



FAQs

Contents

Contents.....	1
General Policy of the conference	2
Emergency Number.....	2
What is the venue of the hotel?	2
How will Airport Transfers Work?	2
Instructions for Arrivals	3
How can I book a taxi on my own?	3
Medical Assistance	4
Emergency & Safety Protocols	4
Insurance, Damages & Valuables	4
What is the order for the Stage Presentations?	4
Who will have a stand at the Expo?	4
Who can join JA Alumni Sessions?.....	5
Is there a Pre or Post Tour being organised?	5



General Policy of the conference

Kindly note that this is an inclusive, non-alcoholic, non-political, non-violent and anti-bullying event. Gen-E is an event which brings together individuals from 41+ countries from various backgrounds and everyone should be treated with respect. JA Europe has a Zero Tolerance policy in case of misconduct, and transgressors will be sent home immediately at their own cost. The need for responsible behaviour and adhering to rules and protocols communicated and set by the event organisers or relevant crew is expected, to ensure the best experience for all. Any delegates under the age of 18 are the responsibility of the country coordinators, or the respective JA office.

All delegates will be provided with the following two items, which are expected to be worn at ALL TIMES. Should these be lost, a valid justification needs to be provided for a replacement to be provided, and in case of minor, teacher or JA coordinator will need to be present.

- A conference name tag
- A conference wristband

We would also like to note that Tap Water is NOT Drinkable.

Emergency Number

National Emergency: 112

Kubilay Oren: +90 536 937 06 25

What is the venue of the hotel?

WOW Convention Centre (except for the Bosphorus Boat Tour & Dinner)

Google Map Location: <https://goo.gl/maps/daEXNtL1wxP8uqP7A>

Address: Yeşilköy, Atatürk Havalimanı Yolu No: 17, 34149 Marmara Bölgesi/Bakırköy/İstanbul, Türkiye

Check-Out Time – 12:00

Bosphorus Boat Tour & Dinner

Kabataş Port

How will Airport Transfers Work?

Airport Transfers are only provided

- From the airport to the WOW Convention Centre on arrival on the 9th, 10th & 11th July
- From the WOW Convention Centre to the Airport on the 14th of July

Airport Transfer to or from any other location will NOT be provided.



Instructions for Arrivals

Airport Transfers may take up to 1.5 hours. Instructions about Departure will be provided on Conference Check-In.

Arrival as ISTANBUL (IST) Airport

When you receive your luggage at Istanbul Airport, please proceed to passenger exit door number 14, check for the sign that says Gen-E and contact us.

A Gen-E Representative will greet you in front of the passenger exit door number 14. When you exit Door 14, please look to your right to find the sign that says Gen-E. We will be there to welcome you at Istanbul Airport.

When you collect your luggage, 1 person from the delegation group should contact the Gen-E Representative below.

Gen-E Representative at the AIRPORT (Mobile & Whatsapp): +90 533 946 3933

Emergency Number of Representative (not at airport) - Cemre Koçkiran +90 549 786 2272

Arrival at SABIHA GOKCEN Airport (SAW) Airport

As the greeting team for Sabiha Gokcen Airport, we will be waiting for you at the exit gate next to column number 9. Please come to column 9 and check-in with the Gen-E Representative, who will greet you.

The team member will take you to pick up point and show you the driver.

In case if you don't see our team members, please call us on the number below

Team Representative at Airport (Mobile & Whatsapp): +90 535 961 0292

Emergency Number of Representative (not at airport) - Cemre Koçkiran +90 549 786 2272

How can I book a taxi on my own?

General Information about Taxi Service in Istanbul: [Istanbul Taxis Information – Taxi Fares and Useful Tips \(istanbul-international-airport.com\)](https://istanbul-international-airport.com)

Mobile App Based Taxi Services:

- UBER - [Istanbul: a Guide for Getting Around in the City | Uber](https://www.uber.com/en-GB/help/articles/istanbul)
- BiTaksi - <https://www.bitaksi.com/en>

Medical Assistance

Should a situation arise when a delegate requires any medical assistance:

- During conference activities at the WOW Conference Centre – seek assistance from the volunteer; look out for on-site first aid/ambulance
- During Bosphorus Boat Tour – Seek out the Cabin Crew and if needs be national emergency will be contacted

More information

Private hospitals close to the WOW Conference Centre

- Medical Park Bahçelievler - <https://goo.gl/maps/sWNDZFUZwBLYfFBP9>
- Vital Hospital - <https://goo.gl/maps/TQf9Ba3aojDrHr1D9>
- Memorial Bahçelievler - <https://goo.gl/maps/rQ5bhxTbUygE1bx59>

Emergency & Safety Protocols

In the case of any local activity that might require following emergency protocol, the delegations are advised to follow instructions provided by the volunteers, or conference staff members.

Police will be contacted should their support be required to ensure safety of the delegates.

Insurance, Damages & Valuables

It is expected that delegates have obtained their own Travel Insurance to cover any emergency or medical costs incurred. Attendees are responsible for the care and security of their valuables. The hotel's bedrooms each have safety deposit boxes which attendees are encouraged to use to store valuables.

What is the order for the Stage Presentations?

The stage presentations will be held in alphabetical order according to the JA Organisation country. You may refer to full detailed programme in the Agenda section of the APP. In each respective Stage Presentation Agenda item, you may find an attachment with the detailed programme.

Who will have a stand at the Expo?

The Expo will feature all the teams from:

- Competing Teams - National Winners - Upper-Secondary Level
- Competing Teams - National Winners - University Level
- Non-Competing Teams - Online Award Winners



- Hackathon Winning Teams including Toyota Hydrogen Society Innovation Camp, Foodathon and the Social Innovation Relay

Expo Stand Information

- Stand: Height 2.5m x Width 2m x Depth 1m
- 1 chairs & 1 desk with dimensions of H1m x W1m x D0.5m
- Socket with 3 entrance
- No additional lighting per stand will be provided as the room itself will be lit up.
- Not allowed: breaking any parts of the stand, no piercings or holes, covering the title of the stand
- Allowed: Transparent tapes, double sided tapes, blue-tags; hanging on frame (up to 4kg)

Who can join JA Alumni Sessions?

These sessions are primarily targeted for University Level Students & attending alumni however everyone can join.

Is there a Pre or Post Tour being organised?

Pre or post Tours will Not be organised. You are free to find and create your own Istanbul Experience.