COMMISSION OF THE EUROPEAN COMMUNITIES

Brussels, 18.11.2008
C(2008) 6215 final

COMMISSION DECISION

of 18.11.2008

General implementing provisions adopting the Guide to missions for officials and other servants of the European Commission

COMMISSION DECISION

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General implementing provisions adopting the Guide to missions for officials and other servants of the European Commission

THE COMMISSION OF THE EUROPEAN COMMUNITIES,

Having regard to the Staff Regulations of officials of the European Communities and the Conditions of employment of other servants of the European Communities laid down by Council Regulation (EEC, Euratom, ECSC) No 259/68[1], and in particular Article 71 of the Staff Regulations, concerning the reimbursement of expenses incurred in the course of or in connection with the performance of duties, and Articles 11 to 13a of Annex VII to those Staff Regulations,

Having regard to the Commission Decision (C(2004)1313) of 7 April 2004 adopting the Guide to missions for officials and other servants of the European Commission,

After consulting the Staff Regulations Committee and the Staff Committee,

HAS DECIDED AS FOLLOWS:

Article 1

The new version of the Guide to missions for officials and other servants of the European Commission contained in the Annex is hereby approved.

Article 2

These provisions repeal and replace the Decision of 7 April 2004 adopting the Guide to missions.

Article 3

These provisions shall enter into force on 1 January 2009.

Done at Brussels, 18.11.2008.

For the Commission
Siim KALLAS
Vice-President

[1] OJ L 56, 4.3.1968, p.1. Regulation as last amended by Council Regulation (EC, Euratom) No 723/2004 (OJ L 124, 27.4.2004, p. 1).

ANNEX

GUIDE TO MISSIONS

FOR OFFICIALS AND OTHER SERVANTS OF THE EUROPEAN COMMISSION[2]

adopted by the Commission Decision of ……

The previous Decisions adopted by the Commission
ARE HEREBY REPEALED

This Guide to Missions replaces that adopted by the Commission Decision of 7 April 2004.

The provisions of this Guide apply to missions by Commission staff based at headquarters. Additional provisions may, if necessary, be adopted for staff in Delegations.

Information on the protection of personal data: the arrangements for managing missions have been notified to the Data Protection Officer in accordance with Regulation (EC) No 45/2001 of the European Parliament and of the Council of 18 December 2000.

For more information, see: http://www.cc.cec/dataprotectionofficer/

INTRODUCTION

What are missions? Whenever officials or other members of staff are required to travel away from their place of employment[3] for the requirements of the service, this constitutes a mission. Every mission requires a travel order.

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2 The details given in this Guide, including details of the insurance contract, the credit card contract, people to contact and internet links, as well as legislative and factual details, are provided for information only and may change. If you are going on mission, please consult the updated version of the Guide and annexes on the following website: http://www.cc.cec/pers_admin/missions/guide_en.pdf.

3 Place of employment: Any travel at the place of employment does not constitute a mission. The main places of employment are Brussels, Luxembourg, Ispra, Petten, Karlsruhe, Geel, Seville and Grange. Travel within the Brussels Capital Region or to the Interinstitutional Centre in Overijse or the archives in Zaventem or Kortenberg constitutes travel at the place of employment. It does not require a travel order and is not reimbursed. In Luxembourg, travel between the various buildings occupied by the European Institutions does not require a travel order as all those buildings are deemed to be located at the place of employment.

WHO DOES WHAT?

- Members of staff going on mission: the help of the travel agency and, where necessary, the PMO's Missions Unit, staff members going on mission must submit to their immediate superiors and authorising officers a mission programme which allows them to carry out their professional engagements in the most cost-effective manner. In particular, they must inform authorising officers of any possible alternatives in terms of means of transport, the conditions and rates applicable, the price of the proposed journey and the travelling time, and of any exceptional arrangements involving extra costs, so that authorising officers can give their informed consent. Priority should be given to public or shared transport[4] (train, shuttle, official/hire car with driver) in view of its low environmental impact, especially for transfers to airports/railway stations. Staff going on mission must inform the travel agency what the precise mission arrangements are and how flexible the tickets need to be. Staff members can obtain further information from the missions administrators (GEMI) in their DGs.
- The immediate superior decides whether the mission is politically and administratively appropriate and certifies that the declaration of expenses is accurate.
- The authorising officer certifies the political and administrative appropriateness of the mission and approves the costs involved, confirming that the mission itinerary serves its purpose in the most cost-effective manner, taking account, among other things, of the means of transport to be used, the travel time, the fare conditions, notably with regard to ticket flexibility, and the interests of the service. The authorising officer must check that staff members going on mission pay the travel agency for any additional costs related to detours made for private reasons and notified to the authorising officer.
- The PMO (authorising officer by delegation for payments) is available to advise authorising officers and staff going on mission before any decision is taken. It is the PMO's duty to inform the authorising officer in good time of any matter of importance which might compromise sound financial management of appropriations. It may therefore ask the authorising officer to review a decision taken in advance and reconfirm it.
- The Commission-approved travel agency is required to provide the member of staff travelling on mission with all the information necessary for organising the trip so that the official engagements of which it has been informed by the staff member can be performed in the most cost-effective manner and to issue transport tickets at the best available market price in the light of the details with which it has been provided.
- **As an active participant in the EMAS policy, the Commission wishes to reduce CO^2 emissions and therefore encourages the use of public or shared transport whenever possible, taking account, among other things, of the environmental impact, and strongly encourages the use of videoconferencing possibilities.**

[4] The Commission strongly advises staff against using their own cars when going on mission.

I AM GOING ON MISSION — WHAT DO I NEED TO DO?

Before departure

Submit and sign a travel order (http://www.cc.cec/mips/). Have it signed by your immediate superior and, where necessary, by the relevant authorising officer.

Book your tickets through the travel agency http://myintracomm.ec.europa.eu/hr_admin/en/missions/before_departure/transport/Pages/index.aspx approved by the Commission[5].

Book accommodation if needed http://myintracomm.ec.europa.eu/hr_admin/en/missions/before_departure/Pages/hotel_guide.aspx .

Find out what the relevant safety and insurance rules are.

For more information, see the missions website (http://myintracomm.ec.europa.eu/hr_admin/en/missions/before_departure/Pages/index.aspx) or contact the Missions Unit.

