

Frequently asked Questions

Delegation Services

Will there be a delegation services center? Who will handle inquiries from international Delegations concerning Special Olympics World Winter Games 2017 in advance?

All inquiries from international Delegations concerning Special Olympics World Winter Games 2017 will be processed by the Delegation Service. All information and answers will also be provided by the Delegation Service. All questions will be answered in writing.

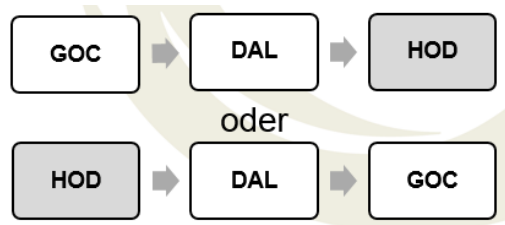
Delegation Service: Phone: +43 664 88315557 / E-Mail.: delegation.service@austria2017.org

During the Games Delegation Services Desks will be available at two particular sites, at Messe Graz and Congress Schladming. The Delegation Service Desks will operate from 09.00 – 17.00 daily.

At the Delegation Services Desks the following services will be available:

- Provide general information related to the games
- Notice Board
- Receive Issue Reporting Forms and distribute HOD meeting minutes
- Lost and Found

How will the Games communication system be set up?



Most DALs (Delegation Assistant Liaison) will stay at the same hotel as the HOD or A-HOD and any communication (new or additional information) will come directly from the GOC to the DAL and then be forwarded to the HOD. Therefore it is essential that the **DAL always remains close to the HOD**.

At Congress Schladming and at Messe Graz there will be a Delegation Service Desk. HODs or coaches of all nations can access it every day from 9.00 - 17.00

Additional information will be transmitted via the SOWWG 2017 App.

All issues related to sports will be raised at the coaches meeting or directly at the sports venues. **Changes will be communicated via the DAL.**

How will the Translations Service work during the SOWWG 2017?

At the SOWWG Austria 2017 there will not be a designated Languages Service Center.

German is the official language of the host country and English is the most commonly used foreign language. Therefore, international visitors can count on receiving general language assistance in public areas in English. Assistance in other languages will be provided according to availability. Volunteer language assistants will be the primary source of language assistance at the information desks at all venues.

Facilities for written translation will not be available during the Games, except in previously agreed cases.

The DAL is the first contact person for language assistance. If needed the DAL can contact Delegation Services, which will connect the delegation with Translation Service.

In case of emergency: If there occurs an emergency the Delegation Service will connect the Delegation with the Translation Service.

Athletes Housing

Where will the delegations be housed during the games (dormitory or hotel)? When will we be assigned our accommodations?

The delegations will be housed in double, triple and quad rooms at hotels and boarding houses. The standard of all athletes accommodation will be 3 stars or above. Delegations will receive **rooming lists in advance**, which they have to **return in a digital format** to the Delegation Service within a deadline. The GOC will not publish hotel names in advance!!! Delegations will receive them upon arrival.

What internet access will be available at the Athlete Villages?

WIFI will be available at all sports venues and at the majority of accommodations for free.

Will we need a Credit Card for deposit reasons?

It is necessary to apply a credit card for deposit purposes at all accommodations (also at the accommodation in the host town)!

Dining

Will dining facilities be offered at Housing Areas or will delegations be transported to dining facilities?

Breakfast as well as dinner will take place at the hotel. Delegations staying at hotels with breakfast only will be served **dinner** at Messe Graz (these Delegations will be informed in advance).

In Graz lunch will be served to all Delegations at Messe Graz in building D. In Schladming lunch is at the Congress Schladming and in Ramsau it is offered at the Nordic Center. Each athlete, coach and volunteer will receive lunch daily between 11.00 - 14.00 at the sport venue they are competing at or in Graz at the Messe building D. Eat lunch according to your competition schedule.

Even if you happen to not compete on a particular day, you still have to eat lunch at the sport venues.

Will access be restricted for dining facilities (only credentialed athletes and coaches)?

Entry will be possible through access control on the credential via scanner. Only **one entry per day** and meal is possible. It is forbidden for families to join the athletes for dinner at the hotel

All athletes, coaches, delegates, as well as volunteers will have the opportunity to get free beverages at the sport venues. Since we believe in environmental responsibility we enforce that **without exception only the return of an empty bottle will get you a new full one.**

Sports

When will we have a general idea of sports schedules?

