



PyeongChang 2018

NPC Chefs de Mission Dossier

January 2017



Published in January 2017, the NPC Chefs de Mission Dossier describes services and operations for NPCs before and during the PyeongChang 2018 Paralympic Winter Games.

Please note that this document has not been validated in its entirety by the International Paralympic Committee (IPC).

Although the information provided was correct at the time of publication, policies and procedure will evolve over the next year.

Further details will be provided in the NPC Chefs de Mission Manual, which will be published in January 2018.

This material shall not be duplicated or disclosed to third parties or the general public, whether in whole or part, without prior written consent from the PyeongChang Organizing Committee for the 2018 Olympic & Paralympic Winter Games.

Contents

1. INTRODUCTION	8
1.1 Key Dates for NPCs	9
1.2 NPC Services Department	12
1.3 NPC Relations Representatives	13
1.4 NPC Communications	13
1.5 NPC Chefs de Mission Seminar	13
1.6 NPC Visits	14
1.7 Support Grants.....	14
1.7.1 Overview	14
2. DELEGATION REGISTRATION	17
2.1 Accreditation and Sport Entries Overview	17
2.1.1 Timeline	17
2.1.2 Nine Basic Steps in the Accreditation and Sport Entries Process	18
2.2 Registration package.....	19
2.2.1 Documents to be Returned to POCOG	19
2.3 Submission of Accreditation Data.....	20
2.3.1 Photograph Requirements for PIACs	22
2.4 IPC Eligibility Forms.....	22
2.5 Verification of Submitted Data	23
2.6 Pre-Delegation Registration Meetings (Pre-DRMs).....	23
2.7 Production and Distribution of Pre-valid PIACs	24
2.7.1 Pre-valid PIAC as Visa	24
2.7.2 Procedures for Entering and Staying in the Republic of Korea with a PIAC	25
2.7.3 Lost or Damaged PIACs	25
2.7.4 PIAC Awareness among Immigration Authorities	25
2.8 Sport Entries Process	25
2.8.1 Online Sport Entries System	26
2.8.2 Sport Class and Eligibility	26
2.8.3 Final Submission and Deadline	27
2.9 Delegation Registration Meetings (DRMs)	27
2.9.1 Sport Entries	28
2.9.2 Accreditation.....	28
2.9.3 Village Allotment.....	28
2.9.4 Other Topics.....	28
2.10 PIAC Validation	29
2.11 Accreditation Policies.....	29
2.11.1 NPC Team Size Formula for Paralympic Winter Games	29
2.12 Zone Access Codes and Symbols	29
2.12.1 Venue Accreditation Zones	30
2.12.2 Competition Venue Codes	30
2.12.3 Non-Competition Venue Codes	30
2.13 Accreditation Categories and Access Entitlements.....	31
2.13.1 Accreditation for NPC Drivers	31
2.14 Accreditation Facilities.....	31
3. CUSTOMS AND INTERNATIONAL FREIGHT	34
3.1 Korean Customs	34
3.2 Customs Broker & Freight Forwarder	34
3.3 Customs Clearance at Port of Entry	35
3.4 PyeongChang 2018 Customs Procedure (Special Exemption Procedure).....	35
3.4.1 POCOG as Importer	36
3.4.2 Individual as Importer	36
3.4.3 Accompanied Freight	36
3.5 Import of Specific Goods.....	37
3.5.1 Food Products & Plants	37
3.5.2 Guide Dogs and Assistance Dogs	37
3.5.3 Medicine and Pharmaceutical Products	37
3.5.4 Para Biathlon Air Rifles and Ammunition	38
3.6 Customs Duties and Tax Rates	38
3.7 Customs Procedure for Individuals	39
3.7.1 Filling out Customs Declaration Form	39
3.7.2 Duty-Free Allowance for Travellers.....	39
3.7.3 Goods to Declare.....	40
4. FREIGHT DELIVERIES TO VENUES 42	
4.1 Transition and Delivery Period.....	42
4.1.1 Notifying POCOG Logistics of Inbound Freight	42
4.1.2 NPC Freight Delivery and Removal Dates for Paralympic Village	43
4.1.3 Freight Arrival at the Paralympic Village	43
4.2 Security Lockdown	43
4.2.1 Five Keys to the Gate	43
4.2.2 Vehicle Screening Locations.....	44
4.3 Deliveries between Paralympic Village and Venues	44
4.4 Removal of Freight.....	44
4.5 Division of Responsibilities for Freight between NPCs and POCOG	45
5. ARRIVALS.....	47
5.1 Arrivals and Departures Data.....	47

5.1.1 Arrivals and Departures Online Information System	47	6.4.11 Residential Zone Facilities	80
5.2 Arrivals in the Republic of Korea	47	6.5 Village Plaza	81
5.2.1 Arrival Documents	48	6.5.1 Village Café	81
5.3 Official Port of Entry	48	6.5.2 Retail Services	81
5.3.1 Charter and Corporate Flights	48	6.5.3 Team Welcome Ceremonies	83
5.4 Dates of Services	48	6.5.4 Media Centre	83
5.5 Arrivals at Incheon International Airport (ICN)	48	6.5.5 Protocol Office	83
5.5.1 Accreditation Validation Desks	49	6.6 Village Transport	84
5.5.2 Baggage Claim and Transfer of Accompanying Baggage	49	6.6.1 Village Transport Mall	84
5.5.3 Transport to the Village	50	6.6.2 NPC Parking	84
5.5.4 Delivery of Sport Equipment from the Airport to the Venues	50	6.6.3 T2 and T3 Parking	84
5.6 NPC Access to Baggage Claim Area	51	6.7 Other Village Information	84
5.7 Mishandled Baggage (Lost, Delayed or Damaged)	51	6.7.1 Village Accessibility Standard	84
5.7.1 At the Airport	51	6.7.2 Disability Awareness	84
5.8 First Time Arrivals at the Paralympic Village	51	6.7.3 Language Service	85
5.9 Arrival of NPC Presidents and Secretaries General and International Dignitaries	51	6.7.4 Non-Smoking Policy	85
6. PARALYMPIC VILLAGE	53	6.7.5 Food and Beverage Policy	85
6.1 Introduction	53	6.7.6 Alcohol Policy	85
6.1.1 Paralympic Village Timeline	53	6.7.7 Sexual Harassment Policy	86
6.2 Paralympic Village Pre-Opening	54	6.7.8 Law Enforcement Public Safety Services	86
6.2.1 Accommodation	54	6.7.9 Ambulance and Fire Services	86
6.2.2 Food Services	54	6.7.10 Evacuation Procedure Information	86
6.2.3 Transport Services	55	6.7.11 Lost and Found	86
6.2.4 Resident Services	55	6.7.12 Village Newspaper	86
6.2.5 Guest Pass Services	55	7. VENUES	88
6.2.6 Retail Services	55	7.1 Coastal Cluster Venues	88
6.3 Access to the Paralympic Village	56	7.1.1 Competition and Training Venues	88
6.3.1 Designated Entrances	56	7.1.2 Non-competition Venues	88
6.3.2 Paralympic Village Welcome Centre	56	7.2 Mountain Cluster Venues	90
6.3.3 NPC Guest Passes	57	7.2.1 Competition Venues	90
6.3.4 NPC Guest Passes for Dignitaries	58	7.2.2 Non-competition Venues	90
6.3.5 Media Guest Passes	58	8. SPORT	95
6.4 Residential Zone	59	8.1 Competition Venues	95
6.4.1 Housing	59	8.2 Competition Schedule	95
6.4.2 Bedroom Furnishings	60	8.3 Pre-Games Training at Competition Venues	95
6.4.3 Additional Team Officials (As) Housing	61	8.4 Games-time Training at Paralympic Venues	96
6.4.4 NPC Administrative, Medical and Storage/Workshop Spaces	62	8.4.1 Official Training	96
6.4.5 Property Inspection	67	8.4.2 General Training	96
6.4.6 Resident Services	68	8.5 Training after the End of Competition	97
6.4.7 Food Services	71	8.6 Food and Beverage Services at Competition and Training Venues	97
6.4.8 Paralympic Village Polyclinic	72	8.7 Internet	98
6.4.9 NPC Services Centre	74	8.8 Sport Publications	98
6.4.10 Chefs de Mission Meetings	79	8.9 Venue Language Services	99
		8.10 Rifles and Ammunition	99
		8.10.1 Rifles and Ammunition at the Alpensia Biathlon Centre	99
		8.11 Weather Information	100

8.11.1 Historical Weather Data.....	100	9.7.3 IPC Anti-Doping Rules	137
9. GAMES-TIME SERVICES.....	102	9.8 Technology	138
9.1 Transport	102	9.8.1 Television Services	138
9.1.1 Overview	102	9.8.2 Internet Access.....	139
9.1.2 Athletes and Team Officials' Transport (TA).....	104	9.8.3 Paralympic Telephone Network.....	139
9.1.3 NPC Dedicated Vehicles	109	9.8.4 Mobile Phone Services	140
9.1.4 T2 and T3 Services.....	111	9.8.5 Using Non-POCOG Mobile Phones.....	141
9.1.5 Rate Card Vehicles	115	9.8.6 INFO	141
9.1.6 Vehicle Access and/or Parking Permits (VAPP)	116	9.8.7 myINFO.....	142
9.2 Ticketing and Spectator Access.....	118	9.8.8 Olympic Data Feed (ODF).....	142
9.2.1 Ticketing Programme	118	9.8.9 Radio Frequency Spectrum Management.....	143
9.2.2 Ticketing Requests, Payments and Collection	118	9.8.10 Equipment Validation	144
9.3 Ceremonies	122	9.8.11 Reports of Radio Interference.....	144
9.3.1 Opening and Closing Ceremonies	122	9.8.12 Technology Support	144
9.3.2 Medallist Recognition and Victory Ceremonies	123	9.9 Rate Card.....	145
9.4 Press Services and Facilities	126	9.9.1 Overview	145
9.4.1 Press Accreditation	126	9.9.2 Timeline.....	145
9.4.2 Main Press Centre	127	9.9.3 Ordering Process	145
9.4.3 Venue Media Centres	129	9.9.4 Paralympic Village Allotment and Rate Card Orders.....	146
9.4.4 Mixed Zones.....	129	9.9.5 Combined NOC and NPC Orders	146
9.4.5 NPC Press Attachés	129	9.9.6 Loss and Damage Deposits.....	147
9.4.6 High-Demand Events Tickets for Press	130	9.9.7 Usage Deposits.....	147
9.4.7 Paralympic News Service (PNS)	130	9.9.8 Payments.....	147
9.5 Medical Services	131	9.9.9 Games-time Operations.....	148
9.5.1 Public Health Services	131	9.9.10 Verification of Returned Rate Card Items	148
9.5.2 Paralympic Family Medical Care	131	9.9.11 Refunds	149
9.5.3 Games-time Medical Services	131	9.10 Security	150
9.5.4 Medical Transport.....	133	9.10.1 Access Control to Competition and Non-Competition Venues	150
9.5.5 Paralympic Family Hospitals	133	9.10.2 Venue Security Perimeters.....	151
9.5.6 Access to Medical Services Outside of PyeongChang 2018 Venues.....	134	9.10.3 Transport and Security	151
9.5.7 NPC Health Care Personnel.....	134	9.10.4 Emergency Services.....	152
9.5.8 Importation of NPC Pharmaceuticals and Equipment.....	135	9.10.5 Restricted and Prohibited Items at Venues	152
9.6 Insurance	135	9.10.6 Security Communications	153
9.6.1 Liability Insurance	135	9.10.7 Security Workshop	153
9.6.2 Property Insurance.....	135	9.11 PyeongChang 2018 Marks Usage Guidelines	154
9.6.3 Private Health Insurance.....	135	9.11.1 Paralympic Brand Protection	154
9.6.4 Repatriation Insurance.....	135	9.11.2 Use of PyeongChang 2018 Marks	154
9.6.5 Malpractice Insurance	135	9.11.3 Clean Venue Obligations	155
9.6.6 Vehicle Insurance	136	9.11.4 Restrictions for Personal Sponsors	155
9.7 Doping Control.....	136	9.11.5 Team Uniforms.....	156
9.7.1 POCOG Doping Control Programme	137	9.11.6 Prohibited Items on Field of Play	157
9.7.2 Pre-Games Education.....	137	9.11.7 Victory Ceremonies and Press Interview Areas	157

9.11.8 Parading Athletes and Team Officials	157
9.11.9 Guidelines	157
9.11.10 NPC Sponsors	158
9.11.11 Paralympic Village	158
9.11.12 NPC Hospitality Houses	158
9.11.13 Give-away Items	159
9.11.14 Pin Badges	159
9.11.15 NPC Vehicles	159

10. SERVICES FOR NPC PRESIDENTS AND SECRETARIES GENERAL 161

10.1 Paralympic Family and NPC Hotels	161
10.2 Paralympic Information and Transport Desks	162
10.3 Medical Services	163
10.4 Arrival of NPC Presidents and Secretaries General	163
10.5 Transport Services	163
10.5.1 T2 – Shared Vehicles and Drivers	163
10.5.2 T3 Transport Service	165
10.5.3 Opening and Closing Ceremonies Transport	165
10.6 Paralympic Family Assistants	165
10.6.1 Activation of Paralympic Family Assistants	166
10.7 Paralympic Family Accreditation Centre	166
10.8 Opening and Closing Ceremonies Tickets	166

11. INTERNATIONAL DIGNITARY PROGRAMME 168

11.1 International Dignitaries	168
11.2 Visit Officers	169
11.3 Opening and Closing Ceremonies	169
11.4 Accommodation for Dignitaries	169
11.5 Transport	170
11.6 Arrivals and Departures	170
11.7 Dignitary Accreditation Request Forms	170
11.8 Accreditation Validation	170

12. DEPARTURE SERVICES 172

12.1 Pre-departure Procedures	172
12.2 Sport Equipment Removal from Venues	172
12.2.1 Para Biathlon Air Rifles and Ammunition	172
12.3 Transfers to the Airports	172
12.3.1 Off-Airport Check-in Process (OAP)	172

13. REFERENCE DOCUMENTS 173

1. Introduction

1. Introduction

Dear Chefs de Mission,

On behalf of the PyeongChang Organizing Committee for the 2018 Olympic and Paralympic Winter Games (POCOG), I am delighted to present the NPC Chefs de Mission Dossier for the PyeongChang 2018 Paralympic Winter Games.

Developed together with all POCOG functional areas, the dossier aims to provide Chefs de Mission with information on services and operations to assist in your delegation's preparations for the PyeongChang 2018 Paralympic Winter Games.

Please be assured that even though policies and procedures will evolve over the next year, NPC Services will keep you updated about new developments following the publication of the dossier. Further and final details about Games-time operations and services will also be sent to you in the NPC Chefs de Mission Manual in January 2018.

We encourage you to review the dossier in detail before visiting PyeongChang for the Chefs de Mission Seminar from 1-3 March 2017. We look forward to your feedback and to valuable discussions at the Seminar.

Meanwhile, please do not hesitate to contact your NPC Relations representative for any questions about the dossier or preparations for the Games.

We appreciate your continuous support and look forward to closely working together as we enter the final year of preparations for the PyeongChang 2018 Paralympic Winter Games.

Sincerely yours,



LEE Hee-beom
President and CEO
POCOG

1.1 Key Dates for NPCs

As of January 2017

Date	Activity	Topic
2016		
8-11 November	World Press Briefing in PyeongChang	Press Operations
18 November	NPCs send preliminary expression of interest to NPC Relations about placement of their hospitality space inside the PyeongChang Olympic Plaza or Gangneung Olympic Park	Hospitality House
18 November	NPCs to inform their NPC Relations representative of the number of own NPC Assistants they plan to bring	NPC Assistants
1 December	Portal available for viewing the Rate Card catalogue	Rate Card
1 December– 28 February 2017	NPCs submit intent to rent applications on Rate Card portal to order private office space in the Main Press Centre	Rate Card
9 December	First diplomatic briefing in Seoul	Diplomatic Briefing
2017		
1 January – 8 February	No NPC visits hosted due to the PyeongChang 2018 NOC Chefs de Mission Seminar	NPC Visits
6 January	Deadline to submit the Chefs de Mission Seminar registration form	Chefs de Mission Seminar
11 January	POCOG sends Press by Number forms together with Press by Number Accreditation Guide	Press Operations
15 January	Radio frequency spectrum normal application period begins	Radio Frequency Spectrum
1 February	NPC Rate Card normal order period begins	Rate Card
23 February – 8 March	No NPC visits hosted due to the PyeongChang 2018 NPC Chefs de Mission Seminar	NPC Visits
28 February	Deadline for NPCs to return Press by Number forms to POCOG and inform the press organisations within their territory of their accreditation allocations	Press Operations
28 February	Deadline for own NPC Assistants to apply online at vol.pyeongchang2018.com NPCs submit the names of registered own Assistants to NPC Relations representative	NPC Assistants
1-3 March	NPC Chefs de Mission Seminar in PyeongChang	Chefs de Mission Seminar
March	POCOG sends Ticket Sales Agreement (TSA) to NPCs	Ticketing
March	Ticket Sales Guide distributed to NPCs	Ticketing
March	Second diplomatic briefing in PyeongChang	Diplomatic Briefing

Date	Activity	Topic
30 June	Radio frequency spectrum normal application period ends	Radio Frequency Spectrum
June	Initial Ticket Request begins on the Paralympic Client Ticket Portal (P-CTP)	Ticketing
9 July	Delegation registration package sent to NPCs	Accreditation
16 July	Radio frequency spectrum late application period begins	Radio Frequency Spectrum
31 July	NPC Rate Card normal order period ends	Rate Card
August	Online Arrivals and Departures System (ADS) goes live	Arrivals and Departures
1 September	NPC Rate Card late order period begins	Rate Card
11 September	POCOG distributes the Press by Name accreditation application forms and associated Press Operations publications to NPCs that have returned their Press by Number forms	Press Operations
September	Launch of general public sales by ATRs in their countries and sales to the public in Korea	Ticketing
September	First payment of 50% of confirmed initial allocation	Ticketing
31 October	Last day for NPC visits to POCOG and Paralympic venues	NPC Visits
10 November	Deadline for NPCs to return completed Press by Name forms to POCOG	Press Operations
8 December	Deadline for NPCs to return accreditation applications to POCOG	Accreditation
31 December	NPC Rate Card late order period ends	Rate Card
2018		
1 January – 1 March	Rate Card cut-off period No new orders or cancellations	Rate Card
8 - 13 January	Pre-Delegation Registration Meetings (Pre-DRMs)	Pre-DRMs
9 January	Pre-valid Paralympic Identity and Accreditation Cards (PIACs) become effective as an entry visa into Korea	Accreditation
9 February	Deadline to submit all arrivals and departures data in the ADS	Arrivals and Departures
23 February	Deadline for sport entries submission (23 February 2018, 21:00 GMT = 24 February 2018, Korean time 06:00 GMT+9)	Sport Entries
28 February	PyeongChang Olympic Village closes at 12:00 noon and transition period begins at the Paralympic Village until 8:00 pm on 1 March Best time for NPCs to deliver freight to the Paralympic Village	Freight Deliveries
1 March	Delegation Registration Meetings begin at the Paralympic Village Welcome Centre (NPC delegates with DRM on this day do not have access to the Village until the pre-opening on March 2)	DRM
2 March	Paralympic Village pre-opening (8:00 am)	Paralympic Village
2 – 18 March	Games time on-site approval for spectrum application	Radio Frequency Spectrum

Date	Activity	Topic
2– 21 March	Rate Card Games-time order period in Paralympic Village	Rate Card
3 March	Paralympic Village opens (8:00 am)	Paralympic Village
7 – 8 March	Main Press Centre soft opening	Press Operations
8 March	Last day of Delegation Registration Meetings	DRM
9 – 19 March	Main Press Centre operational 24/7	Press Operations
9 March	Opening Ceremony of the PyeongChang 2018 Paralympic Winter Games	Opening Ceremony
18 March	Closing Ceremony of the PyeongChang 2018 Paralympic Winter Games	Closing Ceremony
21 March	Paralympic Village closes (12:00 noon)	Paralympic Village
31 May	Rate Card refunds processed	Rate Card

**Information is subject to change.*

1.2 NPC Services Department



As of January 2017, the NOC and NPC Services Department has a total of 18 full-time staff:

Mr. HWANG Eric, director, NOC and NPC Services

Ms. CHUNG Jill, head, Services Planning

Mr. AHN Yonghyuk, manager, Services Planning

Mr. Sander ROOMER, manager, Services Planning

Ms. Lisa WITTER, manager, NOC/NPC Communications

Ms. LEE Jiyong, manager, NOC/NPC Communications

Ms. LEE Hyoyeon, manager, NOC/NPC Assistants Programme

Mr. YOU Youngjin, manager, NOC/NPC Assistants Programme

Ms. LEE Christina, manager, NOC/NPC Visits Coordination

Mr. PARK Jaejin, head, NPC Relations

Mr. SO Donghyok, manager, NPC Relations

Ms. PAEK Soomi, manager, NPC Relations

The team speaks the following languages: Korean, English, French, Japanese, Mandarin and Russian.

POCOG NPC Services' role is to:

- serve as the primary interface between POCOG and all NPCs;
- provide all NPCs with up-to-date and essential information, support and services to facilitate participation in the PyeongChang 2018 Paralympic Winter Games; and
- advocate on behalf of all NPCs, to ensure that all POCOG policies, procedures and service levels are developed with athlete and NPC needs at their core.

1.3 NPC Relations Representatives

Contact details for the NPC Relations representatives are listed below. Each NPC has been assigned a dedicated NPC Relations representative to assist their delegation.

NPC Relations Contacts	
SO Donghyok, NPC Relations manager Email: donghyok.so@pyeongchang2018.com Telephone: +82-33-350-3462	PAEK Soomi, NPC Relations manager Email: soomi.paek@pyeongchang2018.com Telephone: +82-33-350-3469

1.4 NPC Communications

POCOG provides regular communication to NPCs through quarterly newsletters and emails. POCOG also uses the PyeongChang 2018 Extranet to share key information, publications, forms and key dates with NPCs. Although the PyeongChang 2018 Extranet will contain the very latest information, please be assured that all updates will first be communicated directly to the NPC's primary contact to make sure that no information is missed. NPCs that have not yet registered are encouraged to do so at extranet.pyeongchang2018.com.

At Games time, communications will be sent to NPCs via email, using the email addresses confirmed during the DRM, and then made available on the PyeongChang 2018 Extranet.

1.5 NPC Chefs de Mission Seminar

POCOG is delighted to host NPCs at the PyeongChang 2018 NPC Chefs de Mission Seminar, which will take place from 1-3 March 2017. The Seminar will be hosted at the Alpensia Convention Centre in PyeongChang and will include the three main elements:

- plenary sessions with presentations by POCOG functional areas on services and operations;
- venue tours of the Paralympic Village and venues; and
- one-on-one meetings with dedicated NPC Relations representatives.

NPCs are responsible for bearing the costs of their flights to PyeongChang and accommodation during the Seminar.

For any questions relating to the Seminar, please contact npc.cdmseminar@pyeongchang2018.com.

1.6 NPC Visits

POCOG welcomes and encourages NPCs to visit the host city and venues before the Games to familiarise themselves with the environment, and operations and services of POCOG.

No NPC visits will be hosted from 1 January to 8 February 2017 and from 23 February to 8 March 2017 due to the PyeongChang 2018 Chefs de Mission Seminars being held during these periods. NPC Services will continue hosting visits from 9 March to 31 October 2017.