Note: If you do not yet have a corporate credit card, you are advised to request one via the functional mailbox PMO BRU LUX CARTES CREDIT (or PMO ISPRA CARTES CREDIT if you are based in Ispra).
Information can be found at
http://myintracomm.ec.europa.eu/hr_admin/en/missions/before_departure/Pages/credit.aspx

While on mission

If you have an accident or require assistance, contact the travel insurance call centre before taking any other measures (see Section 14). Detailed information can be found at http://myintracomm.ec.europa.eu/hr_admin/en/missions/Pages/insurance.aspx

[5] Check the details of the booking and ensure that the authorising officer has signed before you confirm the reservation.

On return

Complete a statement of expenses as soon as possible and sign it. Have it signed by the line manager to whom authority has been delegated and, where necessary, by the authorising officer and send it immediately, and at the latest within three months of returning from mission (see Section 11), to the Missions Unit, together with all tickets and boarding cards and any originals of supporting documents relating to expenses.

1. TRAVEL ORDER

Travel orders authorise staff to travel outside their place of employment for the requirements of the service. They should contain full details of the planned mission. They must specify in particular the place[6], purpose and programme of the mission, itineraries[7], the means of transport used, the rate communicated and, where appropriate, the conditions applied, the expected cost, any detours or parts of the journey made for private reasons and any additional costs.

In the interests of sound financial management, the financial section must contain precise details.

Travel orders must provide authorising officers with the information they need to sign them in full knowledge of the facts. When completing a travel order, you must give details of any exceptional arrangements involving extra costs and inform the authorising officer accordingly so that he or she can authorise them where they are justified by the requirements of the service. Any exceptional arrangements made for private reasons must be paid for by the staff member to the travel agency direct.

For any training missions (team building, seminars, etc.) for which the costs of transport, meals and accommodation are borne by the Institution and for which participants incur no other charge, one travel order signed by the relevant authorising officer may be submitted for all participants. No daily subsistence allowances are payable in respect of such missions.

1.1. Signing travel orders

Notwithstanding the derogations referred to at 1.4, travel orders must be signed by the staff member going on mission, his or her immediate superior and the authorising officer before the expenditure is committed and before the staff member departs. Any financial commitment (such as booking a hotel or ticket) entered into by members of staff going on mission without the agreement of the authorising officer will be borne by them and, if necessary, deducted from their salaries.

The procedures for signing travel orders are subject to the Internal Rules on the Implementation of the Budget of the European Communities, which may be amended each year, and to the Internal Rules of the Commission (in particular Article 27 laying down rules on deputising).

For missions the costs of which are met by a Directorate-General other than that of the staff member concerned, travel orders should be signed by:

- the immediate superior in the member of staff's own Directorate-General, and
- the authorising officer in the Directorate-General which is responsible for the mission being carried out.

The signing of the travel order by the authorising officer entitles the staff member to reimbursement of the costs subject to the rules in force.

1.2. Consultation procedure for missions outside the EU

The unit in the DG geographically responsible for the country concerned should be informed of any mission outside the European Union where the nature of the mission so permits[8].

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[6] That is, the relevant town or city.

[7] The distance between the place of employment and the mission location is calculated on the basis of the official national rail route or the most direct flight.

[8] Where OLAF is concerned, it may be necessary to deviate from this principle if the secrecy of the investigation requires it in accordance with the legislation applicable to OLAF.

1.3. Passports and visas

PMO can provide staff going on mission with all information regarding visas and other formalities required to enter and stay in the countries to be visited. Where possible, this service will also obtain the visas. To do so, it must receive applications and passports at least eight days before the planned departure date (at least two weeks if several visas are required).

The passport must be valid for at least six months after the end of the mission (as required by most countries) and must contain a sufficient number of blank pages.

Only the cost of the visas and related costs only are reimbursed on presentation of supporting documents. The costs of obtaining a passport and other related expenses, such as for photographs, are not reimbursed.

1.4. Authorising expenditure and exceptions

It is up to authorising officers to manage the resources for which they are responsible. In particular, they must evaluate whether or not missions and requests for exceptions submitted by staff going on mission are justified in the event of any exception to the general rules applicable, having regard to the requirements of the service and in conformity with the financial rules, in particular on economy and cost effectiveness. They may, where necessary, consult the PMO's Missions Unit.

The authorising officer by delegation for payments (the PMO) must inform the authorising officer in good time of any matter of importance which might compromise sound management of appropriations and must draw the authorising officer's attention to the different options allowing the needs of the departments to be met and to the costs involved in each case.

1.5. Registration fees for congresses, conferences, seminars, etc.

Registration fees for seminars, conferences, congresses, etc. attended at the request of a Directorate-General in the interests of the service are reimbursed.

Officials on mission should pay such expenses on the spot using their corporate credit card.

Where the credit card cannot be used, the PMO may either grant an advance (see Section 2) to cover the registration fees to be paid on the spot or make a direct payment.

The finalised programme, detailed invoice and proof of payment must be attached to the statement of expenses.

Registration fees for seminars, conferences, congresses, etc. for personal training purposes are not considered to be mission expenses and must be charged to the appropriations for "training courses and traineeships". Staff working at the JRC should contact the relevant department at their place of employment.

Applications for the reimbursement of registration fees for conferences at the place of employment should be sent to the appropriate administrative unit in the DG.

2. CORPORATE CREDIT CARD AND ADVANCES ON MISSION EXPENSES

2.1. Corporate credit card

The credit card which the Commission provides free of charge to staff going on mission should be the preferred means of paying for mission expenses (hotels, restaurants, congresses, conferences, local transport, taxis, etc.). Payments using the card are debited 60 days after the end of the month in which the payment was made from the account into which the cardholder's salary is paid and mission expenses reimbursed.

A credit limit of EUR 5 000 has been placed on use of the card. This limit may be increased temporarily on application by the card holder, stating reasons, to the Head of the Missions Unit in the PMO. When mission expenses incurred using the corporate credit card are reimbursed, the exchange rates applied are automatically increased by the rate applied by the issuing bank to ensure that staff are paid an amount approximating as closely as possible to that debited by the credit card company.

Credit cards are issued after a contract has been signed between the staff member going on mission and the credit card issuer selected by the Commission. The PMO must approve each request. The card issuer must process personal data in accordance with the national legislation transposing Directive 95/46/EC and demonstrate to the Commission departments and the individual staff members concerned that this is the case.

The staff member remains directly liable for any amounts not paid to the card issuer.

