



**LACAC/ KOREA COURSE  
“CUSTOMER SATISFACTION QUALITY MANAGEMENT”**

(Bogotá, Colombia, 23 -27 July 2018)

**GENERAL INFORMATION**

**1. Place and date**

The Course LACAC/Korea “**Customer Satisfaction Quality Management**”, will take place from 23 to 27 July 2018 in Bogotá, Colombia, Auditorium of the Aeronautical Studies Center (CEA)

**2. Address**

Avenida El Dorado No. 103 – 23, Bogotá – Colombia.

**3. Registration**

Registration of participants will take place July 23, 2018, from 8:00 to 9:00 a.m. Participants must pre-register with the written form provided, duly filled and sent to [clacsec@icao.int](mailto:clacsec@icao.int), before July 16, 2018.

**3. Opening**

The Opening will be held on July 23, 2018 at 9:00 am.

**4. Language**

The Course will be conducted in English with simultaneous interpretation to Spanish.

**5. Local Time**

Local time in Bogotá is UTC-5.

**6. Suggested Attire**

Formal clothes are recommended for opening/closing and casual wear for the rest of activities.

**8. Weather (°C)**

In July, the temperature is range between 10° and 20° C.

## 8. Credit Cards

Credit cards such as American Express, MasterCard, VISA, Diners Club, etc., are usually accepted in hotels, shops and restaurants. Changes of money or travelers checks always have in currency exchange houses or banks.

Except for the informal street trade and urban public transport, most of the shops, restaurants and establishments can be paid directly in dollars.

## 9. Hotels

Participants are recommended to stay at the hotels listed below, hotel reservations must be made directly with the hotel of their choice. It is recommended to do it as soon as possible.

Hotel	Teléfono	Dirección	Habitación Sencilla	Habitación Doble
Hotel Holiday Inn	57 (1) 4044141	Avenida Calle 26 No. 68D - 91	\$386.800	\$428.500
Radisson AR Bogotá Airport	57 (1) 7477333	Avenida Carrera 60 No. 22 - 99	\$309.600	\$395.500
Aloft Bogotá Airport	57 (1) 7427070	Avenida Calle 26 No. 92 - 32	\$243.950	
Hotel Habitel	57 (1) 4199999	Avenida El Dorado No. 100 - 97	\$145.000	
Hotel Ibis Bogotá Museo	57 (1) 3814666 Fax: 57 (1) 3814667	Transversal 6 No. 27 - 85 Centro Internacional	De domingo a jueves \$207.000 De viernes a sábado \$130.000	
Hotel Casa Santa Marta	57 (1) 3680008 Celular 3142987372	Carrera 43 No. 22A - 86	\$110.000	\$140.000
Hotel Quintas de Normandía	57 (1) 2631787 57 (1) 7968563	Avenida Rojas No. 50 - 35	\$70.000	\$110.000

Note: Reservations must be requested directly from the selected hotel with sufficient advance notice. To make reservations at the Hotel Habitel please inform us that you are going to an Aerocivil event.

## 10. Transportation from the Airport

At the El Dorado International Airport there is an authorized taxi service and the feeder bus of Transmilenio (Company that provides public transport service in the Capital District). Participants can know about the transportation alternatives, approaching the authorized officials to give this information at the Airport's exit No. 4, where they can check the rates to the sectors where the suggested hotels are located.

The following Taxis company is suggested: Company: Taxi Imperial S.A.S Telephone: 57 (1) 3456789.

## 11. Electricity

Voltage in Bogotá is 110 Voltios/60Hz.

## 12. Taxes and tips

**IVA:** 16%

**Tip (gastronomic establishments):** from 10% to 15% of the total value of the bill. It is an optional payment for the consumer, depending on the attention and quality of the service.

## 13. Passport and Visas

It is recommended to check these requirements at the embassy or consulate of the participating countries. You can also do it in the following link:

[http://www.cancilleria.gov.co/tramites\\_servicios/visa](http://www.cancilleria.gov.co/tramites_servicios/visa)

## 14. Medical Services

Centro de Atención	Dirección	Teléfono
Clínica Universitaria Colombia	Calle 23 No. 66 - 46	5948650 5948660
Clínica Reina Sofía	Carrera 21 No. 127 - 03	6252111
Clínica SHAI0	Diagonal 115A No. 70C - 75	5938210
Hospital San Ignacio	Carrera 7 No. 40 - 62	5496161
Hospital Universitario Mayor - Méderi	Calle 24 No. 29 - 45	5600520

## 15. Business hours

- The office hours are from 9 a.m. to 12 a.m. and from 2:00 p.m. to 5:30 p.m.
- The stores are usually open from Monday to Saturday from 9 a.m. to 9 p.m. and on Sundays from 10:30 a.m. to 8:00 p.m.
- Shopping centers usually open at 9:00 a.m. and close at 9:00 p.m. But if they have entertainment such as bars, cinemas and others will close at 11pm.
- Banks open Monday to Friday from 8 a.m. to 12 a.m. and from 2:00 pm to 5:00 pm. There are some banks with additional hours from 5:30 to 7:00 p.m.

## 16. Security Recommendations

The safety recommendations are similar to those to follow in any large city, such as carrying only the amount of money needed, not displaying jewelry or high-value jewelry and requesting taxi services at hotels to go anywhere in the city.

## 17. Documentation

The documentation will be available on the website of the Latin American Civil Aviation Commission - CLAC <http://clacsec.lima.icao.int> and at the end of the event participants will receive a certificate and an electronic file with the documents of the Course.

## **18. Contact Information**

### ***Latin American Civil Aviation Commission - CLAC***

**Vivian Paucar Cisneros**

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E-Mail: [clacsec@icao.int](mailto:clacsec@icao.int)

### ***Special Administrative Unit of Civil Aeronautics from Colombia***

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