NPCs should notify their NPC Relations representative at least six weeks in advance of their visit in order to accommodate requests and make necessary preparations. NPCs can access the visit guidelines and questionnaires on the PyeongChang 2018 Extranet at extranet.pyeongchang2018.com.

1.7 Support Grants

1.7.1 Overview

- PyeongChang 2018 will provide support grants to participating NPCs for all their eligible athletes and team officials according to the program criteria.
- The grant is a contribution to cover expenses of NPCs sending athletes and team officials to the PyeongChang 2018 Paralympic Winter Games, and it is not a reimbursement of full travel costs or any transit costs.
- NPCs may use the support grants to offset any costs of their participation in the Paralympic Winter Games.
- Support grants will be calculated and paid to NPCs in Korean Won (KRW).
- Each NPC can choose to receive support grants in cash or airline tickets or a combination of both

Eligible Categories

- Athletes (Aa)
- Athlete competition partners (Ab)
- Chefs de Mission and Deputy Chefs de Mission (Ac)
- Chief Team Physician (Am)
- Number of accredited regular NPC team officials (Ao) calculated based on the IPC's NPC Team Size Formula

Non-eligible Categories

- Additional Team Officials (As)
- Paralympic Attachés (Ac)
- NPC Presidents and Secretaries General (if they have a dual role as Chef de Mission, they are eligible in the Chef de Mission category)
- Any athlete or NPC team official disqualified for doping, or removed from the Games for disciplinary reasons
- Any athlete not able to compete for classification reasons

- Any athlete, athlete competition partner or NPC team official registered at the Delegation Registration Meeting (DRM) who has not activated their accreditation
- Replacement for injured athletes, once the athlete has already travelled to Korea and validated their accreditation
- Any NPC suspended by the IPC at Games time
- The Korea Paralympic Committee

Further information on support grants will be available during the Chefs de Mission Seminar

2. Delegation Registration

2. Delegation Registration

2.1 Accreditation and Sport Entries Overview

Accreditation is the process of identifying individuals and their roles at the Paralympic Games while ensuring that they are granted appropriate access to fulfill their roles. Accreditation also ensures that all Games participants are granted entry to the Republic of Korea for the Games.

Sport Entries constitutes a key part of the registration process for athletes, and the number of athletes in a delegation determines the number of team officials' accreditations that each delegation is entitled to across all NPC categories.

It is the NPC's responsibility to appropriately register athletes, team officials, dignitaries and press from its territory, in compliance with the IPC Handbook and according to a defined role detailed in the IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications*, available on IPC's website. The IPC will publish the updated version applicable for the PyeongChang 2018 Paralympic Winter Games in February 2017.

This chapter focuses on registration of NPC delegations including athletes and team officials. For more information regarding dignitary and press accreditation, see the International Dignitary Programme section 11.7 and Press Services and Facilities section 9.4.1.

2.1.1 Timeline

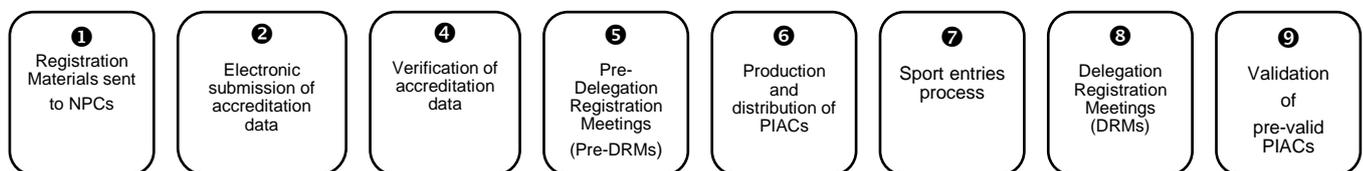
Date	Activity
9 July 2017	POCOG sends the delegation registration package (including accreditation and sport entries manual, other forms, etc.) by email to NPCs.
9 August 2017	Deadline for NPCs to complete and return signed organisational consent forms by email to POCOG. Deadline for NPCs to complete and return user account application forms for access to the eAccreditation system (eACR) to POCOG.
14 August 2017	eACR opens for athlete, team official and dignitary (Aa, Ab, Ac, Am, Ao, As, NPC, NPC**) application submission.
November 2017	Deadline for NPCs to return by email completed Dignitary Accreditation Request Forms (DARFs) to POCOG Accreditation.
8 December 2017	Deadline for NPCs to submit all athlete, team official and dignitary (Aa, Ab, Ac, Am, Ao, As, NPC, NPC**) accreditation applications to POCOG Accreditation through eACR.
8-13 January 2018	Pre-Delegation Registration Meetings (Pre-DRMs).
15 January 2018	Online Sport Entries System (ePEQ) goes live.
January 2018	POCOG Accreditation produces and distributes via courier mail the pre-valid Paralympic Identity and Accreditation Cards (PIAC) to NPCs.

Date	Activity
8 January 2018	Deadline for IFs to provide POCOG with the Classification Master List. NPCs to ensure that all their athletes are classified and their updated class is included on the relevant IF's Classification Master List, consistent with the IPC zero classification policy. This will ensure that the ePEQ is up to date and allows NPCs to enter their athletes into the correct events.
9 January 2018	Pre-valid PIACs valid as an entry document for the Republic of Korea.
23 February 2018	Deadline for NPCs to submit sport entries to POCOG through ePEQ. (23 February 2018, 21:00 GMT = 24 February 2018, 06:00 Korean time, GMT +9). NPCs to submit sport entries information and IPC Eligibility Forms to POCOG.
1 March 2018	Delegation Registration Meetings (DRMs) start at the Paralympic Village Welcome Centre.
March 2018	Pre-valid PIAC validation is possible at the Incheon International Airport (ICN) and other accreditation facilities. Only after validation does the pre-valid PIAC become the Paralympic Identity and Accreditation Card (PIAC) and provide access to all Paralympic venues. Athletes and team officials will only be able to validate pre-valid PIACs after completion of their NPC's DRM.

2.1.2 Nine Basic Steps in the Accreditation and Sport Entries

Process

1. Registration materials sent to NPCs by email
2. Electronic submission of accreditation data
3. Submission of signed IPC Eligibility Forms
4. Verification of accreditation data
5. Pre-Delegation Registration Meetings (Pre-DRMs)
6. Production and distribution of PIACs
7. Sport entries process
8. Delegation Registration Meetings (DRMs)
9. Validation of pre-valid PIACs



3 Submission of IPC Eligibility Form Period

2.2 Registration package

In July 2017, POCOG will email NPCs the delegation registration package, which includes the following documents:

- Accreditation and Sport Entries Manual for NPCs;
- bulk upload template in Excel (categories Aa, Ab, Ac, Am, Ao, As, NPC, NPC**);
- IPC Eligibility Forms;
- dignitary accreditation request forms (DARFs);
- organisational consent form;
- user account application form; and
- other information and forms.

2.2.1 Documents to be Returned to POCOG

The following two forms need be returned to POCOG before NPCs are granted access to the eAccreditation system (eACR).

Organisational Consent Form

The organisational consent form provides POCOG with the authorisation to accept personal information from each NPC and share this information with the relevant Korean government authorities and, if required, other organisations as stated on the form. This information will be used for the purpose of immigration and a screening process. It is the responsibility of each NPC to inform and seek consent from each individual member of its delegation. The organisational consent form must be signed by either the NPC President, Secretary General or Chef de Mission.

Access to the eACR will not be granted until the organisational consent form has been returned to POCOG at npc.accreditation@pyeongchang2018.com.

User Account Application Form

NPCs will be able to nominate members of their staff to access one or both systems (eACR and/or ePEQ) with the user account application form. Users with access to both systems will have a single username and password to access both.

In order to be granted access to the two systems, an NPC must return the organisational consent form and the user account application form to POCOG at npc.accreditation@pyeongchang2018.com. Once these have been received and processed, the NPC will be granted access to the eACR system and can begin registering members of its delegation.

2.3 Submission of Accreditation Data

NPCs will have access to the eAccreditation system (eACR) from 9 August 2017.

Applications for accreditation must be received by POCOG no later than 8 December 2017 in order for NPCs to receive pre-valid PIACs before their delegations depart for the Games.

NPCs are strongly encouraged to complete application forms for all potential participating athletes and team officials (the “long list”) including NPC own drivers. This complete list will minimise last minute changes.

Data can be submitted through the eACR and POCOG Accreditation will also provide NPCs with a bulk upload template that can be used to import applicant data from existing databases.

The collected data will be used for the Games accreditation process and administrative purposes.

The data fields below are for accreditation applications for the PyeongChang 2018 Paralympic Winter Games:

Data Fields	
Names	
Family Name (Latin Script)	Local Family Name (in Korean)*
Given Name (Latin Script)	Local Given Name (in Korean)*
Personal Information	
Gender	Date of Birth (mm/dd/yyyy)
Nationality	
Identification Information	
Identification Document Type	Identification Document Number
Issuing Country	Date of Issue
Expiration Date	
Accreditation Information	
Responsible Organisation	Subcategory (e.g., Aa)
Function (e.g., Paralympic Athlete)	
Additional Data Field 1 (for all accreditation categories)	
Daily Wheelchair User	
Additional Data Fields 2 (Only for the following subcategories: Aa)	
Preferred Family Name	Preferred Given Name
Additional Data Field 3 (Only for the following subcategories: Aa, Ab, Ao, Am, As)	
Sport/Discipline	
Optional Data Fields	
Email Address	Cell Phone Number

* Fields mandatory for Korean nationals only. These fields must be completed in Hangeul (Korean alphabet).

2.3.1 Photograph Requirements for PIACs

An ID-format digital photograph for the Paralympic Identity & Accreditation Card (PIAC) should meet the following requirements:

- a color passport-sized photograph, not black and white or with filters (width-to-height ratio 4X5 cm);
- portrait orientation;
- no more than six months old;
- format in .jpg, .jpeg, .gif, .png or .bmp; and
- file size between 50 kb and 100 kb in order to upload to eACR.

Requirements for the Individual's Position in the Photograph

- The subject of the photograph should be facing forward, with eyes open and mouth closed. The face should be fully in focus with a neutral expression.
- There should be no more than one person in the photograph. The back of a chair or children's toys should not be visible.
- The background should be white or light coloured.
- The face should be lit evenly, with the face and eyes free from shadows. The photograph should be free from redden and dark spots.
- Individuals whose religious beliefs require the wearing of a headscarf in public may be shown in the photograph with a headscarf as long as this does not obstruct the face, and if the person is also shown wearing one in their passport photograph.
- Individuals who usually wear glasses may be shown wearing glasses in the photograph, as long as they do not have tinted lenses. The glasses should be clean and transparent (with no marks), and the eyes should be clearly visible. The frames of the glasses should not obstruct the eyes. There should also be no flash reflection. Athletes with a visual impairment will be allowed to wear dark glasses.
- The photo on the PIAC may show bandages covering the eyes only if these are for medical reasons and if the person is also shown with a bandage in the photograph in his or her passport.
- The colour of the image may not be edited to improve its appearance.

2.4 IPC Eligibility Forms

As required by the IPC Handbook, all NPC delegates are required to complete and sign the IPC Eligibility Form, acknowledging their compliance with the IPC and International Federation (IF) rules regarding Games participation in order to be eligible to participate in the PyeongChang 2018 Paralympic Winter Games.

More information on the form can be found in the IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications*, available on IPC's website at www.paralympic.org.

2.5 Verification of Submitted Data

NPCs must submit accreditation applications by 8 December 2017. POCOG will review the submitted data with each NPC shortly thereafter.

Before producing and distributing the PIACs, POCOG will ask each NPC to participate in an accreditation data verification process. This is very important for the following reasons:

- POCOG Sport Entries will use athlete accreditation information and upload it to the online sport entries system (ePEQ). Inaccurate or incomplete data will prevent an athlete from being entered in the ePEQ.
- In cases where NPCs submit incomplete or incorrect accreditation data, POCOG Accreditation will not be able to print and distribute those pre-valid PIACs before NPCs travel to the Republic of Korea for the Games. In such cases, NPCs will be required to make their own visa arrangements for travel to the Republic of Korea.
- Accurate accreditation data will allow POCOG Accreditation to print the pre-valid PIACs with the correct access rights privileges for team officials, so that accreditation cards do not need to be reissued after the Delegation Registration Meeting (DRM).
- If the data needs to be modified after the PIAC has been printed, the pre-valid PIAC holder may be required to undergo a new screening process, which could delay the accreditation validation process.

2.6 Pre-Delegation Registration Meetings (Pre-DRMs)

The objective of the Pre-Delegation Registration Meetings (Pre-DRMs) is to prepare both POCOG and the NPCs for efficient DRMs by addressing as many issues as possible in advance. In particular, the Pre-DRMs help ensure that the pre-valid PIACs are printed with the correct data before they are sent to the NPCs.

During the Pre-DRMs, POCOG and NPCs will:

- verify the qualification status of athletes;
- run the Estimated Team Size calculator to estimate a preliminary team size;
- verify accreditation data submitted by each NPC;
- pre-assess venue access needs of individual team officials;
- assess the NPC's needs for additional team officials and their Village dining privileges;
- assess the NPC's needs for transferable accreditation;
- assess the NPC's needs for dignitary accreditations;
- confirm with the NPCs which eligibility forms are still outstanding;
- confirm category, function and access privileges of all registered participants;
- confirm the address to which pre-valid PIACs should be sent;
- schedule each NPC's DRM; and
- address other Games preparation details and issues.

POCOG will hold Pre-DRMs in person in PyeongChang or by conference call from 8-13 January 2018.

NPC Services will manage the Pre-DRMs and coordinate the participation of POCOG Sport Entries, Accreditation and Village.

Please note that NPCs are responsible for their own travel and accommodation expenses should they travel to attend the Pre-DRMs.

2.7 Production and Distribution of Pre-valid PIACs

Following data verification and the Pre-DRMs, POCOG will produce and send pre-valid PIACs to each NPC in January 2018. NPCs will be responsible for distributing pre-valid PIACs to delegation members before they travel to the Republic of Korea. NPC cooperation with this distribution is essential to facilitate the arrivals process and avoid delays due to the reissuing of PIACs after arrival.

POCOG will ensure that NPCs using pre-valid PIACs as entry visas, together with a valid passport, receive the pre-valid PIACs in a timely manner. Any pre-valid PIACs received by NPCs and not used for Games participation will be canceled and are to be returned to POCOG at the DRM.

2.7.1 Pre-valid PIAC as Visa

The pre-valid PIAC will serve as an official entry document for the Republic of Korea. No additional entry visa will be required. The pre-valid PIAC will be valid for multiple entries.

NPCs are reminded that the pre-valid PIACs will facilitate entry into the Republic of Korea only. NPC delegation members travelling via other countries on their way to the Republic of Korea may require an entry visa for that country. It is the responsibility of the NPC to secure such visas.

Together with a valid passport, the pre-valid PIAC or the PIAC (once validated) serves as a multiple-entry visa and work permit for the Republic of Korea. Individuals using their pre-valid PIAC as a travel document must carry a passport that is valid until at least 18 October 2018 and the details on their passport must match the information on their pre-valid PIAC.

The pre-valid PIAC is valid as an entry visa from 9 January (one month before the Opening Ceremony of the Olympic Winter Games) until 18 April 2018 (one month after the Closing Ceremony of the Paralympic Winter Games).

Pre-valid PIACs will be checked at immigration desks when an accredited person arrives in the Republic of Korea. A PIAC allows the individual to perform his/her Paralympic duties for the period of its validity.

Applications for accreditation should be submitted to POCOG Accreditation using the appropriate form by 8 December 2017. Individuals whose accreditation application data arrive after this deadline will not receive a pre-valid PIACs in advance and will need to follow the usual visa procedures for travel to the Republic of Korea.

2.7.2 Procedures for Entering and Staying in the Republic of Korea with a PIAC

Pre-valid PIACs are legal entry documents for the Republic of Korea and can be used, together with a valid passport, at any port of entry. Individuals not requiring an entry visa, may enter Korea with a valid passport and an Arrival Card; pre-valid PIAC is not required.

On entry to the Republic of Korea, individuals taking part in the Games and using a pre-valid PIAC as an entry document must present a passport which is valid until at least 18 October 2018, a pre-valid PIAC and an Arrival Card.

Before proceeding to passport control, each visitor must fill in an Arrival Card, which will be distributed on the airplane before arrival or directly at the port of entry into the Republic of Korea.

The Arrival Cards should be filled in using Korean or Latin script. Information provided on the card must correspond to passport data and should be written in legible block capital letters, without mistakes or corrections, in the spaces provided. An Arrival Card must be filled in for each international visitor, irrespective of age.

2.7.3 Lost or Damaged PIACs

If a PIAC is lost or damaged prior to arrival in the Republic of Korea, the NPC should inform POCOG Accreditation immediately. Lost or damaged PIACs will be cancelled in the accreditation system and will no longer be valid for entry into the country, even if the card is found at a later date. In this case, a new PIAC will not be issued or sent to the NPC and the holder must independently organise his/her Korean entry visa for Games time. A replacement PIAC will be issued at one of the accreditation centres.

POCOG Accreditation should also be informed, as soon as possible, if a PIAC is lost or damaged during the holder's stay in the Republic of Korea.

2.7.4 PIAC Awareness among Immigration Authorities

POCOG, in cooperation with the relevant Korean government authorities, will inform airline carriers and airport representatives around the world about the pre-valid PIAC and its importance for delegations travelling to the Republic of Korea for the PyeongChang 2018 Paralympic Winter Games.

2.8 Sport Entries Process

The role of Sport Entries is to provide a smooth and streamlined registration process for athletes qualified and selected to participate in the PyeongChang 2018 Paralympic Winter Games, ensuring that the eligibility criteria, as set by the IFs and the IPC, are strictly adhered to.

In accordance with the IPC Handbook, sport entries for the Paralympic Games are the responsibility of the NPCs using recommendations made by their respective National Federations (NFs), based on qualification systems defined by the International Federations (IFs) and approved by the International Paralympic Committee (IPC).

These detailed qualification systems are regularly updated and are available on the IPC extranet.

2.8.1 Online Sport Entries System

The submission of sport entries by NPCs for the PyeongChang 2018 Paralympic Winter Games will be via the online Sport Entries and Qualification System (ePEQ), which is available in English only. The ePEQ, which is part of the overall Paralympic Management System, is similar to the one used for the Sochi 2014 and Rio 2016 Games.

NPCs will be able to access the ePEQ from 15 January 2018 until 23 February 2018 at 21:00 GMT (24 February 2018, 06:00 Korean time, GMT +9) in order to enter their athletes into disciplines/events for which they are eligible and are duly qualified. Only athletes registered by NPCs in the eACR will be able to be entered in the ePEQ. POCOG will only accept sport entries that have been submitted electronically via the ePEQ.

Sport Entries system (ePEQ) will be open from:

15 January until 23 February 2018 at 21:00 GMT
(24 February 2018 at 06:00 Korean time, GMT+9)

A dedicated point of contact within the Sport Entries team will be assigned to each NPC to guide them through each step of the process and to provide assistance by telephone or email.

2.8.2 Sport Class and Eligibility

All athletes at the PyeongChang 2018 Paralympic Winter Games must comply with their respective sport's eligibility criteria, as stipulated in the PyeongChang 2018 Paralympic Winter Games Qualification Guide. This also applies to athletes submitted by their NPC using a Bipartite Commission application or as substitutes between the final entries deadline and the DRM (where applicable).

Each International Federation (IF) has defined the sport class status for athletes that are eligible to compete in the PyeongChang 2018 Paralympic Winter Games.

- For Para alpine skiing, Para biathlon, Para cross-country skiing, Para ice hockey and Para snowboard athletes with an international sport class and either a 'Confirmed' or a 'Review' sport class status with a fixed date after the 2017/2018 season (R2019 or later) are eligible for selection by their NPC.
- For wheelchair curling only athletes with a sport class status 'Confirmed' are eligible for selection by their NPC.

Athletes with a sport class status 'New', 'Review' or 'Review' with a fixed date before the 2018/2019 season are not eligible to be entered in any sport for the PyeongChang 2018 Paralympic Winter Games.

Athlete-specific classification data (sport class and sport class status) will be uploaded onto the Sport Entries System from the Classification Master Lists provided to POCOG by the respective IFs by 8 January 2018. Consistent with the IPC zero classification policy, NPCs should ensure that their athletes are classified before 8 January 2018. This will ensure that the ePEQ is up to date and allows NPCs to enter their athletes into the correct events.

NPCs should ensure that any changes in classification occurring after 8 January 2018 are reported to the IPC and POCOG Sport Entries immediately. Further information about classification for the PyeongChang 2018 Paralympic Winter Games will be available in the Classification Guide, which will be published in February 2017.

2.8.3 Final Submission and Deadline

Once the NPC has entered all data in the ePEQ, final confirmation must be provided before final submission. It is each NPC's responsibility to review its entries prior to the final entries submission and sufficient time should be allowed to review all data prior to submission to avoid any errors or omissions. Once an NPC has completed the submission, the ePEQ will change to read-only. NPCs will still be able to view their entries and print/export reports but will no longer be able to edit the entries.

All entries must be completed before:

21:00 GMT on 23 February 2018
(24 February 2018, 06:00 Korean time, GMT +9)

After this date, no further entries will be accepted. NPCs should submit their data as early as possible in order for the POCOG Sport Entries to check all data with the relevant IFs prior to the start of the DRMs.

2.9 Delegation Registration Meetings (DRMs)

It is mandatory for all NPCs to complete their DRM to be able to participate in the PyeongChang 2018 Paralympic Winter Games. The Chef de Mission or authorised designee must complete the DRM before any member of their delegation can validate their accreditation for access to the Paralympic Village and competition venues.

At the DRM, POCOG and NPC will agree on all names and entitlements of the qualified and entered athletes, and on the number, names and entitlements of team officials in line with the IPC Handbook and the IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications*. Based on the confirmed delegation size at the DRM, POCOG will determine the number of Paralympic Village beds and other services to each NPC.

DRMs are coordinated by NPC Services and will take place at the Welcome Centre of the Paralympic Village, beginning on 1 March 2018. DRMs can start as early as 08:00, and generally, no DRM will be scheduled to begin later than 20:00. All DRMs must be completed by 8 March 2018.

NPCs are strongly recommended to schedule and complete their DRM at least two days in advance of their delegation's arrival to allow enough time to complete the DRM and other administrative and logistical tasks before the arrival of the rest of their delegation.

After the DRM has been completed, delegation members will be able to validate their PIACs, which will provide access to the Paralympic Village and other official competition and non-competition venues as determined during the DRM. NPC delegates with a DRM on 1 March 2018 will have access only to the DRM offices at the Welcome Centre. They will not have access to the rest of the Paralympic Village until the pre-opening on 2 March 2018.

NPCs will have wireless internet access in their DRM room.

2.9.1 Sport Entries

Sport entries of eligible athletes to Paralympic Winter Games events will be verified by POCOG Sport Entries and the participating NPC.

2.9.2 Accreditation

Following the calculation of delegation size based on the IPC's NPC Team Size Formula (TSF), the POCOG Accreditation team will finalise a number of details including:

- number of team officials and their access and dining privileges assignments;
- transferable accreditation;
- dignitary accreditation; and
- allocation of Upgrade Cards.