For more information, see http://myintracomm.ec.europa.eu/hr_admin/en/missions/before_departure/Pages/credit.aspx

2.2. Advances

Staff members who do not wish to use a corporate credit card may request an advance for any mission of more than three days for which they expect to bear expenses of more than EUR 1 000.

Corporate credit card holders may also request an advance in situations where the card cannot be used (e.g. technical constraints, long-stay missions, advance payments, etc.).

In no circumstances can advances exceed 80% of the estimated total expenditure indicated in the travel order.

Any sums paid by way of an advance will be deducted from the amounts reimbursed to cover mission expenses.

2.3. Advances not used

If an advance has been paid to a member of staff for a mission that is subsequently cancelled, the amount of the advance is to be automatically deducted from a subsequent salary payment.

3. TRANSPORT

3.1. General rules

Staff travelling on mission must use the most appropriate and cost-effective means of transport for achieving the purposes of the mission in the interests of the service. Particular attention should be paid to the degree of flexibility required for the tickets booked through the travel agency in view of the direct bearing this has on the rates applied. For missions that are organised

well in advance and are unlikely to be cancelled, staff should book their tickets at the earliest opportunity in order to take advantage of the best rates offered by the agency.

All travel is deemed to start at the place of employment. Staff going on mission are directly and personally responsible for any excess costs arising from detours made for private reasons, including departures from and/or returns to any other place, and are responsible for reporting the excess cost involved and paying for it by credit card directly to the agency at the time of booking.

Travel expenses incurred for the purposes of a mission are reimbursed exclusively on the basis of the cost of the most appropriate and cost-effective means of transport between the place of employment and the place(s) of mission. Reimbursement will take account of the times of meetings and will be based on the best rates available from the preferential rates negotiated and other fares available through the approved travel agency.

For members of staff with a disability recognised by the Commission's medical service, their circumstances will be taken into account in determining the most appropriate means of transport and the terms of travel.

In all cases, it is up to line managers to designate the most suitable staff member for each mission, taking account of the conditions in which it will be performed.

All tickets should preferably be issued electronically.

3.2. Commission-approved travel agency (see Annex II)

The travel agency assists staff going on mission in organising their missions as efficiently as possible at the best conditions available on the market.

The approved travel agency must provide the different rates available, taking account of the requirements of the mission as indicated by the member of staff going on mission, so that the staff member concerned and the authorising officer can reach a decision in full knowledge of the facts. No one may be obliged to spend the weekend preceding or following the mission at the place of mission for the sole purpose of obtaining a cheaper ticket. The approved agency must provide any information, verbally or in writing, needed for the organisation of the mission and will deliver tickets and other documents as quickly as possible.

Staff going on mission who use another travel agency will be reimbursed no more than the amount equal to the best rate available from the approved agency. In cases of force majeure, costs over and above the approved agency’s rates will be reimbursed where the relevant authorising officer has granted a derogation.

3.3. Travel by rail

Travel expenses are reimbursed on presentation of supporting documents on the basis of the first-class rail fare, including the cost of seat reservations and any supplements. Any rail ticket that cannot be reimbursed and has not been issued to a named traveller can be used by a member of staff other than the person for whom it was reserved provided that this is mentioned in both files.

3.4. Travel by air

As the agency is unable to issue tickets for "low-cost" companies, which may provide an efficient solution for certain destinations, staff going on mission may make reservations and

payment directly by Internet[9] and claim reimbursement on their statement of mission expenses (see Section 11 — Statement of expenses).

(1) Air travel may be booked:

(a) in economy class or equivalent, at the lowest available rates, taking into account the times of meetings and/or special features of the mission, for all segments that involve less than four hours continuous flying time;

(b) in business class or equivalent, at the lowest available rates, taking into account the times of meetings and/or special features of the mission, if the journey includes at least one segment involving at least four hours continuous flying time;

(c) in first class if the member of staff is accompanying a Member of the Commission travelling first class and in the circumstances referred to at (b) if business class is not available.

(2) Tiring journeys

– Where a journey involves a time difference of more than four hours, a day's rest is allowed at the place of the mission before official engagements begin.

(3) Overbooking

If boarding is denied, staff members are required to take all possible measures so that the agency will be able to take action against the airline concerned (see Section 15 — Rights of passengers).

(4) Miscellaneous

Where staff need to transport heavy and/or bulky documentation or equipment by air, an MCO (Miscellaneous Charge Order) for excess baggage can be obtained on the approval of the authorising officer.

3.5. Travel by car

The use of a car is authorised where, in view of the specific features of the mission, it improves the cost effectiveness of travel and/or of the mission itself, particularly where the vehicle is shared by a number of colleagues.

Car hire

Staff going on mission may reserve hire cars (form: http://myintracomm.ec.europa.eu/hr_admin/en/missions/Documents/voiture_de_location.pdf) through the approved travel agency or directly with a hire company. The category of vehicle must correspond to the requirements of the mission, taking account of the number of passengers, the distance to be travelled and the place of mission.

Should it prove necessary to hire a car in the course of a mission, staff on mission may hire directly from one of the hire companies approved by the Commission.

Official car

Within the general rules set out in Section 3.1., Commission staff may use official cars to transport people and goods. The terms of use are laid down for Brussels by the OIB

[9] The corporate credit card may be used for this purpose.

(http://myintracomm.ec.europa.eu/hr_admin/en/transport_mobility_bxl/Pages/serv_car.aspx)[10] and for Luxembourg by the OIL (http://www.cc.cec/oil/oil_externe/index_en.htm .

3.6. Private car

The Commission strongly advises staff against using their own cars when going on mission.

Members of staff who choose to use their own cars for mission-related travel remain fully liable for any accidents involving their vehicle and for any traffic offences. The Commission will not accept any requests for compensation or reimbursement.

Members of staff going on mission are required to use appropriate, safe and properly serviced vehicles and to comply with the relevant safety rules: rest times, highway code, etc.

Travel by private car for professional reasons

Where use of a private car is necessary for professional reasons, travel costs are reimbursed on the basis of the first-class rail fare. However, when staff members carry out missions in special circumstances where there are definite disadvantages to any alternatives, authorising officers may decide to grant the staff members concerned a kilometre allowance[11]. In such cases, other expenses (motorway tolls, parking, ferry crossings, etc.) can also be reimbursed on presentation of the corresponding supporting documents.

