18/06/2024	12/07/2024	

Group coordinator

Do you represent an organization based in Geneva? *

 Yes No

Name of the organization *

Select a Country/territory *



Submit a Group request for accommodation support



On "My groups" section of his/her dashboard, the coordinator can consult the group requests and their status.

My groups

N°	Conference	Arrival date	Departure date	Status
G-2022-0041	International Labour Conference	27/05/2022	11/06/2022	IN PROCESS

Submit a Group request for accommodation support

Once the coordinator has submitted the Group request, he/she should



- a) Invite their delegates to join the group and complete the information.
- b) Monitor the status of the delegates' applications.
- c) Check the dates of stay and the documents of each delegate.
- d) Submit each delegate's request to CAGI.



Kindly note that CAGI is not able to see your group dashboard or delegates information before you submit them.

a. Invite delegates to join the group and complete the information



The coordinator may invite delegates to join the group by sharing the corresponding **GROUP CODE**.

[Back](#)

Human Rights Council from 18/06/2024 to 12/07/2024

Group Name

G-2024-0151

Planned Members

15

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

DYK5GX12HX

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

▼ All



In order to be able to join a group, the person must have previously created an account.



If the coordinator is a member of the group and requires accommodation support, he or she must add his/her request to the group by clicking on the "Group member" feature and adding the corresponding **GROUP CODE**.

a. Invite delegates to join the group and complete the information



Invite your delegates to join the group by sharing the GROUP CODE associated to your group request.

You may share the user guide for group members available here: [Visiting delegates application](#)



As coordinator, you are the only person who can invite your delegates to join the group. In order to be able to join the group, the delegate must first have created a user account.



If you need to remove a delegate from your group, open the member's request and click on "Delete request". Note that requests that have been submitted to CAGI cannot be deleted.

a. Invite delegates to join the group and complete the information



Once the delegates has joined your group, the accommodation request will appear on your group dashboard.

My requests

N°	Conference	Arrival date	Departure date	Hotel	Booking confirmation	Completion	Status
2022-0297	International Labour Conference	06/06/2022	10/06/2022	Centre International Reformé John Knox	  	Submitted on 20/05/2022	 
2022-0226	International Labour Conference	20/05/2022	26/05/2022			Submitted on 17/05/2022	



In the delegate profile, a blue "group" tag is visible if the request is associated with a group.

a. Invite delegates to join the group and complete the information

The delegate must:

- 
- Click on the relevant request under "My requests".
 - Fill in the required information in the different tabs.
 - After filling in all the required fields, click on "Save".
 - Inform his/her coordinator once all the tabs are filled in.

The coordinator must:

- 
- Check the request and send it to CAGI for review (submit).

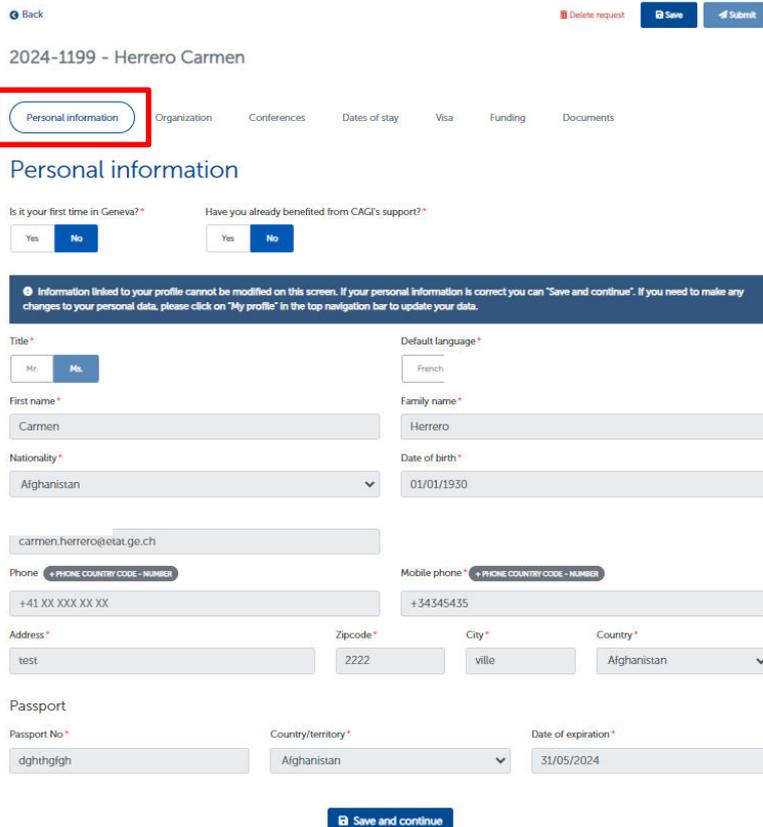
a. Invite delegates to join the group and complete the information



