



IFF Event Handbook

How to organise successful
Floorball Events

Logistics & Materials



3. Logistics & Materials

Accreditation

In order to control the movement of different groups in the venue, a suitable accreditation system is needed. The accreditation system defines the different groups participating in the event and sets the limits for the access of the groups.

The basic elements of a functional accreditation system are personal identification cards and clearly visible signs all over the venue marking the different access zones and routes for different groups.

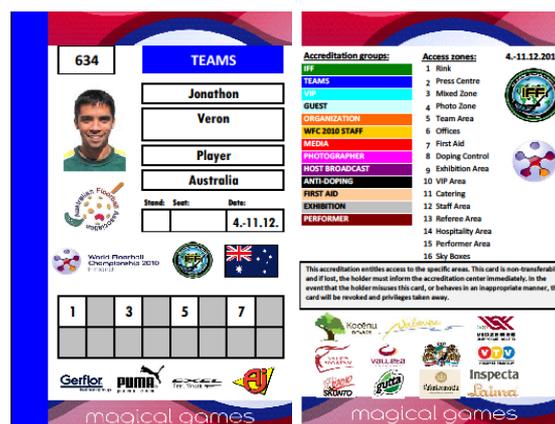
TASKS AND DUTIES

Planning phase

- The accreditation system is closely linked to the plan of how to use the different spaces in the venue. When planning what spaces are used for which purposes, the movement of the different groups shall be considered
- When planning the walking routes of different groups, the mixing of the routes of different groups shall be avoided as much as possible
- To start, the organiser should decide how many accreditation groups they will have and how many different access zones there will be
- Every person taking part in the event needs to belong to one accreditation group (defined by the colour of the accreditation card)
- One person can have access to several access zones depending on the task of the person (defined by access zone numbers marked to the accreditation card)
- The organiser shall make a basic plan of where each accreditation group shall have access, but in the final stage the access zones of every person can be evaluated individually and access to additional zones can be granted if needed

Before the event

- Communicate with IFF about the use of the IFF accreditation system
- Send the logos of the event, association and sponsors to IFF and, together with IFF, design the visual layout of the accreditation cards
- Decide the number of accreditation groups and access zones in co-operation with IFF
- Plan the walking routes and signs needed in the venue (remember that there must be a guard at every mixing point)



Front side of the ID-card

Back side of the ID-card

IFF ACCREDITATION PROGRAMME

- IFF provides access to and instructions on how to use the IFF Online Accreditation programme for all IFF Event organisers
 - Information and photo of every person taking part in the event is entered to the system which then generates the accreditation cards in a printable pdf format
 - IFF is responsible for entering the information of all teams, IFF officials, IFF staff & IFF VIPs, while the LOC looks after the accreditations for their own staff, media, VIPs and volunteers
 - LOC is responsible for producing all of the accreditation cards and providing neckbands
 - Manage the upload all the personal information for the accreditations to the system and produce the accreditation cards
 - Before the 1st Technical meeting, give to IFF the accreditation cards of teams, IFF officials, IFF staff & IFF VIPs.
 - To make it easier to distribute the cards, do NOT attach the neckbands. Give the cards and the neckbands out separately
 - The IFF Jury/Staff will distribute the team accreditation cards in conjunction with the ID check at the 1st technical meeting
 - Organise the distribution of the accreditation cards to your organisation and volunteers
- ### During the event
- For VIPs and guests arriving at the matches during the event, organise the distribution of their accreditation cards from the accreditation office at each venue
 - Be prepared to print more accreditation cards during the event for unannounced guests, damaged accreditations etc.

3. Logistics & Materials



Accreditation

Plan your own event!



Person responsible: _____

NEEDED RESOURCES

- One person to plan the accreditation groups and access zones, once the use of different spaces in the venue is decided
- One person to co-operate with IFF concerning the IFF accreditation programme layout and accreditation files
- One person to arrange the printing of the cards
- 1-3 persons to manage the upload of the personal information to the system for the accreditations
- 1-3 persons to organise and distribute the accreditation cards
- 1-2 persons to work in the accreditation office during the event

NEEDED EQUIPMENT

- Access info & instructions for the IFF Online Accreditation system
- One neckband for every accreditation card
- Computer in the accreditation office with access to the Online system & a colour printer
- Digital camera in the accreditation office to take pictures for accreditations produced on the spot
- Laminating machine + supplies
- Spare neckbands