2.9.3 Village Allotment

POCOG will confirm the allotment of NPC housing in the Paralympic Village, including the number of Village bed spaces, as well as the administrative, medical and storage spaces. POCOG will also confirm the date and time of the NPC's inspection of inventory. The Chef de Mission must provide the names of individuals authorised to sign all arrival and departure inspection of inventory documents on behalf of the delegation.

2.9.4 Other Topics

Several other topics will be addressed by NPC Relations during the DRM, including confirmation of other NPC entitlements, delegation arrivals and departures, ceremonies participation, and distribution of various materials.

At the DRM, the Chef de Mission or authorised designee will sign forms and finalise issues with POCOG on behalf of their delegation. It is therefore of vital importance that the Chef de Mission or authorised designee arrives at the DRM fully prepared with all of the information necessary to make key decisions such as:

- cancellation of accreditations where quotas have been exceeded;
- confirmation of venue access entitlements – 1, 3 and "all venue" access* (only venues for sports in which the NPC has athlete entries confirmed can be assigned);
- confirmation of Ao (team officials) transfers including dates of transfers and the names of the transferring individuals (a template for these transfers will be provided by POCOG);
- confirmation of As (Additional Team Officials); and
- finalisation of rosters for team sport entries.

* An explanation of accreditation categories, venue zones and access can be found in the IPC's *Accreditation at the Paralympic Games – Detailed Specifications*.

2.10 PIAC Validation

Upon arrival in the Republic of Korea, delegation members with pre-valid PIACs can have their cards validated at one of the accreditation facilities (see section 2.14), provided that their NPC's DRM has been completed, in order to gain access to the Paralympic Village and venues.

Chefs de Mission should inform delegation members that the passport indicated by the NPC on the accreditation application must be presented at an accreditation facility to complete the validation process.

2.11 Accreditation Policies

Accreditation policies at the PyeongChang 2018 Paralympic Winter Games are determined by the IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications* – in short often referred to as the IPC Accreditation Guide.

2.11.1 NPC Team Size Formula for Paralympic Winter Games

The IPC Team Size Formula (TSF) defines the number of NPC team officials that may accompany the athletes competing at the PyeongChang 2018 Paralympic Winter Games.

Additional Team Officials' Housing and Dining Privileges

- Additional Team Officials (As) beds can be purchased by the NPC during the accreditation registration process or at the DRM.
- Additional Team Officials (As) will be assigned beds within their NPC's core allotment in the Paralympic Village (where possible).
- Additional Team Officials (As) will have the Paralympic Village dining privilege included on their PIAC.

2.12 Zone Access Codes and Symbols

Venue codes and symbols printed on the front side of the card indicate access to competition and/or non-competition venues. A full description of the codes is available on the reverse side of the card.

The accreditation zones are secure and orderly areas reserved only for accredited persons who have access to the corresponding zones in which they perform their Games-time functions.

Venue zone access rights are printed on the accreditation card using colour and alphanumeric codes.

2.12.1 Venue Accreditation Zones

Access Codes	Accessible Areas
Competition Venues	
BLUE	Field of play, operational areas (back of house), general circulation areas (front of house)
RED	Operational areas (back of house), general circulation areas (front of house)
WHITE	General circulation areas (front of house)
2	Athlete preparation areas
4	Press areas
5	Broadcast areas
6	Paralympic Family areas
Paralympic Village	
R	Residential Zone of the Paralympic Village

The Paralympic Village symbol (PLV) automatically grants access to the Paralympic Village Plaza. Zone R also grants access to the Paralympic Village Plaza.

There is also a White Zone area at the competition venues where accredited persons may circulate. The accreditation zones in the competition venues listed in the above table grant access to the White Zone areas.

Zone access privileges are assigned to each accredited individual in accordance with the permanent but minimum requirements for his/her role and function.

Although included in the above list, some areas of a venue can be considered and managed as restricted areas (for example, the field of play and doping control stations). The PIAC itself does not grant access to these areas and supplementary access control may be required.

2.12.2 Competition Venue Codes

The following is the current list of venue codes. The list is subject to updates as some venues may be combined into clusters.

Code	Venue
GCC	Gangneung Curling Centre
GHC	Gangneung Hockey Centre
ABT	Alpensia Biathlon Centre
JAL	Jeongseon Alpine Centre

2.12.3 Non-Competition Venue Codes

Code	Venue
PLV	Paralympic Village (Village Plaza only)
IBC	International Broadcast Centre
MPC	Main Press Centre
PMP	Paralympic Medals Plaza
POS	PyeongChang Olympic Stadium
POP	PyeongChang Olympic Plaza
GOP	Gangneung Olympic Park
PFH	Paralympic Family Hotel

2.13 Accreditation Categories and Access Entitlements

Accreditation categories and entitlements at the PyeongChang 2018 Paralympic Winter Games can be found in the IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications*.

2.13.1 Accreditation for NPC Drivers

POCOG will provide accreditation for a limited number of NPC drivers to facilitate NPC operations at Games time. The number of driver accreditations will correspond to the total number of NPC dedicated vehicles plus the number of Rate Card Vehicle Access & Parking Permits (VAPPs) purchased by the NPC via Rate Card.

Accredited drivers will have access to parking and drop-off zones and venue perimeter areas only.

2.14 Accreditation Facilities

Accreditation centres and venue accreditation offices can be found at the following venues and offer the services described in the table below:

Venue	Client Group(s)	Accreditation Services
Incheon International Airport	All	Validation Desks PIAC validation General information
Paralympic Village	NPC Delegations	Accreditation Centre (full service) PIAC validation Card production Issue resolution Reissuing lost/stolen card(s)
Paralympic Family Hotel	Paralympic Family	Accreditation Centre (full service) PIAC validation Card production Issue resolution Reissuing lost/stolen card(s)
Uniform Distribution and Accreditation Centre	All	Accreditation Centre (full service) PIAC validation Card production Issue resolution Reissuing lost/stolen card(s)
Main Press Centre	Press	Accreditation Centre (full service) PIAC validation Card production Issue resolution Reissuing lost/stolen card(s)

International Broadcast Centre	Press and Broadcasters	Accreditation Centre (full service) PIAC validation Card production Issue resolution Reissuing lost/stolen card(s)
Gangneung Olympic Park	All	Accreditation Centre (full service) PIAC validation Card production Issue resolution Reissuing lost/stolen card(s)
PyeongChang Mountain Cluster (2): - Alpensia Biathlon Centre - Jeongseon Alpine Centre	All	Venue Accreditation Offices Day pass issue PIAC validation
Gangneung Coastal Cluster (2): - Gangneung Curling Centre - Gangneung Hockey Centre	All	Venue Accreditation Offices Day pass issue PIAC validation
PyeongChang Olympic Plaza	All	Venue Accreditation Office PIAC validation Day pass issue

The accreditation centre at the Paralympic Village Welcome Centre will serve as the primary location for accreditation services for NPC delegations.

3. Customs and International Freight

3. Customs and International Freight

3.1 Korean Customs

The Korea Customs Service (KCS) is responsible for clearance of all goods imported and exported to and from Korea and has 34 customs offices around the country including five main customs offices.

The electronic clearance system (UNI-PASS), administered by KCS, enables paperless handling of all customs procedures including import/export declarations and provides expedited customs services to NPCs participating in the PyeongChang 2018 Paralympic Winter Games.

To meet the needs of the Paralympic Family in the lead up to the Games and during Games time, the KCS customs clearance support team will be available for NPCs at the customs offices at the Incheon International Airport, Incheon Port and Busan Port to ensure smooth and fast customs clearance 24 hours a day.

For more information on import and export customs procedures and freight forwarding policies and procedures, refer to the *PyeongChang 2018 Customs and Freight Forwarding Guide*, which will be distributed to NPCs in February 2017.

3.2 Customs Broker & Freight Forwarder

NPCs will be responsible for arranging their freight shipments and customs clearance of goods for the Games. To avoid any unnecessary delays, a customs broker and freight forwarder should be selected as far in advance as possible. NPCs may use the services of a customs broker and freight forwarder of their choice. However, POCOG recommends Hanjin Transportation Co., Ltd. (www.hanjin.co.kr/English_html/index.jsp), its official freight forwarder and official customs broker, to provide efficient logistics and customs clearance services for NPCs and other Games-related organisations.

In the case where the NPC designates POCOG as the importer (taxpayer) on their import declaration, they must use POCOG's official customs broker. See the topic of POCOG as Importer later in this chapter, section 3.4.1.

NPCs' own freight forwarders or customs brokers are advised to contact POCOG Logistics at customs@pyeongchang2018.com for assistance on the customs clearance procedure.

Hanjin Transportation has staff available by telephone at +82-2-310-6538 from Monday to Friday 09:00 to 18:00 (Korean time, GMT +9) or e-mail at 2018pc@hanjin.co.kr. They are available to provide assistance and advice by phone and email free of charge to NPCs and their freight forwarders.

During the Games, Hanjin Transportation will have representatives at the Paralympic Village. They will have accredited staff and will work closely with POCOG Logistics to provide integrated customs clearance and delivery to venues of Games-related freight.

3.3 Customs Clearance at Port of Entry

Accompanied baggage and sports equipment are expected to be declared by filling out a customs declaration form when NPCs arrive at a passenger terminal at an international airport in Korea.

However, in the case of importing goods into Korea by air cargo, customs formalities should be performed at the cargo terminal.

Sea cargo is highly likely to be imported through the ports of Busan or Incheon. Although some formalities may be done in PyeongChang and Gangneung after bonded transport, it is recommended to complete freight import customs procedures at the arrival airport or seaport.

For details, please refer to the *PyeongChang 2018 Customs and Freight Forwarding Guide* section on freight customs information.

3.4 PyeongChang 2018 Customs Procedure (Special Exemption Procedure)

The Korea Customs Service (KCS) will set up dedicated clearance counters for Games-related goods including sports equipment at the Incheon International Airport and Incheon and Busan Ports before the commencement of the Games to ensure expedited customs clearance of NPCs' freight. This will allow fast and simple customs handling including preferred processing of import declarations.

The PyeongChang 2018 Customs Procedure's special exemption procedure is for both baggage and freight imported by NPCs into Korea.

Goods imported into Korea by the NPCs participating in the PyeongChang 2018 Paralympic Winter Games for the purpose of use in connection with the Games will be released through customs duty-free and tax-free if the purpose of their import is confirmed by POCOG to be legitimate.

These goods may include any articles imported by NPCs in connection with the Games such as sports equipment, training equipment, uniforms, food products, medicines and pharmaceutical products, medals, ornamental products, consumable sports goods and goods intended for hospitality houses (excluding alcoholic and tobacco products).

If NPCs wish to import goods in connection with the Games, POCOG needs to ascertain the purpose of such import and give notice thereof to the Korean customs authorities. Before goods have been shipped, the NPC's freight forwarder or customs brokers should send a written application form that identifies the Games clients (name, affiliation, etc.), provides details of the imported goods and states the purpose of their use after being imported, together with appropriate trade documents to POCOG Logistics at customs@pyeongchang2018.com. Find the application form in the *PyeongChang 2018 Customs and Freight Forwarding Guide*.

For import clearance of biathlon air rifles and electronic rifles, animals, plants, medicines and pharmaceutical products with import restrictions, approval or authorisation by the appropriate agencies in Korea is required. Refer to the *PyeongChang 2018 Customs and Freight Forwarding Guide* for the appropriate agencies.

3.4.1 POCOG as Importer

NPCs are encouraged to designate POCOG as the importer (taxpayer) to simplify the customs process. Even though NPCs may use any freight forwarder of their choice, NPCs must use Hanjin Transportation as their customs broker when designating POCOG as the importer. Hanjin Transportation will perform customs formalities on behalf of the NPCs at a cost. When filling out the consignee (importer) on the B/L and invoice, refer to the *PyeongChang 2018 Customs and Freight Forwarding Guide* for more information.

3.4.2 Individual as Importer

NPCs can also indicate an individual from the NPC as the importer when making an import declaration to Korean customs. However, a foreign individual will need a customs ID number or alien registration number (passport number if alien registration number is not available).

If an NPC does not designate POCOG as the importer (consignee), it will need to submit an application to POCOG in order for POCOG to issue and send a special exemption's confirmation note to the customs office before the NPC can receive customs clearance through the special exemption procedure.

The individual indicated as the consignee will also be responsible for post management of the duty-exempted goods according to the Korean Customs Act, which include:

- reporting the location of installation or use of goods as well as changes of locations to the customs authority;
- attaching designated signage to goods that indicates goods are subject to post-Games management; and
- prohibition of transfer, lease or undesignated use of goods for three years.

The Korean customs authorities will continuously monitor whether Games-related goods exempted from customs duties are used for their designated purposes.

3.4.3 Accompanied Freight

If an NPC delegate arrives in Korea with NPC accompanied freight in addition to his/her personal effects, the freight items will need to be declared at the airport. NPCs are recommended to notify POCOG Logistics in advance at customs@pyeongchang2018.com regarding accompanied freight for team purposes in order to expedite the customs declaration process.

3.5 Import of Specific Goods

3.5.1 Food Products & Plants

If the following goods subject to quarantine are imported into Korea, check whether they can pass through Korean customs in advance before their shipment:

- raw meat and processed meat products such as beef jerky, sausage, ham and cheese; and
- soil, fresh fruits, nuts and vegetables such as mangos, walnuts, mountain-cultivated ginseng, pine mushrooms, oranges and cherries.

If the above food products, plants or animals are brought into the Republic of Korea as accompanied baggage, they must pass through a Korean quarantine process and receive a certificate of quarantine.

Please refer to the *PyeongChang 2018 Customs and Freight Forwarding Guide* for more details.

3.5.2 Guide Dogs and Assistance Dogs

Guide and assistance dogs are allowed to enter the Republic of Korea without quarantine, provided they are accompanied by a veterinary health certificate issued by the government of the exporting country. In addition, the results of a rabies antibody test must be stated in the exporting country's veterinary health certificate (excluding countries where outbreaks of rabies are not observed).

Guide and assistance dogs will need to pass through a Korean quarantine process if they are not accompanied by a veterinary health certificate.

3.5.3 Medicine and Pharmaceutical Products

In general, medicine and pharmaceutical products must pass through a Korean quarantine process. However, NPCs will be cleared without going through a quarantine check if they present a POCOG-issued confirmation note at the airport quarantine checkpoint when asked.

In order for POCOG to issue a confirmation note, NPCs importing medicines and pharmaceutical products or medical equipment for team use at the Games will be required to submit a list of these items using a POCOG-provided template to POCOG Logistics at customs@pyeongchang2018.com in advance. POCOG will then review the list and send a confirmation note for these items to the NPC.

Without exception, medicines and pharmaceutical products at risk of misuse or abuse, designated as such by the Minister of Food and Drug Safety, require a doctor's prescription. See the list of medicines and pharmaceutical products at risk of misuse or abuse in the Reference section 13.17 at the end of the dossier.

3.5.4 Para Biathlon Air Rifles and Ammunition

Inter-country movement of firearms, swords and explosives is strictly limited. Korean law stringently limits import and export of these products to and from other countries. NPCs must, therefore, strictly follow the procedures set forth in Korean law upon import and export to and from Korea.

NPCs will be required to notify POCOG Biathlon at biathlon@pyeongchang2018.com of the precise details of the Para biathlon air rifles and ammunition in advance. POCOG, in cooperation with the Korea Nordic Ski Federation for the Disabled, will receive a temporary import permit of firearms in advance from the National Police Agency under Korean law. When imported, Para biathlon air rifles and ammunition are subject to separate custom procedures from other goods. Para biathlon air rifles and ammunition can be imported into Korea on condition that they are re-exported after the Games.

See 5.5.4 for processing of Para biathlon air rifles and ammunition upon arrival and 12.2.1 for the departures process.

3.6 Customs Duties and Tax Rates

If Games clients import goods for sale or for use/consumption in Korea that is not related to the PyeongChang 2018 Paralympic Winter Games, they must pay customs duties and taxes under the general import customs procedures.

In Korea, tariffs are imposed on imported goods under the Harmonized System of Tariff Classification (HS) with a ten-digit tariff code.

The country has an ad valorem tariff system whereby tariffs are levied on the basis of the customs value of imported goods.

A tariff of about 8 per cent is imposed on ordinary industrial products, and a higher tariff rate applies to agricultural, fishery and livestock products.

Value-added taxes normally imposed on goods imported into Korea amount to 10 per cent of the good's value inclusive of customs duties.

Some imported items such as unprocessed food products, books and magazines are exempted from value-added taxes.

Most excise tax rates range from 5 per cent to 20 per cent and are applicable to recreational machines, royal jelly, precious metal products, luxury bags, luxury watches, passenger cars, etc.

Liquor tax ranges from 5 per cent to 72 per cent depending on the type of liquor being imported. In the case of beer and distilled liquor, a liquor tax of 72 per cent and education tax of 30 per cent will be applied.

3.7 Customs Procedure for Individuals

Athletes and team officials are entitled to expedited customs processing at dedicated channels for Paralympic Family. For customs formalities in Korea applicable to travellers other than accredited Games clients, see the website of the Korea Customs Service (KCS) at www.customs.go.kr/kcshome/main/content/ContentView.do?contentId=CONTENT_ID_000001310&layoutMenuNo=21014.

3.7.1 Filling out Customs Declaration Form

All travellers entering Korea must submit a customs declaration form to a customs officer that specifies whether they have any declarable goods.

While athletes and team officials' accompanying baggage imported for use in connection with the Games qualifies for the special exemption procedure, airport customs staff may require individuals to fill out an additional customs declaration form at the airport for goods worth 600 USD or more. POCOG staff will help with the process, but in certain cases, the individual will be guided to use the official customs broker at a cost.

3.7.2 Duty-Free Allowance for Travellers

Korea has the following duty-free allowance for a traveller's personal effects. Athletes and team officials do not need to declare the following personal belongings, as they are within the scope of the duty-free allowance.

1. Traveller's personal effects up to a value of USD 600
2. One bottle of alcoholic beverage (up to 1 litre and no more than USD 400). However, minors (under the age of 19) are subject to restrictions regarding the duty-free allowances on liquor.
3. 200 cigarettes, 50 cigars or 250 grams of other tobacco products. However, minors (under the age of 19) are subject to restrictions regarding the duty-free allowances on tobacco.
4. Up to 60 ml of perfume
5. Goods that underwent customs' confirmation of re-exportation and are re-imported by the person concerned
6. Personal belongings, jewellery and professional goods that are imported directly or indirectly for personal use and subsequent re-exportation by a person temporarily entering Korea with approval from the customs authorities under the temporary admission procedure (for these items, voluntary declaration to Korean customs is needed).
7. Still and motion picture cameras, slide or film projectors and accessories, binoculars, portable tape recorders and compact disk players, portable radio receivers, mobile phones, mobile television sets, portable typewriters, portable personal computers and accessories, portable calculators, baby carriages and wheelchairs for persons with disabilities that are currently being used by non-residents and directly imported by them
8. Other goods usually recognised as personal effects or unaccompanied baggage of travellers given their nature, quantity, price and use

3.7.3 Goods to Declare

If athletes and team officials bring any of the following goods, they must make a voluntary declaration to Korean customs. In case an individual does not declare or falsely declares declarable goods or brings them in for any other person, the individual may be legally prosecuted under the Korean Customs Act or related statutes, required to pay the relevant taxes and an additional charge or face other disadvantages.

1. Goods acquired overseas of which the total acquisition value exceeds USD 600
2. Alcoholic beverages, tobacco or perfume in excess of the duty-free allowance per person (alcoholic beverages: one bottle up to one litre and no more than USD 400; tobacco: up to 200 cigarettes, 50 cigars, 250 g of other tobacco products; perfume: up to 60 ml)
3. Goods subject to preferential tariffs among goods originating in a country with which Korea has a free trade agreement (FTA)
4. Goods that are shipped or carried in for the purpose of being sold or used by companies
5. Goods imported at the request of any other person, deposited goods and temporarily imported/exported goods
6. Agricultural, forest, livestock and fishery products such as animals (including meat and leather), plants, fruits, vegetables and live aquatic products as well as other foods
7. Means of payment, such as any foreign currency or Korean won (KRW), of a value exceeding USD 10,000
8. Weaponry such as guns (including simulated guns), swords, crossbows, etc.; bullets; chemicals; poisonous or radioactive materials; and any goods detrimental to the safety of the society and citizens

4. Freight Deliveries to Venues

4. Freight Deliveries to Venues

4.1 Transition and Delivery Period

Venues that will be used for Paralympic operations will have a transition period during which they will be transformed from an Olympic venue into a Paralympic venue.

The transition period will begin immediately after the end of Olympic competition at select venues where both Olympic and Paralympic operations will take place. Due to the varying lengths of competition/operational schedules, the start of the transition period may differ from venue to venue.

POCOG is still evaluating whether the security level will be reduced during the transition period. If security levels are to be reduced, all deliveries must be logged on to the Venue Delivery Schedule (VDS), a localised delivery schedule managed by each Venue Logistics Manager, and all vehicles and occupants must have a load-in pass for venue access. If the Games-time security lockdown is maintained during the transition period, freight deliveries will be subject to normal Games time more delivery procedures, which will be more complex.

Freight that is delivered to the Paralympic Village or venues by Hanjin Transportation, POCOG's official logistics supplier, will be added to the Venue Delivery Schedule by Hanjin Transportation. Other freight forwarders must contact POCOG Logistics at least 48 hours in advance of the planned freight delivery in order to gain access to the venue.

A freight forwarder representative or NPC representative must be present when the freight arrives at the Paralympic Village or venues to witness the unloading of goods. Goods will not be able to be received at either the Paralympic Village or venues if a freight forwarder or NPC representative is not present.

4.1.1 Notifying POCOG Logistics of Inbound Freight

In order to ensure expedited and efficient delivery of Games-related shipments, POCOG Logistics requires advance notification of all inbound freight shipments in order to allocate adequate resources at the venue. Shippers or their freight forwarders will be required to submit an inbound freight notification form, which includes the date of shipment, bill of lading number or container number, to POCOG Logistics. POCOG Logistics will then send a receipt to the NPC or the freight forwarder. Based on information received regarding inbound freight, POCOG Logistics will schedule deliveries and inform the requesting party of delivery information, including time, date and on-venue contact details.

4.1.2 NPC Freight Delivery and Removal Dates for Paralympic Village

The Paralympic Village will have a very short transition period from 12:00 noon on 28 February to 8:00 am on 2 March 2018, the time between the closing of the PyeongChang Olympic Village until the pre-opening of the Paralympic Village.

POCOG recommends that NPCs begin to deliver their freight from 12:00 noon on 28 February 2018. POCOG Logistics will support the movement of NPC freight to their NPC storage in the Village.

NPCs are recommended to remove their freight from the Village from 21-23 March 2018.

4.1.3 Freight Arrival at the Paralympic Village

There is no space at the Village to unload freight from shipping containers. NPCs should inform their freight forwarders before shipping that the freight must arrive at the Village by truck.

In-Village Logistics Support

POCOG Logistics will transfer each NPC's freight from the Paralympic Village Material Transfer Area (MTA) to the NPC's allocated storage inside the Village free of charge. NPCs are responsible for transferring freight and equipment from their storage space to their office and residential areas in the Village.

4.2 Security Lockdown

4.2.1 Five Keys to the Gate

NPCs making deliveries to venues during the lockdown period will need to satisfy the following requirements, which are referred to as the "five keys to the gate."

