



The ECC

Welcomes you to

Feats
BRUSSELS 2016
Thursday, 5 May - Sunday, 8 May

INFORMATION PACK

EMERGENCY NUMBERS

Fire/Ambulance/Medical	100
Police	101
Emergency No. using Mobile Phone	112

LOCAL POLICE:

Rue François Gay 100, 1150 Woluwe-Saint-Pierre: 02 788 9300

DOCTOR

If you need a doctor, either contact your hotel reception or try one of these numbers that provide 24-hour emergency help. There will be a call-out charge of approximately €50.

Medecin de Garde	02 479 1818
SOS Medecins	02 513 0202

FIRST AIDER

The Information Desk and Group Hosts will be able to contact a qualified First Aider. If help is needed please contact a member of the FEATs 2016 Team.

EMERGENCY PHARMACY

There is always an emergency pharmacy available, 24 hours a day: this information is posted up at all pharmacies. You can also search on-line here for the one open closest to you here: <http://www.pharmacie.be/pharmacien/pharmacie-de-garde>

Closest pharmacy to the theatre:

The nearest pharmacy is on the corner of Avenue Charles Thielemans and Avenue Jules de Trooz. Turn left on leaving the theatre and the pharmacy is on the left after a very short walk. **This will have details of the current pharmacie de garde if it is not open.**

EMERGENCY DENTIST

For emergency appointment, evenings and weekend, telephone: 02 426 1026

HOSPITAL: Accident and Emergency

Clinique Universitaire St. Luc

Avenue Hippocrate 10, 1200 Woluwe St-Lambert
Tel: 02 764 1111 (Close to Theatre)

Continued ...

Parc Léopold Clinic

Rue Froissart 38, 1040 Brussels

Tel : 02 434 5111 (Close to Schuman)

ENGLISH LANGUAGE HELPLINE : 02 648 4014

The Helpline is a 24 hour service to provide information and/or a listening ear to those in need.

CRIME

We sincerely hope this won't be necessary, but if you are a victim of crime notify the local police. Your hotel or the Helpline will be able to help you.

- **Lost Passport:** Contact your national Embassy/Consulate. Your hotel or the Helpline will be able to help you.
- **Bank and Credit Cards:** Cancel your card! If you don't have your bank number, seek help!
Cardstop: 070 34 43 44 for other cards
- **Lost Driving Licence:** Report to local police.
- **Lost Mobile Phone:** Report to your service provider immediately.
In addition, the phone can be blocked as follows (before it is stolen):
 - Tap *#06# onto phone keyboard.
 - A 15 figure serial no. appears. Write it down.
This number can then be given to your service provider to block your phone, even if the SIM card is changed. You might not recuperate your phone, but the thief won't be able to use it!
- **Lost Car Keys:** The police can recommend a locksmith.

LOST PROPERTY

If your property has not been handed in to the Information Desk, contact the local police.

If left elsewhere, this information might be useful:

STIB:

Contact Customer Care at 070 23 2000 (0,30 euro/min) or fill out online contact form: <https://www.stib-mivb.be/forms.html?l=en>.

A lost and found office is located in the metro station Porte de Namur and is open on Monday and Wednesday from 12 until 6 PM. An object will be returned on presentation of an ID and after payment of € 3.

SNCB (Railway):

This service is on-line only at:

<http://www.belgianrail.be/en/customer-service/lost-objects/Lost-Objects-Step1.aspx>

TRAVEL TO THE THEATRE and TRANSPORT IN BRUSSELS

The theatre provides a very useful map on its website:
<http://www.descriptifdesallesccwsp.be/plan-d27acces1.pdf>

ZAVENTEM AIRPORT

You will be aware that the situation at the airport is not yet fully resolved. Many flights are being diverted to alternate airports and travellers should check if they are affected. There is a shuttle bus between Charleroi Airport and Zaventem, but passengers arriving at other airports might need to take a train.

At the moment Charleroi is telling passengers to arrive 4 hours in advance.

The latest information about Zaventem can be found at:
<http://www.brusselsairport2203.be/en/>

At time of writing the following information was available:

Arrivals

There's a 10 min free pick-up zone in car park P2. People cannot come and wait for you in the terminal.

Taxis are available in the taxi pick-up area in front of the arrivals hall.

Departures

All passengers must be at Zaventem 3 hours before their scheduled departure time.

The access to the temporary departure hall is located at the bus station level (level 0).

All cars and their passengers will be screened on the access road.

In the temporary departure hall an additional police control and ID and boarding pass control will take place. Only the actual passengers are admitted, the people who come to see them off are not allowed in this zone.

Once you have checked in, you will ascend via stairs to the airport building in which you'll pass through the usual access and security controls.

