

# UIPM EVENTS **LOGISTICS AND HOSPITALITY GUIDELINES**

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## ● Introduction

UIPM as world governing body of Olympic Sport Modern Pentathlon and other multi-discipline sports including Tetrathlon, Triathle, Biathle, Laser Run, and World School Biathlon, has lots of annual events, especially the World Cups and World Championships for all age groups.

As the LOC (local organizing committee) of the UIPM events, it is important to understand and follow UIPM protocol for the events in term of logistics and hospitality arrangements, in order to host the participants, officials as well as the guests in the most appropriate and comfortable way.

These guidelines provide some principles and summarized details according to relevant hosting bid documents, and it would certainly help the organizer to master the needs and work in a direction that UIPM expects.

UIPM administration is ready to assist and work closely with the organizers to accomplish relevant tasks for the best interests of our athletes, stakeholders and the VIPs.

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## 1. LOGISTICS

### 1) Accommodation

Preparing a professional event depends on a lot of factors and the accommodation is one of the keys for the success. Location and services to be provided and anticipation of guests' needs are important points to be considered. Below you can find a summary that will help you to make the plan and to clarify some areas.

#### a. Basic requirements

The LOC is responsible for providing accommodation for the following groups of participants:

- Teams and delegations from different countries
- UIPM Officials (Delegates, Judges, committee/commission members, etc)
- UIPM staff and service providers
- Other UIPM stakeholders, Sponsors and UIPM guests

For people that UIPM involves in the travel chart and sends to the organizers, they are defined as "UIPM Family", Including:

- EB/ VIP/ Guests/Sponsors/ Stakeholders
- Staff/ Commentators/ Photographer/ TV Crew/ Officials/ Committee members

The LOC needs to book adequate amount of rooms, arrange early check-in / late check-out where possible, coordinate daily meals (particularly late meals after competition), reserve meeting rooms and any other reasonable logistical needs according to the participants' requests.

The selection of the official and VIP hotels shall be made by the LOC as early as possible, and then presented to UIPM with relevant details for approval. Any proposed and/or needed changes, that are not according to the bid document, must be discussed with UIPM first, for approval.

In order to prepare the hotel rooms in time and correctly, the LOC needs to book hotels with following minimum requirements:

- Sufficient number of rooms per type
- International/European standard of 3-4-stars hotel as official hotel, and 4-5-stars hotel for VIPs.
- Equipped meeting rooms.
- Free High-speed Internet access.
- Reception or welcome desk open at night for late arrivals
- Securing parking spots for the UIPM family's cars (if needed)
- Laundry service.
- Flexible meal times, especially on the evening
- Enough space in the lobby to set up information desks.
- Placing of event branding elements in the main entrance and in the lobby.

In the main lobby of all the hotels, the LOC shall set up an information desk, with appropriate branding. These desks shall be staffed with at least 1-2 volunteers, be

open every day from 7:00 to 22:00 and provide all event related information (such as shuttle bus schedules, results, bulletins, etc.). The information desk staff will provide participants and guests with all necessary information and assistance.

To ease the work and the communication between the LOC and UIPM, all the details concerning the hotels are needed (also the cancellation policy, distance from the venue and from the airport or any other function place, etc.) Also, one person should be designated to be in charge, and so to be the main contact, for any concerns about the accommodation/information desks.

The ideal situation would be to have all the teams and UIPM in the same hotel, the "Official Hotel". If it's not possible, then it would be possible to have some teams in hotels around, not too far.

In all cases, the booking should be done through the UIPM portal (a complimentary Excel travel chart will be provided for the UIPM Family).

#### **b. Accommodation options**

Following the decision taken in Congress 2016, the LOC shall always propose 2 options to the participants:

- Option 1: Full Board package
- Option 2: Non-full board - in this case LOC should provide a list of hotels around. Airport Shuttle won't be provided to participants who choose this option, or LOC could decide to arrange it with extra costs to participants.