Personal information cannot be changed on this screen.



If the delegate needs to edit his/her personal details, he/she should click on "My Profile" in the top navigation bar to update the information.



Back Delete request Save Submit

2024-1199 - Herrero Carmen

Personal information Organization Conferences Dates of stay Visa Funding Documents

Personal information

Is it your first time in Geneva? * Yes No

Have you already benefited from CAGI's support? * Yes No

Information linked to your profile cannot be modified on this screen. If your personal information is correct you can "Save and continue". If you need to make any changes to your personal data, please click on "My profile" in the top navigation bar to update your data.

Title * Mr. Ms.

Default language * French

First name * Carmen

Family name * Herrero

Nationality * Afghanistan

Date of birth * 01/01/1930

carmen.herrero@etat.ge.ch

Phone * +PHONE.COUNTRY.CODE - NUMBER +41 XX XXX XX XX

Mobile phone * +PHONE.COUNTRY.CODE - NUMBER +34345435

Address * test

Zipcode * 2222

City * ville

Country * Afghanistan

Passport

Passport No * dghthgfh

Country/territory * Afghanistan

Date of expiration * 31/05/2024

Save and continue

a. Invite delegates to join the group and complete the information

[◀ Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1199 - Herrero Carmen

Personal information

Organization

Conferences

Dates of stay

Visa

Funding

Documents

Organization



Name of the represented entity *

Test NGO

I am attending the conference as a delegate of *

A civil society organisation

Title

Director

Contact details

Address *

Avenue de la Paix 21

Zipcode *

11112

City *

Dakar

Country *

Senegal

Email

name@example.com

Phone

+41 XX XXX XX XX

Website

example.com

During your stay in Geneva, are you financially supported by an organization other than the one you represent? *

Yes

No

[Save and continue](#)

a. Invite delegates to join the group and complete the information

[Back](#)

Delete request

Save

Submit

2024-1199 - Herrero Carmen

Personal information

Organization

Conferences

Dates of stay

Visa

Funding

Documents

Conferences

Choose a month to filter the list of conferences 

April

2022

Conference's name*

Conference's name	Organizer	Session	From	to	
Sustainability Summit	UER	2022	21/04/2022	21/04/2022	

Save and continue



The conference tab is already pre-filled according to what the coordinator entered in the initial request. The conference cannot be modified by the group member.

a. Invite delegates to join the group and complete the information

[Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1199 - Herrero Carmen

[Personal information](#)

[Organization](#)

[Conferences](#)

[Dates of stay](#)

[Visa](#)

[Funding](#)

[Documents](#)

Dates of stay [?](#)



- > The online request must be submitted at least 1 month before the participant's arrival in Geneva.
- > The subsidized stay can start 2 days before the event and end 2 days after the event.
- > The maximum duration of the subsidized stay is 30 days in any one year, divided into one or more stays.
- > Consult the [conditions of attribution](#).
- > Please indicate the period during which you need accommodation support only.