Please Note: There is an elevator to reach the Connector, but it is strictly reserved for elderly people, families with baby carriages or strollers and passengers with reduced mobility.

Passengers with reduced mobility

The passengers with reduced mobility can ask assistance to Axxicom Airport Caddy.

Contact your airline 48 hours in advance

AIRPORT BUS AND OTHER OPTIONS

AIRPORT LINE – BUS

Bus **12** is an express service from ZAVENTEM Airport to RONDPOINT SCHUMAN and onwards. The bus leaves from level **0** of the airport.

Bus **21** follows the same route but stops more often. On non-business days the **12** may only have a limited service.

Airport Bus Tickets: €6 if bought on bus, €4.50 if bought from the machine before you get on.

The Bus Station is found on level 0.

The stops at Diamant and Schuman connect with the metro system.

TRAIN

Trains to and from Brussels Airport

At the moment trains are not running to or from the Airport, however there is a shuttle to and from the station at Zaventem Village. We therefore recommend that you use the bus until further notice.

Trains run to all three stations in Brussels – Gare du Nord , Gare Central and Gare du Midi in that order .

The ticket for a single journey is €8.60.

<p>Please Note: It was announced on 17 April that the rail station at Zaventem will reopen shortly.</p>
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GETTING AROUND BRUSSELS

STIB is the organization that runs the public transport in Brussels. You can find out more about the system by visiting their website, which has an English language option:

<https://www.stib-mivb.be/index.htm?l=en>

Paper Tickets

Single Journey Tickets: €2.50 if bought on a tram/bus, €2.10 if bought elsewhere

Jump Day Ticket: €7.50

These are the only options available as paper tickets.

Mobib Cards (Plastic cards)

Multi-Journey Tickets: Please note, to benefit from the reduced rate on multiple journeys, it is now necessary to buy a Mobib card for €5 which can then be loaded with journeys. Journeys using this card cost:

5 Journeys: €8

10 Journeys: €14

You can also load day tickets which also **include the Airport routes:**

1 day: €7.50

2 days: €14

3 days: €18

Kiosk Shops

Schuman Station: Monday-Sunday and national holidays, 6.30am – 9.30pm* Hours differ on Sundays and holidays.

Gare Centrale: Monday-Sunday and national holidays, 6.30am – 9 pm

Montgomery Station, Merode Station: Monday-Friday 7 am – 8 pm NB: Not open Sundays and holidays

Self-Service Machines

Available at a large number of bus and tram stops, including: Schuman, Merode, Montgomery and Tomberg.

All tickets have to be validated at the machines for every form of transport every time you start a journey, and are valid for one hour (unless day tickets). If you change between bus/tram/metro you have to revalidate your ticket.

If you are travelling within the hour you will be registered as in transit, and no extra charge will be made on the ticket.

It is very important to verify your ticket as there are police checks run on all forms of transport, and people without a valid ticket will be fined.

In some stations, you have to use your ticket to exit.

To validate a paper ticket, insert in the orange machine.

To validate a Mobib card, swipe card on the red box/circle.

Disabled Travellers: STIB provides certain services. Please check on their website for further information.

In addition, bus/tram/metro maps are available from the Hospitality Desk at the Theatre.

To Reach the Theatre from the Schuman area by Public Transport:

Take Metro Line 1, direction Stockel, and change at Montgomery for tram 39 or 44, both of which start underground at Montgomery and only go in one direction!

You will pass stops St. Mark, Leopold II, Julius Cesar and then get off at Chien Vert.

Take the perpendicular street Ave Don Bosco which leads directly to the theatre.

GETTING TO THE THEATRE BY CAR

from Ghent or from Antwerp

- Take the Ring road – direction Namen-Namur/Luik-Liège.
- After Zaventem, take Exit 3 off the ring to Woluwe. Keep following this main road for about 6.5 km until you reach a T-junction. Turn right here – direction Centrum-Centre/Europese Instellingen-Institutions européennes.
- Take the right-hand lane, to the right of the tram tracks. This is Tervurenlaan/avenue de Tervueren.
- Turn right at the first set of traffic lights, into Avenue Jules de Trooz.
- At first set of traffic lights turn left. The Centre Culturel is on the right after approx. 150 metres

Alternative route coming by car from Ghent

- When you reach Brussels at the junction Groot-Bijgaarden, follow the signs for Koekelberg/Centrum-Centre and continue down Keizer Karellaan/Av. Charles Quint until you get to the Koekelberg Basilica. Then take the tunnels directed to Brussels Centre. You are now on the small ring road.
- Leave the small ring road at the exit "Belliard/CCE/Namen-Namur" and turn left at the traffic lights into rue Belliard/Belliardstraat.
- Continue and enter the tunnel on the left side of rue Belliard/Belliardstraat (keeping to the right-hand side, following direction NamenNamur. After the tunnel below Montgomery Square you are on avenue de Tervueren/Tervurenlaan.
- Turn left at the fourth set of traffic lights into Avenue Jules de Trooz.
- At first set of traffic lights turn left. The Centre Culturel is on the right after approx. 150 metres