If the participants decided to take option 2, they will have to pay the accreditation fees directly to LOC: Minimum of 4 days (UIPM Competition Rules 1.15.2)

- 75 Euros/ day – Senior & Junior competitions
- 50 Euros/ day – U19 and 17 competitions

#### **c. Hotels selection: Official Hotel and VIP Hotel**

##### Official Hotel

In principle, all teams that have chosen the Full Board Package should be accommodated in the same hotel. If this is not feasible, for any specific reason, the LOC shall ensure that all teams are provided with the same general conditions and services (hotel standards and facilities, distance to the venue, etc.)

Ideally, the LOC should accommodate UIPM Officials and UIPM Staff, TV Crew, Service Providers, etc..., in the same hotel as the teams. This is except for the UIPM President, Secretary General, Executive Board members and UIPM VIP Guests if the Official Hotel doesn't cover the requirements for them.

The prices for rooms (single, twin, triple) must be mentioned in the invitation letter after being communicated and approved by UIPM. UIPM reserves the right to decide if price and quality are balanced in order to have a fair situation to both LOC and delegations (obviously considering the full board package).

For the ones who choose the Full Board package, all the meals should be included from the arrival day until the departure day. For people arriving/departing outside of the competition programme period, if it's not possible to provide Full board package the price should be decreased for these days.

### Requirements for the teams' hotel(s)

The LOC shall ensure the following:

Usually Level of 3 – 4-stars hotel could be used for Official Hotels (depending on the hotel standard of the hosting country)

Sufficient number of rooms per type, non-smoking. Enough twin/double/ single rooms to accommodate approximately 250 people (teams and UIPM family included) for a World Cup and more availability for the World Championships, as follows:

- Enough Twin rooms (with 2 separate beds and enough space and facilities to host 2 persons) and double rooms, with queen/king size beds for a double or single occupancy.
- Number of rooms can be adjusted according to the registration made in the portal
- During peak days, would need:  
WC: around 50 single/ double rooms with single occupancy, and 60 twin rooms  
WCH: around 60 single/ double rooms with single occupancy, and 80 twin rooms.
- For the UIPM Family, please keep some Double rooms (single occupancy) in the official Hotel:  
WC: around 25 rooms  
WCH: around 40 rooms

*From 2019, the number of rooms for WCH will be more as we will have Senior and Laser Run WCH together.*

- Distance: Travel time from the Teams' Hotel(s) to the competition venues shall not exceed 30 minutes.
- Services and facilities: The hotel(s) shall offer services and facilities (gym, pool, etc.) free of charge.
- Hi-speed Internet access: Should be available in the rooms free of charge.
- Reception open at night for late arrivals.
- Secure Parking spots (if needed) and laundry service: Shall be offered to teams at a preferential rate (these expenses are to be borne by the teams).
- A minimum of 3 meeting rooms arranged for LOC office, UIPM office and for the Technical Meetings. You will find more details about the Technical meeting room in the competition guideline, and about the UIPM Office in this document.
- Information desk: Located in the hotel lobby, the information desk is meant to assist in the coordination and management of all aspects concerning the teams. At least one person speaking good English, capable of solving any problem or answering any question, shall be on duty from 07:00 to 22:00. The information board next to the desk shall display at all times the following updated information:
  - Competition programme
  - Training programme
  - Transportation schedule, with shuttle bus service timetable
  - Technical meeting programme
  - Results
  - Important phone numbers.

### Food and beverages

All the expenses related to food and beverages (meals + lunch boxes), as outlined below, are to be borne by the LOC.

Due to the specific requirements linked to the athletes' food habits and to religious/cultural customs, the LOC should pay particular attention for this part of the organisation, and the LOC shall ensure that the following requirements are fulfilled:

- The hotel should provide a large dining room to be used exclusively by the teams/ UIPM Family.
- All meals must be served in buffet style. Emphasis is that the food provided is suitable for modern pentathletes and according to the UIPM nutritional guidelines.
- A sufficient supply of mineral water (at least 1 litre per person per day) and soft drinks should be made available during the meals.
- The schedule of the meals shall be prepared based on the training and competition schedules.
- Meal times must be very flexible. The hotel must be aware and accept that teams and more often UIPM Family may need to eat late in the evening and have early breakfast.
- Service must be fast, capable of handling several teams arriving at the same time and needing to eat quickly.

