

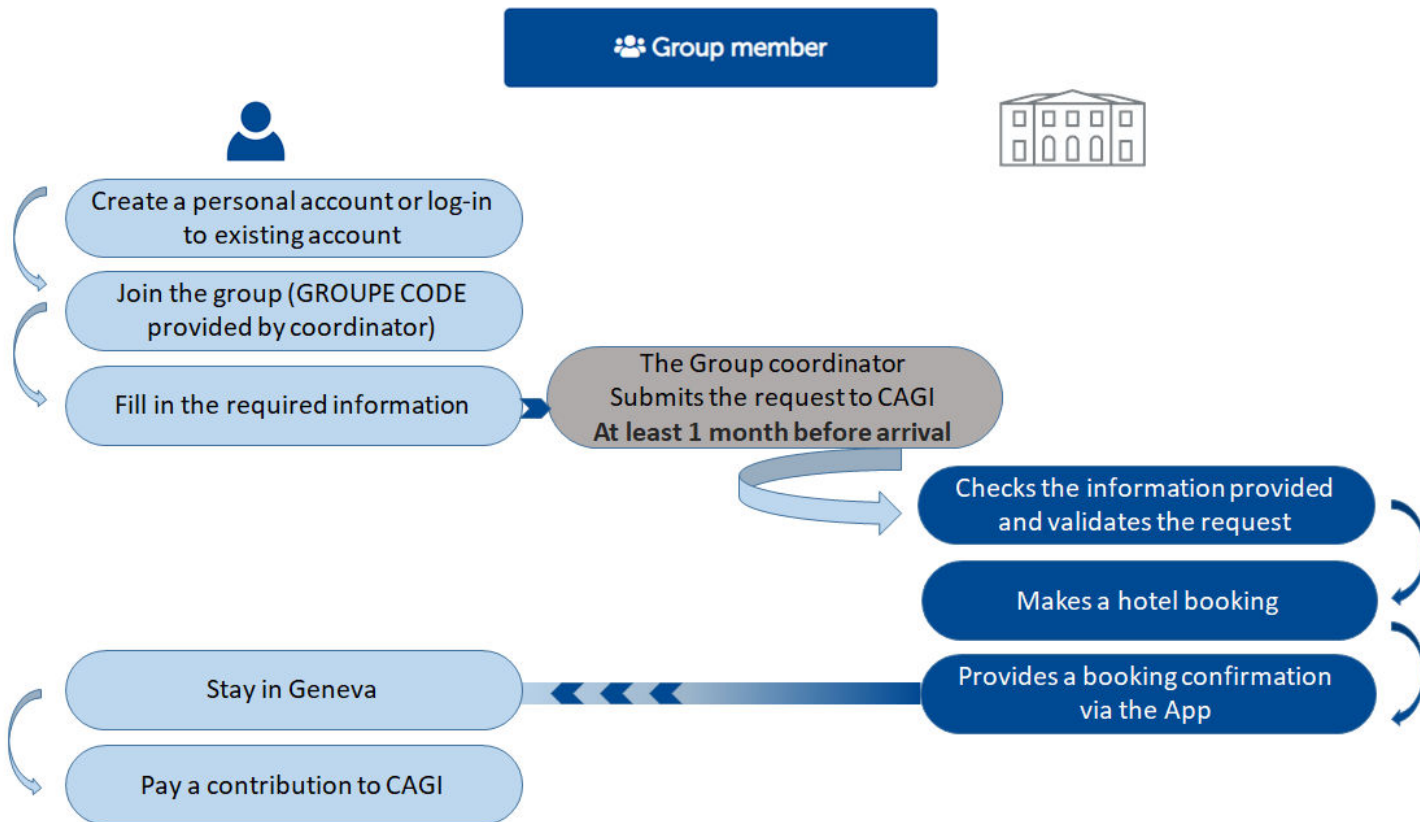
VISITING DELEGATES APPLICATION

User guide for group members

May 2024

User guide

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



1. CREATE YOUR ACCOUNT

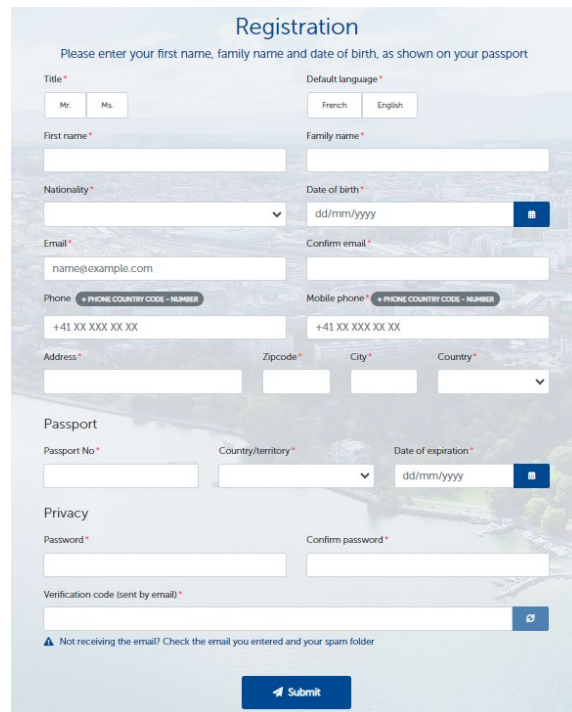


CENTRE D'ACCUEIL DE LA GENEVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

Create your account*

1. Go to <https://cagi.kalyss.ch/> or download the [Android App](#).
2. Click on "Create an account".
3. Fill in your email address. You will receive an email with a one-time code.
4. 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!