	Five Keys to the Gate	Requirements
1	Accreditation	All delivery and service vehicle drivers/occupants must possess a valid and appropriate Paralympic Identity and Accreditation Card (PIAC) or a Day Pass.
2	Master Delivery Schedule (MDS)	The vehicle must be listed on the MDS, a centralised scheduling system managed by POCOG Logistics that controls the flow of delivery and service vehicles into the PyeongChang 2018 venues.
3	Screening and sealing	Each vehicle and its contents must be screened at a Remote Vehicle Screening Site (RVSS) and sealed in advance. A security screening certificate must be obtained to prove that screening was completed.
4	Vehicle Access and Parking Permit (VAPP)	All vehicles must display the correct VAPP in the front windscreen of the vehicle.
5	Vehicle Screening Area (VSA)	All vehicles entering the venues must pass through the VSA to screen vehicle seals and driver/passengers.

Any vehicle that does not satisfy all five keys to the gate will be prohibited from accessing the Paralympic Village or venues.

4.2.2 Vehicle Screening Locations

Before entering the venues during the lockdown period, vehicles will have their goods and materials screened by POCOG Security to ensure they are free from prohibited and hazardous items. Vehicle screening will take place in the following locations:

Screening Locations	Screening Process
Remote Vehicle Screening Site (RVSS)	RVSS facilities will be located in Yeosu (at the Main Distribution Centre), PyeongChang and Gangneung. Vehicles will be screened and sealed there before deliveries to the venues.
Vehicle Screening Areas (VSA) & Pedestrian Screening Areas (PSA)	Located next to venues and the Village, vehicles and passengers will undergo security screening to ensure they meet all five keys to the gate.
Material Transfer Areas (MTA)	Located next to the VSA in the Village, MTA is designed to screen goods and materials of one pallet size or less, in cases where the delivery vehicle has not met all five keys to the gate.

4.3 Deliveries between Paralympic Village and Venues

To assist NPCs with transfer of goods between the Paralympic Village and competition/training venues, POCOG Logistics will provide a free-of-charge service for the transfer of packages less than one pallet load from 2 March to 20 March 2018. Packages less than one pallet are considered small scale items such as boxes and sport equipment. The goods must be securely packed for transport.

NPCs can request assistance with other inter-venue transfers at the Logistics Desk in the NPC Services Centre. Information on shipments delivery such as pick-up, transit times and estimated times of arrival as well as availability of same day services will also be provided at the Logistics Desk. A service fee will be charged by Hanjin Transportation, the official logistics supplier, for freight exceeding one pallet load.

Due to safety concerns, it is likely that NPCs will not be permitted to travel in the same vehicle as their delivery, but will be able to follow in an NPC vehicle.

4.4 Removal of Freight

NPC freight should be removed from the Paralympic Village by 23 March 2018 during the load-out period. It is the responsibility of NPCs to prepare their freight for outbound shipment. This preparation includes, but is not limited to, consolidation, packing and palletising all freight into one location.

Alternate freight forwarders wishing to collect freight in the Paralympic Village must contact POCOG Logistics at least 48 hours in advance to be placed on the Venue Delivery Schedule and receive load-out passes.

Load-out dates and access requirements may vary for each competition venue and will be defined later.

4.5 Division of Responsibilities for Freight between NPCs and POCOG

NPC Responsibility	POCOG Responsibility
Freight insurance, customs clearance, any applicable taxes and duties	
Freight transport from the point of origin to the Paralympic Village / venues	
	Receive and unload the delivery vehicle at the Logistics compound in the Village or venue
	Transfer of freight from the Logistics compound to the NPC's allocated storage space at the Village
Transfer of freight from the NPC's allocated storage space at the Village to the NPC's office and residential areas	
	Storage of NPC freight, including shipping containers, at or near the Village (based on allocation)
Unpacking of NPC freight	
Transfer of NPC goods within the Village / venues*	
Village to venue transfer of freight that is larger than one pallet load through Logistics Service Desk in the Village**	Village to venue transfer of freight that is less than a pallet load.
Return freight transport from the Paralympic Village/venues to the point of origin	Transfer of freight from an NPC's allocated storage space in the Village to the Logistics compound for pick up by their freight forwarder

**POCOG Logistics may provide additional resources based on advance booking and availability; these resources are provided free of charge.*

***Hanjin Transportation will have bookable resources available on site; these resources are available on a user-pay basis.*

5. Arrivals

5. Arrivals

5.1 Arrivals and Departures Data

To ensure a high level of service when arriving at and departing from the Incheon International Airport (ICN), the official port of entry, each NPC will be required to provide complete and accurate arrivals and departures information to POCOG.

POCOG will transport athletes and team officials from the official port of entry to the Paralympic Village. To do this effectively, the POCOG Arrivals and Departures will require travel details for each arriving athlete and team official or group.

5.1.1 Arrivals and Departures Online Information System

POCOG will offer a web-based Arrivals and Departures System (ADS) to capture all the necessary information, including the number and size of baggage and any special requirements. The ADS will be available in English.

The ADS will go live in August 2017 and NPCs will need to submit all arrivals and departures data no later than 9 February 2018.

NPCs are responsible for updating their data in the ADS. Alternatively, NPCs may provide this data by emailing a POCOG-provided Microsoft Excel template to AND@pyeongchang2018.com. The template will be provided in July 2017 as part of the delegation registration information package.

POCOG recognises that some arrivals information may change prior to arrival. NPCs will be able to change their information via the ADS until 9 February 2018. Starting on 10 February 2018, NPCs should submit changes by email as soon as possible and no later than 48 hours before arrival at the official ports of entry. The sooner the updated information is provided, the more likely POCOG will be able to provide the appropriate level of service.

Changes at Games time can be submitted either via email or in person at the Arrivals and Departures Desk in the NPC Services Centre at the Paralympic Village.

5.2 Arrivals in the Republic of Korea

Paralympic Identity and Accreditation Cards (PIACs) are valid for multiple entries to the Republic of Korea between 9 January and 18 April 2018. NPCs may enter, stay and exit the territory of the Republic of Korea multiple times using all of the following documents:

- passport (must be valid until at least 18 October 2018);
- pre-valid PIACs and PIACs (a PIAC will grant the holder the right to enter only the territory of the Republic of Korea); and
- arrival documents (all arriving passengers who will enter the Republic of Korea are required to fill out the arrival documents).

5.2.1 Arrival Documents

Before entering the Republic of Korea, holders of PIACs must fill in the arrival documents that include a quarantine questionnaire, arrival card and customs declaration, which will be distributed on the airplane and also available at the airport. Non-Korean nationals are required to submit the arrival card to the border control officer when arriving at the airport.

The dedicated immigration and customs lanes will be available to Paralympic clients upon arrival at the airport to expedite their entry into the Republic of Korea.

5.3 Official Port of Entry

The Incheon International Airport (ICN) is the official ports of entry for the PyeongChang 2018 Paralympic Winter Games, and will provide a full range of arrival and departure services.

Official Port of Entry	Distance from Paralympic Village
Incheon International Airport	251 km

5.3.1 Charter and Corporate Flights

For scheduled charter and corporate flights to the Incheon International Airport, all private flight operators are encouraged to book airspace and airport slots for the Games period as early as possible, but no later than 9 February 2018. Private flight operators must obtain permission from the Ministry of Land, Infrastructure, and Transport.

5.4 Dates of Services

Arrivals and Departures services at the official ports of entry will officially begin for accredited clients on 28 February and run continuously until the Paralympic Village closes on 21 March 2018.

The Arrivals and Departures Desk at the NPC Services Centre in the Paralympic Village will provide services to NPCs starting from 2 March 2018.

5.5 Arrivals at Incheon International Airport (ICN)

The Incheon International Airport is the largest airport in the Republic of Korea and one of the largest and busiest airports in the world. The Incheon International Airport holds a record of being selected the Best Airport Worldwide in the Airport Service Quality Award by the Airports Council International for 11 consecutive years.

At Games time, the Incheon International Airport will have two passenger terminals, both serving domestic and international flights. Five POCOG Arrivals and Departures Information Desks will be set up at each terminal to provide information to Paralympic clients on transport to accommodations.

Upon arrival, POCOG staff will be readily available to assist clients with an impairment through the provision of a wheelchair, if necessary, and with the collection of baggage and transfer to the POCOG shuttle bus.

Athletes and team officials' arrival process from the Incheon International Airport is shown below:



5.5.1 Accreditation Validation Desks

Following the completion of their NPC's DRM, athletes and team officials in possession of a pre-valid PIAC can validate them at the Accreditation Validation Desks upon arrival at the Incheon International Airport. There will be two validation-only Accreditation Desks at each terminal (T1, T2). Athletes and team officials can validate their pre-valid PIAC before going through the immigration checkpoint.

Athletes and team officials who are not in possession of their pre-valid PIAC for validation or whose PIAC could not be validated at the airport will still be able to access the Paralympic transport system to reach the Paralympic Village, where they can proceed to the accreditation centre for further assistance.

5.5.2 Baggage Claim and Transfer of Accompanying Baggage

Upon arrival, it is the responsibility of the NPC delegation to claim their baggage, check that all baggage has been delivered, and that baggage is free of damage prior to leaving the baggage claim area.

Individual baggage carts will be available free of charge in the baggage claim areas of the airport. POCOG will also assign volunteers to the baggage claim area to help NPC delegations.

NPCs should consign Para alpine skiing, Para biathlon, Para cross-country skiing, Para ice hockey and Para snowboard sport equipment to be sent directly to the competition venues at the POCOG Logistics Desk, which is located in the centre of the Arrival Halls (1st floor) at each terminal.

The POCOG Logistics Desk will operate 24 hours a day from 25 January 2018 during the Olympic Winter Games period and continue throughout the Paralympic Games. When athletes and team officials consign their sport equipment at the POCOG Logistics Desk, POCOG Logistics will check the number and destinations of the sport equipment and provide a consignment receipt. The NPC representative will need to fill out a form providing contact information including their name, phone number and name of the NPC.

Athletes and team officials will need to bring their baggage to the POCOG shuttle bus, where it will be transported with them on the same bus. All the over-sized baggage and additional baggage will be transported by cargo trucks, which will travel with the POCOG shuttle bus.

5.5.3 Transport to the Village

Transport for NPCs will be provided from the Incheon International Airport directly to the Paralympic Village.

After athletes and team officials pick up their baggage, they will be directed to the POCOG load zone, which will be located outside of Gate 1. They will board a coach for the Paralympic Village. Wheelchair accessible coaches (6-15 wheelchair seats) will also be used to transport athletes and team officials.

Wheelchair accessible coach



5.5.4 Delivery of Sport Equipment from the Airport to the Venues

POCOG Logistics will deliver the sport equipment consigned at the airport POCOG Logistics Desk directly to the venues for the following sports disciplines: Para alpine skiing, Para biathlon (except air rifles and ammunition), Para cross-country skiing, Para ice hockey and Para snowboard. Para biathlon air rifles and ammunition will be transported separately from the airport to the biathlon storage unit at the Alpensia Biathlon Centre by POCOG Logistics.

5.6 NPC Access to Baggage Claim Area

NPCs can designate a maximum of five accredited persons to be granted access to the baggage claim areas at the Incheon International Airport to support the arrival process of their delegation. However, only two persons per NPC will be able to access the baggage claim area per terminal at the same time. NPCs will be asked to send the passport details of the persons they would like to designate to POCOG by 31 October 2017. Designated persons will later be issued a temporary access card to access the baggage claim area.

5.7 Mishandled Baggage (Lost, Delayed or Damaged)

5.7.1 At the Airport

Airlines are responsible for repairing, compensating, or returning mishandled (lost, delayed or damaged) baggage at the airport. For damaged baggage, athletes and team officials should report to the airline and make a claim for compensation by showing their damaged baggage. For lost or delayed baggage, NPC delegates must report to the Lost Baggage Report Centre within the baggage claim area.

Delayed baggage will be sent by airline carriers' delivery service from the airport to the owner's accommodation.

5.8 First Time Arrivals at the Paralympic Village

Upon arrival at the Welcome Centre in the Paralympic Village, athletes and team officials and their accompanying bags will first pass through security screening, then validate their PIACs (if they were not validated at the airport). After the accreditation check, athletes and team officials will be guided to walk to their residences. There will be no internal shuttle in the Paralympic Village, but golf carts and baggage carts will be available to help move any accompanying baggage.

5.9 Arrival of NPC Presidents and Secretaries General and International Dignitaries

See 10.4 for information on arrivals of NPC Presidents and Secretaries General and see 11.6 for information on arrivals and departures of international dignitaries.

6. Paralympic Village

6. Paralympic Village

6.1 Introduction

The PyeongChang 2018 Paralympic Village (PLV), is located in the mountain cluster, 2 km from the stadium for Opening and Closing Ceremonies and the Medals Plaza. The following table shows the distances between the Paralympic Village and competition venues:

Competition Venue	Distance from Paralympic Village
Alpensia Biathlon Centre	5 km
Gangneung Curling Centre	47 km
Gangneung Hockey Centre	47 km
Jeongseon Alpine Centre	27 km

The number of beds available to NPCs in the Village for their accredited athletes (Aa), athletes' competition partners (Ab) and Primary Team Officials (Ac, Am and Ao) is calculated based on the IPC's NPC Team Size Formula (TSF). In addition, the TSF determines the number of beds within the Village which NPCs may purchase for their Additional Team Officials (As).

Eligible athletes and team officials may stay in the Paralympic Village during the opening period from 8 am on 3 March 2018 until 12 pm (noon) on 21 March 2018. During the pre-opening period on 2 March 2018, access will be allowed only to a certain number of delegation members (see Paralympic Village Pre-Opening section 6.2).

6.1.1 Paralympic Village Timeline

Activity	Date and Time
Start of transition from Olympic to Paralympic Village	28 February 2018, 12:00 noon
Start of Delegation Registration Meetings (DRMs)	1 March 2018, 8:00 am
Paralympic Village pre-opening	2 March 2018, 8:00 am
Paralympic Village opening	3 March 2018, 8:00 am
Paralympic Village closing	21 March 2018, 12:00 noon

Village Zones and Access Control Points

To ensure the safety of resident athletes and team officials, the Korean police authorities together with POCOG staff and security screening contractor will control entry to the Paralympic Village through all secure perimeter access control points. Access will require appropriate accreditation, a security check of vehicles, people and personal items, and compliance with established policies. There will be additional accreditation check points between accreditation zones within the Village such as between the Residential Zone and the Village Plaza.

All Village access control points will be accessible for wheelchair users.

Paralympic Village Map

A map of the Paralympic Village can be found at 13.11 in the Reference section at the end of the dossier.

6.2 Paralympic Village Pre-Opening

To provide NPCs with additional time to set up their Village operations, POCOG will begin DRMs already on 1 March 2018 at 8:00 am, the day before the Village pre-opening. The DRMs will take place in the Paralympic Village Welcome Centre and the NPCs with the DRM on March 1 will not be able to access the Village beyond the Welcome Centre until the Village pre-opening on March 2. NPCs with DRM on March 1 will need to book their own accommodation outside of the Paralympic Village for the night of March 1.

POCOG strongly encourages NPCs to take advantage of the early DRMs and the pre-opening period, which begins at 8:00 am on 2 March 2018. Arriving early will give NPCs a head start on their Delegation Registration Meeting (DRM) and other administrative tasks prior to the arrival of their delegations. Starting on March 2 at 8:00 am, and after completion of their DRM, NPCs will have access to their allotted residences, office, and workshop and storage space in the Village so that they may begin their Games-time operations.

6.2.1 Accommodation

During the pre-opening period and after completing the DRM, up to ten eligible accredited team officials per NPC will have access to overnight housing in their NPC's allotment. Accommodation will be free of charge. Housekeeping services will be provided.

6.2.2 Food Services

During the pre-opening period, food services for NPC team officials will be provided in the Main Dining Hall.

Meal coupons may be purchased using cash (Korean Won) or Visa credit card at a designated location near the Main Dining Hall.

At the NPC Services Centre, only Chefs de Mission or finance proxy card holders may obtain meal coupons. Coupons purchased at the NPC Services Centre will be made on the NPC's finance account.

Main Dining – Pre-Opening Hours of Operation

Meal	Hours
Breakfast	07:00 - 10:00
Lunch	11:00 - 14:00
Dinner	17:00 - 20:00

6.2.3 Transport Services

Upon completion of the DRM, NPCs will have access to their dedicated and Rate Card vehicles. The athlete transportation system (TA) will not be available until the Village officially opens on 3 March 2018. Limited T3 services will be provided by reservation only, starting on 2 March. See 10.1.4 for more detailed information on T2 and T3 Services.

6.2.4 Resident Services

During pre-opening, NPCs will receive support from the Village Resident Centres. The operating hours will be from 08:00 to 23:00 with one location in operation 24 hours per day. Resident services will be accessible by telephone 24 hours a day. Please see Resident Services section 6.4.6 for a description of these services.

6.2.5 Guest Pass Services

NPCs must follow the regular guest pass procedure, which requires the submission of a request the day before the intended visit (see NPC Guest Passes section 6.3.3). Note that no guest passes will be issued for use on 2 March 2018. Following completion of an NPC's DRM, the earliest an NPC will be able to make a guest pass request is on 2 March for use on 3 March.

6.2.6 Retail Services

Limited retail services will be available from 09:00 – 17:00 during the pre-opening period. Anticipated services are:

- banking services;
- postal services;
- courier services; and
- general store.

6.3 Access to the Paralympic Village

6.3.1 Designated Entrances

The main Village access points for each client group are as follows:

Category	Designated Access Point
First-time arriving Village residents	<ul style="list-style-type: none"> First-time arriving Village residents should use the Village Welcome Centre at the south-east corner of the Village
Regular access for athletes and team officials	<ul style="list-style-type: none"> Athletes and team officials may enter the Village through any Village access point. Primary access is from NPC parking areas and the Transport Mall.
Paralympic Family, media and guests	<ul style="list-style-type: none"> Main Entry located at the southeast corner of the Village
Workforce	<ul style="list-style-type: none"> An assigned entrance will be available for Village workforce NPC Assistants are recommended to enter through the workforce entrance for check-in but may pass through any Village access point.
Material deliveries	<ul style="list-style-type: none"> An assigned entrance will be provided for material deliveries.

For the map of the Paralympic Village, see 13.11 in the Reference section at the end of the dossier.

6.3.2 Paralympic Village Welcome Centre

All athletes and team officials residing in the Paralympic Village must first arrive at the Welcome Centre, where their baggage will be screened.

The Delegation Registration Meetings (DRMs) will take place at the DRM Centre in the Paralympic Village Welcome Centre.

An accreditation centre will be located at the Village Welcome Centre.

6.3.3 NPC Guest Passes

Each NPC will receive a fixed daily quota of guest passes. Regular guest passes will be issued with the official opening of the Paralympic Village on 3 March until 21 March 2018. However, no passes will be distributed on Opening and Closing Ceremony days, on 9 March and 18 March 2018.

Guest Pass Quota

The IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications* defines the guest pass quota for the Paralympic Village based on the NPC delegation size at the PyeongChang 2018 Paralympic Winter Games. The quota determines the total number of guest passes each NPC is eligible for daily in the Paralympic Village.

For the day of their Team Welcome Ceremony, each NPC will be able to request up to 40 additional guest passes. To assist with the load-out process, NPCs will be able to request an additional 10 guest passes from 19 March, following the Closing Ceremony.

Guest Pass Requests

NPCs will be able to request guest passes online through a guest pass request website. To access this site, the Chefs de Mission will each receive a username and password. The website will allow NPCs to see their delegation's requests and optimise distribution according to their needs. The system will not allow users to exceed their allotted quota.

NPCs will be able to place their first guest pass request once their DRM has been completed but no sooner than 2 March for visits the following day. Users must submit a completed online request for each guest before 18:00 on the day prior to the visit.

Distribution and Use

Guest passes will be distributed between 08:45 and 20:30 at the Guest Pass Centre in the Village's Main Entry. NPC guests must leave a valid photo identification document in exchange for their guest pass and must return to the Guest Pass Centre before exiting the Village to retrieve their identification.

The following should be taken into account:

- Guest passes will be available for collection at the Village's Guest Pass Centre.
- Guests may not enter the Village before 09:00 and must leave by 21:00.
- Guest passes will be valid for multiple entries to the Village on the day of issue.
- No guest passes will be available on 9 March (Opening Ceremony) or 18 March 2018 (Closing Ceremony).
- Guest passes will not be transferable between persons
- Guest passes must be visible at all times during the visit.
- Guests under the age of 14 must be accompanied by an adult.
- Guest passes will provide access to the Village Plaza. Guest access to the Residential Zone will only be permitted if the guest pass features "R" access rights and the guest is escorted at all times by a properly accredited person from the requesting NPC.
- NPCs will be responsible for their guests' conduct while in the Village.

Same Day Guest Pass Requests

A guest pass request can be honoured for same day issue under the following conditions:

- Chef de Mission or proxy makes the request in-person at the Guest Pass Centre to the manager on duty.
- The NPC quota is not exceeded for that day.
- The guest already has an approved background check (e.g., PIAC or previous Guest Pass holder).
- Requests are processed in the order they are received.

For regulations on the use of media guest passes, see 6.3.5.

6.3.4 NPC Guest Passes for Dignitaries

Dignitaries accredited in the NPC category will be granted access to the Paralympic Village through their NPC within the NPC daily guest pass quota. No additional quota will be set for dignitaries. The Chef de Mission or designee is to request guest passes for dignitaries using the guest pass website, following the regular guest pass procedures. The number of entourage accompanying a dignitary on a Village tour shall not exceed seven persons.

No guest passes will be issued for the days of the Opening and Closing Ceremonies.

For NPCs that will request assistance, the protocol office will check availability of the service and notify NPCs. If the service is available, the NPC's visiting dignitaries and their entourage will be received by protocol staff at the Main Entry.

See 6.5.5 for information regarding the Paralympic Village protocol office.

6.3.5 Media Guest Passes

In accordance with IPC guidelines, POCOG will make available a combined total of 200 media guest passes for accredited press and rights-holding broadcasters per day for the Paralympic Village. Press and photographers with an E accreditation as well as rights-holding broadcasters (RT category) may apply for a media guest pass access to the Village Plaza for press conferences or interviews. Media guest passes will grant access to the Village Plaza only.

Media guest passes will be available on a first-come, first-served basis at the Paralympic Village.

Media access to the Village will be permitted only to those who have valid Paralympic media accreditation. Media will receive media guest passes in exchange for their PIAC at the Village Media Centre help desk between 08:45 and 20:30. All media must leave the Village before 21:00.

Media Access to the Residential Zone

Media access to the Residential Zone of the Paralympic Village will be strictly controlled and is only permitted during the Official Media Tour organised by the IPC. Media are required to register for this event at the Main Media Centre.

Entry by the media will also be subject to conditions set out in the IPC's policy on media access to the Residential Zone of the Paralympic Village. Violations of these rules may result in sanctions to both the NPC and the media representative or organisation.

6.4 Residential Zone

6.4.1 Housing

Paralympic Village

In the Paralympic Village, housing will be provided in newly constructed 15-storey high apartment buildings. Each building consists of two towers and each tower has an elevator with a capacity of 15 or 17 persons or about 3 wheelchair users at a time.

