

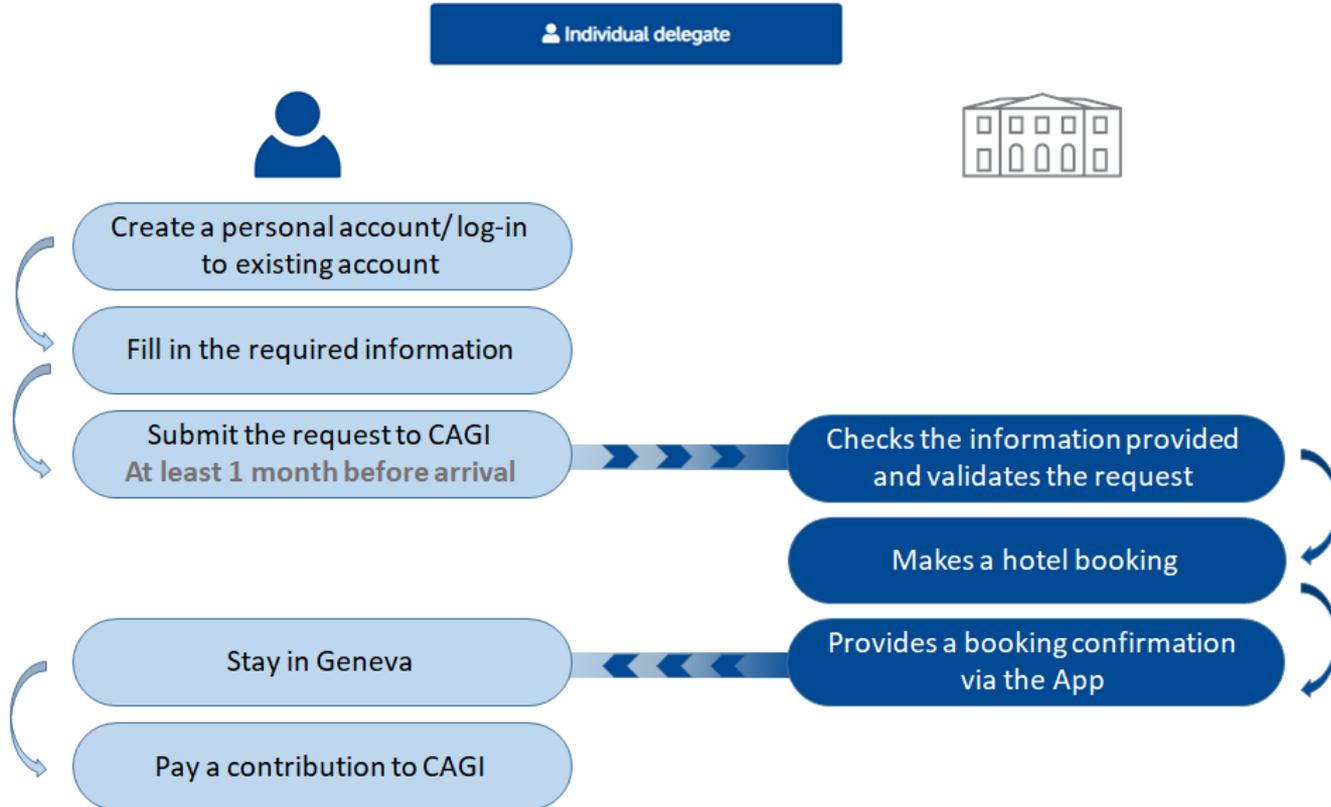
VISITING DELEGATES APPLICATION



User guide for individual request

User guide

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



1. CREATE YOUR ACCOUNT

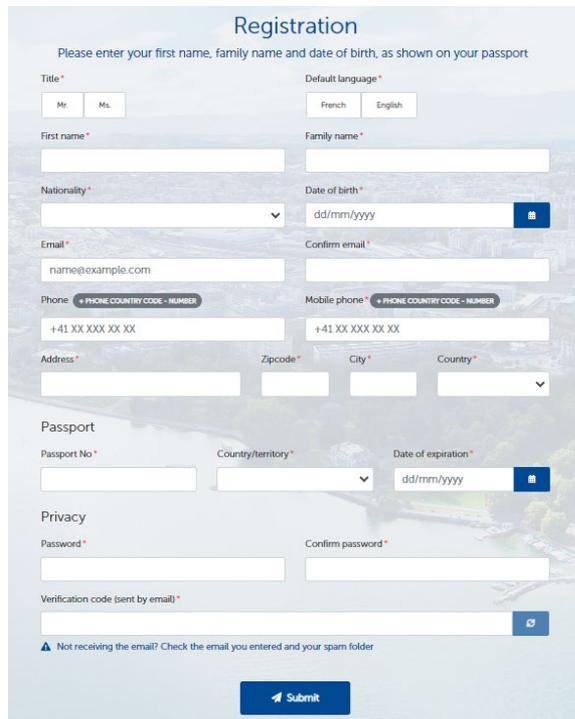


CENTRE D'ACCUEIL DE LA GENÈVE INTERNATIONALE
INTERNATIONAL GENEVA WELCOME CENTRE

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 titled "Registration" with the instruction: "Please enter your first name, family name and date of birth, as shown on your passport". The form is divided into several sections:

- Title ***: Radio buttons for "Mr." and "Ms."
- Default language ***: Radio buttons for "French" and "English"
- First name ***: Text input field
- Family name ***: Text input field
- Nationality ***: Dropdown menu
- Date of birth ***: Text input field with format "dd/mm/yyyy" and a calendar icon
- Email ***: Text input field with "name@example.com" as a placeholder
- Confirm email ***: Text input field
- Phone**: Text input field with "+ PHONE COUNTRY CODE - NUMBER" and "+41 XX XXX XX XX" as a placeholder
- Mobile phone**: Text input field with "+ PHONE COUNTRY CODE - NUMBER" and "+41 XX XXX XX XX" as a placeholder
- Address ***: Text input field
- Zipcode ***: Text input field