Arrival at the hotel

Date*

21/04/2022

Time

10 : 30

Flight number

IB1234

Departure from the hotel

Date*

23/04/2022

Time

10 : 00

Flight number

EZ1234

[Save and continue](#)

a. Invite delegates to join the group and complete the information

[Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1199 - Herrero Carmen

[Personal information](#)

[Organization](#)

[Conferences](#)

[Dates of stay](#)

Visa

[Funding](#)

[Documents](#)

Visa



[Consult Switzerland's online visa system](#)

Do you have a valid Visa? *

 Please, use the same information as in your visa.

Visa number *

Valid from *

dd/mm/yyyy



to *

dd/mm/yyyy



[Save and continue](#)

The visa tab only appears if a visa is required to enter into Switzerland (based on the nationality informed by the delegate in his/her profile).



If the delegate does not have a valid visa at the time of application yet, he/she must answer "no" to the question "Do you have a valid visa?" and enter the date of the appointment at the Embassy.

a. Invite delegates to join the group and complete the information

[← Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1199 - Herrero Carmen

Personal information

Organization

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Funding

Documents



Funding ?

Are the costs of your stay covered by an organization? *

No (equity)

Yes

The per diem refers to the daily amount allocated by your organisation to cover expenses incurred as a result of your mission in Geneva (accommodation, meals, local travel). Please indicate the amount that corresponds to your situation.

[Online universal currency converter](#)

Daily amount available in CHF to cover your stay (per diem) * (See the budget section)

CHF

[Save and continue](#)

a. Invite delegates to join the group and complete the information

[← Back](#) [Delete request](#) [Save](#) [Submit](#)

2024-1199 - Herrero Carmen

[Personal information](#) [Organization](#) [Conferences](#) [Dates of stay](#) [Visa](#) [Funding](#) [Documents](#)



Documents [?](#)

i Copy of the passport and invitation letter/accreditation are required to submit the request. You may upload the other documents at a later stage (7 days prior arrival in Geneva at the latest).

Please upload a copy of the documents required to analyze your request

Document type*

No document uploaded

Documents to submit	
Passport/ID (.pdf/.jpg/.png) *	✕
Invite *	✕
Flight plan	✕
Visa	✕



The documents followed by * must be uploaded on the personal profile when applying for support. Visa and flight plan can be provided at a second stage, and no later than 7 days prior arrival.

a. Invite delegates to join the group and complete the information

The delegate should "Save" his/her request so that the coordinator may review all the information and submit it.



[Back](#) [Delete request](#) [Save](#) [Submit](#)

[Personal information](#) [Organization](#) [Conferences](#) [Dates of stay](#) [Funding](#) **Documents**

Documents ?

i Copy of the passport is required to send the request. You may upload the other documents at a later stage (two weeks before arrival in Geneva at the latest).

Please upload a copy of the documents required to analyze your request

Document type*

Documents type	Documents
Passport	Passport 
Invite	Invitation Letter 

Documents to submit

Passport / ID (.pdf/.jpg/.png)	
Invite	
Flight plan	



The coordinator can modify existing information or add missing information in order to submit the application.

b. Monitor the status of your group members

Check the delegates who joined your group.

Group members (2)



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
2024-1199	Herrero	Carmen	@etat.ge.ch			Afghanistan			✖	TO SUBMIT
2022-0041	Martinez	Adrian	@etat.ge.ch						✓	TO SUBMIT

b. Monitor the status of your group members

On the dashboard, the coordinator may check if the delegate has filled in all the necessary information  or if any information is missing 

Group members

 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°	Name	Conference	Arrival date	Departure date	Hotel	Reservation confirmation	Completion	Status
2022-0041	Martinez Adrian	Human Rights Council	27/02/2022	02/04/2022				TO SUBMIT
2022-0042	Tello Blanca	Human Rights Council						TO SUBMIT

[Contact us](#)
International Geneva Welcome Centre (CAGI)
Civil Society Service
 +41 22 546 23 00  delegates.cagi@etat.ge.ch

-  Required information(s) before possible submission:
- Passport must be uploaded before submission.
 - Information for **Organization** are empty.
 - Field **Date - Arrival at the hotel** is empty.
 - Field **Date - Departure from the hotel** is empty.
 - Field **Daily amount available for your stay** is empty.



