

PRACTICAL INFORMATION

A. About the meetings				
Title	Date	Time	Venue	Who
IGC Meetings & Lunches	Monday 27 January 2020	Information sent to IGC members directly		
	Tuesday 28 January 2020			
Board Meeting & Lunch	Tuesday 28 January 2020	Information sent to Board members directly		
Board, IGC, SOC/TOC & Speakers Dinner	Tuesday 28 January 2020	Information sent to Board, IGC, SOC/TOC members and speakers directly		
Root Cause Analysis Training Course	Tuesday 28 January 2020	Distribution of badges & papers: 10:00-10:30 Training Course: 10:30-17:30	Le Plaza Hotel Boulevard Adolphe Max 118-126, 1000 Brussels Room: Versailles (ground floor)	EIGA Member or Non-Member Delegates (limited places!)
Training Course Lunch	Tuesday 28 January 2020	12:00-13:00	Le Plaza Hotel Room: Salon Charleston (floor - 1)	Participants to the Training Course
Seminar	Wednesday 29 January 2020	Distribution of badges & papers/Registration: 08:00-08:45 Seminar 08:45-17:20 (Sessions 1 - 4)	Le Plaza Hotel Boulevard Adolphe Max 118-126, 1000 Brussels Room: Le Plaza Theatre (ground floor)	EIGA Members and Non-Member Delegates
	Thursday 30 January 2020	Seminar 08:30-15:20 (Sessions 5 – 7)		
Seminar Lunches	Wednesday 29 January 2020	12:20-13:50	Le Plaza Hotel Rooms: Esterel (ground floor) & Salon Charleston (floor - 1)	Participants to the Seminar
	Thursday 30 January 2020	12:00-13:30		
Seminar Dinner	Wednesday 29 January 2020	19:30–22:00	Crowne Plaza Brussels Hotel - Le Palace Rue Gineste 3, 1210 Brussels Cocktail: Ballroom Foyer (ground floor) Dinner: Ballroom (ground floor)	Participants to the Seminar

VENUE

Le Plaza Theatre

Le Plaza Hotel

Boulevard Adolphe Max 118-126

1000 Brussels (Belgium)

Phone: +32 2 278 01 00

www.leplaza-brussels.be

PROGRAMMES

Please see dedicated pages on the EIGA website or click here to see the event programmes:

[EIGA Training Course 2020](#) - Root Cause Analysis

And

[EIGA Seminar 2020](#) - Lessons Learned in Production and Filling Plants

DRESS CODE

Seminar: Business formal

Dinners: Business casual

PARTICIPATION

IGC & Board meetings are restricted to IGC & Board members.

The EIGA Training Course & Seminar are open to delegates from all EIGA Member Companies and Associations and also to delegates from organisations that are not EIGA members.

REGISTRATION

Delegates are asked to register **before 15 November 2019** through our online registration website (www.destree.be/EIGA-Registration). Destrée Organisation is our Conference Secretariat. The confirmation of registration and invoice will be sent to all participants by email. Please note that registration is mandatory for all delegates.

LANGUAGE OF THE EVENT

All documents and presentations will be in English.

FEES (PAYMENT IN ADVANCE)

Following fees will apply:

		FEE (incl VAT* 21%)
Root Cause Analysis – Training Course	EIGA MEMBER	495.00 €
	NON-MEMBER	995.00 €
Lessons Learned in Production and Filling Plants - Seminar	EIGA MEMBER	1550.00 €
	NON-MEMBER	2250.00 €
GOVERNMENT EMPLOYEE		350.00 €

A VAT number is obligatory if your company is EU-based and taxable.

*If you wish to receive information about Belgian VAT refund, please contact eiga@destree.be

The registration fee covers the attendance to the Seminar and/or Training course, the Seminar and/or Training Course lunches and coffee breaks, the Seminar dinner and the Delegates handbook of presentations.

The registration fee also includes 21% Belgian VAT as *the place of supply for rights of admission to cultural, artistic, sporting, scientific, educational, entertainment, or similar event is where the event actually takes place according to article 53 of the European VAT Directive 112/2006/EC. In other words these services do NOT fall under the default B2B rule and they are mandatorily subject to VAT in the Member State where the event is organised. The intra-community regime of Reverse Charge (Article 44 of the aforementioned Directive) does NOT apply in this case. If you are VAT registered, this VAT can be refunded while filing an EU-VAT claim in your country.*

REGISTRATION & DISTRIBUTION OF CONFERENCE PAPERS AND BADGES

Training Course – Root Cause Analysis: Tuesday 28 January 2020 from 10:00 to 10:30.