Travel by private vehicle for personal reasons

Use of any private vehicle (car, motorbike, plane, etc.) is reimbursed up to the price of the most suitable means of transport. If several people travel together in one vehicle, only the person in charge of the vehicle will receive travel expenses. Where the use of a vehicle for personal reasons lengthens the mission, subsistence costs (daily subsistence allowances and accommodation costs) will be calculated on the basis of the duration of the journey using the most suitable means of transport.

3.7. Travel by boat

The appropriate class and cabin supplements will be authorised in accordance with the needs of the service and in line with the length and cost of the trip and considerations of cost effectiveness.

3.8. Shuttles and taxis

The Commission encourages the use of public transport. Staff are reminded that a shuttle bus service (http://myintracomm.ec.europa.eu/hr_admin/en/transport_mobility_bxl/Pages/public.aspx) runs between the Commission's main Brussels sites and the airport. Staff should preferably use this service, if necessary in combination with a taxi or any other means of public transport.

Airport transfers are reimbursed on request at the price of the shuttle service (OIB) or on presentation of supporting documents.

Taxis may be used for transfers to airports or stations at the place of employment or the place of mission where public transport is not a suitable alternative (for example, for safety reasons) as confirmed by the authorising officer by means of his or her signature on the travel order or statement of expenses. Expenses

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[10] Reference documents: Arrangements for application of the Commission Decision of 29 July 1996 laying down rules on the operation of the Commission's motor vehicle fleet, and Arrangements for the use of official cars by Commission staff (No 50-2003/15 July 2003); Commission Decision on the duties of Commission drivers (No 71-2004/22 June 2004).

[11] The current rate is EUR 0.22 per kilometre.

on taxis are reimbursed on presentation of the original supporting documents **duly and clearly completed**[12].

3.9. Parking

– Parking expenses are reimbursed on the same terms as expenses on taxis.

3.10. Unused tickets

Air tickets must be cancelled immediately by sending an e-mail to the travel agency.

Unused or partially used (non-electronic) rail tickets must be returned to the travel agency as quickly as possible. The documents concerned should be handed in to the travel agency in return for a receipt (do not send tickets by mail), which should be attached to the statement of mission expenses.

Partially used rail tickets must be cancelled at the station where the journey is interrupted and the fact that they have not been used should be indicated on them.

If staff have not been able to cancel unused tickets, the application for reimbursement must be justified and countersigned by the authorising officer.

4. DAILY SUBSISTENCE ALLOWANCES

(See tables in Annex I)

4.1. Calculation

Daily subsistence allowances are calculated according to the length of the trip:

- six hours or less: 20% of the daily allowance and any transport costs on the basis of supporting documents, up to EUR 0.22/km if a private car is used or the first-class rail fare if the staff member travels by train;
- more than six hours but not more than twelve hours: half the daily allowance;
- more than twelve hours, but not more than twenty-four hours: the daily allowance;
- each successive 12-hour period: half the daily allowance.

The daily allowance rates are subject to periodic review.

The following give entitlement to daily allowances:

– rest days granted by the Commission under the rules on tiring journeys (see Section 3.4(2));

– days spent at the place of mission between meetings, where justified by the requirements of the mission and where cost-effective.

4.2. Expenses covered

The daily subsistence allowance is paid as a flat-rate amount and covers breakfast and the two main meals, and any other personal daily expenses, including local transport.

Any other expenses incurred in the interests of the service (e.g. photocopies, telephone calls, Internet, costs of exchange transactions, inter-city travel, etc.) or in the event of force majeure

[12] Giving the name of the taxi firm. In the absence of original supporting documents, a solemn statement countersigned by the authorising officer by delegation can be submitted.

will be reimbursed on the basis of a decision signed by the authorising officer and accompanied by the relevant supporting documents.

4.3. Long-stay missions

A mission lasting more than four consecutive weeks in the same place is regarded as a long-stay mission. For such missions, daily allowance rates and maximum hotel prices may be reduced by one quarter on the prior decision of the authorising officer.

Missions on "fellowships" allowing certain officials to teach or carry out research in certain schools and universities for a maximum of nine months are subject to special rules set out by the Training Unit of DG ADMIN and available at http://myintracomm.ec.europa.eu/hr_admin/en/training/offer/general_training/external_training/Pages/fellowships_eu.aspx

5. ACCOMMODATION

5.1. General rules

Accommodation costs are reimbursed together with the daily subsistence allowance.

Wherever possible, staff should book accommodation through the hotel database (Annex VI). If necessary, they can seek assistance from the travel agency. Accommodation is reimbursed within the ceilings laid down (Annex I).

Staff going on mission are required to stay in facilities formally serving that purpose. Evidence of payment (hotel bills or equivalent) must comply with local tax legislation.

Such evidence must be attached to the statement of expenses and must state separately any breakfast taken as breakfast is, by default, covered by the daily subsistence allowance.

5.2. Exceptions concerning hotel expenses

Any costs in excess of the ceiling must be justified by the authorising officer.

5.3. Accompanied travel

If staff going on mission share their hotel room with someone not involved in the mission, they must ask for the single room rate to be indicated on the hotel bill. Failing this, 25% of the price of the double room will be deducted from the amount billed.

5.4. Cancellation

In the event of the cancellation, postponement or alteration of a reservation, staff must inform the approved travel agency or hotel chain concerned immediately in writing (fax or e-mail) (see Section 8.1).

Where cancellation fees are due as a result of negligence on the part of the member of staff concerned, he or she will be liable for the expenses incurred, except in the case of a duly substantiated decision by the authorising officer.

6. EXPENSES PAID BY ORGANISERS; ACCOMMODATION AND MEALS PROVIDED BY OTHERS

– Before the mission, the authorising officer by delegation must check that there are no potential conflicts of interest and confirm accordingly on the travel order. Tickets must be provided to the staff going on mission by the organisers or paid for directly by the staff member concerned. In the latter case, staff should be aware that they make such payments at

their own risk and that the Commission cannot reimburse such costs if the organisers fail to do so.