Move your mouse over the red cross to see which items are missing.

c. Check the dates of stay and the documents of each group member

The coordinator ensures that the travel dates and required documents are available on each member's request.

→ Link to the required documents



The documents below are required to process a request for support :

- Passport*,
- Letter of invitation and/or accreditation*,
- Travel Document or proof of refugee status (if applicable)*,
- Flight plan,
- Visa (if applicable).

The documents followed by * must be uploaded on the personal profile when applying for support.

Visa and flight plan can be provided at a second stage, and no later than 7 days prior arrival.

d. Submit each group member's request

After validating the information, the coordinator should submit the application for support. This action must be carried out for each member of the group.



[Back](#) [Delete request](#) [Save](#) [Submit](#)

2024-1199 - Herrero Carmen

[Personal information](#) [Organization](#) [Conferences](#) [Dates of stay](#) [Visa](#) [Funding](#) [Documents](#)

Personal information

Is it your first time in Geneva? * Yes No

Have you already benefited from CAGI's support? * Yes No

Information linked to your profile cannot be modified on this screen. If your personal information is correct you can "Save and continue". If you need to make any changes to your personal data, please click on "My profile" in the top navigation bar to update your data.

Title * Mr. Ms.

Default language * French English

First name *

Family name *

d. Submit each group member's request



N°	Last name ↕	First name ↕	Email ↕	Arrival date ↕	Departure date ↕	Country of residence ↕	Hotel	Booking confirmation	Completion	Status
2024-1184	Smith	John	carmen.herrero@etat.ge.ch	16/05/2024	17/05/2024	Afghanistan	B&B HOTEL Geneva Airport	  	Submitted on 16/05/2024	
2024-1199	Herrero	Carmen	carmen.herrero@etat.ge.ch			Afghanistan				



The dashboard allows you to follow the status of each request.

Booking Confirmation

- Once the request is validated, CAGI will make a reservation with a partner hotel.
- The request will appear as "confirmed" on the delegate's dashboard.

My requests



N°	Conference	Arrival date ⌵	Departure date ⌵	Hotel	Booking confirmation	Completion	Status
2024-1184	AI for Good Global Summit	16/05/2024	17/05/2024	B&B HOTEL Geneva Airport	  	Submitted on 16/05/2024	CONFIRMED GROUP

- The delegate is informed by email as soon as the booking confirmation is available.
- The booking confirmation can be downloaded on each delegate's dashboard.

Booking Confirmation

- The delegate or the coordinator should download the pdf, verify the dates of stay and review the booking and payment conditions. Then confirm his/her agreement by clicking on "accept".

i Please approve the booking confirmation for the request N° 2022-0297 (issued on 06/06/2022)
⊘ Reject
✔ Accept

N°	Last name	First name	Email	Arrival date	Departure date	Country of residence	Hotel	Booking confirmation	Completion	Status
2024-1184	Smith	John	carmen.herrero@etat.ge.ch	16/05/2024	17/05/2024	Afghanistan	B&B HOTEL Geneva Airport	✔ ✘	Submitted on 16/05/2024	CONFIRMED



- If changes need to be made to the booking, the delegate should reject the booking confirmation and indicate the reason for the rejection in the field provided. We will follow up appropriately.
- All booking confirmations must be approved and the required documents provided at least 7 days prior to the arrival date. If not, the reservation will be cancelled.

