



OSCE SUMMIT 2010

**ASTANA
1 – 2 December 2010**

LOGISTIC MODALITIES AND PRACTICAL CONDITIONS FOR PARTICIPATION OF THE MEDIA

Information circular No. 2

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1. INTRODUCTION

On July 29, 2010 the OSCE Permanent Council adopted a decision on the agenda, organizational framework, timetable and other modalities of the OSCE Summit (PC.DEC/951). Pursuant to the given decision the Summit of Heads of States and Governments of the OSCE participating States will be held in Astana on December 1-2, 2010.

The official meetings among Heads of States and Governments will be held in the Palace of Independence during two days. Representatives of press are invited to cover the work of the Summit in the Media Centre which will be located in the University of Arts.

Media willing to cover the Summit will be given an access to the Summit venue in accordance with the registration and accreditation requirements (below).

Media representatives will have an access to the Palace of Independence only with Press badges and special floater or pool cards. For security reasons entry to the Palace of Independence is strictly limited.



2. PROGRAMME OF THE OSCE SUMMIT

DRAFT MEDIA PROGRAMME OSCE Summit of Heads of States and Governments

1-2 December, 2010, Astana

30 November

Coverage of arrivals of Heads of States and Governments at the airport:
pooled media coverage is based on media interest.

All arrivals will be transmitted by Host TV live and live in the Media Centre. The schedule of arrivals will be announced on CCTV in the Media Centre as each arrival time is confirmed by OSCE participating States.

18:00 – Evening concert

December 1 (Wednesday)

- | | |
|--------------------|--|
| 09.00-10.00 | Arrivals
<i>Arrivals/handshake ceremony will be open for photo- and video-shooting</i> |
| 09.50-10.00 | - Family Photo |
| 10.00-10.15 | - Opening Ceremony of the 7th OSCE Summit |
| 10.15-12.45 | - First Session |
| 13.00-14.30 | - Lunch |
| 14.45-18.00 | - Second session |
| 19.30-21.00 | - Welcoming reception for the media representatives |

December 2 (Thursday)

- | | |
|--------------------|---|
| 10.00-12.30 | - Third session. Closing Ceremony of the Summit |
| 12.30-13.00 | - Press-conference by the President of Kazakhstan Nursultan Nazarbayev |

Heads of State and Government may hold press conferences during the Summit. Detailed schedule will be available in the Media Centre.

3. REGISTRATION

All media representatives who are interested to cover the work of the OSCE Summit should send to media@mfa.kz:

- a completed media registration form for each participant (see annex 1);
- one passport-type color photo sized 3.5 x 4.5 cm (JPEG format, 300 dpi resolution) with the file name formed in the following way: Surname_Name.jpg. The photo should be taken from the front, with undistorted facial expression and uncovered head.

Please note that the media accreditation will be closed after November 15, 2010. Completed registration form and a photo must be received by the MFA of the Republic of Kazakhstan before this date.

4. ACCREDITATION

Accreditation will be open **from 11 October** until **15 November**.

Accreditation forms (Annex 1) will be available on the OSCE Chairmanship website, a link to the accreditation form will be given from OSCE website. In addition, media representatives are encouraged to indicate which pools they would like to be in.

Accredited media representatives can collect their badges **only in person** from the Ministry of the Foreign Affairs or the Media Centre; on **production of a valid passport** and a valid national press card OR letter of accreditation from a recognized media organization.

Media representatives will be admitted to the Media Centre (University of Arts) and the Palace of Independence only with official yellow press badges titled as PRESS, indicating the media category: PRINT, ONLINE, PHOTO, VIDEO.

Official videographers and photographers who accompany Heads of Delegations will receive a **yellow badge with sign “PRESS”**. This badge entitles the holder to conduct protocol photo and video recording during arrivals/handshakes as well as to conduct photo and video recording in the Plenary Hall of the Palace of Independence throughout the whole duration of the Summit.

Yellow floaters with sign “PRESS POOL” will be provided to journalists covering specific events in the Palace of Independence. Pool journalists must be accompanied at all times by MFA Press, OSCE Press representatives and a security officer.

Media representatives will be able to collect their badges:

- at the Ministry of Foreign Affairs of the Republic of Kazakhstan, Astana, Left bank of Ishim River, D.Kunayev Street, 31,
- and in the Media Centre (accreditation desk) located on the ground floor of the Arts University.