- If a Community Institution, an administration or an outside organisation covers the costs of meals, accommodation and/or subsistence, this should be mentioned on the travel order and without fail on the statement of expenses (indicating the number of meals/overnight stays provided per place of mission). In such cases, the daily allowance will be reduced accordingly. The allowance is reduced by 30% for each meal provided, and by 15% for breakfast[13]. In exceptional cases, the authorising officer by delegation may decide, in agreement with the member of staff concerned, not to grant a daily allowance.
- Any fees paid by an outside organisation should be declared on the travel order and/or the statement of expenses and will be deducted from the balance for the mission (see also Section 12 on gifts). The authorising officer by delegation must certify that the mission has been carried out. To this end, all relevant documentary evidence[14] must be enclosed with the statement of expenses.

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13 If colleagues treat one another to meals on a private basis, this does not have to be declared.

14 Examples of relevant documentary evidence would be: the invitation from the organisers, with their full contact details, the official programme of the event, the list of participants, an attendance certificate, a letter of thanks from the organisers or, in the absence of any other supporting document, a solemn statement signed by the member of staff concerned.

7. DURATION OF A MISSION

The duration of a mission is calculated from the time of departure of the means of transport used to the time of its arrival on return to the place of employment.

Travel must be organised so that the mission lasts as short a time as possible given the means of transport used and is as cost-effective as possible.

The daily allowance is to be calculated on the basis of official published timetables, the starting and finishing times of meetings and the means of transport and type of tickets used.

Solely for the purpose of settling mission expenses, 30 minutes are automatically added to the departure and arrival times for journeys by train and two hours before take-off and after landing for journeys by air[15].

In the case of a one-day mission, the duration of the mission should not, in principle, exceed 12 hours.

Similarly, the total working day (on mission and at the office) on the day of departure and the day of return should not exceed 12 hours.

Staff going on mission cannot be obliged, either at the place of employment or at the place of mission, (not including the extra time added for the purposes of calculating the allowances) to:

– leave their place of employment or place of mission before 07.00 (station or other transport type) or before 08.00 (airport);

– arrive at the place of mission after 21.00;

– arrive at the place of employment after 23.00 (airport, station or other transport type).

The return journey must be commenced in principle:

- in the case of travel by air, not more than three and a half hours after the end of the meeting;
- in the case of travel by any other means of transport, not more than two hours after the end of the meeting.

If the duration of the mission is extended for personal reasons (leave, weekend, public holiday, etc.), substitute times will be applied automatically for the outgoing and/or return journey.

The substitute timetables will be calculated on the basis of the most appropriate and most cost-effective means of transport for the normal purpose of the mission.

Rules on time taken off as compensation which may be granted within the context of missions and the scope of these rules are laid down in the Guide to flexitime available at

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15 For missions by rail carried out by staff employed at the Geel JRC: departing from Brussels-Midi: three hours before departure and after arrival; departing from Antwerp-Berchem or Eindhoven: one and a half hours before departure and after arrival. As the Geel JRC is equidistant from Geel and Mol stations, JRC staff may start their journeys from either station. Missions by air: general rule: three hours before take-off, two hours after landing. Exception for transatlantic flights: four hours (unless exception granted by Director in the event of a mission extended on grounds of transport problems).
For missions by air carried out by staff employed at Karlsruhe, three hours are added before take-off from Frankfurt, Stuttgart or Strasbourg airport. 30 minutes are added to the departure and arrival times for journeys by train.
For missions carried out by staff employed at the Petten JRC: one hour is added to departure and arrival times for train journeys, three hours before take-off and two hours after landing for journeys by air, and four hours before take-off and two hours after landing for intercontinental flights.

http://myintracomm.ec.europa.eu/hr_admin/en/employment_conditions/working_hours/Pages/flexitime.aspx

8. CHANGES TO A MISSION

8.1. Before you leave

Cancellation

If a mission is cancelled, you must:

– cancel the tickets and hotel reservations **immediately** in writing (e-mail, fax, etc.) either via the approved travel agency or by contacting the transport companies and hotels concerned. Failure to do so will result in any costs incurred by the Commission being charged to you. Any rail ticket that cannot be reimbursed and has not been issued to a named traveller should not be sent back to the travel agency but should be attached to the statement of expenses for the cancelled mission;

– cancel the mission in MIPS;

– indicate any cancellation fees.

Changes to the dates of the mission

– If any changes are to be made to the dates specified in the original travel order, a new travel order must be issued.

– Otherwise, and especially where the changes were unexpected, the mission dates must be altered in the statement of expenses as laid down in Section 8.2.

8.2. During the mission

Extension

Missions may have to be extended on account of unforeseen circumstances.

If the duration of the mission initially indicated on the travel order is extended, leading to additional costs, this should be mentioned on the statement of expenses.

Interruption or modification in the interests of the service (recall)

All expenses incurred in relation to the mission will be reimbursed.

Interruption or modification for personal reasons

All costs will be met by the member of staff concerned.

Interruption for reasons of force majeure

Costs incurred as a result of illness, accident, early return from mission or travel assistance will be covered by insurance (see services offered).

9. MISSIONS COMBINED WITH ABSENCE FOR PERSONAL REASONS

An ad hoc signature by the authorising officer is required if a mission is to be combined with absence for personal reasons of more than three calendar days as a result of leave, a weekend, non-working days or public holidays.

10. MISSION INTERRUPTING A PERIOD OF LEAVE

Where justified in the interests of the service, as substantiated by the authorising officer, all the costs associated with the interruption of or recall from leave will be borne by the Institution and treated in the same way as a mission.

If you are called back from leave, no daily allowance will be paid at your place of employment and accommodation expenses will not be paid. However, if your own residence is temporarily unavailable, you can make a formal declaration to that effect and, if the declaration is accepted by the authorising officer, accommodation expenses may be paid.

11. STATEMENT OF EXPENSES

Immediately on your return from mission, you must draw up a statement of mission expenses which will be signed by the line manager to whom authority has been delegated and, where necessary, by the authorising officer. Under no circumstances may this signature be made conditional on the submission of a mission report or any other formality required by an internal circuit. The supporting documents must be sent without delay to the PMO's Missions Office.

Unless the authorising officer by delegation issues a derogation in accordance with Section 1.4, any statement of expenses submitted more than **3 months** after the date of return from the mission will not be reimbursed. Following a reminder from the PMO, any advances or travel expenses already paid will be deducted from your salary.

Statements of expenses should be completed carefully and correctly.

Original supporting documents to be attached to the statement of expenses

- tickets**;**
- hotel bills or equivalent;
- derogations, if any;
- requests for car hire and car hire contract;
- any other proof of expenditure for which reimbursement is requested.