Seminar - Lessons Learned in Production and Filling Plants: Wednesday 29 January 2020 from 08:00 to 08:45.

PAYMENT

Advance payment of the registration fee is required.

Payment can be made:

- by credit card (Visa, Eurocard/Mastercard or American Express). On your credit card statement, reference will be 'D.O. credit cards'.
- or through bank transfer to:

Beneficiary: EIGA ♦ Avenue des Arts 3-5 ♦ B-1210 Brussels

Bank: S.A NAGELMACKERS BANK N.V. ♦ Avenue de l'Astronomie 23 ♦ B-1210 Brussels

Account number: 132-5367478-24

Swift/BIC: BNAGBEBB

IBAN: BE81 132-5367478-24



Communication: **name of the participant(s) only** (*no other information is needed*)

Please ensure you **ALWAYS** reference the **name of the participant(s)** in all remittances. This helps us in tracking payments.

All bank charges to be paid by the participant.

Checks are not accepted.

INVOICING

A VAT invoice will be sent by the Conference Secretariat with your registration confirmation.

This invoice needs to be forwarded to your accounts department for booking purposes.

If a PO Number is required on the invoice, please do not hesitate to submit this information to us.

IMPORTANT INFORMATION ON PAYABLE BELGIAN VAT

The registration fee includes 21% Belgian VAT as *the place of supply for rights of admission to cultural, artistic, sporting, scientific, educational, entertainment, or similar event is where the event actually takes place according to article 53 of the European VAT Directive 112/2006/EC. In other words these services do NOT fall under the default B2B rule and they are mandatorily subject to VAT in the Member State where the event is organised. The intra-community regime of Reverse Charge (Article 44 of the aforementioned Directive) does NOT apply in this case.*

If you are VAT registered, this VAT can be refunded while filing an EU-VAT claim in your country.

CANCELLATION POLICY

In case of written cancellation until 31 December 2019, payment will be refunded, subject to a cancellation fee of 50.00 €. After this date, no refunds will be possible and non-paid fees remain due.

For name substitutions, a processing fee of 50.00 € will be charged.

CATERING

Please confirm your attendance at lunches/dinners and advise us if your plans change in order to avoid food waste where possible.

On Tuesday 28 January (Training Course):

12:00 – 13:00: a sandwich buffet lunch will be arranged for registered participants to the Root Cause Analysis Training Course.

On Wednesday 29 January (Seminar – Day 1):

12:20 – 13:50: a business lunch will be arranged for the registered participants to the Seminar.

19:30 – 22:00: a networking dinner will be arranged for the registered participants to the Seminar.

Dinner venue: Crowne Plaza Brussels Hotel – Le Palace, Ballroom – Rue Gineste 3, 1210 Brussels – 5-minute walk from Hotel Le Plaza and Thon Hotel – All details can be found in the final confirmation.

On Thursday 30 January (Seminar – Day 2):

12:00-13:30: a business lunch is arranged for all participants to the Seminar.

TRAVEL

Travel should be organised individually by the participants. Please see 'How to get to the EIGA Winter Session' below for more information.

HOTELS

Hotel accommodation can be arranged through Destrée Organisation, our Conference Secretariat. EIGA and Destrée Organisation have arranged special rates at various hotels within walking distance of the Winter Session event.

Early registration is recommended due to the limited hotel block bookings. After 15 November 2019, room prices and availability cannot be guaranteed. Please pay attention to the hotel cancellation conditions which you accept by booking through Destrée Organisation.


Prices are given per night, per room, breakfast, taxes and services included.