The apartment units will have either 3 or 4 bedrooms. The ratio of residents to bathroom will meet or exceed the IPC Paralympic Village guidelines of four residents per bathroom, and will have at least one bathroom for every three wheelchair users. Bedrooms will be allotted for either single or double occupancy. Chefs de Mission will receive single occupancy bedrooms. All single occupancy bedrooms will have a minimum area of 9 m² and double occupancy bedrooms will have a minimum area of 12 m². Wheelchair accessible rooms will have enough space to accommodate wheelchair circulation.

With the exception of tiled bathrooms and the entrance hallway, all flooring will be covered with linoleum.



Two different floor plans of 60 m² apartment units (3-4 bedrooms / 5 beds)
This unit type is not wheelchair-accessible.
(No entrance ramp or wheelchair-accessible bathroom.)



Two different floor plans of 75 m² apartment units (3-4 bedrooms / 5 beds)
2 wheelchair-accessible beds and 1 wheelchair-accessible bathroom in this unit type



Two different floor plans of 85 m² apartment units (4 bedrooms / 6 beds)
3 wheelchair-accessible beds and 1 wheelchair-accessible bathroom in this unit type

6.4.2 Bedroom Furnishings

Each apartment unit will have one drying rack and each bedroom will have one mirror for its residents. One meeting table with foldable chairs will also be provided for the multi-use space in each apartment unit. Blackout curtains will be installed for all bedroom windows.

All beds will have a kick-space between the floor and the bottom edge of the bed for wheelchair accessibility and closets are also designed to be wheelchair accessible. Handrails will be installed in the wheelchair-accessible bathrooms in locations not interfering with wheelchair circulation space.

Each resident will receive a key holder with one key for their bedroom and another key for their apartment unit.

Athletes and Team Officials' Bedrooms

Athletes and team officials' bedrooms will be furnished with the following:

Athletes and Team Officials' Bedroom Furnishings	Quantity per person
Bed with mattress (200 cm x 110 cm)	1
Bedside table with lockable drawers	1
Bedside lamp	1
Closet space	1
Clothes hangers	6
Waste basket	1

Chef de Mission’s Bedroom

Each delegation, regardless of its size, will be provided with a single occupancy bedroom within its housing allotment for the Chefs de Mission.

Each Chef de Mission bedroom will be furnished with the following:

Chef de Mission Bedroom Furnishings	Quantity per person
Bed with mattress (200 cm x 110 cm)	1
Bedside table with lockable drawers	1
Bedside lamp	1
Closet space	1
Clothes hangers	6
Waste basket	1
Office desk with lockable drawers	1
Office chair	1
Telephone with free Paralympic Network and international calls for a fee	1
Television with Paralympic feed (24 inch)	1
Small refrigerator (80 L)	1
Office stationery kit	1

6.4.3 Additional Team Officials (As) Housing

NPCs can purchase accommodation for Additional Team Officials (As) in the Paralympic Village. The officials will require a valid PIAC to stay in this housing.

Additional Team Officials will be assigned beds within their NPC’s core allotment in the Paralympic Village. The number of beds purchased for As will be combined with the number of beds for athletes and Primary Team Officials and will be allotted together in the same building(s).

- As beds will be provided on a shared basis in double occupancy rooms. A maximum of four As will share one bathroom.
- The booking period corresponds to the opening of the Paralympic Village (from 08:00 am on 3 March to 12:00 noon on 21 March 2018).
- The rate will cover all 18 nights and will be the same regardless of how many nights an As actually stays in their As room during this period. Each NPC will be responsible for managing the occupancy of their As rooms.
- As accommodation costs will be per person and include a bed and a dining privilege, which will be printed on the PIAC.

6.4.4 NPC Administrative, Medical and Storage/Workshop Spaces

NPCs will be eligible for administrative and medical space based on their delegation size. These spaces will be clustered together and located within the NPC housing units or in nearby locations.

NPC delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Am, Ao) according to the IPC's NPC Team Size Formula. The calculation does not include Additional Team Officials (As).

All Chefs de Mission offices and other administrative and medical spaces assigned to NPCs in the 75 and 85 m² apartment units are wheelchair-accessible.

The total allocation of NPC administrative and medical spaces in the Paralympic Village is as follows:

Delegation Size	Chef de Mission Office	Team Office	Meeting Room	Medical Space
1-10	Combined with Chef de Mission bedroom (12 m ²)	1 (12 m ²)	Bookable	Bookable
11-24	1 (8 m ²)	1 (12 m ²)	Bookable	1 (10 m ²)
25-50	1 (8 m ²)	1 (12 m ²)	1 (15 m ²)	2 (10 m ²)
51-100	1 (8 m ²)	1 (12 m ²)	1 (15 m ²)	3 (10 m ²)
101+	1 (8 m ²)	1 (12 m ²)	1 (15 m ²)	4 (10 m ²)

The allocation of NPC storage/workshop space in the Paralympic Village is as follows:

Total size of delegation	1-10	11-24	25-50	51-100	101+
Storage space	15 m ²	25 m ²	40 m ²	60 m ²	70 m ²
Workshop space	Included in the total space above				

POCOG-provided Administrative Furnishings

Each NPC will receive, free of charge, an allocation of furniture, fixtures, equipment and technology in the NPC’s administrative spaces according to the size of their delegation.

The total allocation of administrative furniture, fixtures and equipment (FF&E) and technology is described below.

Administrative FF&E and Technology	1-10	11-24	25-50	51-100	101+
Office desk	2	2	3	4	4
Office desk drawers - lockable, 3-drawers	2	2	3	4	4
Meeting table for 6 persons ¹⁾	1	2	2	4	4
Office chair	2	2	3	4	4
Folding chair	6	6	16	20	24
File cabinet - lockable, 3-shelves	2	2	3	3	5
White board - with marker and eraser	1	1	2	2	2
Coat rack – standing	1	1	1	2	2
Refrigerator – 80 L	2	3	3	3	3
Electric kettle	2	2	2	2	2
Office supply kit - 1 toner cartridge, paper ²⁾	1	1	1	1	1
Office stationery kit - pencil, pen, eraser	1	1	1	1	1
Waste basket	1	2	5	7	7
Personal computer with internet connection and my INFO account	1	1	1	1	1
Multifunction printer - includes copier and fax ³⁾	1	1	1	1	1
Telephone – Paralympic Network	1	1	1	1	2
Television – Paralympic feed, 24 inch	1	1	1	1	1

1) Each NPC will be provided with one meeting table and foldable chairs in the multi-use spaces in their allotment.

2) Printers installed as part of NPC allotment will include initial toner cartridge and 1,000 sheets of A4 paper.

POCOG-provided Medical Furnishings

Medical FF&E	1-10	11-24	25-50	51-100	101+
Examination/massage table	0	1	2	3	4
Examination table paper (bag) - disposable, 30 per bag	0	1	1	2	3
Stool	0	0	2	3	4
Medicine cabinet – lockable	0	1	2	2	2
Ice container – small	1	1	1	2	2
Medical waste container	0	1	1	1	1
Sharps receptacles	0	1	1	1	1
Medical cart – small	0	1	2	3	4
Movable partition	0	1	2	3	4
Masterplug - 5 sockets	0	1	2	3	4
Pillow and blanket (set)	0	1	2	3	4
Disposable cups (bag) – 50 per bag	0	1	1	1	1
Washbasin	Available at adjacent bathrooms				
Towel supply	Available at nearby Resident Centres				
Ice supply					

Administrative Space Layouts

The diagrams below show examples of typical NPC administrative and medical spaces. Each NPC's actual allotment is determined by its delegation size and the type of accommodation where the NPC's administrative space is located.

Chef de Mission Office



Team Office



Note: The furnishings in the diagrams are only for illustrative and not for planning purposes.

Meeting Room



Note: The furnishings in the diagrams are only for illustrative and not for planning purposes.

Medical Room Layout

Medical Room



Note: The furnishings in the diagrams are only for illustrative and not for planning purposes.

Bookable Meeting Rooms

The Village will have a small number of bookable rooms for NPCs to hold meetings or use for other purposes. These rooms can be booked through any Resident Centre or the NPC Services Centre Front Desk. Room sizes will vary in capacity from 6 to 20 people.

Bookable meeting rooms will be located in the Resident Centres.

Bookable Medical Rooms

NPCs may book medical rooms located inside the Village Residential Zone. Bookings can be arranged through any Resident Centre or the NPC Services Centre Front Desk.

Bookable medical rooms will be located on the ground floor of residential buildings.

NPC Workshop/Storage

In the Paralympic Village, NPCs will be provided with space for sport equipment maintenance and repair. All workshops have ventilation and are equipped with lighting and electricity. The workshop spaces will be located in the parking lots below the residential buildings and will have central heating.

Sport equipment maintenance and repairs are prohibited inside Village residences.

Storage space will be provided to NPCs in the basement level of the residential buildings as a combined space with their workshop spaces (see 6.4.4). NPC dedicated storage spaces will be lockable, equipped with lighting and, wherever possible, will be located in close proximity to the NPC's accommodation.

Electrical Power Standards

Each bedroom and office will include a minimum of two double-plug electrical outlets that operate on 220-volt alternating current (220V/AC) — the standard power for all equipment supplied by POCOG.

Below are images of the plugs and sockets that will be used in the Paralympic Village:



220 volts plug & power outlet

Delegations bringing electrical appliances should also bring any required adapters.

6.4.5 Property Inspection

During the arrival inspection of inventory, a complete record of all furniture, fixtures and equipment (FF&E), technology items and keys assigned to the spaces of each delegation, will be given to the Chef de Mission. The damages schedule will also be provided.

Interior and exterior walls may not be penetrated in any way by objects such as nails, screws or drills. Adhesives used for hanging posters, schedules, banners, flags, pictures or other items may be used as long as they do not leave marks or stains, or otherwise damage the surface. Also, use of electric stoves and heaters is strictly prohibited within the Village.

During check-out, the condition of FF&E, technology items and spaces will be examined. NPCs will be charged for any loss or damages.

Banners and Delegation Flags

All banners displayed publicly must respect the Clean Venue Policy by not displaying any corporate logos or advertisements. Banners must also be free from derogatory or offensive statements as well as political statements or figures, as determined by POCOG and the IPC, and in accordance with the IPC Handbook.

6.4.6 Resident Services

Resident Centres

There will be three Resident Centres in the Village, each managed by POCOG Village Resident Centre staff. One of the Resident Centres will operate 24 hours daily. Other Resident Centres will operate from 07:00 to 23:00. See the Paralympic Village map in the Reference section 13.11 for the locations of each Resident Centre.

Each NPC will be given a telephone number of their designated Resident Centre. Calls will be answered by the designated Resident Centre staff. After 23:00, calls will be automatically routed to the 24-hour Resident Centre.

Each Resident Centre will have the following:

- wireless internet access;
- TV lounge;
- self-serviced laundry facilities (within the Resident Centre, managed by a Resident Centre staff); and
- ice machines with plastic ice bags.

NPCs should contact their Resident Centre for services such as:

Service	Description
Village Information	<ul style="list-style-type: none"> • Information on Village services and directions to requested locations
Lockout assistance	<ul style="list-style-type: none"> • Assistance when residents lose or misplace keys • Key replacement will be at a cost to the NPC
Towel exchange, resident amenities	<ul style="list-style-type: none"> • Exchange of used towels • Replenishing of amenities (such as toilet paper or soap)
Laundry assistance	<ul style="list-style-type: none"> • Provision of laundry soap • Ironing station with irons and ironing boards
Respond to various resident requests	<ul style="list-style-type: none"> • Assistance for a variety of requests such as housekeeping, building maintenance, technology, Rate Card and logistical support • When necessary, representatives from POCOG functional areas will be dispatched for issue resolution. • Resident Centre staff will track each request through to resolution.
Booking of meeting and medical rooms	<ul style="list-style-type: none"> • Booking of meeting rooms and medical rooms

24-Hour Resident Centre

The Paralympic Village will operate one 24-hour Resident Centre that will provide the same level of service as the other Resident Centres with the addition of the management and storage of all Village lost and found items.

Housekeeping Services

The following regular housekeeping services will be provided for athletes and team officials' bedrooms in the Paralympic Village:

Frequency	Services
Daily	<ul style="list-style-type: none"> • Waste/recycling bins emptied • Beds made in each room • Bathrooms cleaned • Toilet paper and other resident amenities replenished
Every 2 days	<ul style="list-style-type: none"> • Towels replaced (towels may also be exchanged at a Resident Centre when required)
Every 4 days	<ul style="list-style-type: none"> • Sheets changed • Rooms dusted/vacuumed (if necessary)

Additional room cleaning can be arranged through the Resident Centres. Charges may apply for any non-standard cleaning services.

POCOG will provide NPC administrative, medical and workshop spaces with daily waste removal and scheduled cleaning.

Each bedroom will have a Do Not Disturb hanger. If the hanger is attached to a resident's door, housekeeping will return once before 16:00 to check whether it has been removed. If the hanger has not been removed, housekeeping services will not be provided for that day.

Laundry Services

Self-serviced washing and drying machines will be available free of charge within the Resident Centres.

Laundry soap will be available free of charge at each Resident Centre. Dry cleaning, tailoring and other professional laundry services will be available for a fee at the Village Plaza.

Coca-Cola Complimentary Beverages

Coca-Cola beverages will be available in the coolers in the Main Dining Hall and special devices will provide access to free Coca-Cola beverages in vending machines throughout the Village. At other venues, free Coca-Cola beverages will be available in the coolers in the athlete lounges and in barrels on the field of play.

Each NPC will receive a quantity of special devices for the vending machines during the Delegation Registration Meetings (DRMs) for use by their athletes and team officials.

Ice Supply

Ice will be available free of charge from ice making machines located in each Resident Centre in the Paralympic Village. Plastic bags will be available for transfer of ice by NPCs.

Waste Management

NPC cooperation will be essential in ensuring the successful management of separate disposal streams for general waste, medical waste and recyclable materials. NPCs are encouraged to divide waste into the appropriate categories set forth by POCOG.

Special containers for medical waste will be provided in all NPC medical spaces.

For safety reasons, all medical waste should be disposed in special containers only and in accordance with procedures established by POCOG. As soon as containers are filled, medical personnel of each NPC must close them for removal by POCOG staff.

Maintenance

NPCs should contact their Resident Centre for assistance relating to the maintenance of equipment and furniture, and utility technical support such as electricity and plumbing.

Freight Delivery to Village

POCOG recommends that the NPC freight destined for the Paralympic Village is to arrive during the transition period between 12:00 noon on 28 February 2018 until 8:00 am on 2 March 2018.

NPCs planning to deliver freight to the Village must make arrangements with POCOG Logistics in advance. See Freight Deliveries to Venues section 4 for further information about freight deliveries to the Paralympic Village.

Logistical Support

In-Village

POCOG will assist NPCs in transferring freight from the point of arrival in the Village to their allocated storage and workshop spaces.

Village to Venues

Village to venue material delivery services will be provided to NPCs. Service requests can be made at the Logistics Service Desk at the NPC Services Centre before 12:00 (noon) on the day prior to the delivery. Service confirmation will be made to the NPC by 18:00 on the day of request.

See Freight Deliveries to Venues section 4 for more information on logistics services in the Paralympic Village.

6.4.7 Food Services

Dining Privileges on Accreditation

Athletes (Aa), their competition partners (Ab) and Primary Team Officials (Ac, Ao, and Am) will have unlimited access to the Village Dining Hall with their PIAC.

Additional Team Officials (As) for whom the NPCs will purchase beds in the Paralympic Village will have dining privileges included on their PIAC.

Meal Coupons

Meal coupons for guests may be purchased at the NPC Service Centre and at the entrance of the Dining Hall. Meal coupons will not be date specific.

At the Dining Hall entrance, meal coupons may be purchased using cash in Korean won or by Visa credit card.

At the NPC Services Centre, only Chefs de Mission or proxy card holders may purchase meal coupons. Meal coupon purchases at the NPC Services Centre will be made on the NPC's finance account.

If the NPC wishes to return unused meal coupons, POCOG will provide a refund under the following conditions:

- Meal coupons may only be returned to the NPC Services Centre.
- The returned coupons may not exceed the total number of coupons purchased by the NPC on their finance account at the Village's NPC Services Centre.
- The value of the returned coupons will be deducted from the NPC's finance account.
- POCOG will not provide cash for returned meal coupons.

Dining Hall

The Village Dining Hall will be located next to the Transport Mall and access points in the Residential Zone of the Paralympic Village. The Dining Hall will be open 24 hours a day during the Village opening period from 3 March to 21 March 2018.

The Dining Hall will have several distribution points where athletes and team officials can freely select items of food and drink with the assistance of the catering staff.

Each Dining Hall will have the following food distribution points:

- grill station serving grilled meat including fish, beef, pork and chicken with fresh vegetables and carbohydrates;
- Korean and regional section;
- pizza and pasta bar with fresh-baked pizza, pasta and breads;
- deli and salad bar offering assorted sliced meats, cheeses, fresh bread, salads, condiments and prepared sandwiches;
- coffee and bakery serving hot beverages and sweet baked goods such as pastries, cookies and muffins;
- dairy products;
- dry cereal; and
- hot and cold beverages, fresh fruit and bread.

Users of the Main Dining Hall may not remove food from the dining facilities. Exceptions are made for one drink and/or piece of fruit or ice cream that is currently being consumed. If a Village resident is unable to go to the Dining Hall for medical reasons, a doctor’s note should be provided. In such cases, food can be taken out of the Dining Hall.

Menu

The menu will offer a large variety of food, accommodating the dietary and nutritional requirements of residents with diverse preferences linked to national, religious and ethical traditions.

The menu will include information in Korean and English regarding the food preparation, allergies and nutritional energy. All menus will be created under the guidance of POCOG, the caterer and a qualified nutritionist.

The menu in the Village will be rotated every seven days. The timing of breakfast, lunch, dinner and the overnight service will conform with the training and competition schedules of Village residents.

Breakfast will consist of a variety of products to meet the needs of athletes. These products will include eggs, protein, baked goods, rice, congee, hot and cold cereal, and deli meats and cheeses. Many breakfast menu items will be available 24 hours a day.

POCOG plans to provide the menus to NPCs in the second quarter of 2017.

6.4.8 Paralympic Village Polyclinic

The Paralympic Village Polyclinic will be located in the Residential Zone of the Village and will offer medical services to accredited athletes and team officials from 1 March to 21 March 2018.

Services will be limited on 1 and 2 March 2018 and after the closing of the Paralympic Games from 20 March to 21 March 2018.

The Paralympic Village Polyclinic will offer the following services 24 hours per day:

Services	Operation Hours
Emergency services	24 hours
General surgery (outpatient only)	
Orthopaedics	
Consultations	
Intensive care units	
Pharmacy	
Overnight stay ward	
Imaging: MRI, digital radiography X-ray, ultrasound	

The Paralympic Village Polyclinic will offer the following services for pre-determined hours:

Services	Operation Hours
Internal medicine / family medicine	07:00-23:00
Ophthalmology	
Dentistry	
Oriental medicine (excluding medicinal herb treatments)	
Sports medicine	
Ambulance service	
Physiotherapy	
Massage therapy	
Chiropractic therapy	
Athletic Therapy	
Acupuncture treatment (Oriental medicine)	
Public health	07:00-15:00
Laboratory service	

The following services will be provided at the Paralympic Village Polyclinic four hours per day on an on-call basis:

- gastroenterology;
- ears, nose and throat (ENT); and
- pulmonology

Patients requiring services that are not available at the Polyclinic will be transported, through an on-site ambulance service, to a hospital. For a list of Paralympic Family Hospitals, see section 9.5.5. Referrals to hospitals can only be made by the Polyclinic medical personnel.

Registered NPC team physicians may not provide medical care at the Village Polyclinic but they will be able to:

- order laboratory and imaging services at the Polyclinic;
- discuss results with POCOG medical staff;
- write prescriptions for medications to be taken from the Polyclinic pharmacy; and
- accompany NPC team members to the hospital.

NPC Health Care Personnel

While NPC health care personnel may provide treatment and therapy within the allotted NPC medical space, they may not provide medical care within Village Polyclinic spaces. Further details on NPC team physicians can be found in the NPC Health Care Personnel section 9.5.7.

6.4.9 NPC Services Centre

The NPC Services Centre will be located in the Residential Zone of the Paralympic Village and is designed to centralise and facilitate communication and services between POCOG and each NPC. Trained staff will be available to offer general information as well as coordinate specific issue resolution. Other POCOG departments will also be available to offer specialised information to NPCs.

POCOG NPC Relations and IPC office will also be located in the NPC Services Centre.

Hours of Operations

NPC Services Centre – Dates and Hours of Operation		
Pre-opening period	2 March 2018	08:00-21:00
Official opening period	3-20 March 2018	07:00-21:00
Closing	21 March 2018	07:00-12:00

Operations during Off-Hours

For urgent out-of-hours assistance (23:00 – 07:00), NPCs may contact the night duty staff by calling the NPC Services Centre Front Desk phone number.

NPC Relations

NPC Relations staff has specific regional responsibilities in the time leading up to the Games. However, during the Games, each member of the NPC Relations team will serve all NPCs. A few NOC Relations staff will work in the Paralympic Village as NPC Relations to offer additional support to NPCs. Both before and during the Games, the NPC Relations team members will be responsible for working with the NPCs to ensure issue resolution.

IPC Membership Engagement

The IPC Membership Engagement department will be based in the Paralympic Village at Games time and will have an office on-site in the NPC Services Centre, supporting the PyeongChang NPC Relations team. The Membership Engagement can assist in matters that need to be escalated to the IPC, general membership topics and can arrange meetings with the IPC executive office.

Prior to the Games, the IPC Membership Engagement team can be contacted at membership@paralympic.org.

Services Desks

The following desks are planned for the NPC Services Centre:

Front Desk

- General information and issue resolution
- Distribution of any printed POCOG communications and information in NPC mailboxes
- Distribution of various items (medals boxes, top eight diplomas, etc.)
- Meal coupon sales on NPC account only (cash or Visa transactions available at the entrance of the Main Dining Hall)
- Reservation of bookable meeting rooms
- Coordination of catering orders

Arrivals & Departures Desk

- Arrivals and departures information and issue resolution
- Issue resolution for misplaced or delayed baggage
- Scheduling and coordination of departure processes for NPCs with POCOG Logistics, Transport, Village, etc.

Transport Desk

- Transport schedules and service information (TA, TP, T2, T3)
- Information and assistance with NPC dedicated and team sport vehicles
- NPC transport issue resolution

Sports Information Desk

- General sport information
- Competition and training information
- Distribution of International Federation (IF) and competition management communications
- Distribution of start lists
- Results
- Scheduling updates
- Weather updates

Logistics Services Desk

- Facilitation of receipt, storage, delivery and shipping of NPC freight
- Information and assistance with customs procedures
- Provision of information for freight forwarding requests and delivery processes
- Facilitation of receipt, storage, delivery and transfer of NPC sport equipment between airport, venues and the Paralympic Village
- Logistics services for movement of NPC materials between the Village and venues
- Facilitation of freight forwarding services including customs, transfer, storage and delivery through Hanjin Transportation, POCOG's official logistics services supplier and freight forwarder

Rate Card/Technology Desk

- Check-in and check-out of Rate Card items
- Delivery of portable Rate Card items
- Games-time orders and payments
- Technology support service (telecommunications customer service)

Radio Frequency Desk

- Validation and testing (inspection of NPC radios) to verify licence compliance
- Resolution of interference concerns

Chefs de Mission Proxy

The Chefs de Mission can delegate authority for some of the activities performed at the NPC Services Centre. During the DRM, proxy cards will be issued for a number of designees to be selected among the delegation members and the NPC Assistants. NPC proxies with proper accreditation will be authorised to conduct business on behalf of their Chef de Mission through a proxy card, which will specify the extent of the authorisation for certain tasks.

