

## Reception Guide Of The Sixth East Asian Games

The reception services include A&D, transport, accommodation and catering.

### 1. Arrival and Departure GUIDE

EAGOC will establish service stations in designated airports and railway stations, and an A&D Center to provide NOCs with efficient A&D services during the Games. The details are as follow:

#### 1.1 Arrival and Departure Confirmation

Detailed and accurate A&D information is required to ensure that NOCs are able to enjoy efficient services during the Games.

The Public Relations Department of EAGOC will send to NOCs on April 1, 2013, A&D Forms which are designed to obtain all necessary information and to capture NOCs' expectation and needs upon arrival and departure. NOCs are expected to complete the forms and return them to the Public Relations Department of EAGOC via post, e-mail or fax before June 30, 2013.

The information included in the A&D Forms should be as accurate as possible. Any change or update before arrival should be directed to the Public Relations Department of EAGOC promptly.

#### 1.2 Service Station

A&D service stations will be established in Beijing Capital International Airport, Tianjin Binhai International Airport, Beijing Railway Station and Tianjin Railway Station.

#### 1.3 Service delivery

The Reception Department will provide special access and volunteer service in designated airports and railway stations to ensure efficient services during the Games. Customer groups will be transferred from the airports and railway stations first to the Reception and Accreditation Center, and then to the official hotels after the validation of IACs

IOC President, Vice Presidents, Secretary General and Executive Members, Members of the IOC of East Asian Countries/Regions, and other honoured guests will enjoy dedicated services and VIP rooms in airports and railway stations and be transferred to the official hotels by dedicated cars.



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Athletes and officials arriving in group will be transferred by large-sized and medium-sized shuttle buses to the Reception and Accreditation Center. Individual athletes and officials will be transferred by shuttle buses.

All athletes and team officials shall have their luggage transported with them. For the inconvenient luggage, additional vehicles will be arranged. All athletes and team officials shall have their luggage with their names and sports.

## 2. Transport GUIDE

2.1.EAGOC will provide safe, secure, reliable and timely transport services for all customer groups between their accommodation and their destination during the 6th East Asian Games.

### 2.2 CATEGORIES

categories	service object	standard	Service scope	Service date
T1	Guests of HQ,President, Vice Presidents, Honorary President, Secretary General of EAGA, members and president of EAGAMC;members and President of EAGAR&SC; President, Vice Presidents, Honorary President, Secretary General of NOCs; members of east asian zoon of IOC;President, Vice Presidents, Honorary President, Secretary General of OCA;President, Vice Presidents, Honorary President, Secretary General and Chefs de Mission, one vehicle one person	T1 Limousine	Within Tianjin	3 to 16 October
T2	Guests of HQ and deputy Chef de mission	T2 Mini passenger car	Within Tianjin	1 to 16 October
T3	Delegation HQ for NOCs	T3 Medium sized shuttle	Hotels to venues	1 to 16 October
TA	Athletes and Team Officials	TA Large sized shuttle	Athletes hotel to venues	1 to 16 October
TF	Technical delegate, referees	TF Business Vehicles	Technical delegation hotel to venues	1 to 16 October
TM	Media	TM Large and Medium sized shuttle bus	Media hotel to venues	1 to 16 October

### 2.3Standards

#### 2.3.1 Vehicles for Delegations

Each Chef de Mission will be provided with a T1-dedicated vehicle, the number of which is not included in the total of vehicles for delegations. The vehicles will be assigned according to the delegation size: one vehicle for 1-50 persons; two vehicles for 51-100 persons; three vehicles for 101-200



persons; four vehicles for 201-300 persons; five vehicles for over 300 persons; the vehicle type includes minibus and commercial vehicle.

### 2.3.2 Vehicles for Athletes (TA)

Athletes will be provided with large-sized buses, including dedicated buses for athletes in team events, and shuttle buses for athletes in individual events.

### 2.3.3 Vehicles for Technical Officials (TF)

A. Technical officials will be provided with minibuses.

B. Referees will be provided with commercial vehicles, medium-sized buses, and large-sized shuttle buses.

### 2.4 Delivery

Athletes and team officials in individual events will be transferred by shuttle buses between hotels and competition (training) venues.

Athletes and team officials in team events will be transferred by dedicated vehicles between hotels and competition (training) venues.

Transport services will be available since the athletes' arrival.

Specific departure time and place of dedicated vehicles and shuttle buses will be published in the Competition Transport Guide which will be available at the Delegation Registration Meetings.

### 2.5 Vehicles Assignment

Transport services will be arranged for attendees between their hotels and the venues for the Opening and Closing Ceremonies and cultural events. Chefs de Mission will be transferred by T1 dedicated cars. Members of the headquarters and delegations will be transferred by medium-sized and large-sized buses departing from a designated place.