Contact for media accreditation:

Mr Nurbek Almashov,
Ministry of Foreign Affairs of the Republic of Kazakhstan

Tel.: +7 7172 72 01 47
Cell: +7 702 222 11 17
e-mail: n.almashov@mfa.kz

NOTE! Deadline for accreditation is November 15. Late applications will be considered on individual basis.

Official pools

To receive an official pool accreditation, an application for press accreditation must be accompanied by an official request from a participating State or an International Organization attending the Summit.

Members of the official pool will be able to collect their badges upon arrival at the Astana airport from a liaison officer who meets the delegations.

Members of the official pool will be offered support in obtaining a visa upon official request sent to the Embassy/Diplomatic Mission of Kazakhstan in their country.

If there is no Embassy or Diplomatic mission of Kazakhstan in the country, visas will be issued upon arrival at the airports of Astana and Almaty only to official pool members who have received confirmation of their accreditation.

5. MEDIA CENTRE

Media Centre will be located on the ground floor of the Arts University.

Opening hours of the Media Centre:

From November 25 - 29 (during the Review Conference and Preparatory Conference)

From 10:00 till 20:00, local time.

From 30 November 08:00 to 2 December 23:59 the Media Centre will be open.

6. MEDIA INFORMATION DESK

The Media Information Desk at the entrance to the Media Centre will display OSCE publications in several languages, and have printed copies of the media programme available.

Requests for press briefings and interviews should be made through the OSCE Press and Public Information Section (PPIS). Advance notification is desirable.

7. POOL DESK

Media representatives will receive pool cards (**yellow floaters with sign PRESS POOL**) from the Pool Desk, close to the Media Information Desk. These cards give media access to the Palace of Independence, where the main Summit sessions will take place.

A programme indicating the numbers of pools, time of pools gathering, and time of the event will be prepared and made available at the Pool Desk and at the Media Information Desk.

Pools will be accompanied by three people: 1) a representative of the MFA's press office, 2) a representative of the OSCE PPIS, and 3) security officer.

8. WORKING AREA

The press centre will have 1,000 workplaces for journalists with 400 desktop PC's. Half of the desktops will be in Russian, and half – in English with a possibility to choose one of six OSCE languages (English, French, German, Spanish, Italian and Russian).

The Media Centre will be a Wi-Fi zone (Internet access).

Work places (without computers – 600 seats) will have plugs for Internet connection.

Unrestricted access for photographers and TV producers to upload video and audio through the Internet, including FTP servers, will be provided.

The area will be equipped with landline telephone sets (1 per 2 workplaces) with international access.

Six large capacity, high-speed, colour networked multifunctional devices (for printing, copying, faxing and scanning) will be installed in the media centre.

Networked printers will be installed for laptops at the working area. The working area will be equipped with 15 large TV screens for CCTV broadcasting. Wireless headphones will be offered to journalists who want to follow CCTV. Headphones will be placed near the TV screens.

Six large split-boxes (24 sockets each) will be placed in the press-centre.

All Summit sessions will be broadcast via closed circuit TV (CCTV).

CCTV system will be used for announcing additional information (important changes in schedule, time of holding separate briefings for press, delegations' announcements, bilateral meetings open to the Media).

In addition the Media Information Desk staff shall inform journalists about changes in the schedule.

Note! Media representatives are responsible for security and safety of their own belongings/equipment.

Multimedia

The Summit will be streamed live over the internet and subsequently uploaded to the OSCE website and to the OSCE YouTube channel.

OSCE Press and Public Information Section will upload on the website official photo; other pictures may be available upon request to the OSCE PPIS.

OSCE PPIS will also create short videos and uploaded them to the OSCE website and the OSCE YouTube channel.

Through the OSCE Twitter, the PPIS will alert media to new information on the website.

7. HOST BROADCASTER

Host broadcaster – **broadcasting company of the Republic of Kazakhstan “Khabar” JSC** – will make available audio and video signals on the spot and via satellite.

Host broadcaster will provide a video and audio-feed to TV and radio booths in the Media Centre, from the following locations:

- Plenary room (throughout the whole duration of the Summit)
- Media briefing room in the Palace of Independence (during briefings).

Two stand-up positions for live TV interviews will be in the Media Centre linked up to the satellite.