TIMELINE

	Task	Deadline	Responsibility	Done
3-6 months	Recruit persons to plan and organise the accreditation process and co-operate with IFF Decide the layout of the accreditation cards, accreditation groups and access zones			
3 months	Evaluate how many accreditation cards are needed and agree about the printing with a printing house Recruit persons to work in the accreditation office during the event			
Before start	Prepare the accreditation files of LOC, media, volunteers, guests and VIP's Print all of the accreditation files Organise the printed accreditation cards so they are easy to distribute Distribute accreditation cards to different groups Brief security personnel and volunteers on how to 'read' the accreditation cards			

NOTES:

3. Logistics & Materials

Transportation

There are two main areas of transportation management for the event: personnel and materials. The responsibilities for these transports differs depending on the event.

According to the organiser contract, the IFF office provides materials which will require transport to, and sometimes from, the event. The organiser will also have responsibilities for the transportation of the teams and/or IFF officials.

TASKS AND DUTIES

Transportation of IFF Officials

Before the event

- Confirm the person who is responsible for the transportation before, during and after the event and advise the IFF office
- IFF will provide the organiser with a list of arrivals and departures of all IFF Officials, no later than one month before the event
- Test the transportation routes and time them in order to be able to plan the transportation schedule
- Make a transportation schedule according to the list of arrivals and departures and confirm the schedule to the IFF office at least two weeks before the event
- Having one extra vehicle for unexpected transportation needs is always recommended
- Be prepared for additional transportation for IFF VIPs

During the event

- Arrange the transportations between the hotel and the venues. The most preferable way is to have a continuous shuttle between the venue/s and IFF hotel, or a fixed schedule which is approved by IFF
- Make a schedule for the daily transportation and consult with the IFF Officials about the schedule
- Generally, the IFF Officials need to be in the venue anywhere between 30-90 minutes before each match

After the event

- Arrange the transportations from the hotel to the airport/harbour/train station according to the departure schedule provided by IFF



Things to note!

CO-OPERATION WITH IFF OFFICE

- It is important to co-operate with the IFF office on all issues related to transportation and logistics
- There will be a dedicated person at the IFF office to help with transportation issues
- Provide the contact information for the person responsible for transportation in the LOC to the IFF office as early as possible
- Start to arrange logistical issues early enough and pay attention to them in planning the event
- Make the final check early enough before the event, in co-operation with the IFF office
- There are no stupid questions concerning the logistics

TEAM TRANSPORTATION

- When the organiser is responsible for team transportation during the event, this responsibility starts two days prior to the event and stops the day after the last match of the teams
- Team transport includes arrival & departure transport from the arrival city to the hotel and daily transport between the hotel & venue/s according to the team's official schedule
- Ask at least three months in advance for the teams' transportation needs
- Preferably use a professional transportation company to plan the team transportations, or if possible use public transportation
- Try to avoid transporting more than one team at the same time on the same transport

3. Logistics & Materials

Transportation

Plan your own event!



Person responsible: _____

NEEDED RESOURCES

- One person in charge of planning the transportation
- 2 persons coordinating the drivers
- 5-6 drivers per day

These figures depend on the number of the matches, number of venues and types of transport used

NEEDED EQUIPMENT

- Cars and/or buses
- Mobile phones
- Transportation office in the venue/s
- Maps of the venue and hotel locations
- Navigators / GPS

TIMELINE

	Task	Deadline	Responsibility	Done
3 months	Recruit persons to be in charge of planning the transportation Recruit persons coordinating the drivers Recruit drivers			
4 weeks	Plan work shifts and educate the team Collect and prepare the equipment			
Before start	Final check lists in a briefing meeting with the team			

NOTES:

3. Logistics & Materials



Materials Transportation

The transportation of the IFF materials is a very important part of the logistics. Depending on the contract made by the IFF and the LOC before the tournament, the IFF will provide materials for the organiser, which may include flooring, rinks, goals and balls. Other items include IFF marketing material, such as the floor and rink stickers.