For missions by air, original boarding cards must be attached to statements of expenses. Passenger receipts will be required if a detour has been made for private reasons, if you have paid for the air ticket yourself and in the case of any dispute with an airline.

Failure to comply with these provisions will delay reimbursement of the expenses incurred. The actual routes and departure and arrival times of the transport used should be indicated.

12. GIFTS OR PAYMENTS OFFERED TO STAFF

The rules in this area are published and regularly updated on IntraComm (http://myintracomm.ec.europa.eu/hr_admin/en/missions/Pages/rights.aspx) .

In any event, any fees or other payments received must be declared (on the travel order and/or the statement of expenses) and will be deducted from the total mission expenses payable or from your salary.

You are also advised to consult the rules on ethics –

http://myintracomm.ec.europa.eu/hr_admin/en/ethics/Pages/index.aspx

13. SAFETY ON MISSION AND ON THE ROADS

Staff are reminded that, when travelling on mission, they are solely responsible for their own safety and for the safety of their personal effects and the money in their possession.

You should therefore take all necessary precautions, e.g. by not carrying more cash than is absolutely necessary. You are advised to use a credit card and should visit the "Travel Advice" pages to learn more about safety requirements in the countries to which you will be travelling. It is also a good idea to contact the Delegation in the country you will be visiting and follow their advice.

The best way to travel is by public or shared transport (train, shuttle, official car or hired car with driver). The Commission strongly advises staff against using their own cars when going on mission (see Section 3.6). If you do use your own car when on mission, you must use appropriate, safe and properly serviced vehicles and must comply with the relevant safety rules (rest times, highway code, etc.).

14. TRAVEL INSURANCE AND ASSISTANCE

If you encounter a problem during a mission, before you do anything else[16] please contact our insurers (see Annex IV), who are on hand 24 hours a day, and follow their instructions.

15. PASSENGERS' RIGHTS[17]

If you are denied boarding, your flight is cancelled or you experience other problems, you should follow the procedure set out below:

The first step is to contact a representative of the airline (usually at the airport office) who will record in writing your right to compensation; this will be paid immediately or within 7 days at the latest, in cash, by bank transfer or by cheque. Staff on mission are not permitted to accept travel vouchers. This compensation is in addition to being placed on the next available flight or to a voucher for a night in a hotel and a meal as appropriate. Under no circumstances may staff travelling on mission volunteer to take a later flight at the airline's expense if they have the option of leaving at the time originally planned.

If the delay in boarding threatens the normal completion of the mission, you must decide whether or not to continue the mission.

Your statement of expenses must include the amount of compensation received (from which any extra costs to the Commission will be deducted), as well as any nights in a hotel or any meals paid for by the airline; these will be taken into account when settling the mission expenses.

If the airline does not honour its obligations, you must, if possible, obtain a signed acknowledgement in writing of this refusal addressed to the PMO which, with the assistance of the travel agency, will ensure that the appropriate steps are taken.

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16 After you have obtained any immediate assistance required to deal with the problem, of course.

17 Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 (http://europa.eu.int/comm/transport/air/rights/info_en.htm,), which entered into force on 17 February 2005.

16. MEDICAL ASPECTS OF MISSIONS

16.1. Ill health during your mission

If, for reasons of ill health, you are unable to carry out your mission, are obliged to extend it or are unable to return to your place of employment, you must inform your immediate superior and the institution's Medical Service by the quickest possible means, giving your exact address and details of how you can be contacted directly.

The rules on this matter are published on IntraComm (***http://www.cc.cec/pers_admin/sick_insur/proced/index_en.html***

http://myintracomm.ec.europa.eu/hr_admin/en/missions/Pages/insurance.aspx

In the event of hospitalisation during a mission, daily mission allowances will no longer be paid; however, the hospitalisation costs will be reimbursed under the sickness insurance scheme.

16.2. Missions to the tropics

Staff travelling frequently on mission to the tropics or to certain other countries are advised to make sure that their vaccination certificates are up to date, as it is often very difficult or even impossible to carry out vaccinations in time when they are requested at the last minute or just a few days before departure.

16.3. Missions to countries where hygiene is a problem

Travellers to countries where hygiene is a problem are advised to take particular care not to drink unsterilised water (drink bottled water).

Staff should also be careful not to use unsterilised water for cleaning teeth or dentures.

As a rule, you should drink bottled water or tap water purified using sterilising tablets.

Staff should not drink unsterilised milk or eat yoghurts or unwashed (or poorly washed) fruit or vegetables.

16.4. Staff with health problems or allergies and expectant mothers

Staff with health problems or allergies and expectant mothers should draw attention to their condition before having vaccinations of any kind or taking medication to protect against malaria.

ANNEXES

These Annexes contain extracts from legislative acts and information which may vary over time; they are provided here only as a guide.

The content of the Annexes does not form an integral part of the Guide.

ANNEX I: MISSION ALLOWANCES

DAILY SUBSISTENCE ALLOWANCES FOR COUNTRIES IN THE EUROPEAN UNION (Staff Regulations)

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
Austria	95	130
Belgium	92	140
Bulgaria	58	169
Cyprus	93	145
Czech Republic	75	155
Denmark	120	150
Estonia	71	110
Finland	104	140
France	95	150
Germany	93	115
Greece	82	140
Hungary	72	150
Ireland	104	150
Italy	95	135
Latvia	66	145
Lithuania	68	115
Luxembourg	92	145
Malta	90	115
Netherlands	93	170
Poland	72	145
Portugal	84	120
Romania	52	170
Slovakia	80	125
Slovenia	70	110
Spain	87	125
Sweden	97	160
United Kingdom	101	175

DAILY SUBSISTENCE ALLOWANCES FOR COUNTRIES OUTSIDE THE EUROPEAN UNION

(Commission Decision of 24 January 2002)

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
Afghanistan	50	75
Albania	50	160
Algeria	85	85
American Samoa	70	135
Andorra*	68.89	126.57
Angola	105	175
Anguilla	75	140
Antigua and Barbuda	85	140
Argentina	75	210
Armenia	70	210
Aruba	80	185
Australia	75	135
Azerbaijan	70	200
Bahamas	75	115
Bahrain	80	195
Bangladesh	50	140
Barbados	75	140
Belarus	90	135
Belize	50	135
Benin	50	100
Bermuda	70	140
Bhutan	50	130
Bolivia	50	100
Bonaire	90	185
Bosnia-Herzegovina	65	135
Botswana	50	135
Brazil	65	180
British Virgin Islands	75	140
Brunei	60	165