Booking Confirmation



N°	Last name ↕	First name ↕	Email ↕	Arrival date ↕	Departure date ↕	Country of residence ↕	Hotel	Booking confirmation	Completion	Status
2024-1184	Smith	John	...@etat.ge.ch	16/05/2024	17/05/2024	Afghanistan	B&B HOTEL Geneva Airport	  	Submitted on 16/05/2024	
2024-1199	Herrero	Carmen	...@etat.ge.ch			Afghanistan				



The coordinator may consult, accept or reject the booking confirmations of all members of his/her group from his own dashboard.

Example of booking confirmation



Geneva, 22/05/2024

BOOKING CONFIRMATION

Ms. Herrero,

CAGI is pleased to confirm the booking as follows :

First name	John
Last name	Smith
Nationality	Afghanistan
Passport number	A11dghthgh
Name of the conference	AI for Good Global Summit
Organisation represented	NSO Test

Accommodation :

Check-in	16/05/2024
Check-out	17/05/2024
Contribution to be paid by Delegate to CAGI	Daily amount : 80 CHF (16/05/2024 to 17/05/2024) Total amount : 80.00 CHF
Accommodation	BBB HOTEL Geneva Airport 73 Avenue de l'Etang - 1219 Vernier - SWITZERLAND
Type of room	Single room
Shared with	/
Other information	

Founded by the Swiss Confederation and the Republic and Canton of Geneva, the International Geneva Welcome Centre (CAGI) supports the accommodation and facilitates the stay of delegates participating in an International Geneva event.

Centre d'Accueil de la Genève Internationale (CAGI) – International Geneva Welcome Centre
 Service société civile | Civil Society Service
 La Pastorale, Route de Ferney 106, 1202 Genève | T: +41 22 546 23 00 | delegates.cag@etat.ge.ch | www.cagi.ch

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.cag@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,

Founded by the Swiss Confederation and the Republic and Canton of Geneva, the International Geneva Welcome Centre (CAGI) supports the accommodation and facilitates the stay of delegates participating in an International Geneva event.

Centre d'Accueil de la Genève Internationale (CAGI) – International Geneva Welcome Centre
 Service société civile | Civil Society Service
 La Pastorale, Route de Ferney 106, 1202 Genève | T: +41 22 546 23 00 | delegates.cag@etat.ge.ch | www.cagi.ch

Billing

2 possible scenarios

1. Individual invoicing

Contributions are paid to CAGI by each member of the group before their departure from Geneva:

- 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).

2. Group invoicing

- Contributions are paid by the coordinating entity.
- The invoice for all contributions is sent by email to the entity for payment.

CAGI 
 CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
 INTERNATIONAL GENEVA WELCOME CENTRE
 INVOICE N° CAGI-2024-1184
 Issue date 22/05/2024
 Payment date 16/05/2024

John Smith
 fgthgh
 fgthgh
 fgthgh ghgf
 Sahrnan
 ID client: DEL-0013397

PAID

Re: Contribution to the accommodation of visiting delegates

Reference	Delegat	Hôtel	Date	Quantity	Price Incl. VAT (CHF)	Amount incl. VAT (CHF)
2024-1184	Smith John	EMM HOTEL Geneva Airport	16/05/2024 - 17/05/2024	1	80.00	80.00

VAT 3.8% Amount before VAT 77.87 CHF VAT 2.93 CHF TOTAL Incl.VAT : 80.00 CHF

Contact



Delegates and coordinators have the possibility to communicate with CAGI via the messaging application.



 We respond within 24 hours during office hours. 

Today

Dear CAGI, Please be informed that I have received my visa. I have uploaded the document on the application. Best regards, The delegate
16:05

Dear delegate, Thank you for your message. We have well received the document. We are pleased to confirm you your reservation. You can download the Booking Confirmation on you dashboard. Best regards, CAGI.
16:06

Send a new message to CAGI... 

Contact

E: delegates.cagi@etat.ge.ch

T: +41 (0)22 546 23 00