IATA WORLD SAFETY & OPERATIONS CONFERENCE

Hanoi, Vietnam
19 - 21 September 2023

Q&A
Before you Travel
How to Register

Registration is mandatory for everyone wishing to attend the WSOC – no exceptions will be made.

To register to the WSOC 2023, please use the link below, complete all the requested fields and proceed with payment for your registration to be valid.

Need help?

- If you are a delegate, sponsor, exhibitor or media representative, in case of questions about your registration to the event or your hotel booking, please reach out to us at iatawsoc@gl-events.com for further assistance.

- If you are a speaker, you should have received a speaker kit with all the details to register, as well as information about your presentation, etc. If you are a speaker, please reach out to us at IATA-WSOC-admin@iata.org for further assistance.
Discover the official IATA’s World Safety and Operations Conference venue in Hanoi and plan your travel effortlessly.

In just a few clicks, you can secure your stay in the captivating city of Hanoi for a few delightful days!

JW Marriott Hotel Hanoi
5-star luxury hotel
Special rate of 380 USD
Inclusive of breakfast, Wi-Fi, and taxes.
Located right in the conference venue

Intercontinental Hanoi Landmark72
5-star luxury hotel
Special rate of 230 USD
Inclusive of breakfast, Wi-Fi, and taxes.
15-minute walk from the conference venue
Vietnam Airlines is generously providing WSOC 2023 delegates with exclusive discounts. Enjoy a **15% discount on Economy class** and a **10% discount on Business class** for flights to Hanoi.

Please note that this offer is applicable for single-use tickets issued only on the Vietnam Airlines official website.

The ticket period is from May 9, 2023, to September 26, 2023, while the travel period is from September 14, 2023, to September 26, 2023.

To take advantage of this offer (subject to availability), kindly contact the WSOC team at iatawsoc@ql-events.com.
Invitation letters for visa requests can be generated automatically when registering to the event.

- If you have answered “Yes” to the visa letter question, you will have entered all the requested details for the letter to be generated. You can then download it simply by going back to your registration (kindly make sure to enter your credentials as per WSOC registration confirmation).

- If you have answered “No” to the visa letter question, you can go back to the registration and simply modify the information provided so that you can generate and download the visa letter.

Please note that it is mandatory to be fully registered to the WSOC to get a visa invitation letter.

In case of additional questions about your registration to the event or your hotel booking, feel free to contact: iatawsoc@liveby.gl-events.com
Steps to apply for an e-visa

All participants, including speakers and attendees from countries requiring a visa must contact the Vietnamese Embassy or Consulate in their respective countries for Vietnam visa procedures.

As of August 15, 2023, **all nationalities** are eligible to apply for Vietnam e-visa. The process will generally take only **3 working days** and the fee is USD 25 for a single-entry visa and USD 50 for a multiple-entry visa.

You can apply for an e-visa at through this [link](#).

To apply for an e-visa for Vietnam, please make sure that:
1. Your passport is valid for at least 6 months following arrival date and has at least 2 blank pages.
2. You have a soft copy of a passport-size photo ([see Vietnam visa photo requirements](#)).
3. You have soft copies of your passport's personal data page which must be full and clear.
4. You have an exact entry port (confirmed ticket reservation).
5. You have a credit/debit card to make an online payment for the e-visa fee (American Express is not accepted).

If you prefer not to apply for an e-visa or encounter difficulties in doing so, you can contact a travel agency that offers authorized visa services. We recommend using Vietnam Events, a local agency we are working with to process the visas of IATA staff. For further details, contact jackie.han@vietnamevents.com.
Access the event app

Download the event app:

• [Here for Android](#)
• [Here for iOS](#)
Help us spread the excitement of the event by using the official hashtag #IATAWSOC.

Don't forget to like, share, and interact with our posts. Let's connect and make the WSOC 2023 experience even more memorable together!
When you Arrive in Hanoi
About the Venue

1. The venue
The event will take place at the JW Marriott Hotel Hanoi.

Located in Hanoi's new Central Business District, the JW Marriott Hotel Hanoi is a premier venue known for its luxurious amenities and state-of-the-art facilities.