- City ***: Text input field
- Country ***: Dropdown menu
- Passport**:
 - Passport No ***: Text input field
 - Country/territory ***: Dropdown menu
 - Date of expiration ***: Text input field with format "dd/mm/yyyy" and a calendar icon
- Privacy**:
 - Password ***: Text input field
 - Confirm password ***: Text input field
- Verification code (sent by email) ***: Text input field with a refresh icon

At the bottom, there is a blue "Submit" button and a note: "⚠ Not receiving the email? Check the email you entered and your spam folder".

*Applicable for delegates who do not have an existing account

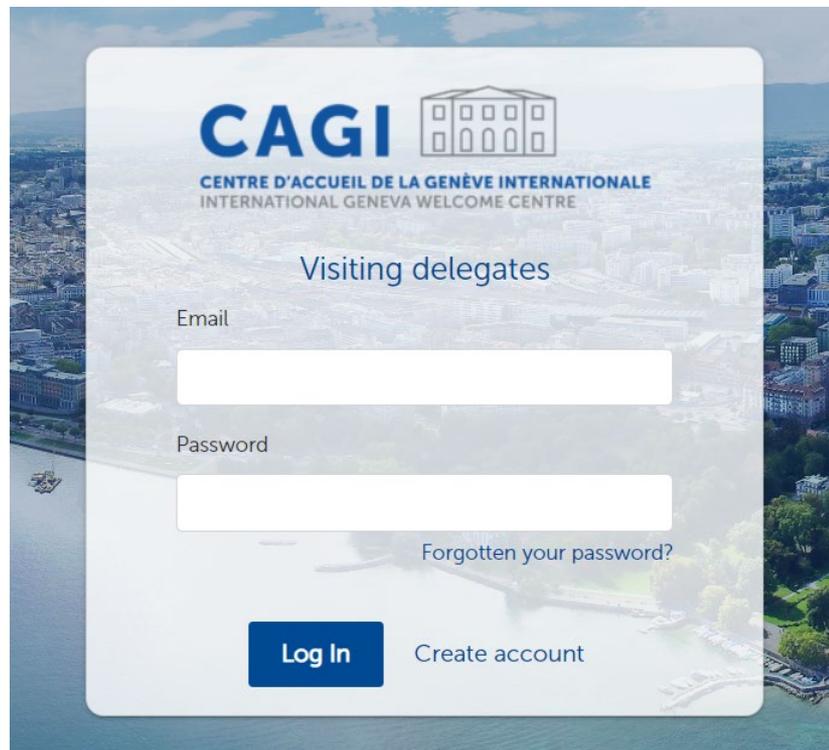
2. LOG IN TO YOUR PERSONAL ACCOUNT



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

Log in to your personal account

1. Go to our [website](#) or open the [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: "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 AN INDIVIDUAL REQUEST FOR ACCOMMODATION SUPPORT



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

Submit an individual request for accommodation support

- Log in to your personal account.
- Click on "Individual delegate".
- 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, click on "Submit" to send your request to CAGI.