A general competition schedule is already available in the HOD Manual and on our Website www.austria2017.org. You will find detailed competition schedules in the middle of February 2017 online. A final competition schedule with specific times for each sport will be available prior to the World Winter Games 2017 and will be shared with all Delegations upon competition.

Host Town

Are family members permitted to participate in the Host Town Program?

No, they **will not have the possibility to participate** at the Host Town Program.

What is the farthest distance (time wise) for Host Towns that are being considered?

The Delegations will arrive at the agreed airport and will be transferred to the Host Towns accompanied by their DALs. Travel time to each HTP will be within 3-4 hours.

Will there be training opportunities, training schedules and entertainment at the Host Town?

The hosts will prepare a schedule of events and activities, providing the participating Delegations with the opportunity to experience Austrian hospitality. Arrangements for training opportunities will be made available if possible and requested. Note that there may be costs for the delegation for additional requested services (i.e., ski lift tickets). The host town representatives will contact you in the next weeks and you will have the possibility to clarify open questions to the host town program.

Will the Delegation be directly in contact with their Host Town leader in advance of the games?

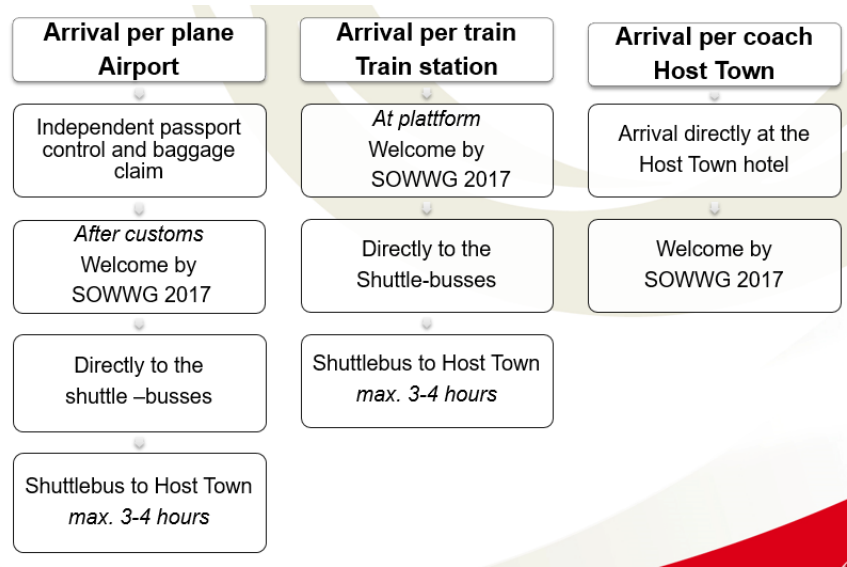
The HOD will work with the Host Town representatives in advance to agree on the schedule. Host Town representatives will contact Delegations from the end of October on. Some delegations will have the opportunity to get to know their Host Town representatives at the HOD Seminar.

General questions

What will the temperature be at that time of the year?

Austria is located within a temperate climatic zone. During the month of March Schladming, Rohrmoos and Ramsau still features a cool climate with mild daytime temperatures (roughly -5 up to 15 degrees Celsius / 23 up to 59 degrees Fahrenheit). Whereas Graz might already have spring temperatures (between 5 and 15 degrees Celsius/ 41 and 59 degrees Fahrenheit).

**Understand how the airport / delegation welcome center will work for our entry the country.
How and where will Delegations be checked-in and receive their credentials?**



There WILL NOT be a welcome center. All accreditations and distribution of important information will take place with the DAL at the hotel in the Host Town. The DAL is also responsible for any changes.

What happens if my baggage is lost by the airline (how will I get my bag while I am at Host Town)?

In case of loss or any damage of luggage the DAL must be informed promptly and a representative of the GOC will remain at the Lost and Found until the missing pieces have arrived and will then inform the DAL and arrange that the luggage will be delivered.

Will the opening and closing ceremony be outside?