HOTEL INFORMATION

- All rates are per room, per night, breakfast, taxes & services included
- All offers are subject to availability
- Rooms for other accommodation dates on request
- Please send us your hotel booking **by 15 November 2019 at the latest**. After that date, room prices and availability cannot be guaranteed

HOTEL OFFERS – EIGA Winter Session 2020		
Le Plaza Hotel Brussels * * * * = EIGA meeting venue 'A' on the map	Single: 190 € <i>(incl. breakfast and city tax)</i>	Double: 219 € <i>(incl. breakfast and city tax)</i>
<ul style="list-style-type: none">• EIGA Winter Session 2020 meeting venue• Distance to airport: 12 km• Distance to old town: 1 km• Fitness centre (complimentary)• Unlimited free wireless internet access	<ul style="list-style-type: none">• Room service• Parking of the Hotel Le Plaza: 30 € per 24h• Public parking in the area of the hotel: Parking Manhattan (19, Rue des Croisades 1210 Brussels) costs 18 € per 24h or Parking Rogier from InterParking (Place Rogier, 1000 Brussels), costs 18.00€ per day	
Crowne Plaza Brussels * * * * = close to the meeting venue 'B' on the map	Single: Mo 27 & Th 30/01: 149,24 € Tu 28 & Wed 29/01: 169,24 € <i>(incl. breakfast and city tax)</i>	Double: Mo 27 & Th 30/01: 169,24 € Tu 28 & Wed 29/01: 189,24 € <i>(incl. breakfast and city tax)</i>
<ul style="list-style-type: none">• Distance to Le Plaza Theatre: 400 m• Distance to airport: 12 km• Distance to old town: 1 km• Fitness & sauna complimentary• Unlimited free wireless internet access	<ul style="list-style-type: none">• Room service• Public parking in the area of the hotel: Parking Manhattan (19, Rue des Croisades 1210 Brussels) costs 18 € per 24h or Parking Rogier from InterParking (Place Rogier, 1000 Brussels), costs 18.00 € per day (reduced cost to 16 € per 24h by pre-paid exchanged ticket with reception desk staff)	
Thon Hotel Brussels City Centre * * * * = close to the meeting venue 'C' on the map	Single: Mo 27 & Th 30/01: 120 € Tu 28 & Wed 29/01: 140 € <i>(incl. breakfast & city tax)</i>	Double: Mo 27 & Th 30/01: 140 € Tu 28 & Wed 29/01: 160 € <i>(incl. breakfast & city tax)</i>
<ul style="list-style-type: none">• Distance to Le Plaza Theatre: 200 m• Distance to airport: 12 km• Distance to old town: 1 km• Relaxation centre with fitness room and sauna (complimentary)• Unlimited free wireless internet access	<ul style="list-style-type: none">• No Room service• Public parking in the area of the hotel: Parking Manhattan (19, Rue des Croisades 1210 Brussels) costs 18 € per 24h (reduction of 5% with hotel stamp from reception desk) or Parking Rogier from InterParking (Place Rogier, 1000 Brussels), costs 18.00 € per day	

HOTEL MAP

	<p>A. Le Plaza Hotel = EIGA Winter Session venue and accommodation B. Crowne Plaza Brussels = accommodation and Seminar Dinner C. Thon Hotel = accommodation</p> <p>Please click here if you wish to view the Google map page.</p> <p>Addresses:</p> <p>A. Le Plaza Hotel, Boulevard Adolphe Max 118-126, 1000 Brussels Phone: +32 2 278 01 00</p> <p>B. Crowne Plaza Brussels, Rue Gineste 3, 1210 Brussels Phone: + 32 2 203 62 00</p> <p>C. Thon Hotel Brussels City Centre, Avenue du Boulevard 17, 1210 Brussels Phone: +32 2 205 15 11</p>
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Hotel reservations and conditions

1. *Destrée Organisation – our Conference Secretariat - acts solely as an agency intermediating between the hotel guest and the hotel.*
2. *The accommodation contract is concluded between the hotel guest and the hotel.*
3. *The hotel bill must be settled directly with the hotel. Official hotel conditions and cancellation fees apply: **Individual bookings will be free of cancellation fee until 72 hours prior to arrival.** For cancellations later than 72 hours prior to arrival or no-shows, a fee of 100% of the invoiced amount may be charged. Early departure is charged at 100% of the entire stay.*
4. **All hotel bookings must be guaranteed by a credit card.** If not possible, hotel room must be pre-paid.
5. **Please book by 15 November 2019 at the latest.** After this date room prices and availability cannot be guaranteed.
6. *Cancellations can only be made in writing (fax/e-mail) to Destrée Organisation.*

HOW TO GET TO THE EIGA WINTER SESSION

A. Arrival by air • www.brusselsairport.be

Coming from Brussels National Airport (www.brusselsairport.be)

Brussels National Airport is 12 km from the venue / the selected hotels.