TASKS AND DUTIES

- Contact the IFF office at least 3 months before the event about the transportation of the materials
- Check the requirements of the local authorities for the transportation. Are there any customs declarations needed that the IFF has to take notice of before shipping the material?
- Make sure that you have all the needed equipment, for example the flooring machine, tapes for the floor and for the lines etc. If not, please inform the IFF office
- Make sure that there will be storage space available when the materials arrive in accordance with what has been commonly agreed
- Check with the venue whether there is a loading dock for lorries and that there are forklifts available (one roll of the floor weighs 158 kg and a full roll cage approximately 1000 kg)
- There has to be a person responsible for receiving the materials and report back to IFF in detail what has arrived
- Arrange enough personnel for unpacking and packing the materials. Since there has to be personnel working before and after the actual tournament days, this means also the security personnel
- Arrange a check of the material with IFF before the end of the event and make an inventory list of all the materials
- After the event, make sure that the transportation schedule is clear and that there are enough personnel to handle the loading of the materials. If the event ends during the weekend the trucking companies usually start loading the material on the next workday, so do not plan any loadings for Saturdays and Sundays
- All the extra IFF marketing materials shall be returned to the IFF

Things to note!

GENERAL

- It is important to co-operate with the IFF office on all issues related to transportation and logistics
- There shall always be someone who is responsible for the logistics of the event
- Start to arrange logistical issues early enough (3 months) and pay attention to it in the planning of the event

CO-OPERATION WITH IFF OFFICE

- Provide the contact information for the person responsible for transportation to the IFF office as early as possible
- Make the final check up early enough before the event in co-operation with the IFF office
- Information about the space needed for storing materials can be provided by the IFF office
- The IFF office will provide the instructions of how to handle the flooring before and after the event

PACKING OF MATERIALS

- Before the return loading of the IFF materials, the LOC must insure that all the materials, according to the original delivery packing list, are accounted for
- The transportation materials (i.e. rink carriages, floor pallets with iron bars, cardboard floor rolls and the black packing tape) has to be clean and dry
- The floor rolls shall be cleaned and then rolled with the playing surface outside (floor rolls shall be turned upside down before rolling)
- The floor rolls are to be sealed with the black packing tape

3. Logistics & Materials



Materials Transportation

Plan your own event!

Person responsible: _____

- NEEDED RESOURCES**
- One person in charge of planning the transportation
 - A team of 6-8 persons for laying the floor
 - One 'professional' to lead the floor laying
 - Personnel before and after the tournament to handle the unpacking and packing of the IFF materials

- NEEDED EQUIPMENT**
- Fork lift, (the floor cages are heavy... one cage weighs 1,000 kgs)
 - Tape machine for the floor
 - Tape for attaching the floor rolls together
 - Tape to make the lines
 - If possible, a machine to roll the floors after the event
 - The necessary equipment to place the floor stickers

TIMELINE				
	Task	Deadline	Responsibility	Done
3 months	Contact and co-operate with the IFF office Recruit persons in charge of planning the transportations Recruit persons for laying the floors Recruit persons to lead the floor laying			
2-4 weeks	Make the final check list of the materials with the IFF office Confirm the materials transportation schedule			
Before start	Educate the working group			

NOTES:

3. Logistics & Materials

Accommodation

A sufficient number of hotel rooms and other accommodation, at various price levels, must be available in each Host City in order to satisfy the demands of participating teams, IFF, sponsors and spectators. It is preferred to have the accommodation alternatives within 10km of the arenas.

TASKS AND DUTIES

Hotel and other accommodation

- Negotiate and make preliminary reservations with hotels and other accommodations for the expected need, at least 8-12 months before the event
- There must be three different price levels of accommodation for the teams:
 - 3+ star hotels
 - Basic level hotels
 - Youth hostels, motels and other solutions
- Ensure that all the hotels you are proposing to the teams are within a reasonable distance from the venues (IFF recommends 10kms, but it is for you to define the distance depending on the transport options)
- Set aside the hotel planned for IFF personnel, keeping in mind that they shall be kept apart from the teams. The standard is important, but so too is the location and services offered, such as meeting rooms, internet and meal options.
- In order to get payback revenue from the team hotels and accommodation providers, you need to try and secure a commitment to other services (such as meals and meeting room facilities) from the teams
- Inform the teams of the accommodation alternatives as early as possible, but no later than 8 months prior to major events and 4 months for smaller events
- Make sure that all teams have booked their accommodation well before the start of the event
- Put information about hotels for spectators onto the event web pages

Meetings rooms

- The IFF hotel needs to have meeting rooms sufficient for the daily referee meetings, possible Central Board meeting and the Technical meetings of the event
- If the event is the Adult World Championships there will also be a need of a meeting room accommodating 120 persons, for either the General Assembly or the Associations' Meeting which are held during these Championships.