From Namur/Luxembourg

- Take the Ring road – direction Zaventem/Liège. Take Exit 1 to Tervuren.
- At the traffic light turn left into avenue de Tervueren/Tervurenlaan – direction Brussels.
- Drive for about 4 km until you reach two crossroads – Boulevard du Souverain/Vorstlaan on your left and a little further Boulevard de la Woluwe/Woluwelaan on your right. Take the outside lane to remain on avenue de Tervueren/Tervurenlaan.
- Turn right at the second set of traffic lights into Avenue Jules de Trooz.
- At first set of traffic lights turn left. The Centre Culturel is on the right after approx. 150 metres

From Leuven/Liège/Germany

- When you reach Brussels on the E40, keep to the left and follow the signs for Montgomery.
- There are roadworks, and so keep in the left hand lane and follow the lane to Montgomery roundabout.
- At the Montgomery roundabout, take the third exit (at three-quarters of the way around the roundabout) to get on Tervurenlaan/avenue de Tervuren.
- At the fourth set of traffic lights turn left into Avenue Jules de Trooz.
- At first set of traffic lights turn left. The Centre Culturel is on the right after approx. 150 metres

FRINGE ACTIVITIES AND WORKSHOPS

Friday - Sunday from 13.00-16.30 - WHALLL station

[Click Here to see the Festival Programme!](#)

ADDITIONAL ACTIVITIES

This year we are delighted to offer two guided walking tours

Sarah's Marolles Area Walking Tour

Friday 11am – 1pm

Meet up with Sarah in front of the Porte de Hal – the museum, not the metro station!

Take the metro, lines 2 & 6, or bus, 27, 48, 136 & 137, to Porte de Hal, and you will see a large tower which was part of the old city wall – Sarah will give you more details about this Disney-fied tower! Walk around to the other side of the building, where you will find Sarah, a fully qualified Brussels' Guide, who will be wearing a red hat!

The tour will end up in the Sablon, which as well as wonderful chocolate shops has an interesting Church, is close to the Beaux-Arts museums and has tram and bus connections (see below).

Pascal's "Brussels, My Dear" Walking Tour

Friday 2pm – 3.45/4pm

Meet Pascal in front of the Wittamer chocolate shop on the Sablon, which can be reached by trams 92 & 93 and buses 27 & 95.

Pascal's tour focuses on the English connection with Brussels: the Grand Tour, Brontë, Byron and the Battle of Waterloo. The walk will end at the Théâtre Royal du Parc. (Parc and Arts Loi metro, trams 92 & 93)

Please Note: Neither tour visits the beautiful and historic Grand Place, but this is an easy downhill walk from the Sablon.

There is a small charge of €10 for each of these tours. A minimum of 6 participants is required, and there is a limit of 20 for Sarah's tour and 30 for Pascal's.

Payment to secure your place must be made at the Hospitality Desk, but pre-booking can also be made here:

<http://doodle.com/poll/im6pksyq3yki9aby>

Bring Your Running Shoes!

Saturday 3pm-4.30pm

We are delighted that this year we are able to offer a Hash run and walk starting out from, and returning to, the theatre.

See www.BruH3.eu for further information.

There will be beer and refreshments for all participants afterwards!

No charge, but please sign up at the Hospitality Desk.

THEATRE FACILITIES

At the theatre you will find:

- **Hospitality Desk:** Open from noon onwards.
- **Sybil's Sandwiches:** A regular favourite! Open from noon until the second interval of the evening.
- **Bar!!** The bar will open at 6.30pm on Thursday. It will be open the other days from 1-4pm approximately and then reopen at 6.30pm (or maybe slightly earlier!)
- **Internet Access**
There is wifi access in the theatre, please check at the Hospitality Desk for the code. We will also have the means to check information on the internet at the desk.

Programmes and FEATs 2016 T-shirts will be on sale

OTHER USEFUL INFORMATION (A-Z)

CASH FACILITIES

Banks are open Monday through Friday, 9:00am – 4:00pm and are closed on Saturdays, Sundays and Holidays. Some banks close for an hour during lunch.

CASH MACHINES

Cash machines are easy to find in Brussels, however those inside banks are sometimes only available to the bank's own clients outside of working hours.

Cash machines closest to the theatre:

The nearest machine is a BNP Paribas Fortis on the corner of Avenue Charles Thielemans and Avenue Jules de Trooz. Turn left on leaving the theatre and the bank is on the left after a very short walk.

If you turn right at this junction you will find two further banks on the corner with Avenue Tervuren.