The image shows a 'Registration' form for the CAGI system. The form is titled 'Registration' and includes a sub-header: 'Please enter your first name, family name and date of birth, as shown on your passport'. The form is divided into several sections: 1. Personal Information: Includes fields for Title (Mr./Ms.), First name, Family name, Nationality (dropdown), Date of birth (dd/mm/yyyy), Email, and Confirm email. 2. Contact Information: Includes Phone and Mobile phone fields, each with a dropdown for country code and a text field for the number. 3. Address Information: Includes Address, Zipcode, City, and Country (dropdown). 4. Passport Information: Includes Passport No., Country/territory (dropdown), and Date of expiration (dd/mm/yyyy). 5. Password and Verification: Includes Password, Confirm password, and Verification code (sent by email) fields. A 'Submit' button is at the bottom right. A note at the bottom left says: '⚠ Not receiving the email? Check the email you entered and your spam folder'.

*Applicable for delegates who do not have an existing account


2. LOG IN TO YOUR PERSONAL ACCOUNT

Log in to your personal account

1. Go to our website or open the Android App.
2. Log in:
 - Enter your email
 - Enter your password
3. Click on "Log In".



The screenshot shows the login interface for the CAGI website. At the top, the CAGI logo and name are displayed. Below this, the text 'Visiting delegates' is centered. There are two input fields: 'Email' and 'Password'. Below the password field is a link for 'Forgotten your password?'. At the bottom, there are two buttons: 'Log In' and 'Create account'.

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

Visiting delegates

Email

Password

[Forgotten your password?](#)

Log In Create account

3. SUBMIT A REQUEST FOR ACCOMMODATION SUPPORT AS A GROUP MEMBER

Submit a request for accommodation support as a group member

- Log in to your personal account
- Click on "Group member"
- Enter the GROUPE CODE provided by your group coordinator
- Fill in the required information in all tabs
- Click on "Save" if you wish to save your application and finish it later
- Once you have completed all the required fields, your group coordinator will be able to validate your request and to submit it to CAGI

Accommodation support request

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

Individual delegate

Group member

Group coordinator

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.

GROUPE CODE *

Submit

"Personal information" Tab

The information available on this tab is linked to your profile and cannot be edited here.



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 information.

[Back](#)

[Save](#)

2024-1184 - 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 *

Carmen

Family name *

Herrero

Nationality *

Afghanistan

Date of birth *

01/01/1930

Email *

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

"Organisation" tab

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2024-1184 - Herrero Carmen

Personal information

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Organization ?

Name of the represented entity *

I am attending the conference as a delegate of *

Title

Contact details

Address *

Zipcode *

City *

Country *

Email

Phone

Website

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

Yes

No

"Conferences" tab

[Back](#)[Save](#)

2024-1184 - Herrero Carmen

Personal information

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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](#)

"Dates of Stay" tab

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[Save](#)

2024-1184 - Herrero Carmen

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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](#)

"Visa" tab (if required to enter Switzerland)

[Back](#) [Save](#)

2024-1184 - 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? *

☒ Yes ☐ No

Please, use the same information as in your visa.

Visa number * Valid from * to *

dd/mm/yyyy 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 enter "no" to the question "Do you have a valid visa?" and enter the date of the appointment at the Embassy.

"Funding" tab

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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](#)

"Documents" tab

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[Save](#)

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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.

Booking Confirmation

- Once CAGI validated the request, it will make a reservation with a partner hotel.
- The request will appear in "confirmed" status on your 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	 

- The booking confirmation can be downloaded from your dashboard (you will be informed by email as soon as the booking confirmation is available).

Booking Confirmation

- You must download the booking confirmation and review the dates of your stay as well as the booking and payment conditions. Please confirm your agreement by clicking on "accept" :

ⓘ Please approve the booking confirmation for the request N° 2022-0297 (issued on 23/05/2022)

2022-0297	International Labour Conference	06/06/2022	10/06/2022	Centre International Reformé John Knox	 <input checked="" type="button" value="✔"/> <input type="button" value="✖"/>	Submitted on 20/05/2022	<input type="button" value="CONFIRMED"/>
-----------	---------------------------------	------------	------------	--	--	-------------------------	--

- If any changes need to be made to your booking, please reject the booking confirmation and add the reason for rejection in the field provided. We will do the appropriate follow-up.
- Your booking confirmation must be approved 7 days prior arrival at the latest. Should it not be the case, your reservation will be cancelled.

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	NGO 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	888 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.cagi@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.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,

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Service société civile | Civil Society Service
La Pastorale, Route de Ferney 106, 1202 Genève | T: +41 22 546 23 00 | delegates.cagi@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
fghgh
fghgh
fghgh ghgf
Bahrain
ID client: DEL-0013397

PAID

Re: Contribution to the accommodation of visiting delegates

Reference	Delegate	Hotel	Date	Quantity	Price incl. VAT (CHF)	Amount incl. VAT (CHF)
2024-1184	Smith John	B&B HOTEL Geneva Airport	16/05/2024 - 17/05/2024	1	80.00	80.00

VAT 3.8% Amount before VAT VAT TOTAL incl. VAT : 80,00 CHF
77.87 CHF 2.93 CHF

Contact

The application has an integrated messaging system allowing you to exchange easily and quickly with CAGI.



 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...

 Send

Contact

E: delegates.cagi@etat.ge.ch

T: +41 (0)22 546 23 00