Unlike designated delegation members, NPC Assistants may not be appointed to handle financial transactions or perform Village departure inspection of inventory on behalf of their Chef de Mission.

Proxy types are as follows:

- finance – the holder can make financial transactions such as buying meal coupons on the NPC account, etc.; and
- mail – the holder may collect NPC mail and packages at the NPC Services Centre Front Desk.

Additional proxy cards may be requested after the DRM at the NPC Services Centre by the Chef de Mission only.

NPC Assistants

NPC Services will assign to each delegation a team of volunteers to provide skilled operational support to the NPC. The role of an NPC Assistant will include driving, administrative and language support. The number of NPC Assistants assigned to each NPC will depend on the official size of the delegation as per the following table:

NPC Delegation Size*	Number of NPC Assistants
5 or less	3
6-20	4
21-40	5
41-60	7
61-80	8
81-100	10
101-140	11
141+	12

*Delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am) according to the IPC's NPC Team Size Formula (TSF).

Roles

NPC Assistants will perform the following tasks: provide administrative and language support; drive NPC dedicated and Rate Card vehicles; help delegations with arrivals and departures; assist with Paralympic Village's check-in and check-out procedures; support transfer of athletes to the team welcome ceremonies and Opening and Closing ceremonies; and perform other duties requested by NPCs. Each NPC Chef de Mission will determine the specific responsibilities and duties of NPC Assistants in accordance with policies and procedures outlined by POCOG.

Recruitment and Training

POCOG is recruiting NPC Assistants who will be at least 21 years old as of 1 January 2018 and speak Korean and English or another language. NPC Assistants will be selected for their language skills, availability, ability and willingness to drive and positive attitudes.

They will participate in an extensive pre-Games training programme, which will begin in April 2017 and continue until January 2018. Training will include an overview of the Paralympic Movement, the structure and Games-time operations of an NPC, PyeongChang 2018 policies and procedures, as well as sport, transport, accessibility, disability awareness, venues and Paralympic Village operations. NPC Assistants will also receive training regarding familiarity with PyeongChang and the region as well as on access to the Paralympic Village and venues using NPC dedicated or Rate Card vehicles. They will also attend classroom-based training about safe driving as well as on-the-road driving training on Paralympic routes to the venues.

Assignment of NPC Assistants to Delegation

By December 2017, NPC Services will provide each NPC with information regarding its assigned NPC Assistants.

Accommodation, Food Services and Venue Access

POCOG will provide NPC Assistants with a uniform, free accommodation, regular meals and transportation between their accommodation and the venues or Village.

NPC Assistants will have access to meals in the workforce dining halls in the Paralympic Village and at all other venues.

POCOG will provide meals for NPC Assistants at workforce dining facilities in the Village as follows:

- 2 March 2018 (Village pre-opening period) – breakfast 07:00-10:00, lunch 11:00-14:00 and dinner 17:00-20:00
- 3-21 March 2018 (Village opening period) - between 07:00 and 23:00

NPC Assistants may enter the main dining hall if accompanying an accredited NPC representative. In this case, the NPC should purchase a meal coupon for the NPC Assistant.

NPC Assistants will have access to all competition and training venues, PyeongChang Olympic Plaza and Gangneung Olympic Park, but only to the general circulation areas and not the blue zone, spectator areas or Paralympic Family lounges. They will have access to workforce break areas at each venue.

NPC Assistants will also have access to the athletes and team officials' transportation (TA).

Mobile Phones for NPC Assistants

POCOG will provide NPC Assistants with a mobile phone for Games-time use. NPC Assistants will be able to make local calls throughout Korea and receive all incoming calls free of charge. Pre-paid cards are required to make international calls. NPCs wishing their NPC Assistants to make international calls will have to purchase pre-paid phone cards for them. These cards will be available for sale at the Rate Card Desks in the NPC Services Centre. All mobile phones distributed to NPC Assistants will be returned to NPC Services after the Games.

Management and Scheduling

NPC Assistants will be available to each NPC from its delegation’s arrival (including the Village’s pre-opening period) until its departure. NPC Relations will work with each NPC in advance to determine their specific needs and timing for activation of the NPC Assistants.

NPC Assistants will be managed, and their shifts will be scheduled, by the Chef de Mission or designee. Volunteer shifts can be scheduled between 07:00 and 23:00 for a maximum of 9 hours a day, and in each seven-day period, every NPC Assistant will require at least one day of rest. When scheduling work shifts, NPCs will be asked to remember that NPC Assistants are volunteering their time to support the delegation and the Games.

Own NPC Assistant

POCOG will give each NPC an opportunity to bring one to three of their own NPC Assistants to support their delegation during the Games.

One of the benefits to NPCs that decide to bring their own NPC Assistant is that the NPC can choose and get to know this person well in advance of the Games. The NPC can also train this person in advance to become familiar with their NPC operations and thus become a valuable support to the NPC during the Games.

NPCs will be assigned one less NPC Assistant for every own NPC Assistant brought.

The following are maximum numbers of own NPC Assistants per delegation size:

NPC Delegation Size*	Number of Own NPC Assistants
20 or less	1
21 - 60	2
61+	3

**Delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am) according to the IPC’s NPC Team Size Formula (TSF).*

Own NPC Assistants will work for POCOG and should follow all POCOG rules for NPC Assistants such as wearing the POCOG provided uniform, residing in the NPC Assistants accommodation and attending the required training. Own NPC Assistants should be a minimum of 18 years old as of 9 February 2018. If Own NPC Assistants are to drive, they should be a minimum of 21 years old as of 1 January 2018 and have a valid international or Korean driving licence with at least one year of driving experience.

These NPC Assistants do not need to reside in Korea or be Korean citizens. In terms of language skills, own NPC Assistants need to speak English. Knowledge of Korean language is not required, but is recommended. For those volunteers who desire to learn introductory Korean or wish to improve their existing knowledge of Korean, POCOG plans to provide online language courses.

Own NPC Assistants will need to complete online training and attend just in time training in PyeongChang a few days before the Paralympic Village pre-opening. They must be available to support delegations from arrival until departure and will have the same accredited access rights as NPC Assistants provided by POCOG.

POCOG will provide all volunteers, including own NPC Assistants, with a uniform, free accommodation, regular meals and transportation between their accommodation and place of work. However, all costs related to flights, entry visas, ground transportation to PyeongChang, insurance and any other personal expenses will not be covered by POCOG. It is recommended that NPCs pay for travel of their own NPC Assistants to PyeongChang and back. Own NPC Assistants' PIAC will not act as an entry visa.

NPCs wishing to bring their own NPC Assistants to the Games should inform their NPC Relations representative as soon as possible, if they have not already done so. NPCs should confirm the number of their own Assistants and, if available, also their names to their NPC Relations representative by 1 February 2017.

Own NPC Assistants must also apply on the POCOG volunteer website at vol.pyeongchang2018.com by the end of February 2017. Applicants should enter the own NPC Assistants partner code, *POC 2602*. After registration, NPCs should confirm the names of their registered own NPC Assistants to their NPC Relations representative by 28 February 2017.

6.4.10 Chefs de Mission Meetings

Chefs de Mission meetings will be the principal forum for POCOG and NPCs to exchange information and raise issues related to Games-time operations. Senior representatives from POCOG and the IPC will be present at all meetings.

The daily meetings will start at 07:30 and will be scheduled for a maximum of one hour. The date of the first meeting will be provided to NPCs in late 2017.

Simultaneous interpretation in English and Korean will be provided.

Because space in the Chefs de Mission meeting hall will be limited, no more than two representatives from each NPC may attend the Chefs de Mission meetings.

Following each meeting, and on the same day, NPC Services will distribute a report to NPCs describing how POCOG has resolved issues raised during the meeting.

6.4.11 Residential Zone Facilities

Club Lounge

The Paralympic Village will offer an entertainment programme designed for athletes featuring live and recorded music, performances, dancing and other activities. The Village club lounge will provide an intimate gathering place where residents can relax, watch television and socialise. Additional events may be provided at other locations in the Village.

Opening hours: 10:00 – 24:00

Fitness Centre

The fitness centre in the Paralympic Village will offer residents a place to exercise. The fitness centre will have exercising areas including a cardiovascular area, weights area, aerobic area and open space area for stretching. Attention will be given to the accessibility needs of athletes when planning for training equipment.

Opening hours: 05:00 – 23:00

Movie Lounge

Village residents can select and view movie contents from Internet TVs in the Movie Lounge located within the Residential Zone of the Village.

Opening hours: 10:00-24:00

Recreational Centres

Recreational Centres will feature billiard tables, air-hockey tables, table football, pinball games, console games, computer games and other popular games.

Opening Hours: 10:00 – 24:00

IPC Athletes' Space and IPC Athletes' Commission Election Voting

A space dedicated to athletes will be located in near or within the Dining Hall. The IPC will organise there the election to the IPC Athletes' Commission as well as engage with athletes and team officials on different athletes-focused programmes. Athletes will also be able to watch the action from the Games on big screens and meet with friends in a relaxing environment.

Aa accredited athletes participating in the PyeongChang 2018 Paralympic Winter Games will be eligible to vote for their athlete representatives to the IPC Athletes' Commission. Two athletes representing winter sports will be elected.

Members of the IPC Athletes' Commission will be present to engage with athletes and address any questions or concerns.

IPC Uniform Inspection Area

IPC review of identifications on NPC uniforms will be done in the IPC office near the Dining Hall.

Multi-Faith Centre

POCOG will provide a place for worship and meditation in the Paralympic Village. The Multi-Faith Centre will have separate rooms that may be used for formal religious services and ceremonies as well as for individual meditation and counselling.

6.5 Village Plaza

The Village Plaza will be the common gathering area in the Village, with recreation, leisure, retail and other facilities for residents and guests.

6.5.1 Village Café

Village residents and guests will be able to purchase beverages and light meals in the Village Plaza café. The café will be open from 06:00 to 21:00 every day during Village opening.

- From 06:00–09:00: light meal and beverages will be provided to Village dining privilege holders free of charge
- From 09:00–21:00: beverages will be provided free of charge to Village dining privilege holders, and visitors can purchase beverages and snacks

Payment must be made either in cash (Korean won) or by Visa credit card.

6.5.2 Retail Services

The following retail services will be provided in the Village Plaza for the convenience of athletes and team officials as well as guests visiting the Village. Payments will be accepted in cash (Korean won) or by Visa credit card. Retail services will operate daily from 09:00 to 21:00, however, hours will be reduced during the pre-opening period. Regular services include:

Bank

Bank will provide general banking services including currency exchange, national and international transaction services.

Visa Automated Teller Machine (ATM)

A 24-hour ATM will be located in the Village Plaza. Cash withdrawals from these machines can be made using Visa cards only.

Call Centre

The Call Centre will be equipped with telephones for international calls. Call Centre staff will be available to provide assistance if required.

Internet Centre

An Internet Centre will be available in the Village Plaza. The Internet Centre will provide computers, a printer, internet access including Wi-Fi and user assistance to athletes and team officials. One shared computer with internet will also be located in the Resident Centres.

Post Office

The post office will provide sales and services for outgoing domestic and international mail and packages.

Beauty Salon

A beauty salon will provide basic hair services such as haircuts and styling for athletes free of charge. Other additional services will be provided for a fee.

General Store

A general store will offer a variety of items including hygiene and household products, snacks, beverages, first aid supplies and office supplies.

Paralympic Store

The Paralympic Store will offer a full range of PyeongChang 2018 licensed merchandise for purchase.

Ticket Sales Offices

Tickets may be purchased for sport competitions or ceremonies.

Information Desk

An Information Desk will provide tourist information of the host region and general information related to the Villages and the Games.

Wheelchair, Orthotic and Prosthetic Repair Centre

Ottobock will operate a workshop where prosthetic, orthotic and wheelchair repair services will be provided only for Village residents on a complimentary basis.

Ottobock will provide services also at the Alpensia Biathlon Centre, Jeongseon Alpine Centre and at the Gangneung Hockey Centre.

Other Services

Floral arrangements, courier services, dry cleaning (including tailoring services) and photo services will be available for a fee.

Sample Paralympic Village Bedroom

A furnished sample room will be available in the Village Plaza for visits by guests and media. This may reduce the need for media and guests to visit the residential areas inside the Paralympic Village. NPCs may also arrange with media for athletes' interviews in these rooms.

6.5.3 Team Welcome Ceremonies

Team Welcome Ceremonies (TWC) will take place in the Village Plaza area from 6 to 8 March 2018.

Each ceremony will welcome up to five NPCs depending on the size of the delegations. The first ceremony of each day will begin at 10:00 and the last ceremony will start at 17:00.

Each Team Welcome Ceremony will last up to 30 minutes and will include:

- a brief welcome speech by the Paralympic Village Mayor;
- raising of the IPC flag and playing of the Paralympic anthem (only at the first ceremony of each day);
- a gift exchange between the Village Mayor and the Chef de Mission of each delegation;
- raising of each participating NPC's flag and the playing of their national anthem; and
- an interactive cultural performance to welcome the athletes and team officials to the PyeongChang 2018 Paralympic Winter Games.

For the day of their TWC, each NPC may request up to 40 additional guest passes for the Paralympic Village.

6.5.4 Media Centre

The Paralympic Village will have a Media Centre with a press workroom, and press conference or interview rooms.

Press will be provided with the following:

- press and photo workstations with power outlets and telephones (computers will not be provided);
- internet access;
- INFO terminal and printer;
- photocopier and fax machines; and
- scheduling of interview rooms

NPCs will be able to schedule press conferences at the press conference and/or interview rooms.

For information on media access to the Village, see Media Guest Passes section 6.3.5.

6.5.5 Protocol Office

The protocol office will be located near the Main Entry of the Paralympic Village. The office will handle Village protocol matters and operate as the welcome point for accredited dignitaries visiting the Paralympic Village.

For NPCs that request assistance, the protocol office will check availability of the service and notify the NPC. If the service is available, the NPC's visiting dignitaries will be received by protocol staff at the Main Entry.

The Village protocol offices will operate daily between 09:00 and 18:00 from 3-18 March 2018.

6.6 Village Transport

6.6.1 Village Transport Mall

The athlete transportation system (TA) load zones will be operational for the duration of the Village opening period from 3-21 March 2018. Shuttle buses will connect the Paralympic Village to all competition venues.

For the location of the Village Transport Mall, see the Paralympic Village map 13.11 in the Reference section. For additional transport information connecting the Paralympic Village and venues, see Athletes and Team Officials' Transport (TA) section 9.1.2.

6.6.2 NPC Parking

There will be parking for NPC dedicated and Rate Card vehicles at the east side of the Residential Zone at the Paralympic Village.

6.6.3 T2 and T3 Parking

The parking and staging for T2 and T3 vehicles will be located near the Main Entry of the Village.

See the Paralympic Village map 13.11 in the Reference section for the exact location.

6.7 Other Village Information

6.7.1 Village Accessibility Standard

The residential areas in the Paralympic Village are equipped with entrance ramps and elevators. All accessible units feature wide doors, low threshold, adequate space between beds and around wardrobes, and accessible bathrooms.

Each building consists of two towers with one elevator per tower. The elevators have a capacity of 15 to 17 persons standing and can accommodate up to three wheelchair users with no persons standing or two wheelchair users with two or three people standing.

Public areas of the Village will be accessible for all residents. In addition, ramps will improve access to the Dining Hall and within the Village Plaza.

6.7.2 Disability Awareness

Disability awareness training will be conducted for all paid and volunteer and staff involved in the Village operations.

6.7.3 Language Service

Volunteer language specialists will be provided in the Village for Korean, English, French, German, Russian, Chinese, Japanese and Italian. Language services will be provided at the four locations below:

- Village Polyclinic: language assistance for medical treatments
- Doping Control Centre: language assistance during doping control process
- Protocol lounge: language assistance for visiting dignitaries
- Guest Pass Centre: language assistance for guest pass users

6.7.4 Non-Smoking Policy

In accordance with IPC policy, the Paralympic Village will be a non-smoking venue. Smoking is strictly forbidden in any building in the Village, and only allowed in specially designated outdoor areas.

6.7.5 Food and Beverage Policy

NPC Delegations

NPCs may bring bulk quantities of food and drink, including alcohol, into the Paralympic Village as freight. If the goods are imported they must meet the importation requirements described in the *PyeongChang 2018 Customs and Freight Forwarding Guide*.

Individuals

Individuals may bring food and drinks into the Paralympic Village.

Users of the Main Dining Hall may not remove food from the dining facility. Exceptions are made for one drink and/or piece of fruit or ice cream that is currently being consumed.

Cooking is not allowed in the residential areas.

6.7.6 Alcohol Policy

Alcoholic beverages may only be purchased by the Chefs de Mission or designees through the Village catering service for special events. Alcohol may not be consumed in public areas, but only in the buildings.

6.7.7 Sexual Harassment Policy

POCOG will operate a zero tolerance policy for any form of sexual harassment in the Paralympic Village, treat all incidents seriously and promptly investigate all allegations of sexual harassment. Any person found to have sexually harassed another will face disciplinary action, up to and including dismissal from employment or removal of an accreditation card. Sexual harassment is also a criminal offence under the laws of the host country and may be persecuted by the relevant authorities. All complaints of sexual harassment will be taken seriously and treated with respect and in confidence. No one will be victimised for making such a complaint.

Sexual harassment can involve one or more incidents and actions constituting harassment may be physical, verbal and non-verbal. POCOG will ensure that this policy is widely disseminated to all relevant persons, including POCOG paid and volunteer workforce, contractors, NPCs and Village residents prior to and during the Games. The policy will include examples of conduct or behaviour which constitute sexual harassment.

6.7.8 Law Enforcement Public Safety Services

The Village will have a police post and police officers will be available on-site to assist Village residents and guests with their concerns and questions.

6.7.9 Ambulance and Fire Services

Ambulances and fire service vehicles will be on site 24 hours a day and will have direct, expedited access to all areas of the Village when required.

6.7.10 Evacuation Procedure Information

A comprehensive evacuation plan is currently being developed with the relevant authorities. The evacuation plan will be shared with NPCs prior to the Pre-DRM.

Each apartment building has two staircases and emergency exits in case elevators are stopped during emergencies. Each apartment unit has 13 to 14 sprinklers, a fire extinguisher, smoke detector, heat detector and a gas detector.

6.7.11 Lost and Found

All items found and reports of lost items should be delivered to a Resident Centre. POCOG will transfer all lost and found items to the 24-hour Resident Centre, where they will be stored and managed. Positive identification will be required to claim lost and found items.

6.7.12 Village Newspaper

POCOG will publish a Village newspaper, which will be available in an electronic version.

7. Venues

7. Venues

7.1 Coastal Cluster Venues

7.1.1 Competition and Training Venues

The coastal cluster includes the venues located in Gangneung, a city in Gangwon province. It includes the following competition and training venues:

Competition & Training Venues		Discipline
Gangneung Olympic Park	Gangneung Curling Centre	Wheelchair curling
	Gangneung Hockey Centre (including separate training venue)	Para ice hockey

7.1.2 Non-competition Venues

Non-competition Venues
Gangneung Olympic Park (common domain)
Gangneung Asan Hospital (Paralympic Family Hospital)

Gangneung Olympic Park

The Gangneung Olympic Park is the home for the two ice sports competition venues – Gangneung Curling Centre and Gangneung Hockey Centre – and Gangneung Ice Hockey Training Centre. It is located approximately 53 minutes by bus from the Paralympic Village. The Olympic Park's opening hours (On Hours) are from 07:00 to 01:00.

The Olympic Park has two main areas:

- competition venues; and
- common domain.

The Park's common domain area covers approximately 126,000 m² and will be able to accommodate up to 50,000 visitors a day.

The Olympic Park will include a number of facilities and activities within its territory:

- two competition venues and one training venue;
- IPC sponsor showcases;
- PyeongChang 2018 sponsor showcases;
- Paralympic Superstore and retail outlets;
- NPC hospitality houses;
- a restaurant;
- ticket box offices;
- daytime live site with concerts, live feed of competitions and entertainment on stage;
- cultural entertainment; and
- sports and cultural activities for visitors.

The Olympic Park contains the following general services for spectators:

- free Wi-Fi;
- restrooms;
- medical stations;
- information desks;
- lost & found;
- ATMs and Visa kiosks;
- mobility services (golf carts and wheelchair rentals);
- storage for strollers; and
- food and beverage outlets.

Transport

The Gangneung Olympic Park will be connected with the Gangneung train station by public shuttle buses, including accessible shuttle buses, that will stop at the Olympic Park's load/unload zones. NPC dedicated vehicles with the appropriate Vehicle Access and Parking Permit (VAPP) can also drop off/pick up athletes and team officials at the Park's load/unload zones. For further details about athletes and team officials' transport to the Olympic Park venues, see Athletes and Team Officials' Transport (TA) section 9.1.2.

Access

Access to the Gangneung Olympic Park will be permitted with a valid ticket for sports events within the Olympic Park or with a valid Paralympic Identity and Accreditation Card (PIAC).

During the Park's opening hours, all accredited athletes and team officials will have free access to the Olympic Park common domain with their validated PIAC. Whether tickets will be needed to access the Gangneung Olympic Park has yet to be decided.

Food and Beverage

The common domain area of the Olympic Park plans to include:

- street food vendors;
- a restaurant; and
- vending machines.

Medical Services

There will be one first aid station for spectators and workforce in the Gangneung Olympic Park. In addition, medical teams will have access to electric vehicles to serve the common domain area. Ambulances will be staged near the medical station and medical transport service will be provided during the Olympic Park's opening hours.

Security

Everyone entering the Olympic Park will have to pass through security checkpoints at the entrances to the Park. A temporary police station will be set up in the Olympic Park to ensure public order and safety and police will also patrol throughout the Park.

Brand Protection

Clean venue regulations will be in effect throughout the Olympic Park, protecting the interests of the IPC and PyeongChang 2018 marketing partners and licensees.

Hospitality Houses

POCOG is pleased to provide NPCs with a unique opportunity to place their NPC hospitality houses inside the Olympic Park. A special zone has been set aside in the common domain area of the Olympic Park for this purpose, however, the available space is limited. POCOG will provide NPCs with land within the Park free of charge for use during the Games.

Further operational details for the Olympic Park, including hospitality house operations, are being developed.

See 9.11.13 for branding and operations guidelines for NPC Hospitality Houses.

7.2 Mountain Cluster Venues

7.2.1 Competition Venues

The mountain cluster includes the venues located in PyeongChang. The following two competition venues are located in the mountain cluster:

Competition Venues	Discipline
Alpensia Biathlon Centre	Para biathlon Para cross-country skiing
Jeongseon Alpine Centre	Para alpine skiing Para snowboard

7.2.2 Non-competition Venues

Non-competition Venues	
PyeongChang Olympic Plaza	Paralympic Medals Plaza
	PyeongChang Olympic Stadium
	Common domain
Alpensia Resort	InterContinental Alpensia Hotel (NPC Hotel)
	Holiday Inn Hotel (NPC Hotel)
	Holiday Inn Suite (Condo) (NPC Hotel)
	International Broadcast Centre
	Main Press Centre
Paralympic Village	
Dragon Valley Hotel (NPC Hotel)	
Wonju Severance Christian Hospital (Paralympic Family Hospital)	

For more details, see the map of PyeongChang mountain cluster venues in the Reference section 14.9 at the end of the dossier.