Satellite broadcasting

All plenary proceedings of the Summit, selected media briefings by the Heads of State and Government, and the final press conference will be transmitted via satellite with the assistance of the EBU with no encryption and no downlink charges.

The following events will be transmitted live via satellite:

- Plenary proceedings (non-stop)
- Final press conference
- Selected media briefings at the Palace of Independence

Individual TV organisations can apply for live stand-up positions to be provided by the host broadcaster.

Live broadcast quality video and audio signal from host broadcaster will be delivered via cables to 20 TV booths in the media centre.

TV companies will be able to uplink their signal to the satellite for live broadcasting. Interested companies must apply in advance to use this facility, together with the media accreditation application form.

English speaking support staff will manage access to satellite facilities following requests. On the spot application for using this facility will be received at a clearly signposted table in the Media Centre.

TV companies own uplink trucks (live transmission trucks) will be given access to a car park at the Media Centre. All trucks must pre-register by 25 November, and provide all details (registration number, make and dimensions) of the vehicles to be brought to the Media Centre parking area. Drivers and technicians operating these trucks must have the OSCE Summit Press Accreditation badges. This information must be communicated to MFA together with the media accreditation form.

Coordinator on broadcasting from the “Khabar” Agency” JSC

Mr Aidyn Bazhekeev

cell: +7 701 221 04 24

E-mail: tehdrir@khabar.kz

Coordinator on broadcasting from the EBU/EUROVISION

Mr Dirk Verhulst

Eurovision Moscow Bureau Chief

Telephone: +7 495 221 49 81

Fax.: +7 495 221 49 82

Mobile Phone.: +7 985 774 97 31

E-mail: verhulst@eurovision.net

E-mail: moscow@eurovision.net

TV and Radio editing rooms in the press-centre

There will be 20 large editing rooms in the press-centre. Each will have a CCTV monitor and 4 chairs, 4 plugs for laptops, 4 sets of cables with the access to the Internet and 1 TV screen.

In addition to the booths, 20 workplaces will be equipped with connection for video and audio cables. They can be used if all the booths are occupied.

Booths also will be equipped with cables for to receive broadcast quality audio and video signal from host broadcaster:

Video signal: host broadcaster will provide **two video cables from the master control** – one for 16:9 DV PAL composite signal (**not** HD), and one for 4:3 signal. TV journalists will be able to receive both types of the video signal in the booths.

Audio signal: host broadcaster will provide two audio signals – one in floor language via XLR plug, and there are six languages available with the interpretation.

For more information on reservation TV/Radio editing rooms, please contact:

Mr Konstantin Karlov

Coordinator on broadcasting and closed-circuit television (CCTV)

cell: +7 701 724 02 34

E-mail: samat.astana@mail.ru

Mr Vladislav Bogusevich

Coordinator on broadcasting

cell.: + 7 777 299 29 01

E-mail: vlad@okno-tv.kz

10. TRANSLATION/LANGUAGES

CCTV broadcast of the Summit and the final press conference will be simultaneously interpreted into official OSCE languages (English, French, German, Italian, Russian and Spanish).

11. BRIEFING/PRESS CONFERENCE ROOMS

Media briefing room in the Palace of Independence

There will be one briefing room with 100 seats in the Palace of Independence for briefings by Heads of Delegations, their spokespersons or other senior Delegation members.

The briefing room will be equipped with a podium to accommodate 30 cameras in the end of the room and a large CCTV screen.

Satellite uplink and transmission of events taking place in the briefing room will be arranged. The room will be equipped with microphones (2 table and 2 portable ones), 100 sets of headphones, 2 splitboxes with 24 sockets each. Each splitbox will support floor language (12 plugs) and 6 official OSCE languages.

A schedule of briefings/press conferences will be announced on CCTV screens and via loudspeakers in the Media Centre.

Two live stand-up spots for TV reporters will be set up with a large OSCE backdrop outside the room.

Media briefing room in the Media Centre

There will be a briefing room with 100 seats capacity in the Media Centre for briefings by Heads of Delegations their spokespersons or other senior Delegation members.

On 30 November, a curtain-raiser press conference by the OSCE Spokesperson and the MFA Spokesperson will be held in this room.

