



## Frequently asked questions about side events and exhibits

Kindly also refer to the Side events and exhibits application manual for detailed information on the application process (published on the [SEORS web page](#)).

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### **What are side events and exhibits?**

As a way to engage observers in the Convention process, the secretariat manages side events and exhibits within the negotiation venue where observers can interact with Party delegates and other participants. The number of side events and exhibits facilitated by the secretariat will depend upon the nature of the meetings and the availability of resources at the sessions.

- One side event slot is 90 minutes in duration. Side event rooms are usually equipped with a computer, a projector, a screen, internet access, microphones at the podium and a hand held microphone for Q&A sessions.
- The floor space of an exhibit stand is usually 2x2m with a posterwall, a table/counter, a chair, and a power socket.
- Side event room and exhibit setup might change from conference to conference. Further details will be available prior to a conference.

Side events and exhibits are free of charge, but there is a selection process.

### **What is SEORS?**

SEORS stands for Side events and Exhibits Online Registration System (SEORS). The system allows for full collaboration and interaction between the applicant (yourself) and the secretariat. It provides a unique window for communication and the transfer of information on side events and exhibits. The information you provide on your side event and/or exhibit will appear in the public schedule available on the UNFCCC secretariat website if a slot is allocated, so please formulate it carefully.

### **What is my personal account?**

Through registration your personal account is automatically created in SEORS. The personal account is your only entry point for the whole application and communication process.

### **How can I register?**

Please register by using Latin characters only and following the instructions on the screens. You will receive a message with your PIN which will allow you to log into your personal account. You may then change this PIN to a password of your own choice. Please note that passwords are case sensitive.

### **Can I submit more than one side event or exhibit proposal?**

No. Only one application for a side event and/or one application for an exhibit may be submitted per Party or admitted observer organization, regardless if it is as lead or co-organizer. Due to the high demand for slots it is not possible to submit multiple applications for side events and/or multiple applications for exhibits.

### **Is the application process for a side event different from the application process for an exhibit?**

While the application for a side event and an exhibit are submitted through one personal account, the selection and allocation process is separate and independent. This means that for example an application for a side event can be declined though the application for an exhibit is confirmed.

### **Can I register additional delegates for my side event or exhibit?**

Since side events and exhibits are located within the official conference venue, any person wishing to access the side event and/or exhibit area must be duly registered through the Online Registration System as part of a delegation of a Party or an observer organization and in possession of a conference badge. This also applies to technical staff required to access the venue for set-up of side events and/or exhibits. The confirmation of a side event or exhibit does not entitle the organizer to any quota increase for its delegation.

### **Can I submit joint applications through SEORS?**

SEORS does not allow submitting a 'pre-merged' application since only individual applications can be submitted and there is no initial field for lead and co-applicants. The lead and co-applicant/s should therefore apply separately through SEORS and use the 'merger' function within SEORS to join forces. Please refer to the Side events and exhibits application manual for further details on this process:

[https://seors.unfccc.int/seors/seors/pdf/UNFCCC\\_SEORS\\_user\\_manual.pdf](https://seors.unfccc.int/seors/seors/pdf/UNFCCC_SEORS_user_manual.pdf)

### **Problems with registration?**

Input verification is not displayed:

- Please use the web browser “Mozilla Firefox”, which can be downloaded free of charge at:  
<http://www.mozilla-europe.org/en/firefox/>

Password is not received:

- Delivery of your password may take up to one hour, if there is high demand.
- Please check the “spam”-folder of your email account.

My account from a previous session is not working:

- Please note that all applicants must register for a new personal account in SEORS for each session. Your user name and password from the previous sessions do not work. During the application period an “Apply for” button will appear on the respective SEORS conference page, which will allow users to create a personal account through which applications can be submitted.

### **What does “request authorization” involve?**

After you have entered your application in your personal account, you must request the authorization of your National Focal Point (NFP) if you are applying as Party or Designated Contact Point (DCP) if you are applying as an observer organization. Otherwise, the application cannot be processed further. Click on “request authorization” in the “action” column of your personal account for an automatic request to be sent to your respective NFP/DCP. Your NFP/DCP will then receive an automated message that asks for authorization or turndown. Only authorized applications can be considered by the secretariat, so it is in your interest to follow up directly with your NFP/DCP to ensure that it is authorized quickly.