Accommodation support request

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

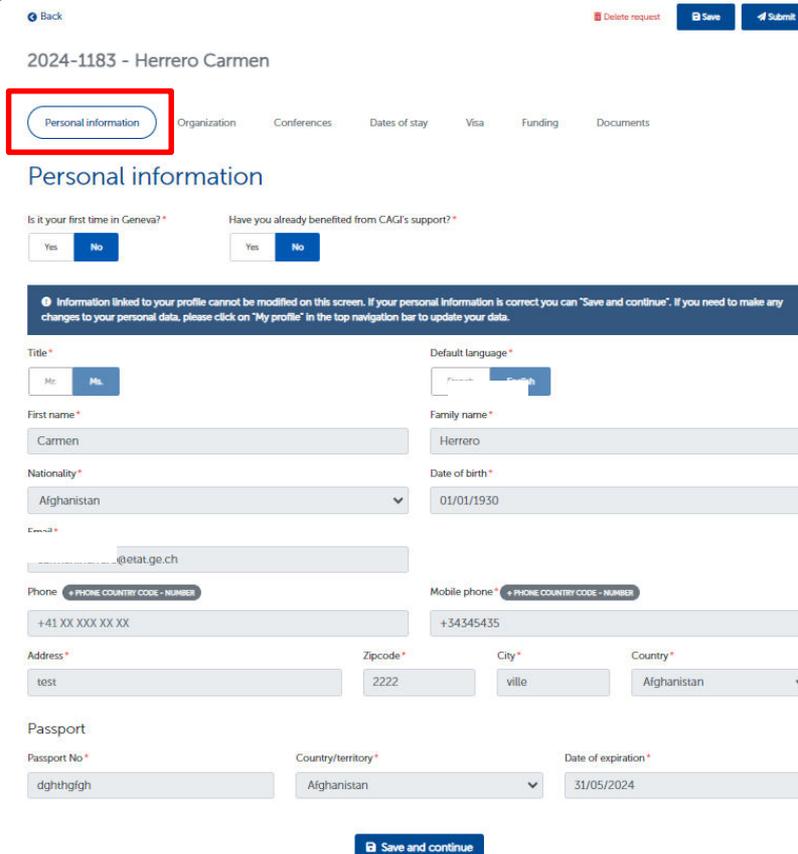


"Personal information" Tab

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 Delete request Save Submit

2024-1183 - 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 * English

First name * Carmen Family name * Herrero

Nationality * Afghanistan Date of birth * 01/01/1930

Email * @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 * dghthgigh Country/territory * Afghanistan Date of expiration * 31/05/2024

Save and continue

"Organisation" tab

[Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1183 - 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](#)

"Conferences" tab

[← Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1183 - 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	Delete

[Save and continue](#)

"Dates of Stay" tab

[Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1183 - 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](#)

"Visa" tab (if required to enter Switzerland)

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

2024-1183 - 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 * 

[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

[← Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1183 - Herrero Carmen

[Personal information](#)

[Organization](#)

[Conferences](#)

[Dates of stay](#)

[Visa](#)

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](#)

"Documents" tab

[Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1183 - 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 *

Documents type	Documents
Passport	Passport 
Invite	Invite 

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.

Submission of your request to CAGI

[← Back](#)

[Delete request](#)

[Save](#)

[Submit](#)

2024-1183 - Herrero Carmen

Personal information

Organization

Conferences

Dates of stay

Visa

Funding

Documents

- Once all the tabs have been completed, the "Submit" button will be activated.
- Click on "Submit" to send the request to CAGI for review (at least 1 month before arrival).



Please note that CAGI is not able to see your application before this stage.

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	CONFIRMED

- 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

- Download your 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) ✖ Reject ✔ Accept

2022-0297	International Labour Conference	06/06/2022	10/06/2022	Centre International Reformé John Knox	 ✔ ✖	Submitted on 20/05/2022	CONFIRMED
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- 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	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	B&B 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

When you receive confirmation of CAGI's support for accommodation, you will be informed of the amount of the contribution to be paid to CAGI.

You agree to pay this contribution before your 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).

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
 fghjgh
 fghjgh
 fghjgh gngf
 Bahrain
 ID client: DEL-0013397

PAID

Re: Contribution to the accommodation of visiting delegates

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

VAT 3.8% Amount before VAT 77.00 CHF VAT 2.9% CHF TOTAL incl. VAT : 80.00 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... 

Contact

E: delegates.cagi@etat.ge.ch

T: +41 (0)22 546 23 00