The briefing room will be equipped with a podium for 20 cameras in the end of the room and a large screen for CCTV broadcasting. A large-scale OSCE/Chairmanship backdrop will be installed in all briefing rooms. The rooms will be equipped with microphones and headphones, two splitboxes with 24 sockets each.

Each splitbox will support floor language (12 plugs) and 6 official OSCE languages.

Individual interview rooms in the media centre

Two rooms (15 – 20m² each) able to accommodate 3-7 people for individual interviews or briefings will be available in the media centre.

Final press conference area in the media centre

The final Press Conference will be held in a room able to accommodate more than 500 people - journalists and OSCE and Chairmanship delegates.

The press conference will be interpreted into 6 official OSCE languages.

Three large split boxes with plugs for 48 recording devices each will be installed. Each splitbox will support floor language (24 plugs) and 6 official OSCE languages.

Satellite uplink and transmission of events taking place in the final press conference room will be arranged.

Rooms for bilateral meetings in the Palace of Independence

Bilateral meetings will be held in delegate areas. Journalists will be admitted to these meeting on delegations' request and media interest.

Separate pools will be set-up to cover bilateral meetings, which will gather at the pools meeting point. The journalists will be issued pool cards and will be accompanied by the OSCE and MFA media department staff and representatives of the security service.

To ensure better coverage of bilateral meetings the rooms will be equipped with small split boxes (12 plugs) to record floor language; a podium able to accommodate 10 cameras with an OSCE/Chairmanship/Summit backdrop.

Note! Detailed schemes and maps of the press-centre will be distributed in media Information circular N 2 in early November.

12. CATERING

A catering area will be arranged on the ground floor of the Media Centre.

From 25 of November to 2 of December, during working hours of the Media Centre in the catering area drinks, coffee/tea, sandwiches, biscuits will be available **for free**.

From 25 to 30 of November hot lunches will be provided **for a small fee in Kazakh Tenge (KZT)**, there will be a currency exchange office in the Media Centre.

On 1-2 December, during the Summit, hot lunches will be provided for free.

On 1 December at 19.30 there will be a reception for media representatives in **Khan-Shatry**. Transport from the Media Centre and the media hotels will be provided.

13. ACCOMODATION

In view of a large number of Summit's participants and availability of hotel rooms, it **is strongly recommended** that media representatives stay in the following hotels:

King Hotel Astana

Prices: one-bed room—13,500 KZT (76.5 Euro),

16,500 KZT (82.5 Euro),

Lux – 22,500 KZT (112.5 Euro)

Address: 7 Ualikhanova str., Astana

Tel.: +7 7172 705-705, +7 7172 705-200

Fax: +7 7172 705-225

Email: info@kinghotel.kz



Hotel Abai

Prices: one-bed room – 8,600 KZT (43 Euro)

12,600 KZT (63 Euro),

Lux – 16,600 KZT (83 Euro)

Address: 33 Abai avenue, Astana

Tel.: +7(7172) 33-01-00, 31-02-02

Fax: +7(7172) 33-02-09

Email: akmolatourist@mail.online.kz



Hotel “Lion”

Prices: one-bed room – 10,000 KZT (50 Euro),

14,000 KZT (70 Euro),

Lux – 22,000 KZT (110 Euro)

Address: 57 Moskovskaya str., Astana

Tel.: + 7 717 2 394620

Fax: +77172 39 46 22\20

Email: lion-hotel@mail.ru



Journalists have to make hotel reservations in advance. The Host country will assist with reservations upon a receipt of a completed hotel reservation form (Annex 2).

14. TRANSPORT

Media representatives will be provided with shuttle bus service from 25 November to 2 December on the route: airport – media hotels - Media Centre – media hotels - airport.

Shuttle buses will run every two hours on the specified route before the Summit and during the Summit. There will be no other transport available for Media representatives

NOTE! Shuttle buses will be provided on indicated routes only from the three above mentioned hotels.

The schedule will be posted on information boards at the Media Centre.

For transport and accommodation, please contact:

Mr Makhambet Yensegenov,
tel.: + 77172 72 08 87
cell: + 7 701 999 77 71
e-mail: M.Yensegenov@mfa.kz

Mr Zhasulan Sergazin,
Tel. + 77172 72 00 87
Cell. + 7 701 709 39 66
e-mail: zh.sergazin@mfa.kz

15. VISAS AND CUSTOMS PROCEDURES

Please note that the application for a Kazakh visa may take up to 2 weeks. Visa applications should be addressed to the respective Embassy/Consulate in a timely manner.