PyeongChang Olympic Plaza

The PyeongChang Olympic Plaza includes the Olympic Stadium (capacity 35,000), Paralympic Medals Plaza and common domain. The common domain will be able to accommodate up to 13,000 persons.

The Olympic Plaza is located approximately a 3-minute drive from the Paralympic Village.

PyeongChang Olympic Plaza's common domain	Regular Operations	Opening Ceremony & Closing Ceremony Days
Operation Dates	10 March - 17 March 2018	9 March 2018 18 March 2018
Opening Hours	09:00 - 24:00 (for spectators)	3 hours before ceremony until 3 hours after ceremony

The PyeongChang Olympic Plaza will include a number of facilities and activities within its territory:

- Opening and Closing Ceremonies at the Olympic Stadium
- Medals Plaza and live site;
- IPC sponsor showcases;
- PyeongChang 2018 sponsor showcases;
- Paralympic Superstore and retail outlets;
- NPC hospitality houses;
- a restaurant;
- cultural events and entertainment; and
- Korean cultural exhibitions.

The Olympic Plaza contains the following general services for spectators:

- free Wi-Fi;
- restrooms;
- medical stations;
- information desks;
- lost & found;
- ATMs and Visa kiosks;
- mobility services (golf carts and wheelchair rentals);
- storage for strollers; and
- food and beverage outlets.

Medals Plaza

The Medals Plaza will be open from 10-17 March 2018. It will not be open to visitors on the Opening and Closing Ceremony days. Victory Ceremonies on the 18 March 2018 will take place at the respective venue.

During the days, the Medals Plaza will be a live site with entertainment, and at night, the venue for Victory Ceremonies.

Time	Programme	Contents
10:00 - 15:00	Live site	Cultural performances Exhibitions Big screen showing Games' highlights
18:00 - 22:00	Victory Ceremonies	Entertainment Medals presentations K-pop concert Fireworks

Once in the Olympic Plaza, no additional ticket will be required for spectators to access the Medals Plaza for Victory Ceremonies or live site activities. Access to the general spectator standing areas at the Medals Plaza will be on a first-come first-served basis. The Medals Plaza will be able to accommodate up to 4,000 spectators.

Accredited athletes and team officials will have free access to the Medals Plaza with their PIAC during the opening hours. For spectating athletes, team officials and NPC guests' access to the Athletes' Zone at the Medals Plaza, see Ticketing and Spectator Access section 9.2. For additional information about Victory Ceremonies and medallist transfer to the Medals Plaza, see Ceremonies section 9.3.

Transport

The Olympic Plaza will be connected with the Jinbu train station by public shuttle bus services including accessible shuttles, that will stop at the PyeongChang Olympic Plaza load/unload zone. The Plaza is also connected to the Gangneung coastal cluster by both railway and highway.

All accredited athletes and team officials may access the Olympic Plaza from the Paralympic Village using the Athletes and Team Officials' Transport (TA).

During the day, access to the Olympic Plaza will be prohibited for all modes of transport, except ambulances, emergency services vehicles, vehicles for doctors and golf carts for people with an impairment.

Access

Accredited athletes and team officials will have free access to the Olympic Plaza with their validated PIAC during the opening hours. POCOG is still developing policies for other clients to access the Olympic Plaza.

On Opening and Closing Ceremony days, only ceremony ticket holders or accredited athletes and team officials will have access to the Olympic Plaza. Other PIAC holders will require a ceremony ticket to enter the Olympic Plaza.

Food and Beverage

In the Olympic Plaza, there will be:

- street food vendors;
- a restaurant; and
- vending machines.

Medical Services

There will be two medical stations for spectators and workforce in the Olympic Plaza. In addition, medical teams will have access to electric vehicles to serve the Olympic Plaza. Ambulances will have access to the Olympic Plaza 24 hours a day from the ambulance sub-station located at the Olympic Stadium. A doping control station will also be located in the Medals Plaza.

Security

Everyone entering the Olympic Plaza will have to pass through security checkpoints at the entrances to the Plaza. A temporary police station will be set up in the Olympic Plaza to ensure public order and safety and police will also patrol throughout the Plaza.

Brand Protection

Clean venue regulations will be in effect throughout the Olympic Plaza, protecting the interests of the IPC and PyeongChang 2018 marketing partners and licensees.

Hospitality Houses

POCOG is pleased to provide NPCs with a unique opportunity to place their NPC hospitality houses inside the PyeongChang Olympic Plaza. A special zone has been set aside in the Olympic Plaza for this purpose, however, the available space is limited. POCOG will provide NPCs with space within the Plaza free of charge for use during the Games.

Further operational details for the Olympic Plaza, including hospitality house operations, are being developed. See NPC Hospitality Houses section 9.11.13 for guidelines for branding and operations of NPC Hospitality Houses.

8. Sport

8. Sport

8.1 Competition Venues

The PyeongChang 2018 Paralympic Winter Games will be the largest to date. The record 80 medal events that make up the PyeongChang 2018 Paralympic programme will be held at a total of four competition venues in the mountain and coastal clusters. The complete list of competition and training venues is provided in the Venues section 7.

8.2 Competition Schedule

POCOG has published Competition Schedule Version 2 in close cooperation with the IPC and the respective International Federations (IFs) in January 2017. Please note that as the host broadcaster has not been selected, the broadcaster's feedback has not been reflected in the current competition schedule.

Competition schedule overview

Discipline	Dates (March 2018)									
	9	10	11	12	13	14	15	16	17	18
Para alpine skiing										
Para snowboard										
Para biathlon										
Para cross-country skiing										
Para ice hockey										
Wheelchair curling										

POCOG expects to have further refinements to the competition schedule until just before the Games. Please refer to 13.2 appendix at the end of the dossier for more detailed information of the competition schedule.

8.3 Pre-Games Training at Competition Venues

Information regarding possible access for pre-Games training at PyeongChang 2018 competition venues can be found in the *PyeongChang 2018 Pre-Games Access to Olympic and Paralympic Venues for Training - 2016/2017 Winter Season* guidelines, which is available on the PyeongChang 2018 Extranet at extranet.pyeongchang2018.com. NPCs should note that availability to access the venues will be limited due to construction as well as the test events schedule.

8.4 Games-time Training at Paralympic Venues

The majority of training sessions for the PyeongChang 2018 Paralympic Winter Games will take place at the relevant competition venues. Para ice hockey is the only exception as it has a dedicated training venue located next to the competition venue.

Please note the following:

- Athletes and team officials can access their discipline's venues with validated accreditation.
- All scheduled training sessions are open to the accredited media.

Games-time training can be further divided into official and general training.

8.4.1 Official Training

Official training is a compulsory part of the athletes' preparation for the Paralympic Winter Games, as set out in the International Federations' rules for each sport. It replicates competition conditions with specific dates, timings and format. Service levels are also identical during official training and competition, with the exception that there are usually no ticketed spectators. Official training opportunities are provided in addition to general training.

- The official training sessions are scheduled by the International Federations (IFs) prior to the Games and will be included in the training schedule published by POCOG Sport.
- The training session format is defined by the IFs, and training times are determined by the IFs in cooperation with POCOG for each athlete/team (i.e., the schedule is pre-determined and is not flexible, except in cases such as inclement weather).
- For timed disciplines, the timing, scoring and results systems are operational and the ITOs are usually present to observe or oversee training.

8.4.2 General Training

During general training, teams can schedule access to a training or competition venue, but the structure of the training session is largely at the discretion of the team coach:

- Training takes place following confirmation of scheduled access to the field of play at the competition or training venue.
- The format is informal and the training programme is at the discretion of the athletes and/or their coaches.
- General training is scheduled by POCOG Sport well in advance of the Games. However, the schedule is flexible and can be changed at Games time upon request from the IF.
- For individual disciplines, general training participation is optional and at the discretion of the athletes and/or their coaches.
- Para alpine skiing will be the only discipline for which athletes must sign up for training. Team captains will be able to sign up for training at the team captains' meetings.

With the exception of wheelchair curling, it is possible for NPCs to conduct general training from the opening of the Paralympic Village on 3 March 2018. In the case of wheelchair curling, pre-Games practice will take place daily before every event. Between 10 and 14 March, there will be an hour of evening training after every event.

See 13.4 in the Reference section for the general and official training dates.

8.5 Training after the End of Competition

For wheelchair curling and Para ice hockey athletes' access to training at Paralympic competition and training venues will end after their events have ended. For the other disciplines, post-competition training will be possible as follows:

Discipline	Training
Para alpine skiing	<ul style="list-style-type: none"> General training for all athletes, even if their event has concluded, is possible until 18 March 2018. The training course is located next to the competition course at the Jeongseon Alpine Centre. The Yongpyong Alpine Centre is expected to be open to the public, since there will not be any Paralympic event taking place during the Paralympic Winter Games. NPCs that wish to train in the Yongpyong Alpine Centre are advised to contact the resort directly.
Para biathlon	<ul style="list-style-type: none"> General training, including shooting, for all athletes within the established training sessions, even if their event has concluded, is possible until 17 March 2018 at the Alpensia Biathlon Centre. There is a training course next to the competition course that is shared with Para cross-country skiing.
Para cross-country skiing	<ul style="list-style-type: none"> General training for all athletes within the established training sessions, even if their event has concluded, is possible until 18 March 2018 at the Alpensia Biathlon Centre. There is a training course next to the competition course that is shared with Para biathlon.
Para snowboard	<ul style="list-style-type: none"> To be confirmed

8.6 Food and Beverage Services at Competition and Training Venues

Food and beverage services will be provided for accredited athletes and team officials (Aa, Ab, Ac, Am, Ao and As) in the athletes' lounges. Access to these services will be controlled by Sport volunteers.

At competition venues, food and beverage will be provided during competition and on official training days.

All athletes' lounges in competition venues will feature a refreshment station serving hot and cold beverages, soup and snacks. The hours of operation will vary by venue, but will not exceed three hours before the scheduled start of competition and one hour after the competition ends. Beverages will only be provided in the athletes' lounges and at the field of play.

At the Para ice hockey training venue, hot and cold beverages as well as light snacks will be available on official training days.

As per the IPC guidelines, athletes and team officials may bring food and drink into the venues for personal use. If the drinks are non-sponsor products, then any branding must be removed or covered before entering the venue.

8.7 Internet

POCOG will provide Wi-Fi free of charge at all competition venues in the locations specified below:

- athletes' lounges;
- broadcast compounds;
- commentator positions;
- IF work areas;
- Games officials' work areas;
- media lounges;
- mixed zones;
- Paralympic Family lounges;
- photo workroom;
- press conference rooms;
- press workroom; and
- tabled and non-tabled press tribunes.

8.8 Sport Publications

The *PyeongChang 2018 Sport Information Books* (formerly Sport Explanatory Books) will be provided in electronic version to NPCs in January 2017 and will contain basic PyeongChang 2018 sport-specific information on each discipline, including details of the competition and training schedules and facilities. As agreed with the IPC, only electronic versions of the Sport Information Books and all other sport publications will be provided to the NPCs.

Other key information will include:

- general information (transport, Paralympic Village, doping control);
- rules and requirements;
- qualifications and entries;
- awards;
- competition schedule; and
- venue maps.

The Team Captains' (Leaders') Manuals will be published for each sport discipline in January 2018 and will contain updated information on the above-mentioned topics. They will be provided in the electronic version only, and in two formats – A4 size and 22 x 10 cm size – that will be compatible with different electronic devices.

The A4-size manuals will be sent to NPCs by email and will also be available on the PyeongChang 2018 Extranet in January 2018. The final versions of the two different formats will be distributed on USB keys during the DRMs and will also be available on the Extranet.

All sport publications will be published in English only.

8.9 Venue Language Services

POCOG will provide consecutive interpretation services by volunteer interpreters at competition venues. Key locations for these services will include the mixed zones, doping control stations, team captains' meetings and medical stations. The services will be available in English, Korean, German, Russian, Japanese, Mandarin Chinese, French, Czech and Italian, but the specific languages provided will vary by event. Language services will not be provided at training venues and general training sessions.

Professional interpreters will provide simultaneous and consecutive interpretation services at the Main Press Centre and at the Paralympic Village, for selected disciplines.

In addition to these efforts to eliminate language barriers, a translation application for mobile devices and over-the-phone interpretation services will be available.

8.10 Rifles and Ammunition

Para biathlon air rifles and ammunition, will not be permitted inside and cannot be stored at the Paralympic Village. The storage of rifles and ammunition as well as a dry shooting facility will be located at the Alpensia Biathlon Centre.

For information on the importation of rifles into Korea, see Import of Specific Goods section 3.5.

POCOG Logistics will transfer Para biathlon air rifles and ammunition directly from the airport to the biathlon storage unit at the Alpensia Biathlon Centre.

8.10.1 Rifles and Ammunition at the Alpensia Biathlon Centre

Strict protocol will exist for the use of rifles at the Alpensia Biathlon Centre. The rifle must always be carried without the magazine in except when in use for training and/or competition. Rifles can be carried only in the following areas within the Alpensia Biathlon Centre:

- athletes' compound and team wax cabins; and
- field of play.

Prior to leaving the field of play, those carrying rifles must ensure that no ammunition remains in the chamber of the rifle. Any surplus ammunition must be returned to the biathlon rifle and ammunition storage facilities (BRASF) prior to departure from the venue. The BRASF provides a secure facility for the storage and distribution of Para biathlon rifles and ammunition during the Games. This is the only place where rifles and ammunition will be stored.

The dry shooting facility will also be located in the BRASF at the Alpensia Biathlon Centre.

8.11 Weather Information

As the official provider of meteorological services for the PyeongChang 2018 Games, the Korea Meteorological Administration (KMA) will be dedicated to providing real-time weather observations for the venues and tailored forecasts for sports to meet the needs of athletes, IFs, NPCs, the IPC and other clients. Weather information will be provided mainly through INFO, myINFO, the PyeongChang 2018 Smart Weather Service website at pc2018.kma.go.kr and on-site forecasts at team captains' meetings and at the field of play. Routine weather information will also be available at Sport Information Desks.

8.11.1 Historical Weather Data

Below are three-decade averages of climatological variables for the Paralympic period from 9-18 March in the mountain and coastal clusters.

	Mountain Cluster (PyeongChang, 773 m.a.s.l*)	Coastal Cluster (Gangneung, 26 m.a.s.l*)
Average daily temperature (°C)	-0.4	6.3
Average maximum temperature (°C)	4.5	11.0
Average minimum temperature (°C)	-5.3	1.8
Average total precipitation (mm)	23.1	17.7
Average total snowfall (cm)	18.6	3.5
Average wind speed (m/s)	4.6	2.8
Average relative humidity (%)	67	55

*m.a.s.l. refers to metres above sea level.

Detailed and up-to-date weather information for each venue can be found in the *PyeongChang 2018 Weather Report for 2016*, which is available on the PyeongChang 2018 Extranet.

See Climate Characteristics in the Reference section 13.15 at the end of the dossier for more details.

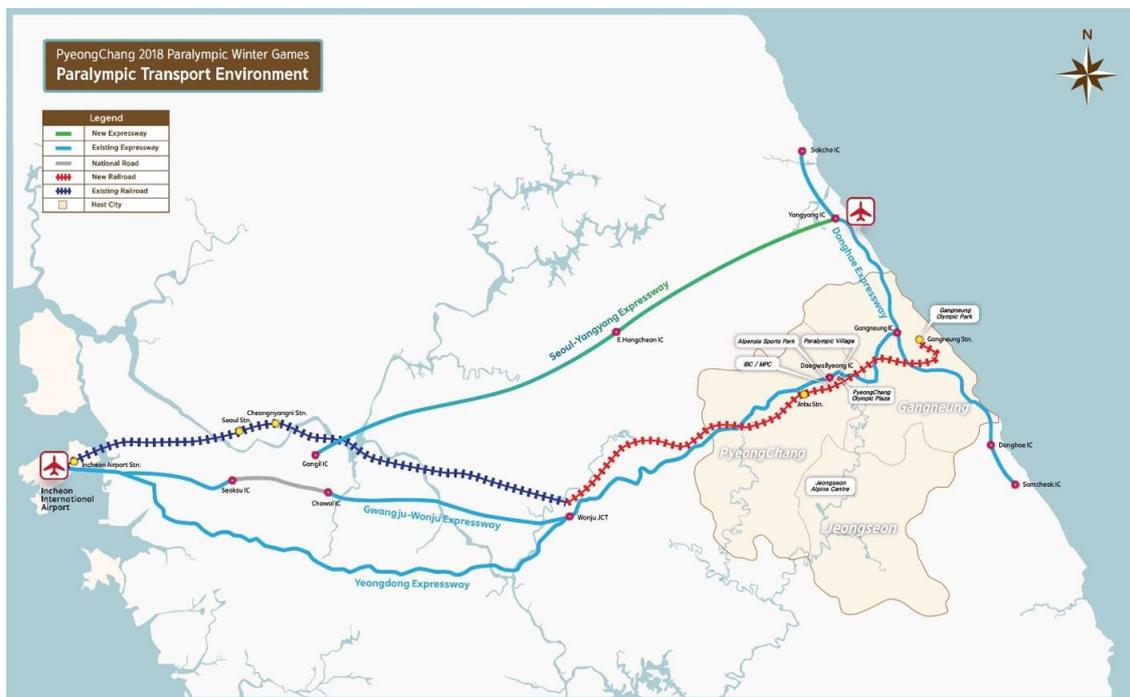
9. Games-time Services

9. Games-time Services

9.1 Transport

9.1.1 Overview

POCOG will deliver an athlete and sport-oriented Games environment with all the Games facilities, including competition venues, located within 47 kilometres of the Paralympic Village.



Preparations for the delivery of the Games transport systems and services include the construction of the high-speed railway from the Incheon International Airport or Seoul to PyeongChang and Gangneung, and construction and refurbishment of roads for convenient access to the competition venues.

Korea Train Express (KTX)

The Korea Train Express (KTX) is Korea's high-speed rail system. The existing railway between the Incheon International Airport and Wonju is being upgraded to a high-speed railway and extended to Gangneung. Once the high-speed railway (maximum speed: 250 km/h) is completed, it will be possible to reach PyeongChang (Jinbu train station) from the Incheon International Airport within approximately 98 minutes.

The construction of the high-speed railway will be completed in June 2017. After the 6 months of test runs, the KTX will become operational in the beginning of January 2018.

Paralympic Territory

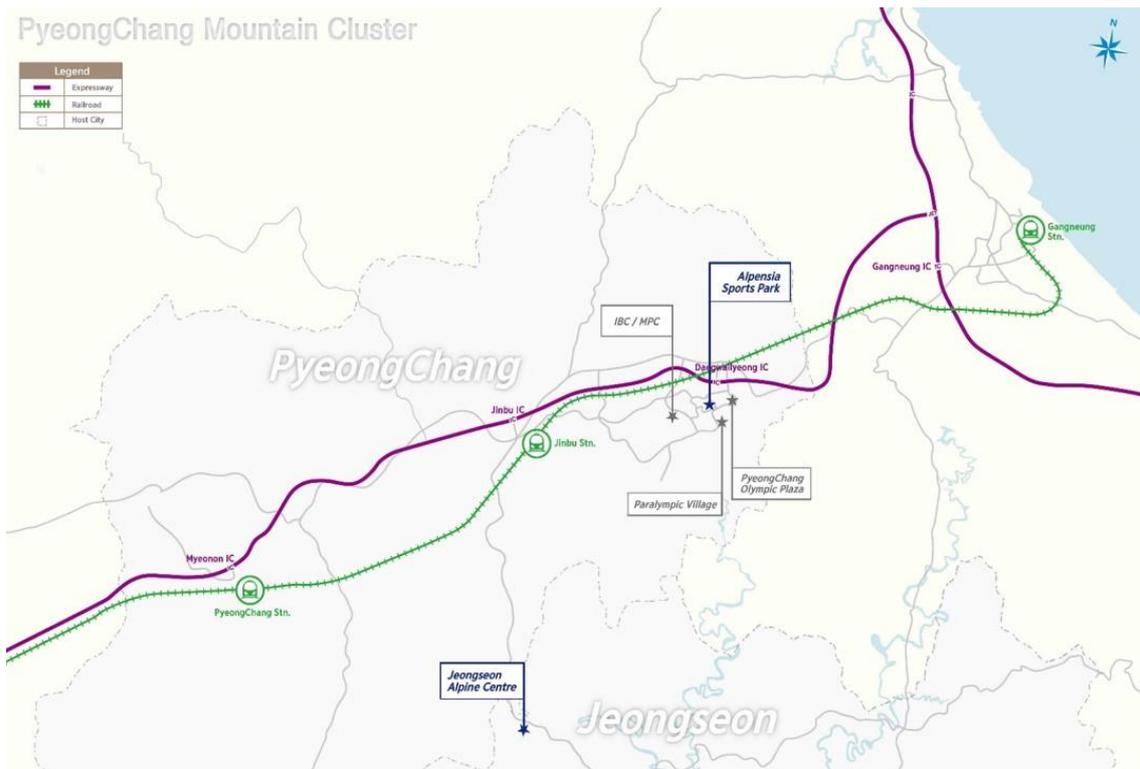
The Paralympic territory encompasses all the competition and non-competition venues and other cities and counties within Gangwon Province where the official PyeongChang 2018 accommodation properties are located. Although the Incheon International Airport is not considered part of the Paralympic territory, NPCs are allowed to drive Rate Card vehicles to the airport.

PyeongChang Mountain Cluster

All venues in the mountain cluster are located within 4 kilometres from the Paralympic Village except for the Jeongseon Alpine Centre, which is located 27 km away.

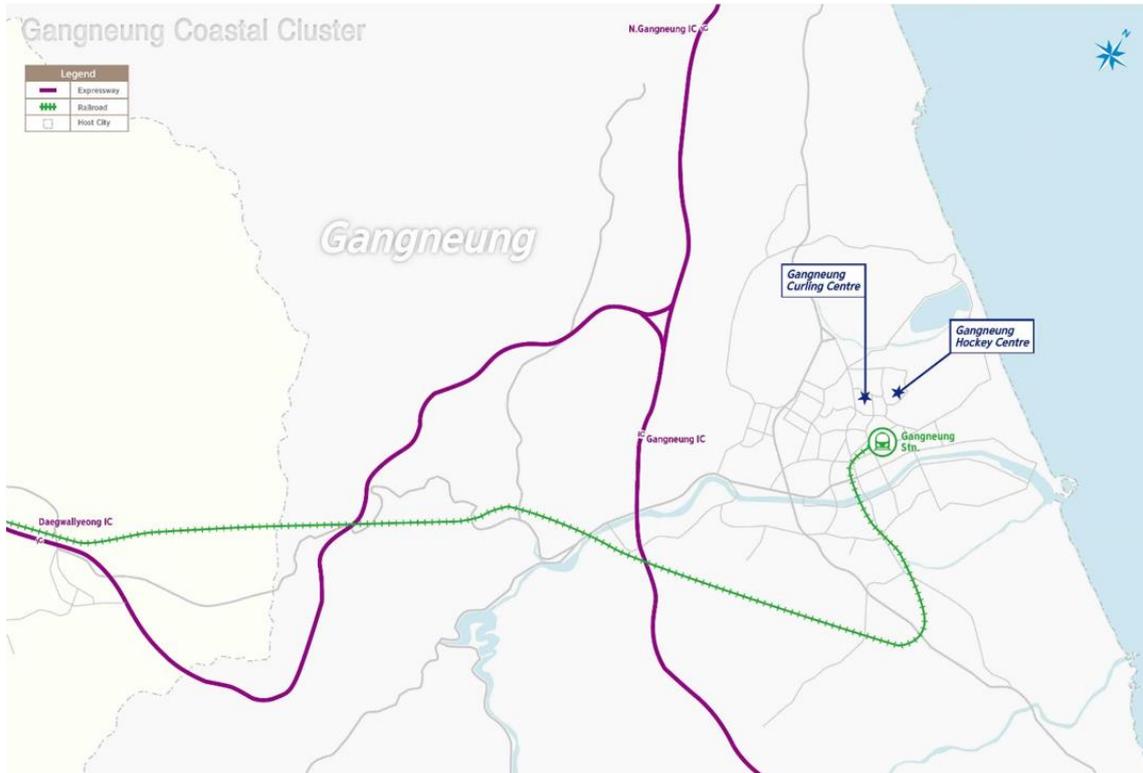
The distance between the Paralympic Village and Jinbu train station, the public transport hub, is 14 kilometres (approximately a 23-minute drive). A new road exclusively dedicated to accredited vehicles will be constructed for the Games to directly connect the two locations. For distances and travel times between venues, see the table 13.6 in the Reference section at the end of the dossier.