### VIP Hotel

If the Official Hotel doesn't cover the following requirements, then it will be needed to look for a VIP Hotel to host the President, the Secretary General and to accommodate the Executive board members and any other VIPs.

### Requirements for the VIP hotel

- Usually Level of 4 – 5 stars (depending on the hotel standard of the hosting country)
- Located in the City centre or very close to the city centre (walkable distance)
- Early and late check-in/check-out if possible
- Safe in the rooms
- Services and facilities: The hotel shall offer services and facilities (gym, pool, etc.) free of charge. The hotel should have a wellness centre with sauna and massage
- Bar open until midnight
- If the Official hotel and the VIP hotel is the same, the rooms of the President, the Secretary General, the EBs and the VIPs shouldn't be on the same floor as the athlete's rooms.
- The LOC and the Hotel need to be ready for last minute changes and the booking/cancellation policy should be as flexible as possible for this reason.
- The choice of the hotel and the price should be discussed and agreed by UIPM before. This price doesn't have to be "full board", dinners could be arranged separately.
- 2 Suites should be available (at LOC costs) for the President and the Secretary General, but depending on the VIP's or EB Members attending, a various number of Suites, Deluxe and double rooms could be requested. The VIP Hotel should then have availabilities on these rooms for the period requested.
- All rooms have to be non-smoking and with a Queen or King bed.



#### d. The LOC obligations based on the bid

The following rooms (full board accommodation) to be provided free of charge by the LOC. The number of rooms and nights can differ a little from event to event, you **can check it in the relevant part of the BID that the LOC signed**. All rooms must have free high-speed internet access and queen/king size beds, non-smoking.

- UIPM President (suite);
- UIPM Secretary General (suite);
- UIPM Technical Delegates (single rooms);
- UIPM Business Affairs Delegate (single room);
- UIPM Medical Delegate (single room);
- UIPM International Judges (single rooms);
- UIPM TV crew (single rooms)
- UIPM Staff (single rooms)

## II) Transportation

The transportation is the first and the last impression you will give to a participant. If the airport pick-up is well organized, it would be expected that the event would be well organized as well... and the reverse is also true.

#### a. Minimum requirements

The Organiser is responsible for organising local transportation for the following groups of participants:

- Teams and delegations
- UIPM Officials (Delegates, Judges, etc)
- UIPM staff, and Service providers
- Other UIPM Family Members, Sponsors, UIPM guests

For people that UIPM involves in the travel chart and sends to the organizers, they are defined as "UIPM Family", Including:

- EB/ VIP/ Guests/Sponsors/ Stakeholders
- Staff/ Commentators/ Photographer/ TV Crew/ Officials/ Committee members

For the entire duration of the competition and for who have selected the "Full Board Package", the LOC is responsible for the following rides:

- Airport transportation
- Competition transportation : Hotel(s) – venues // venues – venues (if applicable)  
// venues – Hotel(s)

For non-full-board accommodation guests, the LOC can organize local transportation but with an extra charge.

Transportation and drivers must fulfil minimum requirements as follows:

- The vehicles shall be adapted in terms of safety
- The vehicles shall be adapted in terms of size
- The vehicles shall be clean and equipped with air-conditioning. For VIPs refreshments would be a plus.