Cash machines can also be found at:

Schuman Roundabout

Merode

Montgomery Roundabout

CONSUMER ADVICE

Shopping hours: These vary but are generally Monday – Saturday, 10:00am – 6:00pm. Stores are normally closed on Sundays and national holidays, but in recent months some stores in the tourist centre of Brussels now remain open.

Supermarkets: Supermarkets tend to open earlier and stay open later, and you can find small local shops open when the main supermarkets are closed. Recently Delhaize and Carrefour have opened a large number of these shops, and it is worth checking if the one closest to your hotel is one of these.

The main shopping areas in Brussels include Avenue Louise (Louise Metro), Rue Neuve (De Broukere or Rogier Metro). Rue des Tongres close to Montgomery is a popular local street, and the Woluwe Shopping Centre is a large shopping mall.

Markets

There is a market at Place St. Lambert on Saturday morning.

There will be markets open in the following areas on Sunday:

Place Flagey

Sablon

Maroles

Gare du Midi (huge market – be aware of pickpockets)

Place Jourdan

What you might want to buy that's "typically Belgian"

- Chocolates (Sablon has become chocolate shop heaven!)
Leonidas is generally best value of big names.
- Beer
- Statues of the Mannikin Pis
- Comic Strip Books (Tin Tin shop just off Grand Place)
- Lace

GYM AND SPORTS FACILITIES

The closest gym to the theatre is:

Fitnastic

Rue du Duc 54, 1150 Bruxelles

This is a 10 minute direct walk from the theatre. Open 9am-10pm.

One visit costs only €10! Further information here:

<http://fitnastic.be/>

A 24-hour gym in the Schuman area is:

Basic-Fit Brussels Schuman

Avenue de Cortenbergh 29 , 1000 Bruxelles

One session costs €8.99, but if you are going every day a monthly membership would be better value !

There is also:

Basic-Fit Etterbeek

Chaussee St. Pierre 286, 1040 Bruxelles

This gym has more restricted opening. Fees are as above.

The Basic-Fit website is: www.basic-fit.be

PARKING

There is plenty of parking at and near the theatre.

Please be aware of parking restrictions when parking on the road.

PETROL STATION

You will find nearby petrol stations at:

Square Marie-José 5, 1200 Woluwe St. Lambert
Rue Montagne des Cerisiers, 7 1200 Woluwe St. Lambert
Oudergemlaan 15, 1040 Brussel
Rue de Linthout 194, 1040 Etterbeek
Belliardstraat 86, 1040 Brussel

Most petrol stations are 24 hours and payment can be made using a credit card in a machine by the pumps.

RELIGION – CELEBRATIONS IN ENGLISH

For details of services provided by various faiths, please telephone the Helpline (02 648 4014)

RIGHTS AND RESPONSIBILITIES IN BELGIUM

Visitors must carry their passport/identity card at all times, and must show this to a uniformed police officer on request. Foreigners unable to prove their identity may be placed in detention!

Cars: Must be equipped with rear fog light, fire extinguisher, a red triangle, fluorescent jackets for all travellers and a first aid kit. Proof of insurance, certificate of road-worthiness and driving licence must be carried.

Driving:

- Priority to the right unless otherwise indicated!
- The alcohol limit for driving is 0.5 grams/litre max (one glass of wine).
- The police have the right to stop and breathalyse any motorist. A delay of 30 minutes before taking the test is permitted.

- A speeding ticket can be issued on the spot and must be paid within 48 hours.
- Speed limits: Some areas of the city now have 30 km per hour speed limits, elsewhere the limits are 50 in the city, 90 outside the city, and 120k on 4-lane highways. Or as otherwise indicated.
- Front and rear seat belts must be worn at all times. Children under 12 years of age are prohibited from sitting in the front seat.
- Be aware that when turning a corner on a green light, there might be pedestrians crossing with priority over you!

Pedestrians: Please be aware that (a) crossing when a red man is showing on the pedestrian lights will incur a €50 fine if you are caught and (b) cross with caution when the green man is showing as cars may still be coming from round a corner.

TAXIS

Taxis are available at taxi stands (there is one at Montgomery Roundabout) or at hotel entrances.

Charges: Taxi fare is displayed on the meter, including the service charge.

Minimum fare: €2.40 daytime; €4.40 evening.

Average price per km: €1.80 in Brussels; €2.70 outside Brussels.

Average transport price between Brussels Airport and Brussels city center: €45

TAXIS VERT 02 349 49 49

TAXIS BLEU 02 268 00 00

AUTOLUX 02 512 31 23

Taxis Vert offers various apps, see:

<http://www.taxisverts.be/en/taxi-brussels-app-iphone-smartphone-android/>

Uber: <https://www.uber.com/cities/brussels/>