### **What should the National Focal Point (NFP) or Designated Contact Point (DCP) do?**

The NFP/DCP should follow the link in the automated message received, view the event, and approve/decline by clicking on the appropriate bar. The application will remain in a “pending authorization” status in your personal account and not be processed until authorization is registered within SEORS.

### **What happens after my application has been authorized/declined?**

Authorized side event/exhibit applications will enter the “negotiation” stage for the secretariat to review. Declined applications will return to a “draft” which may be revised by you and resubmitted for authorization by your NFP/DCP. The progress of your application may be viewed at any time in your personal account.

### **What happens during confirmation?**

Once your application is confirmed by the secretariat for a particular date and time, you may no longer change any details of your application through SEORS. However, messages including updates regarding title, theme, and speakers may still be sent to the secretariat via “communicate” in the “actions” column. For side events, updates are possible up until two days before the side event takes place. All confirmed side events and exhibits may be viewed on the web schedule.

### **How can I change the allocated date and/or time slot?**

The secretariat tries its best to allocate side events according to the preferred dates, yet this is not always possible. If you have been allocated a slot, but would like to change the date and/or time slot, please approach other side event organizers directly and let the secretariat know of the agreed details within your respective SEORS accounts. The secretariat will thereafter inform you through SEORS whether your joint request for date changes has been accepted.

### **How may I upload attachments?**

If your application is confirmed, the secretariat encourages you to upload attachments (within your personal account) such as a draft agenda, presentation files or display materials and other relevant documents through the “attachments” column in your personal account. Please consult the Side events and exhibits application manual for further details on this process.

### **Can my event be cancelled or rescheduled?**

The secretariat reserves the right to reschedule or cancel events at any time, in the interest of the negotiating process. Changes made by the secretariat will be communicated to you.

### **How may I communicate with the secretariat?**

Communications concerning side event or exhibit applications should be made through the “communicate” option in your personal account. The e-mail address [see@unfccc.int](mailto:see@unfccc.int) should only be used before you create your personal account in SEORS.

### **Where should I send my consignment?**

Consignments should be sent directly to the conference venue at the address available on the UNFCCC website. All consignments should use the special label provided by the secretariat, which will distinguish your consignments from other unauthorized consignments. To facilitate identification of your parcels on site, the names of the sending organization and the recipient/responsible person at the venue and his/her mobile phone number must be clearly visible on the label.

### **How do I find my consignment?**

Information on consignment pick-up is provided at the Information Counter onsite.

### **How do I organize extra equipment or other services?**

If available at the respective sessions, organizers of side events or exhibits who need to rent equipment or supplies beyond those provided by the host country or the secretariat may contact the official service provider.

Contact details are posted on the UNFCCC website as soon as they are available.

### **What is the cost for a side event or an exhibit?**

The secretariat does not charge any fees for side events or exhibits. The standard set-up is generously provided and paid for by the host country of the respective session. Additional equipment might be rented on a commercial basis from an official service provider appointed by the host country. Contact details will be posted on the UNFCCC website as soon as they are available.

### **How do I organize catering?**

Details on catering on a commercial basis are posted on the UNFCCC website as soon as they are available.

### **When may I set up/dismantle my exhibit?**

Dates for setup and dismantling are communicated to the exhibitors through SEORS shortly after confirmation. Passageways are to be left free from any exhibit materials. The installation and the dismantling of the exhibit is the responsibility of the exhibitor.

### **Can we dispose the left-over materials?**

Disposal of publications and other exhibit materials must be arranged by the organizers on site. Please ask the Information Counter whether appropriate paper bins are available. Organizers will be charged for any cost incurred by unclaimed consignments.

### **How does the return shipment work?**

It is necessary that the organizers directly liaise with the shipment agent on site once you decide to ship back the remaining materials. The contact details of the agent for each session are posted on the UNFCCC website.

*Kindly contact [see@unfccc.int](mailto:see@unfccc.int) in case you have any further questions.*