The entry visa **will be free-of-charge** for the participants of the conference.

No entry visa is required for nationals of the following countries and types of passports:

- For holders of ordinary passports of the following countries:

Russian Federation, Belarus, Kyrgyzstan, Tajikistan, Armenia, Georgia, Moldova, Uzbekistan, Azerbaijan, Ukraine, Mongolia, Turkey

- For holders of service and diplomatic passports of the following countries:

Russian Federation, Belarus, Kyrgyzstan, Tajikistan, Armenia, Georgia, Moldova, Uzbekistan, Azerbaijan, Ukraine, Turkmenistan, Hungary, Slovakia, Romania, Croatia, Serbia, Bulgaria, Mongolia, Turkey, Republic of Korea, Israel.

- For holders of diplomatic passports of the following countries:

Russian Federation, Belarus, Kyrgyzstan, Tajikistan, Armenia, Georgia, Moldova, Uzbekistan, Azerbaijan, Ukraine, Turkmenistan, Hungary, Slovakia, Romania, Poland, Croatia, Estonia, France, Spain, Serbia, Italy, Slovenia, Bulgaria, Denmark, Mongolia, Turkey, Egypt, Republic of Korea, Israel.

More information on: www.mfa.kz

http://portal.mfa.kz/portal/page/portal/mfa/en/content/consular/visa_info

Following documents are required (please consult with Kazakhstan consular to representations for more precise information):

- valid passport. The passport should still be valid for another 6 months from the last date of visa validity period.
- visa application form (available on-line)
- two photographs (format 3,5 x 4,5 cm).

In case of visa problems, please contact:

Mr. Kadyr Kayupov

Email: dks-astana@mfa.kz,

Tel: +7 7172 72 04 70 / +7 7172 72 04 171

Fax: +7 7172 72 04 78 / + 7 7172 72 04 60

Mobile: + 7 701 331 5152

Ms. Aina Bekisheva

Email: dks-astana@mfa.kz

Tel: +7 7172 720470 / +7172 7204171

Fax: +7 7172 72048 / +7 7172 720460

Mobile: +7 701 382 0013

Media representatives arriving in Kazakhstan should go through **customs control**. Private belongings and professional equipment (equipment to support audio, video and data; for preparing and broadcasting of television and radio information, etc.) are subject to customs control procedures for temporary admission **without payment**

[Information on customs clearance of temporarily imported goods into the customs territory of the Republic of Kazakhstan](#)

[Border control of individuals, passing through the checkpoints of the Republic of Kazakhstan](#)

[Travel information on customs clearance procedures at the checkpoints of the Republic of Kazakhstan](#)

For additional information, please contact:

Ms Alma Konurbayeva (Media Coordinator)

Tel.: +7 7172 72 01 02

Fax.: +7 7172 72 01 68

Cell: 8 777 216 02 16

E-mail: a.konurbayeva@mfa.kz

Ms Makhsura Maskhudova

Tel.: +7 7172 72 02 36

Fax.: +7 7172 72 01 30

Cell: 8 777 269 09 38

E-mail: news@mfa.kz

2010 OSCE SUMMIT – 1, 2 December 2010, Astana

Accreditation form for media representatives

САММИТ ОБСЕ 2010
Астана, 1-2 декабря 2010 г.,

Аккредитационная форма для представителей СМИ

Surname/ Фамилия		Sex/Пол Male/Мужской Female/Женский
First name/Имя, отчество		
Date of birth/ Дата рождения		
Place of birth/ Место рождения		
Nationality/ Гражданство		
Country of residence/ Страна проживания		
Address and e-mail address/почтовый адрес и адрес электронной почты		
Telephone number/Номер телефона		
Fax number/Номер факса		
Mobile number/ Номер мобильного телефона		
Do you need visa support? /Нужна ли Вам визовая поддержка?		
Duration of the intended stay for which visa is requested/ Предполагаемый срок пребывания, на который запрашивается виза		
Passport Details / Паспортные данные		

