



## SUPREME HEADQUARTERS ALLIED POWERS EUROPE

### COMMUNICATIONS DIVISION

Thank you for your interest in the Allied Command Operations (ACO), and its Strategic Headquarters *Supreme Headquarters Allied Powers Europe (SHAPE)*. To enable SHAPE Communications Division (COMS DIV) to organise your visit to SHAPE, please read the information below and then complete and return the annexes as requested.

### GENERAL INSTRUCTIONS FOR VISITORS

#### Location of the base B-7010 SHAPE

1. Please note that the base B-7010 SHAPE is located about 70 km southwest of Brussels near the town Mons (Flemish: Bergen) north of the Motorway E 19/E 42.  
It is **not** identical with NATO HQ in the northern parts of Brussels.

#### Application Form / Participants List

2. Visitor requests must be submitted to SHAPE COMS DIV via e-mail. To facilitate the organisation of your visit please fill in the attached visitor request form (Annex 1 Application Form) and return it to SHAPE COMS DIV as soon as possible however **not later than 7 weeks prior to the visit**. As soon as we have checked the availability of a briefing room and a briefer we will confirm the date of the visit by e-mail.
3. The list of participants (Annex 2 Participants List) has to be typewritten in alphabetical order and returned to SHAPE COMS DIV **two weeks before the date of your visit**. You must also make sure that **each visitor brings his/her passport or identity card with them for the SHAPE visit**. Incomplete data on Annex 2 or forgetting to bring passports/ identity cards along for the visit can cause severe disruptions in gaining access to SHAPE.
4. Groups have to provide the data for the transportation vehicle and the driver(s) as requested in the list of participants (Annex 2). Without this information, the driver will have to in-process through the Visitor's Office and the visit will be delayed.
5. No access for individual cars will be delivered.
6. If you do not have a coach, you may arrive by public transportation (see paragraph "how to get to SHAPE") but please make the necessary arrangements in order to arrive on time.
7. Should any major delay (e.g. road works, traffic accident, etc.) occur en route to SHAPE on the day of the visit, the group leader should contact our office via email ([pao.outreach@shape.nato.int](mailto:pao.outreach@shape.nato.int)) so we can inform other staff members involved in the visit and re-arrange the schedule if possible.
8. At your arrival, please **wait with your coach at the bus parking** of the SHAPE Visitors' Parking lot (see map at the end of instructions). The escort officer will meet the head of the group at the SHAPE Visitors' Office. The passengers are requested to wait at the bus parking of the SHAPE Visitors' Parking. The escort officer will deliver the individual passes and check all the participants' passports.

9. SHAPE reserves the right to cancel the visit due to time constraints or other military necessity.
10. If you do not provide the required documents in accordance with the given timeline and the format we have the right to cancel the visit at short notice.

### Mobile phones/ Cameras

11. For reasons of security, the taking of photographs is limited. Your escort officer will advise you on the day of your visit.

### Coffee/ Tea break

12. During the break hosted coffee/tea will be served at the Headquarters cafeteria “The Silver Spoon”. Other beverages can be ordered at the cafeteria counter at your own expenses (note: the cafeteria will only accept Euros).

### Lunch

13. For groups who opt to have lunch at the SHAPE Club, there are two possibilities. The standard 3-course COMS DIV Menu (starter, main course, dessert, coffee/ tea on station), or the 1-course Daily Menu (main course) can be ordered:
  - See Annex 1 Application Form for the updated cost per person excluding the set-up and beverages served at the table (red and white wine, table water, sodas and coffee). For more information please, check on the website: [www.shapeclub.be](http://www.shapeclub.be). If you want your coach driver to join your group for lunch please let us know and do not forget that the meal will have to be paid for. **The full cost of lunch is payable on the day, by one single payment, either in cash (Euros only) or by credit card to the SHAPE Club manager.**
  - Details of any special dietary requirements (e.g. vegetarian, diabetes, no pork, etc.) have to be provided in Annex 1 or by e-mail to our office at least two weeks before the visit.
  - **PLEASE NOTE:** As the SHAPE Club is a financially independent organization any cancellations or changes must be received by SHAPE COMS DIV **2 working days prior** to the visit. **The group has to pay for the number of participants booked** if the changes have not been notified to SHAPE COMS DIV two working days prior to the visit. Groups who cancel a pre-booked lunch on the day of the visit will have to pay the full cost of the ordered meals.
14. For **groups arriving by public transportation**, please note that **it is not possible to have lunch** due to lack of transport within SHAPE - the restaurant is not within walking distance of the main building.

### Smoking

15. There is a NO SMOKING policy at the Headquarters (including Cafeteria ‘The Silver Spoon’). Smoking is allowed in designated smoking areas outside the building.

## **STANDARD VISIT PROGRAMME**

AM (Monday - Friday)	PM (Monday - Thursday)	
no visits accepted	12.00 hrs	Arrive SHAPE Visitors' Parking (only if lunch at the SHAPE Club is requested)
	13.30 hrs	Arrive SHAPE Visitors' Parking
	14.00 – 17.00 hrs	Briefings on NATO and Allied Command Operations, break, Questions & Answers Session
	17.00 hrs	Depart SHAPE

## **HOW TO GET TO SHAPE**

### **By Coach**

16. Take the **motorway E19/E42** and leave it at exit 23 “S.H.A.P.E./MAISIERES”.  
If coming from the direction Namur/Brussels please turn right, if coming from direction Tournai/Paris turn left onto the N6 in direction “BRUSSELS/ SOIGNIES/ MAISIERES/ S.H.A.P.E”. You are passing “Mons-Maisières” approaching a low hill. When reaching the top stay on the right lane and after the traffic lights please take the left lane and turn left to “SHAPE Visitors' Parking”.
17. The escort officer will meet the head of the group at the SHAPE Visitors' Office. The passengers are requested to wait at the bus parking of the SHAPE Visitors' Parking.
18. From Brussels: Take ring RO or the motorway E 19/A7 in direction **Bergen** (please note that in the Flemish part of Belgium Mons is named Bergen) – then follow E19/E42 in direction Mons/Paris. Please calculate at least a 1:15 hours drive from downtown Brussels to SHAPE.
19. For the use of navigation systems you may use the following addresses: Avenue de Berlin, 7010 SHAPE (or 7020 Maisieres or 7000 Mons) or Rue Grande, 7020 Maisières.

### **By Public Transportation**

20. From Mons SNCB train station, take bus number 15, direction Soignies, and get off at the bus stop “Maisières – Le Maisières” which brings you close to the Berlin Gate main entrance of SHAPE. The trip takes approximately 30 minutes, but please be aware that the bus may not be frequent - every 20/30 minutes up to every hour. Therefore carefully plan your arrival accordingly.  
Bus information can be found (also in English) on <https://www.infotec.be>
21. The escort officer will then meet your group at the SHAPE Visitors' Office.

## **CONTACT**

22. For any further inquiries concerning your visit please send an e-mail to [pao.outreach@shape.nato.int](mailto:pao.outreach@shape.nato.int)



