



Dansk Orienterings-Forbund

Submitted by: Danish Orienteering Federation

June 2018

VIP services at WOC – focus on differentiated services

IOF Council decided the principles for the VIP services for the “IOF Family” in April 2018. However having studied the new concept we feel that a number of amendments are needed in order to fulfil the ambition of creating a viable and effective alternative to the existing practice. Also we find it necessary for the federations to be heard on this issue because it affects all our delegates during every WOC now and in the future.

DOF therefore propose General Assembly to discuss and adopt a wider perspective on the VIP services including new initiatives for the VIP Guests and differentiating the services properly.

Ten proposed amendments

1. The concept should not be named “IOF Family” because the concept covers much more than this. Call the concept “VIP concept and guidelines”.
2. We suggest an extra goal added: "Secure a standardized qualitative level for VIP services at all major IOF events"
3. In order to reduce the complexity further we suggest only two levels: a) IOF Delegates (covering delegates and officials, staff and b) Guests. We think the word “family” is misleading and not easy to understand.
4. Guests are NOT only IOF guests but also invites sponsors and guests on the initiative of the organizers
5. The fees should be reduced for those few federations and delegates who cannot afford it. For the rest of the federations the fee should remain more or less at the current level. The purpose is NOT to have more delegates in general under VIP treatment but to ensure that all delegates can afford and get in.
6. On site - organizers should also provide free internet service in the VIP tent
7. Maps, drinks and food should not be purchased – they are included in the accreditation fee. Organizers shall make no profit on the VIP services.
8. The terminology “True VIP” is wrong. Why not stick to the category approved; “Guests”

9. These VIP services should only apply for WOC – on a longer time perspective maybe other events
10. The VIP tents can In NO way be opened for others. We have seen bad examples in the recent years where organizers and IOF invited groups of staff and officials to the VIP tent causing congestion and making it impossible for the delegates to work. The IOF Delegates tent is our “office” during WOC. We need space and time to talk, meet and discuss.

We expect IOF to further detail these principles in practical guidelines for the organizers having in focus that services on the Arena for delegates should include:

- Cakes, snacks, cold drinks, real coffee/tea, water on a free and self service based set-up.
- A lunch meal during the longer competition days (mainly forest LONG)
- Competition maps and on-line results/streaming via large screen/TV monitor
- VIP-race, primarily (if possible) on the competition map, secondarily in another terrain
- Drinks, snacks and sandwiches after the VIP race

VIP services for guests (new):

The current VIP concept lacks ideas and description on the services provided for Guests. We therefore propose that Guests defined as:

- Main sponsors
- Government and municipal executives, members of Royal Family, Ambassadors etc.
- Large landowners
- Important decision makers, influent politicians, NGO spokesmen etc.

Invited by either IOF or the organizers (in a limited number of 10-15 persons) are offered the following services:

During one or two competitions in the WOC week a separate pavilion, tent or venue is established to accommodate these guests. This area will be clearly separated from the IOF Delegates tent. In this Guest area there will be representatives from IOF and the organizers having full responsibility for informing and accommodating these guests and hosting this event.

Services should or may include:

- Cakes, snacks, cold drinks, real coffee/tea, water
- Sandwiches or meal when appropriate
- Competition maps and on-line results/streaming via large screen/TV monitor
- “Meet the athletes” event where top-athletes will appear for a short de-briefing on the days race and challenges
- “Meet the organizers” event where IOF in conjunction with the organizers explain the complexity and anxiety in organizing this event
- “Walk through the city” after the race with the possibility of having a competition map and realizing the reflections and analysis that takes place in the head of the athletes while making hundreds of fast decisions.
- Whatever else may be approved and agreed upon in the respective sponsor packages