

**35<sup>th</sup> Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia,  
59<sup>th</sup> Meeting of the UNWTO Commission for South Asia,  
55<sup>th</sup> Meeting of the UNWTO Commission for East Asia and the Pacific  
and  
UNWTO Conference on the International Code for  
the Protection of Tourists  
& UNWTO Affiliate Members Roundtable**  
Phnom Penh, Cambodia, 15-17 June 2023

*(Venue: Sokha Phnom Penh Residence)*

**PRELIMINARY PROGRAMME**

As of 17 May 2023

**Wednesday, 14 June 2023**

15:00 - 18:00	Registration of the participants <i>(Lobby, Sokha Phnom Penh Residence)</i>
18:30	<i>Shuttle leaves for Welcome Reception venue from official hotels</i>
19:00 - 21:00	<b>Welcome Reception</b> <i>hosted by the Ministry of Tourism of Cambodia</i> <i>(Venue: Sokha Phnom Penh Hotel Restaurant)</i>
21:15	<i>Shuttle leaves for official hotels</i>

**Thursday, 15 June 2023**

09:00 – 10:00	Registration of the participants <i>(Lobby, Sokha Phnom Penh Residence)</i>
09:00	<i>Shuttle departure from official hotels</i>
<b>10:00 - 10:30</b>	<b>Opening Ceremony:</b> 35 <sup>th</sup> Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia, 59 <sup>th</sup> Meeting of the UNWTO Commission for South Asia (CSA), 55 <sup>th</sup> Meeting of the UNWTO Commission for East Asia and the Pacific (CAP) and UNWTO Conference on the International Code for the Protection of Tourists & UNWTO Affiliate Members Roundtable <i>(Venue: Ballroom)</i> <ul style="list-style-type: none"><li>- <b>Welcome remarks</b> by <b>H.E. Dr. Thong Khon</b>, Minister of Tourism, Cambodia</li><li>- <b>Congratulatory remarks</b> by <b>H.E. Dato' Sri Tiong King Sing</b>, Minister of Tourism, Arts and Culture of Malaysia, the Chairman of the UNWTO Commission for East Asia and the Pacific (CAP)</li><li>- <b>Opening remarks</b> by <b>Mr. Zurab Pololikashvili</b>, Secretary-General of UNWTO</li></ul>

**10:30 - 10:45**

**Ceremony of Adherence to the International Code for the Protection of Tourists (ICPT) by Cambodia**

- Official Announcement of Phnom Penh Declaration on the ICPT
- Official Signature of Adherence by H.E. Dr. Thong Khon, Minister of Tourism, Cambodia
- Group Photo, UNWTO and Cambodia

**10:45 - 11:00**

**Coffee Break & Press Conference (Venue: TBC)**

**11:00 - 11:20**

**Keynote Presentation: Rebuild Confidence among Tourism Consumers in a Post COVID-19 World**

- **Mrs. Alicia Gomez**, Legal Counsel, UNWTO

**11:20 - 12:30**

**High-Level Discussion**

*What are the main challenges and opportunities for recovery of the tourism sector in the Asia and the Pacific region? Has tourism changed in the post-COVID 19 world? How can we rethink tourism and rebuild consumers' confidence in travel?*

*The Discussion will focus on:*

- *Experiences of crisis management in emergency situations*
- *Examples of policies and/or national laws to protect tourists*
- *Application of the Code within the Asia and the Pacific Region*

*Moderator: TBC (UNWTO)*

*Speakers:*

- **H.E. Dr. Thong Khon**, Minister of Tourism, Cambodia
- **Mr. Albert**, Co-Founder, Traveloka
- High-level Officials from the Member States and Private Sector

**12:30 - 14:00**

**Lunch sponsored by Traveloka, Indonesia**

**14:00 - 14:50**

**Technical Discussion 1: Assistance to International Tourists in Emergency Situations**

*The Technical Discussion will focus on the assistance to international tourists in any sort of emergency situations, whether natural or man-made (e.g., acts of war, natural disasters, pandemics). Member States, tourism stakeholders and experts will share experiences and best practices on how to provide assistance to tourists in difficulty and explore possibilities for the harmonization of common minimum standards on tourists' protection in times of crisis at the regional and international levels.*

*Moderator: Cambodia (TBC)*

*Panellists*

- **Prof. Shen Haien**, China University of Political Science and Law (CUPL) & Expert from the UNWTO ICPT Committee
- Representatives from UNWTO Member States and Private Sector

- 14:50 - 15:00 **Coffee Break**
- 15:00 - 15:50 **Technical Discussion 2: Minimum Standards on Tourists' Protection**
- The Technical Discussion will look at the protection of tourists as consumers, focusing on the contractual relationship between tourists and tourism service providers in relation to the various tourism services. Member States, tourism stakeholders and experts will share experiences and best practices in dealing with the consumer rights of tourists and explore possibilities for the harmonization of minimum international standards on consumer protection for the tourism sector.*
- Moderator: Ms. Emily Steinmayr, Senior Legal Specialist, UNWTO
- Panellists
- **Mrs. Alicia Gomez**, Legal Counsel, UNWTO
  - Representatives from UNWTO Member States and Private Sector
- 15:50 - 16:00 **Closing**
- **Mr. Harry Hwang**, Director, Regional Department for Asia and the Pacific, UNWTO
  - Official from the Ministry of Tourism, Cambodia
- 16:00 - 16:20 **Coffee Break**

**UNWTO Affiliate Members Roundtable:  
Public-private Cooperation at the Core of Tourism Sustainable Development**

- 16:20 - 17:30 **Opening Remarks** by **Mr. Ion Vilcu**, Director, Affiliate Member Department, UNWTO
- Panel Discussion: **Public-private Cooperation at the Core of Tourism Sustainable Development**
- Moderator: TBC
- Panellists from UNWTO Affiliate Members
- 19:00 - 21:00 **Free Evening:** Member States Networking

**59th Meeting of the UNWTO Commission for South Asia**

**55th Meeting of the UNWTO Commission for East Asia and the Pacific**

**35th Joint Meeting of the UNWTO Commission for East Asia and the Pacific  
and the UNWTO Commission for South Asia**

**Friday, 16 June 2023**

10:00 - 10:45	59 <sup>th</sup> Meeting of the UNWTO COMMISSION FOR SOUTH ASIA (CSA) (Venue: <i>Ballroom</i> )
11:00 - 12:30	55 <sup>th</sup> Meeting of the UNWTO COMMISSION FOR EAST ASIA AND THE PACIFIC (CAP) (Venue: <i>Ballroom</i> )
12:30 - 14:30	Lunch
14:30 - 18:00	35 <sup>th</sup> Joint Meeting of the UNWTO Commission for East Asia and the Pacific and the UNWTO Commission for South Asia (Venue: <i>Ballroom</i> )
19:30 - 21:00	Dinner

**Saturday, 17 June 2023**

10:00 - 17:00	<b><u>Technical Tour</u></b> ( <i>Registration only</i> )
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**Sunday, 18 June 2023**

All Day Delegates Departures