- Take any Airport Express Train (it is located below the terminal – basement level -1) from the airport terminal to the Gare Bruxelles-Nord/Brussel-Noord railway station. The trains leave every 15/20 minutes. Journey time is approx. 15 minutes. Fare is 8.90€ including ‘Diabolo fee’ (from ticket office / machine. Tickets can be [booked online](#)). From there see item “B. Arrival by train, Coming from railway station Brussels NORTH” below.
- A taxi takes around 20 minutes to reach the hotel and costs approximately 50€.

Coming from Brussels South (Charleroi) Airport (www.charleroi-airport.com)

Brussels South (Charleroi) Airport is approx. 65 km from the venue / the selected hotels.

- Take any Airport Shuttle Bus from the airport terminal to the Gare Bruxelles-Midi/Brussel-Zuid railway station. The buses leave every 30 minutes. Journey time is approx. 1 hour. Fare is 14.20€. [Pre-booked tickets](#) are available from 5€. From there see item “B. Arrival by train, Coming from railway station Brussels SOUTH” below.
- A taxi takes 60 to 90 minutes to reach the hotel and costs approx. 170€ ([in case of pre-booking: 85-95€](#)).















B. Arrival by train • www.sncb.be / www.b-rail.be

Coming from railway station Brussels NORTH (5 minutes walking distance from railway station to the venue / the selected hotels)

On leaving the platform, go into the central hall, there turn left to go out of the station. Take Rue du Progrès up to Place Rogier and then go straight on Boulevard Adolphe Max 118-126 where the Plaza Hotel is located.

Coming from railway station Brussels SOUTH

Railway station Bruxelles-Midi/Brussel-Zuid is the main interchange for international rail services, particularly TGV (Thalys) and Eurostar. From there, select Tram (3 or 4) or Metro (2 or 6) as follows:

Underground Tram  or Metro 	Line	Direction	Stop at	Approx. duration
Tram 				8 minutes
Tram 				8 minutes
Metro 	 or 			10 minutes

<http://www.stib.be/index.htm?l=en>

C. Arrival by car

Please click [here](#) if you wish to view the Google map page.

PARKING POSSIBILITIES (for the selected hotels)

- *Le Plaza Hotel*: Parking of the hotel (Boulevard Adolphe Max 118-126): 30€ per day, or Manhattan parking (1000 Brussels, 19 Rue des Croisades): 18€ per 24h or Parking Rogier from InterParking (Place Rogier, 1000 Brussels): 18.00€ per day.
- *Crowne Plaza Brussels*: Manhattan parking (1000 Brussels, 19 Rue des Croisades): 18€ per 24h or Parking Rogier from InterParking (Place Rogier, 1000 Brussels): 18.00€ per day (reduced cost to 16 € per 24h by pre-paid exchanged ticket with reception desk staff).
- *Thon Hotel*: Manhattan parking (1000 Brussels, 19 Rue des Croisades): 18€ per 24h with a reduction of 5% if you get a stamp from the reception desk or Parking Rogier from InterParking (Place Rogier, 1000 Brussels): 18.00€ per day.

Public parking in the area of the hotel: Parking De Brouckère from Interparking (1 Place De Brouckère 1, 1000 Brussels) 18.00 € per day or Parking Dansaert (2 Place du Nouveau Marché aux Grains, 1000 Brussels) 22.00€ per day.

Please visit the following links for more information: [Parking Rogier](#) – [Parking Manhattan](#) - [Parking De Brouckère](#) -

If you arrive by car, please note that a large area of downtown Brussels is now a car-free zone (extended pedestrian area).

Since June 2015, in order to reduce the local traffic in the city centre, the surface of the pedestrian area in central Brussels has almost doubled. The pedestrian area was concentrated around the central market place – Grand Place - Grote Markt. It now extends to Anspach and de Brouckère areas (North – South Axis). However, Rogier hotels and Le Plaza Hotel areas are not pedestrian.

Low Emission Zones of the Brussels-Capital Region

Since 1 January 2018, in order to improve air quality and therefore public health, the use of the most polluting vehicles is prohibited in the Brussels LEZ. The regulation affects cars, vans ≤ 3.5 tonnes, and buses and coaches, whether registered in Belgium or abroad.

All vehicles in categories M1, M2 or M3 or N1 are affected (excluding N1 vehicles with bodywork code BC, to which the kilometre charge applies).

Are you affected by this Low Emission Zones? Please verify by clicking [HERE](#).

