



Accreditation Centre Volunteer Manual 1st edition

Further instructions/corrections will follow at the accreditation headquarter.

ACCREDITATION CENTRE

1. Information
2. Procedures
3. Other information

1. Information

Introduction

For the WTF championships all participants, volunteers, officials among others will be accredited through a registration process run by the organizing committee, Sport Event Denmark and WTF.

In general, access to the Ballerup Super Arena can only be granted by presenting a valid accreditation to the access control.

- Most data are collected through an online registration process
- Only the WTF or the organizing committee has the authorization to approve applications for accreditations.

The accreditation centre is located in the lobby of the hotel Scandic, Copenhagen V.

Accreditation Centre opening hours:

Friday 9th to Monday 12th October
09:00 – 21:00

Wednesday 14th to Saturday 18th October
09:00 – 21:00 (Ballerup Super Arena)
(accreditation of press, volunteers and guest)

The accreditation centre can assist with:

- Issuance of day passes
- Issuance of media day passes
- Changes/lost accreditation cards
- New accreditation registrations
- Support in accreditation and access control matters

The accreditation card

The data fields of the accreditation card correspond with the on-line registration system:

- photo
- family name
- given name
- country
- organisation (if registered) and group (if registered)
- Weight class (contestants)

Accreditation Centre's tasks:

- Handout and verification of accreditation cards
- Handout bags and media kits.
- Registration and changes of accreditation cards
- Issuance of day passes / media day passes

Accreditation Manager

Anders Tinning is the manager of the accreditation centre at Hotel Scandic and Ballerup Super Arena.
Anders Tinning: +45 22 32 84 73

If you are ill please call Anders as soon as possible. For further questions contact Anders as well.

Parking & transportation

There will be no free parking facilities. We recommend public transportation.

Daypass/Mediapass

To apply for a daypass the guest must be accompanied by an accredited person. A daypass must be approved by the head of the accreditation team, Anders Tinning.

Media passes has to be approved by the press manager, Brian Martin Rasmussen.

2. Procedure**The accreditation procedure will be as follow:**

- Desk 1 - Welcome to Denmark
- Desk 2 – register of team and economic control at national federation. The team are handed a voucher when everything is in order.
- Desk 3 – International federation check-in
- Desk 4 – Check in at onsite accreditation. If everything is in order the teams can go to [desk 5](#). If they don't have anything in order regarding their registrations they will continue to [desk 7](#).
- [Desk 5 – Handout of pre-printed accreditation cards.](#)
- [Desk 6 – Handout of information materials.](#)
- [Desk 7 – Creation of new cards or changes at the onsite accreditation center.](#)
- [Desk 8 – Handout of all accreditation cards](#)
- [Desk 9 – handout of information materials.](#)

Volunteer roles

| | Accreditation card pick up volunteer | Floorwalker volunteer | Accreditation desk volunteer |
|-------------------|---|---|---|
| Assignment | Hand-out and verify pre-printed accreditation cards | Direct guests to the correct desk. Hand out appropriate forms. Help with questions. Handle the "pressure" | Printing and changes of accreditation card, |
| Location | The accreditation card pick up – desk 4, 6 and 9 | The floor | The onsite accreditation – desk 5 |
| Nickname | <i>Pickup volunteer</i> | <i>Floor volunteer / crowd controller</i> | <i>Desk volunteer</i> |

The volunteer role will be assigned on the day, but can change throughout the day

General

A list of accredited guests will be printed and associated with the respective accreditation card.

Valid ID for accreditation card verification

- Passport
- National ID

Journalists and other people from the press also have to provide a valid Press Pass.

The following procedures are designated to the different roles (see the role table). Please read them carefully.

Floorwalker volunteer

A keyword for this role is service. Help where ever it is needed

Be polite and pro-active. If you see a confused guest, ask him if he needs any help.

Welcome procedure

The role of the *floor* is very free, as the role is used to handle the welcome procedure and handling the guests while waiting.

1. The guest arrives from the entrance
2. You greet the guest and wish him/her welcome to Copenhagen.
3. Direct the guest to the *payment stand*.

If the situation allows it, speak to the guest. By keeping the guest “entertained”, they will perceive the waiting time shorter.

Pickup volunteer

The keyword for this role is effectiveness.

The *pickup volunteer* will be situated at the *Accreditation card pickup*, where guests will collect their pre-printed accreditation card. The assignment is purely based on the handout of the accreditation card. This has to be fast and effective without compromising with security measures.

Handout procedure

1. Bring the Head of Team to the desk.
2. Ask for the passport for contestants and officials
3. Find the accreditation card in the stack.
4. If the accreditation card is missing, direct the guest to the onsite *Accreditation desk*.
5. Verify that the data on the card and passport matches.
6. If missing or wrong data occurs, direct the guest to the *Onsite Accreditation desk*. Remember to inform the guest on the situation (mostly it will be missing pictures).

Card will be sorted alphabetically by Country.

Desk volunteer

The *Desk volunteer* will be situated at the *Onsite Accreditation Desk*, where guests can apply for accreditation, finish accreditation and change accreditation data. There will be 4 stations with online accreditation.

The procedure will be explained at arrival to the venue.

Other procedures

Call the manager if a guest loses his/her accreditation card (or needs a change on his accreditation card)

Lost accreditation cards are charged 50 Danish kroner.

Irregularities

Situations that hopefully will not happen and possible solutions:

Too many guests

Problem: There are too many guests arriving at the same time.

Possible solution: The floorwalkers aim to handle the queues.

The guest does not have valid id

Problem: The guest has forgotten the passport.

Solution: The guest will be refused accreditation in the first time, please contact the manager. If the id has been stolen, he shall be directed to the police station in the airport to report it. A police report for a stolen id is okay as ID. If in doubt, contact the manager,

Other information

Ask, ask, ask, ask

Please do not hesitate to ask if you are in doubt or have a question. It is in everybody's interest that we are doing it correctly and that we are all following the same procedures and standards.

Found a lost card?

If you discover a lost card, hand it to the organizing committee.