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
Burkina Faso	55	90
Burundi	50	115
Cambodia	50	115
Cameroon	55	105
Canada	65	165
Cape Verde	50	75
Cayman Islands	60	135
Central African Republic	60	80
Chad	65	145
Chile	70	175
China	55	155
Columbia	50	120
Comoros	50	85
Congo (Democratic Republic)	105	140
Congo (Republic)	70	115
Cooks Island	50	135
Costa Rica	50	140
Côte d'Ivoire	60	130
Croatia	60	120
Cuba	75	150
Djibouti	65	170
Dominica	75	140
Dominican Republic	60	170
East Timor	50	110
East Timor	50	110
Ecuador	50	140
Egypt	65	140
El Salvador	55	125
Equatorial Guinea	60	85
Eritrea	50	80
Ethiopia	50	145

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
Federal Republic of Yugoslavia (Serbia and Montenegro)	80	140
Fiji	50	120
French Guyana	55	140
French Polynesia	60	135
Gabon	75	115
Gambia	50	120
Georgia	80	215
Ghana	70	140
Grenada	75	140
Guadeloupe	65	115
Guam	60	135
Guatemala	50	125
Guinea Bissau	50	90
Guyana	50	160
Haiti	65	125
Honduras	50	125
Hong Kong	60	205
Iceland	85	160
India	50	195
Indonesia	50	145
Iran	55	145
Iraq	60	85
Israel	105	210
Jamaica	60	170
Japan	130	275
Jordan	60	135
Kazakhstan	70	175
Kenya	60	165
Kiribati	60	145
Kuwait	85	195
Kyrgyzstan	75	180

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
Laos	50	145
Lebanon	70	190
Lesotho	50	100
Liberia	85	150
Libya	50	175
Liechtenstein	80	95
Macao	55	95
Macedonia	50	160
Madagascar	50	105
Malaysia	50	160
Malawi	50	165
Maldives	50	135
Mali	60	95
Marshall Islands	50	135
Martinique	70	110
Mauritania	50	75
Mauritius	60	140
Mayotte	50	110
Mexico	70	185
Micronesia	55	135
Moldova	80	170
Monaco*	72.58	97.27
Mongolia	70	90
Montserrat	55	140
Morocco	75	130
Mozambique	60	140
Myanmar	50	75
Namibia	50	85
Nauru	50	135
Nepal	50	135
Netherlands Antilles	90	185

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
New Caledonia	55	135
New Zealand	60	125
Nicaragua	50	135
Niger	50	75
Nigeria	50	185
Niue	50	135
North Korea (P.D.R)	50	180
Northern Marianas	70	135
Norway	80	140
Oman	70	135
Pakistan	50	130
Palau	50	135
Panama	50	160
Papua New Guinea	55	135
Paraguay	50	140
Peru	75	135
Philippines	60	150
Puerto Rico	65	140
Qatar	65	135
Republic of Guinea	50	135
Réunion	60	90
Russia	90	275
Rwanda	65	160
Saint Lucia	75	140
Saint Vincent and the Grenadines	75	190
Samoa	50	135
San Marino*	60.34	114.33
São Tomé and Príncipe	60	95
Saudi Arabia	85	195
Senegal	65	135
Seychelles	85	140

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
Sierra Leone	55	135
Singapore	75	150
Solomon Islands	50	120
Somalia	50	125
South Africa	50	145
South Korea	100	200
Sri Lanka	50	105
St Kitts and Nevis	85	185
St Marteen	90	185
Sudan	55	215
Suriname	55	125
Swaziland	50	90
Switzerland	80	140
Syria	80	145
Taiwan	55	200
Tajikistan	75	110
Tanzania	50	200
Thailand	60	145
The Vatican*	60.34	114.33
Togo	60	95
Tokelau Islands	50	135
Tonga	50	105
Trinidad and Tobago	60	115
Tunisia	60	85
Turkey	55	165
Turkmenistan	80	150
Turks and Caicos Islands	55	135
Tuvalu	50	135
Uganda	55	180
Ukraine	80	190
United Arab Emirates	70	195

DESTINATION	Daily subsistence allowance in euros	Hotel ceiling in euros
United States of America (except New York)	80	200
United States of America (New York)	100	275
Uruguay	55	160
US Virgin Islands	55	140
Uzbekistan	75	155
Vanuatu	60	110
Venezuela	85	125
Vietnam	50	205
Wallis and Futuna Islands	50	135
West Bank and Gaza	60	110
Yemen	60	165
Zambia	50	135
Zimbabwe	50	115
Other countries	60	145

* considered to be geographically part of :

- France: Monaco
- Italy: San Marino
- Italy: The Vatican
- Spain: Andorra

ANNEX II: APPROVED TRAVEL AGENCIES

BRUSSELS

CARLSON WAGONLIT TRAVEL (CWT) – 79 rue Joseph II: J-79 (1st floor)

		Tel.:	Fax:	e-mail
Team 1	AIDCO, DEV, DGT, ECHO, ELARG, ESTAT, OPOCE, RELEX, TRADE	71028 (internal) +32 (0)2 258 88 11 (external)	90576	cwteccjoseph.team01@carlsonwagonlit.be
Team 2	RTD, TREN, EMPL, COMP	71029 (internal) +32 (0)2 258 88 12 (external)	90333	cwteccjoseph.team02@carlsonwagonlit.be
Team 3	CABINETS, PRESS, BEPA, SECURITY, EDPS, FR, FELLOWSHIP, ADVISERS, FISH, JLS, OLAF	71030 (internal) +32 (0)2 258 88 13 (external)	90876	cwteccjoseph.team03@carlsonwagonlit.be
Team 4	ADMIN, AGRI, BUDG, DIGIT, ENTR, MARKT, PMO, OIB, OIL, EPSO, REGIO, SJ	71031 (internal) +32 (0)2 258 88 14 (external)	91559	cwteccjoseph.team04@carlsonwagonlit.be
Team 5	ECFIN, INFSO, ENV, IAS, EAC (EA), SANCO, SG, TAXUD	71032 (internal) +32 (0)2 258 88 15 (external)	90150	cwteccjoseph.team05@carlsonwagonlit.be
Team 6	All non-missions + Taking up duty	71033 (internal) +32 (0)2 258 88 16 (external)	90461	cwteccjoseph.team06@carlsonwagonlit.be