- The vehicles shall be recognizable with event signs or branded
- It shall allow enough space for luggage and equipment to avoid overload
- It shall respect a precise timetable to avoid long waiting times
- It shall respect a precise timetable according to the competition schedule
- Drivers shall be experienced, responsible with good skills and behaviour, flexible, vigilant, focused, stress resistant
- Drivers shall have impeccable presentation, smiling and polite
- Drivers Language requirement – at least a good level of English, another language will be a plus
- Dress code – uniform or business casual for VIP, President and Secretary General cars
- Behaviour and protocol – discreet, take care of the luggage, open the doors...
- Things to know, etc. – able to provide some information for discussion (be able to engage in conversation (recommending good places to go out, restaurants, museum, monuments, sporting venues .... good level of cultural awareness)
- One person shall be in charge of the whole transportation system

#### **b. Airport/ Train station transfers**

Some volunteers should be waiting for the delegates at the baggage claim area / arrival area with a branded welcome desk or a clear/ big sign in order to be quickly identified (according to the feasibility and the airport/train station rules). They need to inform, guide and help the participants and regulate the arrival flow.

The shuttle buses timetables should be clearly displayed at the information desks for arrival, and in each official hotel for departure.

The buses timetable shall be adapted to the arrival/departure flow and avoid too much waiting time in the airport/train station.

#### **c. Competition ground transportation**

The transportation plan as well as the shuttle buses timetables shall be the result of discussions and agreements between the LOC and UIPM. The shuttle buses timetables should be clearly displayed at the information desks at each official hotel.

The transportation should be organised considering the following topics:

- Competition schedule
- 80-100 passengers on final days
- Different groups during Qualification
- Coaches, officials, Competing and non-competing athletes

#### **d. The LOC obligations**

The following vehicles to be provided free of charge by the LOC. The vehicles can differ a little from event to event, you **can check it in the relevant part of the BID you signed**.

The vehicles shall be available upon the arrival of the following participants and remain at their disposal until their departure.

Their schedules are different and each group has to be independent and will then need dedicated vehicles/drivers.

#### President & Secretary General

- 1 car, 1 driver, 1 assistant for President
- 1 car, 1 driver, 1 assistant for Secretary General
- EB Members, Delegates, Staff, TV Crew
- 1 car, 1 driver per 3 EB members (a van would be better in many case)
- 1 car, 1 driver for Technical Delegates
- 1 car, 1 driver, 2 assistants from NADO for Medical Delegate
- 1 car, 1 driver for Business Affairs Delegate
- 1 minivan, 1 driver for Staff
- 1 minivan, 1 driver for TV Crew (with enough space for the crew and equipment)
- 1 minivan, 1 driver for Anti-Doping control (competition days only)
- Car pool transport service from official hotels for international Judges and UIPM Service providers etc.

In case there are difficulties to provide drivers for the Delegates, Staff, TV crew cars/ vans, please inform UIPM in advance in order to discuss solutions together.

#### e. Other transportation services

Cars with drivers for VIPs may be requested on UIPM costs.

### III) Offices

The LOC is responsible for organising the following rooms free of charge, with some beverages such as tea, coffee, water, and/or some soft drinks, and with high-speed free WiFi in all rooms.

The UIPM Office and the meeting room should be in the hotel before the competition days and transferred to the venues once the competition starts.

#### a. UIPM President office

- Room with sofa /lounge area and a small meeting table for +/- 5 persons

#### b. UIPM Officials' office

- Room with comfortable seats /sofa able to host all the officials of the competitions

#### c. UIPM Office/ Meeting room

- Room with a meeting table for +/- 8 persons
- Equipped with a high-speed printer/copier/scanner, with paper and general stationery.
- Beverages such as tea/coffee/water are required as well.
- During the competition days, the UIPM office could be moved at the venue if feasible.

## 2. HOSPITALITY

### I) Protocol at the airport, in the hotel and for the transportations.

#### Airport:

- The LOC should designate dedicated volunteers, with good language skills, to the hospitality service for the whole stay of the VIPs. It would be needed to have the volunteers in direct communication with the local responsible people of the protocol.
- It is crucial to have at least one volunteer or local staff carry a sign with event image in the airport at baggage reclaim exit, or if possible, inside the baggage reclaim area.
- Volunteers in the airport should pay close attention to follow up the flights schedule to inform and arrange the transportation according to any potential delay, cancellation, and rescheduling.

