

Information Desk Checklist

April 2020

Documents and Forms to be available for Volunteers at any Information desk

- Contact and phone list of LOC relevant persons (including TIC)
- Contact details of the team attachés
- Contact and phone number of the responsible person at each Information Desk in the different official hotels
- Arrival list by date

Team Hotel

Information to be displayed:

- Information Desk opening hours
- Information about meeting and physiotherapy room booking
- Meeting room booking form
- Technical Information Centre (TIC) opening hours
- Transportation shuttle information to competition venue and return, to training venue and return
- Transportation shuttle information to Opening Ceremony, EA-LOC Dinner, Closing Party and return
- Hotel restaurant opening hours
- Team menus served in the team restaurant
- Schedule of daily activities (Team related activities and Member Federation related Social Programs) to be posted 24 hours before
- Daily Programme / Start Lists
- Call Room schedule per day
- Timetable
- Results (as soon as possible) and website link/QR-code where online results are available
- Schedule of the Victory Ceremonies per day
- Weather forecasts (overall and detailed per day)
- Information about ice and water distribution
- Medical service and doctor on call (name and phone number)
- Warm-Up Area map and information

- Physiotherapy at Warm-Up Area (if any)
- WI-FI network name and password
- Road race map (If applicable)
- Tourist information about City, City map, ...
- Departure list (pick up time) to be posted 24 hours before the departure

Documents and forms to be available:

- Official programme
- Team Manual (for the use of the volunteers at the Information Desk)
- Meeting room and Physiotherapy room booking form (depending on the system used;
individual or common space provided for the teams)
- Departure form
- Questions for the Technical Meeting Form

VIP Hotel

Information to be displayed:

- Opening and closing times of the Information Desk
- Daily Programme
- Printed results (as soon as possible) and the website link/QR-code for online results
- Sightseeing tours information and pick up time
- Schedule of the daily activities (official functions, sightseeing tour, etc.)
- Transportation details to social functions (official dinner, press conference, etc.) 24 hours before pick up time
- Daily transportation schedule from Hotel to Stadium/Arena/Road event course and return
- Hotel restaurant opening hours
- Weather forecasts (overall and detailed per day)
- Departure list (pick up time) 24 hours before the pick up
- Tourist information about City, City maps, etc.
- Jogging routes (if available)
- WI-FI network name and password
- Medical Service emergency number

Documents and forms to be available:

- T2 transportation request form
- Sightseeing registration form
- Official Programme
- VIP Guide (for the use of the volunteers at the Information Desk) if applicable

Media Hotel

Information to be displayed:

- Opening and closing times of the Information Desk
- Official Programme
- Daily Programme
- Statistics Handbook
- Media Guide (for the use of the volunteers at the Information Desk)
- Schedule of the daily activities (press conference, photographers briefing, commentators position briefing, Opening Ceremony)
- Timetable per day
- Schedule of the Victory Ceremonies per day
- Results (as soon as possible)
- Transportation time to media activities (press conference, media race, etc.)
- Daily transportation schedule from hotel to Stadium/Arena/Course and return
- Daily transportation schedule from hotel to Media Centre and return
- Public transportation information (map and timetable if possible)
- Media Centre Opening Hours
- Media Accreditation Centre Opening Hours
- Hotel restaurant (If any) opening hours
- Opening and closing times of the Media restaurant at the stadium (if any)
- Departure Form
- Departure list (pick up time) 24 hours before the pick up
- Social Media
- WI-FI network name and password
- Medical Service emergency number
- Weather forecasts (overall and detailed per day)

EA Service Partner Hotel

Information to be displayed:

- Daily transportation schedule from hotel to Stadium/Arena/Course and return
- Public transportation information (map and timetable)
- Hotel restaurant (If any) opening hours
- Opening and closing times of the EA Service Partner restaurant at the stadium (if any)
- Departure Form
- Departure list (pick up time) 24 hours before the pick up
- WI-FI network name and password
- Medical Service emergency number
- Weather forecasts (overall and detailed per day)