Passport number/ Номер паспорта	
Date of issue/Дата выдачи	
Valid until/ Действителен до	
Issuing by/Кем выдан	
Professional and employment details/ Сведения о профессиональной деятельности	
Organization's address and telephone number/ Адрес и номер телефона организации	
Position/Должность	
Type of media represented/ Виды СМИ	Print media, news agency, television, radio, photographer, technician, camera operator, other (please, underline the appropriate option) Печатное издание, информационное агентство, телевидение, радио, фотокорреспондент, оператор, технический специалист, другое (нужное подчеркнуть)
Please describe your previous positions and jobs Пожалуйста укажите сведения о вашей предыдущей должности и работе	
Press card number and issuing authority/ Номер журналистского удостоверения и орган, его выдавший	
Please, indicate which pool you would like to be in (PRINT, ONLINE, PHOTO, VIDEO)	
Пожалуйста, укажите, в какой Медиа пул Вы хотели бы быть включены (печатные, электронные, фото, видео)	
Просим указать информацию по бронированию времени для прямого эфира во время Саммита (1,2 декабря)	
Please indicate information on booking time of on-air during the Summit (1-2 December)	

From where and when are you planning to arrive in Astana?(Please specify dates of arrival and departure) _____ Means of transportation you are planning to use: plane, train, bus, car (underline) _____
Откуда Вы планируете приехать в Астану? (Пожалуйста, укажите точные даты приезда и отъезда) Вид транспорта: самолет, поезд, автобус, автомобиль (нужное подчеркнуть) _____
Do you need assistance in reserving accommodation in the hotel? Indicate type of room: single or double Duration of stay: from _____ to _____
Нужна ли Вам помощь в бронировании номера в гостинице? Укажите тип номера: 1-местный или 2-местный Продолжительность пребывания: с _____ до _____
Date/ Дата

Please send the duly completed accreditation form, by e-mail to: media@mfa.kz
 (International Information Committee of Ministry of Foreign Affairs RK) or by fax to
 +7 7172 72 01 30

Please also attach a photo 3.5cm*4.5cm it has to be 300dpi
 Deadline for media accreditation is **15 November 2010**
 For more information please contact Press-service of MFA RK

Пожалуйста, отправьте заполненную аккредитационную анкету по адресу:
media@mfa.kz (Министерство иностранных дел РК Комитет международной информации) или по факсу +77172 72 01 30

Просьба также приложить фото 3,5*4,5см с разрешением в 300dpi
 Окончательный срок подачи документов на аккредитацию: 15 ноября 2010 года
 За дополнительной информацией просьба обращаться в Пресс-службу МИД РК

[Информация по таможенному оформлению временно ввозимых товаров на таможенную территорию Республики Казахстан](#)
[Information on Customs Clearance of Temporarily Imported Goods to the Customs Territory of the Republic of Kazakhstan](#)

[Пограничный контроль лиц, следующих через пункты пропуска Республики Казахстан](#)

[Памятка пассажиру о процедуре таможенного оформления в пунктах пропуска РК](#)

[Instruction memo for a passenger on the procedure of customs clearance in the cross-border posts](#)

[Правила получения виз Республики Казахстан](#)
[In order to obtain visa of the Republic of Kazakhstan](#)



MEDIA

2010 OSCE SUMMIT IN ASTANA

HOTEL RESERVATION FORM FOR MASS MEDIA

Organisation : _____
Full name: _____
Address: _____ City: _____
Country: _____ Postal / Zip Code: _____
Telephone : _____ Fax: _____ E-mail: _____
Contact Person: _____ Date: _____

HOTEL RESERVATION 1st Choice: _____

C/in date	C/out date	Room types * Please consult the enclosed list for room types	Number of rooms		Number of nights
			Sngl	Dbl	

- In case of unavailability in your first choice, please mention alternative hotels:
2nd Choice : _____ **3rd Choice :** _____

TO SECURE YOUR HOTEL BOOKING:

Name of credit card holder: _____
No: _____ Expiration Date: ____/____
Date: _____ Signature: _____

- Please complete and return this form no later than **01 November, 2010** to:

International information Committee, Ministry of Foreign Affairs of the Republic of Kazakhstan
31, Konayev Str., 010000 Astana
Tel/Fax: +7 7172 72 0887/ +7 7172 72 0168
E-mail: m.yensegenov@mfa.kz
Zh.sergazin@mfa.kz

- All requests will be treated on a first-come first-served basis.
- Room cannot be guaranteed for Reservation Forms received after 01 November, 2010.