The Opening Ceremony of the SOWWG Austria 2017 will be held at Planai Stadium Schladming and the Closing Ceremony at the Soccer Arena Graz. **Both outdoor venues.** Please notice, that the Opening and Closing Ceremony will take place outside, so you need to be dressed accordingly. Once the parade begins, the athletes will be standing for the remainder of the ceremony. Before the parade of athletes starts, there will be seating, hot drinks and restrooms provided for the athletes. For the opening and closing ceremony large bags or backpacks are prohibited - security checks will be taking place!!! Delegations who need to carry medication or other supplies, have to put them into small belt bags or into the bags of their jackets. Cameras can be carried into the stadium so long as it is not in its own bag.

What will the transportation be between Graz and Schladming/Ramsau?

There will be a general shuttle between Graz and Schladming / Ramsau, for which you have to register in advance. In addition to that we will offer a shuttle service from Ramsau / Schladming to the Healthy Athletes Program in Graz. Families have to pay for these shuttles.

Medical related Questions

Will we need any Vaccination to enter the country?

In Austria there are **no general compulsory vaccinations**. For longer stays vaccinations against FSME and in addition, possibly Hepatitis B are recommended. For clearer information: Link: <https://www.gesundheit.gv.at/Portal.Node/ghp/public/content/reisemedizin-reiseimpfungen-europa.html>

Is it permissible to place the Delegation Medical forms on a flash drive?

Yes, it is permissible to place the Delegation Medical forms on a flash drive. It is on your own responsibility, that you have them ready when needed (e.g. at customs).

How do we get needed medications?

Delegations are allowed to carry medicines required for their own use or consumption for as long as they are in Austria. ZOLL BEHÖRDE **Only the quantity of medicinal dosage required while in Austria may be imported**. Each team must **certify by medical prescription**, for each case, the medical dosage, medicines and medical instruments. The medicine details, including the name of the person using the product and the dosage must all be written in English.

Please bring the daily medication of each delegation member by yourself. In addition to that you will have access to pharmacies. It is also important to bring the medical instruction sheet (that shows the ingredients) with them since it is possible that meds have a different name here in Austria (this is the responsibility of the coach). If needed medicals are not brought within a team then you have to pay for these medicaments.

In case a Delegation wishes to import any kind of medical equipment, the HOD should notify the GOC well in advance, stating the type, number and technical specifications of such equipment. Also if Delegations needs to keep medication in a refrigerator, they should notify the GOC ahead of time.

Will we still be insured, if we stay an additional night in Austria?

General liability coverage will be in place from March 14th, 2017 (00:00) to March 25th, 2017 (24:00). For early arrival or late departure the Delegation will be charged 5 Euros per person per day for additional coverage.

How will the Medical Service work in general?

The medical services team will provide **professional first aid at all sport venues**. The Medical Operation Center will operate on a 24-hour basis directly addressing issues such as emergency transfers to a hospital. The GOC is well prepared for any medical incidents and will be able to help 24 hours a day. It is for all HOD, A-HOD, AS-Staff, athletes, coaches, volunteers, officials. Medical Service during the Games will be provided by the Red Cross and Mountain Rescue Team which both will be presented at the venues during opening hours.

All costs for hospital care and treatment, equivalent to that which would be given to a public patient in a public hospital, will be provided by the GOC complying with the terms of insurance agreed with SOI. Coaches must carry daily rations of medications plus a little extra with them as well as the medical forms of each athlete and coach.

In case of a medical emergency outside any venue than please dial immediately: Emergency number +43 144 (Red Cross, ambulance).

Family Members

Transportation system details for family members

Families are recommended to use public transportation and official shuttle services throughout the Games. Families with credentials can use public transportation in Graz, Ramsau and Schladming for free (March 14th – 25th, 2017 only). Shuttle services to / from the Opening and Closing Ceremonies, as well as transportation between Schladming / Ramsau and Graz are on their own expense.

Parking: Families can also park at designated parking lots (for a fee) at the venues (limited space).

Opening Ceremonies

Families are recommended to use public transportation only, as there will be no parking spaces available. No parking or access permits will be issued. All private vehicles will be re-directed by traffic police, away from the Planai Stadium in Schladming.

Honored Guests

Are there VIP events taking place outside of the Founders reception?

Yes, there will be events taking place outside of the Founders reception. Beside the Opening and Closing Ceremonies, there will be different receptions and events. Entry by invitation only. All events have a limited number of tickets or invitations. If a HG is invited to an event, he will get all related information automatically after his registration.

The Honored Guests are clearly defined by SOI. The organizers of the different receptions and events (e.g. Coca Cola), always invite a limited number of Honored Guests out of all 2000 HGs.