### 2.6 Service Hours

2.6.1 Service hours for T1, T2 and T3 will be from 7:00 a.m. to 24:00 p.m.

2.6.2 Service hours for TA, TF and TM will depend on the time of training and competition.

### 3. Accommodation Services

The accommodation services are provided considering different customer groups and the international sports events convention.

#### 3.1 Operating Time

1 to 16 October 2013, 16 days

#### 3.2 Hotel Assignment and standard

The official reception hotels designated by the 6th East Asian Games Organizing Committee include the Headquarters Hotel, Delegation Headquarters Hotel, Hotels for technical officials, Athletes, Media and sponsors.

##### 3.2.1 Headquarters Hotel

The Renaissance Tianjin Lakeview Hotel is a five-star hotel designated as the Headquarters Hotel, providing suites, single rooms and double rooms.

2 KM to the Olympic Centre Stadium

Official Price(RMB)

Suite with lakeview: 3150YUAN (with 2 breakfast)

Suite: 1840YUAN (with 1 breakfast)

Double room: 1150YUAN (with 2 breakfast)

Single room: 1150(with 1 breakfast)

TEAGOC will take responsibility to provide a favourable price

Date: 3 to 16 October 2013

##### 3.2.2 Delegation Headquarters Hotel

The Crowne Plaza Tianjin Mei Jiang Nan is a five-star hotel designated as the Delegation Headquarters Hotel.

5 KM to the Headquarter Hotel

Accommodation Standard:

Chefs de Mission: Suites

Deputy Chefs de Mission: Single rooms

Members of the headquarters: Double rooms



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Hotel for delegations comprises one medical room, one storeroom and one office (each of no less than 35 square meters) for each delegation.

	Goods	Quantity
Equipment	Computer	1
	Fax Machine with copy function	1
	Printer	1
	Telephone Set	1
Services	Complimentary Internet Service	In NOC office only
	Fax Line	1
	Telephone Line	1
Furniture	Desk	2 ( 1.2X6X6 )
	Chairs	6
	sofa	
	Bar fridge	1
	File Cabinet	1
Office supply	Copy paper	some
	pen	10
	clamp	10
	Stapler	1
document	tourist map information publish	

Note: national and international calls, fax and Internet in the hotel room are at the guests' own expense according to the price list of the hotel.

### 3.2.3 Hotel for Technical Officials

The Tianjin Start Epoch Hotel, Tianjin Sea View Garden Hotel, Tianjin New Century Hotel are designated as the hotels for technical officials, providing single rooms and double rooms.

Technical officials can enjoy one-time free laundry for one set of training or racing clothing per day (one blazer, one pair of sport trousers or short pants, and one pair of socks). Laundry service for other clothing is self-financed according to hotels' price lists.

Hotels are available from three days before the competition to one day after it.

### 3.2.4 Hotel for Athletes

The hotels for athletes include Crowne Plaza Tianjin, Tianjin Saixiang Hotel, Tianjin Grand View Hotel, Tianjin Haihe Wenhua Hotel, Tianjin Golden Crown Hotel, Tianjin Tiancai Hotel, Tianjin Minshan Hotel, Tianjin Hopeway Business Hotel, Tianjin HuiCao Gardon Hotel, Tianjin Jinbin International Hotel, Tianjin Ao Lan Hotel and Tianjin Junhui Jianguo Hotel,

Each sports team is provided with one single room and several twin rooms.

Hotels are available from three days before the competition to one day after it.

A medical room is available in each hotel for athletes.

Athletes can enjoy one-time free laundry for one set of training or racing clothing per day (one blazer, one pair of sport trousers or short pants, and one pair of socks). Laundry service for other clothing is self-financed according to hotels' price lists.

### 3.2.5 Hotel for Media

The hotels for media include Tianjin Mei Du Hotel, Huibinyuan Hotel-Tianjin、Tianjin Sports Hotel。

Official Price(RMB)

Tianjin Mei Du Hotel

Single room: 920(with 1 breakfast)

Double room: 920YUAN (with 2 breakfast)

Huibinyuan Hotel-Tianjin

Single room: 960(with 1 breakfast)

Double room: 960YUAN (with 2 breakfast)

Tianjin Sports Hotel

Single room: 660(with 1 breakfast)

Double room: 520YUAN (with 2 breakfast)

TEAGOC will take responsibility to provide a favourable price, which is at guests' own expense.

TEAGOC will provide traffic advisory, media consulting and



competition consulting service for free at hotels for media during the competition.

Hotels are available from five days before opening ceremony to three days after closing ceremony.

Note: Refer to Hotel Information Form for the equipment condition of the hotel.