Things to note!

GENERAL

- There will be demand for a variety of accommodation across the different target groups
- It is the organiser's responsibility to propose accommodation alternatives at various price levels to IFF officials, participating teams, associations and media
- It is important that hotels and other providers don't impose onerous terms and conditions during the event
- The hotel for IFF personnel shall be of at least 3 star+ standard and needs to be approved by IFF

COMMUNICATION

- It is very important to be in constant contact with the different parties concerning hotels and other accommodations

Meals

- Negotiate and arrange with the IFF hotel the possibility to get food in the evening, especially for after late matches
- It is also good to have food options for the participating teams (for example in the venues or at their hotel)

Accommodation

Plan your own event!



Person responsible: _____

NEEDED RESOURCES

- One person to negotiate with the hotels about accommodation offers for different groups
- One person to be in contact with teams and make sure they have reserved the accommodations
- One person to manage the IFF Official's accommodation and meeting space requests

NEEDED EQUIPMENT

TIMELINE

	Task	Deadline	Responsibility	Done
12 months	Negotiate and make preliminary reservations with hotels and other accommodations			
8 months	Inform the teams of the accommodation alternatives Confirm with the IFF about the hotel for IFF personnel			
Before start	Make sure that all teams have reserved accommodation			

NOTES:

3. Logistics & Materials

Catering

When arranging an event it is important to take care of the catering properly. Most of the people working for the tournament spend a whole day, or at least several hours, in the venues and they do not always have the possibility to go outside the venues to eat. The food should also be nutritious and suitable for athletes.



3. Logistics & Materials

TASKS AND DUTIES

Catering

- Negotiate with local caterers or the venue restaurant early enough before the tournament starts
- It is also possible to arrange catering provided directly by the organiser
- The larger the amount of meals to supply, the easier it is to negotiate a lower price for each meal
- The time schedule for the meals should be negotiated to be as flexible as possible
- Supply drinks for the volunteers and IFF personnel. The work can often be physical and it is important to provide adequate refreshments so that staff do not suffer dehydration
- Arrange a flexible schedule for lunches and dinners in the IFF hotel and at the venues
- The matches usually start early and end late and there should always be a possibility for the IFF personnel to have dinner late in the evening at the hotel
- Some teams do not want to have any catering provided by the organiser, but the option should nevertheless exist
- Note the schedules of the teams when planning the times for when each team is eating
- Set a deadline for the teams to advise if they will use the catering provided by the organiser and also the amount of meals needed each day
- When making the working list for the volunteers include the meal schedule as well, since that is the best way to inform the caterer about the amount of meals needed. You do not want the caterer to run out of food because of the lack of information given to them
- The payment of each meal can be arranged in many ways, for example a meal coupon system, individual cash payments, or a list of names of those allowed to receive meals. Whatever the system, all stakeholders have to be informed about the chosen system early enough before the tournament

Things to note!

GENERAL

- There should be a meal or food option for everyone who works in the tournament
- It is the organiser's responsibility to propose catering alternatives at various price levels to IFF officials, participating teams, associations and media
- It is important that caterers and other providers don't impose onerous terms and conditions during the event
- When arranging the catering note also the environmental issues and recycling, where possible

COMMUNICATION

- It is very important to be in constant contact with the different parties concerning catering.
- Good communication will ensure that you don't have the situation of either over-ordering which means wasted expenditure for the organiser, or under-ordering which creates problems with the teams or volunteers.

Catering

Plan your own event!



Person responsible: _____

NEEDED RESOURCES

- One person to negotiate the catering offers for different groups
- One person to be in contact with teams and IFF to make sure they have reserved the catering if needed

NEEDED EQUIPMENT

- An area within each venue reserved for catering

TIMELINE

	Task	Deadline	Responsibility	Done
12 months	Negotiate and make preliminary reservations with the caterers			
8 months	Inform the teams and the IFF office of the catering options			
Before start	Confirm with the teams and IFF about how many meals will be needed Confirm the amount of people who need meals with the caterer Prepare clear instructions for the teams and IFF about how the catering system will work Educate the team guides about the catering system			

NOTES:

3. Logistics & Materials

Flooring

In order to have the same look and feel to all the major IFF events, the same IFF flooring is used. The IFF flooring is provided by IFF's flooring sponsor, Gerflor, based on a partnership agreement.