2. Hotel contact info

- No 8 Do Duc Duc Road, Me Tri Ward, South Tu Liem District Hanoi, Vietnam.
- +84 243 8335 588
- Website

3. Hotel facilities

The JW Marriott Hotel Hanoi offers a wide range of facilities, including high-speed internet access, modern audiovisual equipment, comfortable accommodations, mobility-accessible rooms, fitness center, swimming pool, spa, sauna, and exquisite dining options.
### About the Venue

#### 4. Getting to the hotel by car or taxi
The hotel is 35–55 min. (28.8 km) away by car from Noi Bai International Airport, and ~1 hr. 55 min. away by public transport.

Expect to pay around $12.50 (300,000 VND) – $14.50 (350,000 VND) for a taxi from the airport.

#### 5. Getting from the airport to the city center by shuttle
Outside the arrival terminal of Hanoi Airport, multiple shuttle buses are available.

These buses, operated by Vietnam Airlines, Vietjet Air, and Jetstar, connect the airport with the city center, including the Old Quarter.

Note that for Jetstar, you must use their specific shuttle bus. Ticket prices for all companies start at $1.70 (40,000 VND).

#### 6. Getting from the airport to the city center by bus
Hanoi city buses 7 and 17 provide a convenient connection between Noi Bai Airport and the city center.

The bus stop is located on the right side of the terminal exit. The bus fare is 5,000 VND (0.3 USD) per person, and the journey takes ~1 hr.

Buses operate every 15–20 min. between 5 a.m. and 10 p.m.

#### 7. Hotel local area
Two of the city's most iconic attractions nearby are Hanoi's Old Quarter and the Lake of the Restored Sword (Hoan Kiem Lake).

The Old Quarter, with its charming streets and bustling markets, offers a glimpse into the city's rich heritage and traditional way of life. Meanwhile, Hoan Kiem Lake, surrounded by lush greenery, provides a tranquil oasis in the heart of the bustling capital.
While in Hanoi
On-site registration opening hours

Below you can find the opening hours of the on-site registration:

• Monday, September 18th: 9:00 - 18:00
• Tuesday, September 19th: 7:30 - 18:00
• Wednesday, September 20th: 8:00 - 18:00
• Thursday, September 21st: 8:00 - 18:00
Event floorplan
About Hanoi

1. Vietnam’s currency

The official currency is the Vietnamese Dong (VND).

We recommend exchanging your currency at local banks or authorized currency exchange centers for the best rates.

Also, it is recommended to use cash over card when paying in Hanoi.

2. Safety & security

- Be mindful of your belongings.
- Avoid displaying excessive wealth.
- Take precaution against pickpockets.
- Use licensed taxis or rideshare.
- Beware of the traffic, especially bikes.
- Carry a copy of your passport and embassy/consulate contact information.

3. Emergency contacts

For emergencies in Vietnam, dial 113 for police, 114 for fire services, and 115 for medical emergencies.

For international emergencies, contact your embassy or consulate for assistance.

Save their contact information in case of any unforeseen circumstances.

IATA World Safety & Operations Conference
About Hanoi

4 The weather in Hanoi
September is a transitional month with cooler and more comfortable weather. Though temperatures range from 26 to 31°C, sunlight is less intense, and the highest temperature stays below 35°C. Check the weather in Hanoi here.

5 Electricity & power
Vietnam operates on a 220V supply voltage and 50Hz.

Plugs type A (two flat vertical pins), type C and type F (two round pins) fit most Vietnam electrical outlets.

6 Other important tips
- **Dress appropriately**, keeping in mind that Vietnamese people dress conservatively. In Hanoi, the dress code is more relaxed, but remember to be considerate when visiting temples.
- **Avoid drinking tap water**, as it is generally unsafe for consumption without treatment.