### 3.2.6 Hotel for Sponsor

Sheraton Tian Jin Hotel is a five-star hotel designated as the hotel for sponsors.

### 3.3 Customer Group

#### 3.3.1 Headquarters Hotel

President, Honorary president, Vice President, Secretary General, President of R&S Committee of EAGA and President of MC Committee of EAGA;

Members of EAGA Council, Members of R&S Committee of EAGA and Members of MC Committee of EAGA;

President and Secretary General of NOCs;

President, Vice President, Secretary General and Executive Members of IOC;

Members of East Asian zone of IOC;

President, vice President and Secretary General of OCA;

President and Secretary General of AF;

Entourage of above guests list they accompany;

Guests invited by NOCs;

#### 3.3.2 Delegation Headquarters Hotel

Chefs de Mission of NOCs;

Deputy Chefs de Mission of NOCs;

HQ Members of NOCs;

A part of Athletes.

#### 3.3.3 Hotel for Technical Officials



Technical Delegates of AF;  
Technical Officials;  
Members of Arbitration Committee.

#### 3.3.4 Hotel for Athletes

Team Leaders, Coaches, Team Medical, Athletes and Extra Team Official of each sports event of each Delegations.

#### 3.3.5 Hotel for Media

Reporter, Special Reporter, Photographer, Special Photographer, Rights Holder Broadcaster, Main broadcaster.

#### 3.3.6 Hotel for Sponsor

Partner, Sponsor and Supplier.

### 3.4 Hotel Application Procedure

#### 3.4.1 Headquarters Hotel at their own expense

TEAGOC will issue Hotel Application Form for Media and the ultimate favorable price of the hotel through NOCs six months before the Games.

NOCs will send the complete Hotel Application Form for Media to Public Relations Department of TEAGOC and pay 50 percent of the room charge four months before the Games.

Public Relations Department of TEAGOC will issue Hotel Confirmation Form for Media to NOCs one month before the Games.

#### 3.4.2 Delegation Headquarters Hotel, Hotel for Technical Officials and Hotel for Athletes

TEAGOC will issue Application Form for Hotel Room Distribution to NOCs six months before the Games.

NOCs will send the complete Application Form for Hotel Room Distribution to Public Relations Department of TEAGOC four months before the Games.

Public Relations Department of TEAGOC will issue Confirmation Form for Hotel Room Distribution to NOCs one month before the Games.

#### 3.4.2 Hotel for Media

TEAGOC will issue Hotel Application Form for Media and the ultimate



favorable price of the hotel through NOCs six months before the Games.

NOCs will send the complete Hotel Application Form for Media to Public Relations Department of TEAGOC and pay 50 percent of the room charge four months before the Games.

Public Relations Department of TEAGOC will issue Hotel Confirmation Form for Media to NOCs one month before the Games.

### 3.5 Check In and Check Out Procedure

Check in procedure:

Confirm the time for check in upon arrival and departure information of the guests. Information service stations will assist hotels to accomplish check in procedure, which include providing room cards, register guests' passport or other valid identification and bring the guests' luggage to hotel room timely.

Check out procedure:

Confirm the time for check out with the guests in advance and send designated personnel to pick up guests at hotel in advance. Assist the hotel to bring the luggage to the vehicle and accomplish the check out procedure (apart from the expense TEAGOC has covered, guests should cover all the other expense, including mini-bar consumption, telephone charge and Internet charge). The designated personnel will bring the guests to the designated airport and railway station for arrival and departure.

### 3.6 Information Service Station in the hotel

Information service stations are set in Headquarters Hotel, Delegation Headquarters Hotel, Hotels for Technical Officials, Hotels for Technical Officials, Hotels for Athletes, Hotels for Media and Hotels for Sponsor, which provide consulting service related to accommodation, catering, traffic and competition.

## 4. Catering

Catering services of the hotel for VIPs, delegations and technical officials are different. Catering schedule of the hotel for athletes is as follows:

### 4.1 Time:

Breakfast: 06:30-09:30

Lunch: 11:30-14:30

Supper: 18:30-21:30

### 4.2 Operating Mode:

According to the international sports events convention and EAGOC arrangements, guests should dine in designated hotels by showing their registration cards. Guests from different hotels for athletes should dine in their registering hotels.

Catering type: buffet

In case that the athletes should dine in the venue, the Competition Department should make a reservation with the catering group six hours in advance, and the hotels for athletes will deliver fast food. Midnight snacks and the refreshment must be reserved six hours in advance at their own expenses.

### 4.3 Menu

Chinese food, western food and Muslim food

For safety reference, no outside food or drink is allowed.

Reception Department of the 6th East Asian Games

Oct 8, 2012