SCIC
Tel. : 92103 / 92105
Fax : 02/235.20.94
e-mail: cwteccscic.team01@cwt.be

LUXEMBOURG

CARLSON WAGONLIT TRAVEL (CWT)

JMO B0/010

Internal numbers

Tel.: 35500/33923/33924

Fax: 33439

e-mail: cwtbeeccluxbt@cwt.be

ISPRA
CWT
CCR - T.P. 013
Numbers: - Tel.: 0039 / 0332 / 78-9756 + 78-5278 - Fax: 0039 / 0332 / 35 98 15

ANNEX III: CAR HIRE

AVIS Tel.: 070223001 Ref.: **(AWD)E 703904** www.avis
BUDGET Tel.: 027215097 Ref.: **G 576.701 (Brussels)** Ref.: **G 576.700 (Luxembourg)** www.budget
EUROPCAR Tel.: 023489212 Ref.: **(RECAP) 4019774** www.europcar
HERTZ Tel.: 027173201 Ref.: **(CDP) 770468** www.hertz

ANNEX IV: TRAVEL INSURANCE

The number to call in case of emergency is
Contact HELP DESK:
Tel.: 00.32.3.253.69.16
Fax: 00.32.3.252.69.58
e-mail: interassistance@vab.be

You will need to provide the following information:

- contract number: AIG-EUROPE No 2.004.760;
- your surname and forename;
- the institution to which you belong;
- your location (country, city/town, address);
- a brief description of what has happened and your circumstances.

You should collect a travel card listing all the components of the travel assistance; these cards are available from the Human Resources departments of all the Directorates-General.

Every staff member on mission is covered by a general assistance contract concluded with VTB/VAB-AIG Europe.

Services offered

Sickness/accident cover

In the event of serious illness and/or accident, transportation to the nearest hospital;

Depending on your condition, repatriation to your place of employment or residence by an appropriate means of transport;

Reimbursement of the balance of any medical/hospitalisation expenses to be met by the insured person after reimbursement by the social security services and/or any other insurance/assurance scheme, up to a ceiling of €10 000;

Advances on the costs of transporting you to the nearest hospital which is most suitable in view of the geographical situation and your condition. Advances on health care and hospitalisation costs (€150 000);

Reimbursement of your subsistence expenses if immediate repatriation is not possible and of travel and subsistence expenses for a member of your family having to travel to be with you;

In the event of death, repatriation of your body from the hospital to a place chosen by your family, with an advance on the expenses involved;

Sending out a doctor, if required, and sending any essential medication which cannot be procured on the spot, spectacles, contacts lenses, prostheses, etc.

Assistance and reimbursement of the cost of returning home early in the event of:

the death of a family member or close colleague;

hospitalisation of a child under eighteen, your spouse or one of your parents;

a serious accident at your home or office;

riots, terrorism, natural disaster etc., including help to implement evacuation arrangements.

Assistance during travel

funds transfer in the event of the loss or theft of your wallet or credit cards. A complaint must be lodged at the nearest police station before this can be organised;

organising and sending replacement identity papers and/or credit cards, covering the associated costs up to €1 000 including taxes;

possibility of an advance of up to €5 000 to buy essential items if luggage/contents are lost, stolen or damaged (maximum per claim and per person);

reimbursement of costs and compensation of €10 000 including taxes if luggage and personal effects are lost, stolen or damaged (whether or not combined with a physical assault against the insured person) and in the event of damage following a natural disaster or other accident;

an advance of up to €25 000 to cover bail in the event of legal proceedings and up to €10 000 for lawyers' fees.

ANNEX V: USEFUL ADDRESSES IN BRUSSELS, LUXEMBOURG AND ISPRA

	BRUSSELS and LUXEMBOURG Unit PMO.2	**ISPRA Unit PMO.6**
SENDING SUPPORTING DOCUMENTS	SC 15 1/10	TP.062 - Tel.5163 - Ed.6a/019
OBTAINING A CORPORATE CREDIT CARD	PMO BRU LUX CREDIT CARDS	PMO ISPRA CREDIT CARDS
REQUESTS FOR ADVANCES IN EXCEPTIONAL CIRCUMSTANCES	Sylvie Clergé (93258)	TP.062 - Tel.5163 - Ed.6a/019
PASSPORT, VISAS	SC15 01/10 – Tel. 51923 Open from 08.30 to 12.30 and from 14:30 to 17.00 (16.00 on Fridays)	SC15 01/15 – Tel. 51923 Open from 08.30 to 12.30 and from 14:30 to 17.00 (16.00 on Fridays)
FELLOWSHIPS	Training Section - ADMIN DG Unit PMO.2 Tel. 54748 - Fax 60430	
MEDICAL SERVICE	See paragraph 16.	See paragraph 16.
INSURANCE	Vanbreda : AIG Europe – Contract No. 2.004.760 Tel.: + 32 3 253 69 16 Fax: + 32 3 252 69 58	Vanbreda : AIG Europe – Contract No. 2.004.760 Tel.: + 32 3 253 69 16 Fax: + 32 3 252 69 58
HOTELS	See Annex VI	See Annex VI
PMO CONTACT	32 2 299 77 77 Every weekday, except Friday afternoon, from 09.00 to 17.00	

ANNEX VI: LIST OF HOTELS

For a list of hotels, click on the “Hotel guide” link at:

http://myintracomm.ec.europa.eu/hr_admin/en/missions/before_departure/Pages/hotel_guide.aspx

ANNEX VII: VACCINES AND MEDICINES

Vaccines are available on prescription from pharmacies and can be administered by the Medical Service:

in Brussels:

Dispensaries	Telephone
BRE2 6/401 BU9 2/146	52765 55986/55991/87944

in Luxembourg:

Dispensary	Telephone
JMO medical room	31400
BECH medical room	36036
EUFO medical room	37778
OPOCE medical room	42112

Some medicines are available from the Medical Service, where you can also obtain:

– a first aid kit (to be returned after the mission);

– a document giving information on the risk of HIV infection (AIDS);

– an information pack entitled "Advice for travellers to the tropics".

In Brussels, additional information can be obtained from the dispensary nurse – tel. 52765.

In Luxembourg, please contact:

Medical Service of the EC – Drosbach Building B-1 – 12 rue Guillaume KROLL, Clôche d'Or – tel.: 32588/32589.