#### VIP hotel:

- It is important to have a welcome desk in the VIP hotel lobby, which should be easily recognizable according to the event branding requirement.
- It is needed to have at least one volunteer working in the VIP hotel, to keep up to date the VIPs' schedule, to answer transportation needs, and any other requirements.
- The event programme, credentials, welcome bag and some gifts will need to be placed in the rooms prior to the check-in of the guests.
- Special dinner may be required to be organized upon VIP request within the hotel or outside.

#### Transportations:

- LOC has to hire a rental company or agency with Limousine or Deluxe car service, requesting to pre-check driver's feature and experience, also to request that:
  - Drivers shall be experienced, responsible with good skills and behaviour, Flexible, vigilant, focused, stress resistant
  - Drivers shall have impeccable presentation, smiling and polite
  - Drivers Language requirement – at least a good level of English, another language will be a plus
  - Dress code – uniform or business casual for VIP, President and Secretary General cars
  - Behaviour and protocol – discreet, take care of the luggage, open the doors...
  - Things to know, etc. – able to provide some information for discussion (be able to engage in conversation (recommending good places to go out, restaurants, museum, monuments, sporting venues .... good level of cultural awareness)
- LOC may be required to provide some special VIP transportation service for some important guests, which could be UIPM's cost.

### II) VIP lounge and onsite service

#### VIP lounge:

- The LOC should arrange a VIP lounge in each venue, especially in the Pentathlon area where people would spend most of the time. It could be either

a lounge inside the building, or in an appropriate tent with comfortable seats, tables, and sofas. Some plants and flowers would be helpful in order to create a comfortable and nice atmosphere.

- The view of the VIP lounge should be accessible to the field of play (FOP). Some TV screens with access to competition broadcasting signal and competition results is requested, especially when the lounge is distant from the FOP.
- Some catering and refreshments are requested for the whole competition period, especially during final days. Hot meals may be provided at the lunch and dinner time.
- Free WiFi access is requested.

#### VIP stand:

- At the spectator stand, it is important to block an area dedicated to the VIPs, secured and serviced by the VIP volunteers and assistants.
- Access to the VIP zone is the sign of "infinity" or "5" on the accreditation.
- It is needed to anticipate the weather and to arrange some umbrellas or small tent as protection for rain and/or hot and sunny weather.
- A certain number of dedicated volunteers are needed to check the accreditation and to provide any assistance to the VIPs during the competitions, such as providing some water to each of them.
- In addition:
- VIP dedicated toilets are requested. They could be allocated close to VIP lounge.
- VIP parking area needs to be as close as possible to the venue and/or to the VIP lounge.

### ● III) VIP volunteers and/or assistants

- VIP service is a relatively more sensitive and delicate job; therefore the selection of the volunteers and the assistants needs to be more considered.
- People who are selected to act as VIP assistants need to be trained before the events, and to be taught relevant protocols based on the VIPs they would serve and accompany.
- Sometimes, it is more to accompany than to serve; assistants should be well educated and know to keep quiet and to distance themselves when needed.
- The VIP assistants need to escort the VIPs from one venue to another, from the lounge to the stand and vice versa.
- If the VIP needs to attend Award Ceremony or any other special meetings that he or she cannot bring their belongings during and/or after the event, it is the assistant's duty to keep the items safe.
- When the assistant cannot fulfil the requirement from the VIPs, it is important that the assistant reports to the LOC responsible people immediately in order to find the solution.

### ● IV) Other arrangements and programmes

- LOC is requested to provide a list of the VIPs from local side, especially those who will attend opening and closing ceremonies, and who will be present at the competition on a daily basis.



- For any additional meeting or event proposed from the LOC for the President and Secretary General to attend, especially those before or after event period, it is required to inform UIPM at least 10 days before their arrival. In this case, the meeting/event purpose and relevant participants' names and titles are needed to provide before the arrival.
- It would be appreciated if the LOC could propose certain cultural programmes for the VIPs and their spouses, as well as for EB members.





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