PRIVACY STATEMENT/GDPR POLICY

We are committed to respect and protect the privacy of personal data collected.

This registration procedure is made in accordance with "Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016 on the protection of natural persons with regard to the processing of personal data and on the free movement of such data, and repealing Directive 95/46/EC (General Data Protection Regulation)", EIGA AISBL as data controller and Destrée Organisation as data processor. The collection of personal information is intended only for the express purpose of organising and managing the event.

Full text of our Privacy Policy for EIGA events can be downloaded [here](#).

PICTURES AT THE EVENT

Please note that pictures and videos may be taken and used for promotional purposes on behalf of EIGA at this event. These pictures and/or videos may be used by EIGA for publicity reasons on its permanent website for an unlimited period of time.

If you do not wish to be photographed or recorded for the aforementioned purposes, please ask for a different coloured badge lanyard at the registration desk, inform the photographer/cameraman at the event and/or indicate it to us at the following address dataprotection@eiga.eu before the event by sending us a clear picture of you (for identification purposes) as well as your full name.

You can exercise your rights (access, rectification, erasure, etc.) by sending an e-mail with a copy of your identity card/passport, including your picture, to dataprotection@eiga.eu

B. About Brussels

Brussels, the capital of Belgium and the political and administrative capital of Europe, is a city of surprising richness and diversity. It is a cosmopolitan city where many different cultures live together and where different languages can be heard in the street. Brussels is often regarded as a crossroads within Europe.

The heart of Brussels and a good place to start exploring the city is the Grand'Place / Grote Markt. This historic market square with its splendid guild houses and impressive Gothic Town Hall, is widely considered to be one of the most beautiful town squares in Europe.

With a wealth of architectural styles, Brussels is the cradle of Art Nouveau with houses by the famed architect Victor Horta, a wealth of Gothic churches, Flemish Renaissance architecture and charming classical buildings such as the Palais des Nations and the Palais Royal.

Many-faceted, Brussels attracts a great number of visitors due to its diversity of attractions. From fascinating museums and antique markets to an impressive selection of restaurants and bars and numerous shopping experiences, Brussels offers something for everyone.

LANGUAGE

Brussels has two official languages: French and Dutch. All street names are bilingual.

CURRENCY

The unit of currency is the Euro.

Automatic Telling Machines (ATM) can be found in all parts of the city and cash withdrawals may be made using your bank card (extra cost with credit cards). The logos of the cards accepted are shown on the machine.

CLIMATE

Brussels has a temperate, maritime climate. The average winter temperature is $\pm 3^{\circ}\text{Celsius}$ ($\pm 37^{\circ}\text{ Fahrenheit}$). The average temperature in summer is $\pm 16^{\circ}\text{Celsius}$ ($\pm 60^{\circ}\text{ Fahrenheit}$).

ELECTRICITY

The electrical current in Belgium is 220 volts (50Hz) with a standard rounded 2 pin europlug. If your equipment requires different voltage, you will need an electrical transformer.

GETTING AROUND IN BRUSSELS

Walking

Thanks to its many parks, gardens and forests, Brussels has no fewer than 40 m² of green space per inhabitant. It is the greenest capital city in Europe. Luckily Brussels is a fairly small city, and it is possible to walk to the majority of sights. The centre of town around the Grand'Place has many pedestrian streets.

Public transport

Brussels' public transport system is made up of metro, rail, buses and trams with tickets valid for any journey within an hour. Tickets are sold at metro and rail stations (at desk or MOBIB machines), on buses and trams, at STIB info centres and at newsagents (<http://www.stib-mivb.be/index.htm?!=en>)

Metro, tram and bus www.stib.be / www.mivb.be

Taxis

Taxis take up to four people (less with luggage) and the tip is included in the meter fare.

Driving

Brussels has a comprehensive tunnel system linking the major points of the city.

The inner ring is a pentagon of boulevards; the outer ring is divided into an east and west motorway ring. The speed limit in the city is 50 km/h, 30 km/h within the inner ring and 120 km/h on the motorways.

Pedestrian area (part of downtown Brussels is now a car-free zone)

Since June 2015, in order to reduce the local traffic in the city centre, the surface of the pedestrian area in central Brussels has almost doubled. The pedestrian area was concentrated around the central market place – Grand Place - Grote Markt. It now extends to Anspach and De Brouckère areas (North – South Axis). However, Place Rogier hotels and Le Plaza Hotel areas are not pedestrian.