IFF FLOORING

In all of the Final Round events, when the IFF flooring is used, the preparations must be done carefully to help maintain the look of the floor over the whole event.

The ideal surface to install the IFF flooring on is a flat and uniform wooden, concrete or synthetic floor. The IFF flooring is constructed from several floor rolls, which are installed on top of the venue floor and attached with tape to each other and/or to the venue floor, depending on the material.

It is vital that the surface where the rolls are laid out is clean and without any objects, since they will cause the floor to have 'bubbles'. If you will lay the flooring in an ice hockey hall, please read the "Installation on Ice cover" section (next page).

IFF will provide instructions on the transport and storage of the floor.

Gerflor has a guide for the installation and removal of the Gerflor Sports Floor which can be provided to organisers if required.



INSTALLATION TIME

- It is ideal to store the floor rolls for at least some days in the arena before the installation so the temperature of the floor rolls will be the same as the temperature inside the arena. This helps to lay a flat flooring.
- The floor rolls must be rolled open on the venue floor and left resting for at least 12 hours (24hrs is best) before the installation can start. If there is limited space, you can roll them out on top of each other.
- After the resting time, the actual installation will take 3-4 hours depending on the amount of persons and the experience of the persons installing the floor and marking the game lines.
- Make sure that you have all the equipment needed for the installation (taping machine, tape to attach the floor rolls, tape for the lines, cart to move the rolls, etc.) If not, please inform the IFF office well in advance.
- After the floor installation, time shall also be reserved to install the commercials to the floor and rink.
- Remember to clean the floor directly after the assembly, since there will be dirt and dust from the floor and also some glue from tapes might still be on the surface.
- When the tournament is finished, the commercials should first be taken off the floor and then the floor cleaned. The floor must then be rolled with the playing surface on the outside (ie. the floor roll must be turned upside down before rolling)
- The floor shall be cleaned after each match, or even during the intermissions. Fine dirt and dust make the floor slippery and dangerous for the players and it also damages the floor.

3. Logistics & Materials



Flooring

INSTALLATION ON ICE COVER

- When laying the floor over ice, the risk factors are humidity, loud game sounds, lack of ball bouncing and bumps on the surface
- If there is too much tension between the ice covering plates due to a compact installation, the ball does not bounce high enough on the surface and this affects the game
- The ice cover plates should be attached to each other closely and there should be as little height difference on the joining points as possible (otherwise the floor will look like a chess board when the floor is installed, which is especially problematic on TV)
- If there is not enough insulation, the temperature difference of the surface and the air in the hall will cause humidity to collect to the attachment line of each floor roll and the condensed water is very dangerous for the players, since water on the surface of the flooring is extremely slippery. If there is too much humidity in the flooring, you can't dry the playing surface.
- The ice cover plates shall always be tested with the floor and the test shall be done early enough so there is time to solve any issues that arise (preferably at least 4 months before the event).
- If no IFF flooring is available for testing, you can test it with any sports flooring when the arena has installed the ice covering plates.
- The test shall be done so that 1-2 floor rolls will be rolled open on top of the ice cover plates and left there to rest for at least 12 hours. After 12 hours it is possible to see if there is humidity in the floor surface and if the plate lines create bumps on the floor.



Things to note!

WAYS TO PREVENT CONDENSATION ON ICE

- Use ice cover plates which insulate the cold temperature of the ice as much as possible
- If the isolation of the plates is not enough, build an interval space between the ice cover plates and install veneer plywood on top of the interval space where the floor is then installed
- In the interval space, air can circulate between the ice cover plates and the floor and the temperature differences will even out the collection of the humidity
- The air circulation in the interval space can be strengthened by pumping air into the interval space with a hose
- Once the water has started to condensate on the floor, it is very hard to dry the floor. One way, however, is to use big fans on both ends of the field to circulate the air in between the matches, during intermissions and at night time.



3. Logistics & Materials