National roads from PyeongChang to the Jeongseon Alpine Centre are also under construction for improved access.



Gangneung Coastal Cluster

All venues in the Gangneung coastal cluster will be located in the Gangneung Olympic Park, which is located about 47 kilometres from the Paralympic Village via the Yeongdong Expressway. The Gangneung Olympic Park is approximately 3 kilometres from the Gangneung train station.



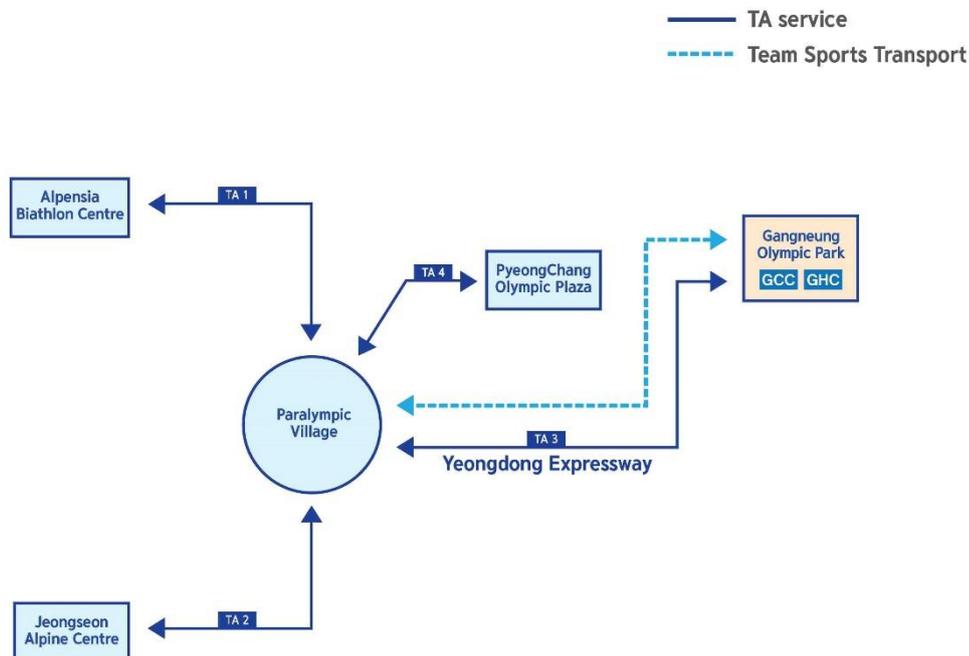
9.1.2 Athletes and Team Officials' Transport (TA)

The TA transport system will provide services for accredited athletes and NPC team officials and their accompanying baggage and personal sport equipment between the Paralympic Village and competition venues and the PyeongChang Olympic Plaza from 3 to 21 March 2018. The TA will operate as a clean-to-clean system from one secure perimeter to another where athletes and team officials can remain in the vehicle when passing through a VSA.

The TA system includes:

- direct transfers between the Paralympic Village and official competition venues;
- Opening/Closing Ceremony transport services; and
- direct transfer between the Paralympic Village and PyeongChang Olympic Plaza (including Paralympic Medals Plaza).

The following is a diagram of TA routes:



Operating Principles

The TA system will operate according to the planned schedule, however buses may leave earlier than the scheduled departure times when full. In this case, another bus, which will be on standby at an adjacent location, will be dispatched promptly to operate according to the planned schedule.

The transport services will be coordinated flexibly within a reasonable scope to accommodate any changes in the training and competition schedules during Games time. In general, three hours before and two hours after a competition will be considered as the peak times and service frequency will be increased accordingly during these hours.

Accompanied Baggage and Sport Equipment

Accompanied baggage and equipment will be transported in the baggage compartment of the bus. Baggage and equipment that cannot be transported by bus will be moved via a separate POCOG-provided vehicle upon prior reservation at the Logistics Desk in the NPC Services Centre. See 6.4.9 in the Villages chapter for details on this service.

TA System Vehicles

POCOG Transport will use vehicles, including wheelchair accessible vehicles, compatible with the sport-specific requirements and road conditions for effective TA system operations.

Coaches, including wheelchair accessible coaches, will be used as the main vehicle type for the TA system and low-floor buses will also be used for round trip distances within 20 kilometres and as backup for Opening/Closing Ceremonies transport.

TA Vehicle Types



Wheelchair Accessible Vehicles

Vehicle type	Capacity	Exterior	Interior
Wheelchair accessible coach	6-15 wheelchair spaces / 30-38 seats		
Low-floor buses	2 wheelchair spaces, 55 seating and standing		

Mountain TA System

Scheduled TA services will operate between the Paralympic Village and all the competition venues in the PyeongChang mountain cluster to facilitate the movement of athletes and team officials travelling to attend competition and training sessions. The TA services will be scheduled every 15 minutes during peak times (before and after the competition) every 30 minutes during non-peak times (during the competition).

Spectating athletes and team officials will also have access to the TA.

Mountain TA Routes

Route	Origin – Destination (round-trip)	Distance (one way)	Travel Time	Operating Hours
TA 1	Paralympic Village – Alpensia Biathlon Centre (including Para cross-country skiing events)	5 km	9 minutes	3 hours before first competition until 2 hours after last competition / Predetermined schedule at other times
TA 2	Paralympic Village – Jeongseon Alpine Centre	27 km	41 minutes	4 hours before the start of first competition until 2 hours after the end of last competition / Predetermined schedule at other times

Note: All of the estimated travel times and distances are based on the current road network and will be updated as the road construction is finalised and the Paralympic Route Network is confirmed. The distances and times are estimated to the VSA.

The TA 4 route is for athletes and team officials who would like to attend the victory ceremonies at the Medals Plaza located in the PyeongChang Olympic Plaza.

Route	Origin – Destination (round-trip)	Distance (one way)	Travel Time	Operating Hours	Frequency (minutes)
TA 4	Paralympic Village – PyeongChang Olympic Plaza	2 km	3 minutes	1 hour before the Ceremonies programme – 1 hour after the Ceremonies programme	20

Coastal TA System

Two types of transport services will operate between the Paralympic Village and the two competition venues in the coastal cluster for the transfer of athletes and team officials to and from training and competition sessions: a scheduled bus service and team sports (Para ice hockey and wheelchair curling) transport services.

Spectating athletes and team officials will have access to the scheduled TA.

Scheduled Bus Service

A direct bus service will operate between the Paralympic Village and the Gangneung Olympic Park, mainly for spectating athletes and team officials and to visit the Park's common domain activities.

Route	Origin–Destination (round-trip)	Distance (one way)	Travel Time	Operating Hours
TA 3	Paralympic Village – Gangneung Hockey Centre–Gangneung Curling Centre	46 km	52 minutes	2 hour before first competition – 2 hour after last competition

Team Sport Vehicles

POCOG will provide additional dedicated vehicles to NPCs for each of their wheelchair curling and Para ice hockey teams as follows:

Sport	Vehicle Type	Quantity
Para ice hockey	 <p data-bbox="571 705 1037 772">Wheelchair accessible coach (6-15 wheelchair spaces / 30-38 seats)</p>	1 per team
Wheelchair curling		

Two professional drivers will be allocated to each bus. The two drivers can together work up to 16 hours a day. For team buses that require a second driver shift, shift changes will take place at the Paralympic Village, the Gangneung Hockey Centre or Gangneung Curling Centre.

The buses will be operated according to a timetable agreed in advance based on the competition and training schedules. Requests for schedule changes should be made at least six hours in advance at the Transport Information Desk within the NPC Services Centre in the Paralympic Village. The bus will be waiting at the Paralympic Village Transport Mall at the designated time.

If equipment trucks are needed to move sport equipment, the team should make a reservation at least six hours in advance at the Logistics Desk in the NPC Services Centre at the Paralympic Village.

During the sessions, buses will wait for the teams near the venue until the end of the training or competition for the return journey.

The Para ice hockey and wheelchair curling accessible buses will be managed by one accredited member of the team (Ao or other) and a Para ice hockey or wheelchair curling team host will be in direct contact with the bus driver and the team.

Para ice hockey and wheelchair curling accessible buses will be provided with a Vehicle Access & Parking Permit (VAPP) to access the respective competition venue and the Paralympic Village.

The accessible buses will become available to a Para ice hockey team when six or more team members have arrived to PyeongChang and their PIACs have been validated. All members of a wheelchair curling team need to arrive in PyeongChang and validate their PIACs before buses become available. The accessible buses will be available until the end of the second driver's shift on the second day after the team's last game. The accessible buses may only be used for training and competitions.

9.1.3 NPC Dedicated Vehicles

POCOG will provide each NPC a number of dedicated vehicles for its exclusive use throughout the Games period based on delegation size as noted below. The allocation includes the vehicle dedicated to each NPC Chef de Mission.

NPC Delegation Size*	SUV / Sedan (5 seats)	Minivan (9 seats)	Minivan with wheelchair lift (6 seats including 1 wheelchair seat)	Total
5 or fewer	0	1	0	1
6-20	1	1	0	2
21-40	1	1	1	3
41-60	2	2	1	5
61-80	3	3	1	6
81-100	3	3	2	8
101 or more	3	4	2	9

* The NPC delegation size is determined by the total number of accredited athletes and NPC team officials (Aa, Ab, Ac, Ao, Am) according to the IPC's NPC Team Size Formula.

Note: The allocation will be reviewed with each NPC at the one-on-one meetings at the Chefs de Mission Seminar in March 2017.

A pool of accessible vehicles will also be available for any NPC to use on a first-come, first-served basis. This pool will consist of minivans with a wheelchair lift (6 seats including 1 wheelchair seat) and a limited number of accessible buses.

Operating Principles

The Chef de Mission (or designee) will pick up the keys for NPC dedicated vehicles after the completion of their DRM. NPCs will be responsible for management of the vehicles. POCOG will support vehicle maintenance.

Dedicated vehicles must be returned to POCOG prior to the delegation's departure but no later than 12:00 noon on 21 March 2018.

The dedicated vehicles can be driven only within the Paralympic territory (see 9.1.1) and NPCs must abide by POCOG's vehicle usage policies.

Vehicle Types and Equipment

NPCs will be allocated the following vehicle types:

NPC Dedicated Vehicles	Sedan (5 seats)	
	SUV (5 seats)	
	Minivan (9 seats)	
	Minivan with wheelchair lift (6 seats including 1 wheelchair seat,)	

The NPC dedicated vehicles will be equipped with:

Vehicle Equipment	1. Snow tyres or general tyres fitted with snow chains
	2. Insurance: see Vehicle Insurance section 9.6.6
	3. Map book or GPS navigation
	4. Fuel card (useable only at designated gas stations) (max 15 litre/day)
	5. Vehicle operational guide (English and Korean)
	6. Vehicle Access and/or Parking Permit (VAPP), which also guarantees toll-free expressway access
	7. Ski racks (a limited number will be available on request)
	8. Emergency kit
Roadside Assistance	Roadside assistance in case of breakdown or accident

Driver Information

Accredited NPC team officials, accredited NPC drivers and NPC Assistants who meet the following requirements are eligible to drive the NPC dedicated vehicles.

Driver Requirements	1. Valid international or Korean driving permit
	2. 21 years old or older (as of 1 January 2018)
	3. One or more years of safe driving experience (as of 1 January 2018)
Supporting Documents	1. A copy of international or Korean driving permit
	2. A copy of national driving licence (to check driving experience)

POCOG will provide driving information, education and training for the NPC Assistants.

Korean law requires an international driving permit for any foreign national to drive in Korea in accordance with the Vienna or Geneva Convention. It should be noted that those whose countries have not signed either of these two international road traffic conventions will not be eligible to drive POCOG vehicles.

See 13.16 for the list of countries that signed the international conventions on road traffic (Vienna or Geneva Convention).

NPC Drivers

NPCs will be able to bring a limited number of NPC drivers to facilitate NPC operations at Games time. The number of own NPC drivers an NPC may accredit will correspond to the total number of NPC dedicated vehicles plus the number of Rate Card Vehicle Access & Parking Permits (VAPPs) purchased by the NPC. NPCs will be able to apply for PIACs for these drivers, which will provide access to parking and drop-off zones inside the Paralympic Village and venue perimeter areas only. These drivers will not be able to enter the venues.

NPCs should include their drivers on the long list by the accreditation application deadline. At the pre-DRM, the NPCs will be asked which drivers they will bring to the Games. The pre-validated cards for NPC drivers will be sent to NPCs in advance of their arrival and will act as entry visa to the Republic of Korea.

See 13.16 for the list of countries that signed the international conventions on road traffic (Vienna or Geneva Convention).

9.1.4 T2 and T3 Services

T2 Services

NPC Presidents and Secretaries General will have access to T2 transport services, which entail a dedicated vehicle with a driver and Paralympic Family Assistant (PFA) for shared use between the NPC President and Secretary General. See Services for Presidents and Secretaries General section 10.5.1 for more information.

T3 Service

T2/T3 accredited clients have access to the T3 service.

T3 service consists of a pool of cars, operating similarly to a taxi service, and will travel between locations on the T3 destination list. The T3 transport system consists of sedans, SUVs, minivans and coach services that will be driven by professional drivers. T3 will serve all PyeongChang 2018 venues and official Paralympic Family and designated NPC Hotels.

For a complete list of T3 destinations, see 13.14 in the Reference section at the end of the dossier.

Service Period and Hours

The T3 service will be available from 2 March 2018 to 21 March 2018. Limited T3 services (by reservation only) will operate from 2-5 March 2018 and 19-21 March 2018.

The T3 service will be offered 24 hours a day during the full operations period, 6-18 March 2018, but the service capacity will be adjusted based on the demand. In particular, the number of operating vehicles and service locations will be minimised (by reservation only) during overnight hours, from 23:00 to 07:00.

Dates of Operation	Level of Service	Service Hours
2-5 March	Limited	<ul style="list-style-type: none"> • 07:00-19:00 • By reservation only
6-18 March	Full (on-demand service at venues based on competition schedule)	<ul style="list-style-type: none"> • 24 hours • 23:00 – 07:00 • By reservation only
19-21 March	Limited	<ul style="list-style-type: none"> • 07:00-19:00 • By reservation only

T3 On-Demand Service

The T3 on demand vehicles will be available at all competition venues when there is a competition taking place at the venue as well as specific non-competition venues such as the Paralympic Family Hotels, Paralympic Village and PyeongChang Olympic Plaza.

The T3 on-demand service hours will be adjusted depending on the travel demand at the venue. There will be no T3 on-demand service during overnight hours.

T3 vehicles are not dedicated and can only be used for one-way travel. The car will not remain with the client. T3 clients heading to the same or close-by locations will be asked to share a vehicle.

The T3 on-demand service operates only to the locations included in the T3 Destination List (see 13.14).

T3 On-Demand Destinations			
Cluster		Venue	Note
PyeongChang Mountain Cluster	Competition Venues	Alpensia Biathlon Centre Jeongseon Alpine Centre	T3 on demand available when there is a competition at the venue
	Non-Competition Venues	Intercontinental Alpensia Hotel (PFH) Holiday Inn Hotel (PFH) Dragon Valley Hotel (PFH) Paralympic Village IBC / MPC Jinbu Train Station Paralympic Hospitality Centre PyeongChang Olympic Plaza Mountain T3 Transport Mall (near PFH)	
Gangneung Coastal Cluster	Competition venues	Gangneung Curling Centre Gangneung Hockey Centre	T3 on demand available when there is a competition at the venue
	Non-Competition Venues	Gangneung Train Station Coastal T3 Transport Mall (near Gangneung Olympic Park)	

Note: The on demand service hours for the non-competition venues will vary from venue to venue and will be decided after further analysis.

T3 Reservation Service

The T3 service will also be available through a 24-hour reservation system.

In order to use this service, the accredited client with a T3 transport privilege should make a reservation at least four hours in advance by calling the T3 Call Centre or by visiting a Transport Desk at any of the following locations:

- Paralympic Family Hotels;
- International Broadcast Center (IBC);
- Main Press Center (MPC);
- Paralympic Village; and
- Paralympic Family lounge at each competition venue.

Similar to the on-demand service, clients travelling to the same or close-by destinations will be requested to share a vehicle.

It should be noted that the T3 reservation service will only be available at T3 on-demand venues when the T3 on-demand service is not operating at the venue.

The T3 reservation service will be available from 07:00 through 19:00 during 2-5 March and 19-21 March 2018, and 24 hours a day from 6-18 March 2018.

The T3 reservation service operates only to the locations included in the T3 Destination List (see 13.14).

T3 Vehicle Types

Sedan (5 seats)	
SUV (5 or 7 seats)	
Minivan (9 or 14 seats)	
Minivan with wheelchair lift (6 seats including 1 wheelchair seat)	

More detailed information on the vehicle types will be provided at a later date.

9.1.5 Rate Card Vehicles

POCOG will offer rental vehicles at a reasonable rate to Games clients through the Rate Card programme for use during the Games time.

The rates of the rental vehicles are listed in the Rate Card Catalogue.

Service Features

The Rate Card vehicles have the following features:

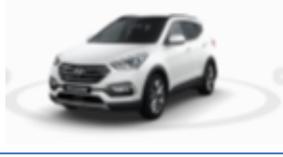
Mileage and Driving Area	<ul style="list-style-type: none"> • Unlimited mileage • Can drive anywhere in Korea
Basic Equipment	<ul style="list-style-type: none"> • Snow tyres or general tyres fitted with snow chains • GPS navigation (English and Korean) • Device with prepaid Hi-pass card charged with KRW 20,000 (users will need to cover additional tolls) • Dashboard camera
Insurance	<ul style="list-style-type: none"> • See Vehicle Insurance section 9.6.6
Roadside Assistance	<ul style="list-style-type: none"> • Roadside assistance in case of breakdown and accident within the defined boundary
Rental Period	<ul style="list-style-type: none"> • Standard period: 20 days
Fuel	<ul style="list-style-type: none"> • Each vehicle will be provided with a full tank of fuel • Additional fuel is the responsibility of NPCs • Vehicles are not required to be returned with a full tank of fuel
Not Included	<ul style="list-style-type: none"> • VAPP, ski racks, driver, fuel costs

Note: The above details including the basic equipment are subject to change depending on the IPC's final approval of the Rate Card Catalogue.

Vehicle Information

The Rate Card vehicle types are as follows:

Type	Model (manufacturer)	Capacity	Photo
Sedan	Avante (Hyundai)	5 seats (1,591 cc)	
	Sonata (Hyundai)	5 seats (1,999 cc)	

	Grandeur (Hyundai)	5 seats (2,359 cc)	
SUV	Tucson or Sportage (Hyundai or Kia)	5 seats (1,995 cc)	
	Santa Fe or Sorento (Hyundai or Kia)	5-7 seats (1,995 cc)	
Minivan	Starex (Hyundai)	11-12 seats (2,497 cc)	

Note: The details of the vehicle information are subject to change.

Driver Information

NPC team officials who meet driver requirements (see 9.1.3) can drive Rate Card vehicles.

9.1.6 Vehicle Access and/or Parking Permits (VAPP)

POCOG will issue VAPPs to grant appropriate access rights to various Games vehicles. Each VAPP will define vehicle's rights to the following:

VAPP Rights	1. Access to competition and/or non-competition venues
	2. Parking at designated areas

A POCOG VAPP features the following information:

- venue code;
- colour (per client group);
- parking code;
- client code;
- POCOG emblem;
- security feature (hologram);
- barcode; and
- serial number.

Principles

Division	Rights	Transferability	Price
NPC President and Secretary General (P2)	Access to and parking at all competition venues and non-competition venues	No	Free
NPC Dedicated Vehicles (P3)	Access to and parking at all competition venues, Paralympic Village, PFH load zone	Yes	Free
Team Sports Dedicated Vehicles (P3)	Access to and parking at the respective sport's competition venues, and the Paralympic Village	Yes	Free
Rate Card VAPPs*	Access to and parking at required venues	Yes	Paid

**Note that a limited number of parking spaces will be available at competition venues, the MPC and the Paralympic Village. Due to the high demand for parking, POCOG will be able to fulfil only a limited number of requests for Rate Card VAPPs. VAPPs are not included with the Rate Card vehicle rental and must be ordered separately.*

Parking

Parking areas may be located outside the venue perimeter if the parking capacity within the perimeter is limited.

POCOG will run a dedicated shuttle bus service including accessible vehicles between the parking lot and the venue entrance if the parking area is located far from the entrance.

9.2 Ticketing and Spectator Access

9.2.1 Ticketing Programme

POCOG is planning to initiate its Paralympic ticketing programme in 2017. POCOG will send the Ticket Sales Agreements (TSA) and the Ticket Sales Guide in March 2017. NPCs and their appointed Authorised Ticket Resellers (ATRs) that have signed a TSA will be granted access to the Paralympic Client Ticket Portal (P-CTP), where they can start to make initial ticket requests from April.

Please refer to the following preliminary ticketing timeline for NPCs.

Date	Activity
March 2017	POCOG sends Ticket Sales Agreement (TSA) to NPCs
	POCOG sends Ticket Sales Guide to NPCs
	Paralympic Client Ticket Portal (P-CTP) launches
June 2017	Initial Ticket Request period begins
September 2017	Launch of ticket sales to the general public in the Republic of Korea. Start of international sales by ATRs.
	First payment of 50% of the confirmed initial allocation due to POCOG
November 2017	Balance of payment for final ticket allocation due to POCOG

Responsibility of NPCs and ATRs

POCOG is committed to ensuring full venues during the PyeongChang 2018 Paralympic Winter Games and recognises the vital role that NPCs and their Authorised Ticket Resellers (ATR) will play in achieving this goal.

It is the responsibility of the NPC/ATR to ensure that every ticket allocated is used and managed in accordance with the policies and procedures of the PyeongChang 2018 Ticketing Programme. Furthermore, it is essential that NPCs/ATRs leverage all official ticket returns, exchanges, donations and rechanneling opportunities to ensure that tickets do not go unused or fall into the hands of ticket touts.

9.2.2 Ticketing Requests, Payments and Collection

Ordering

All NPCs and their appointed ATRs that have signed a TSA with POCOG and appointed a main contact will receive a username and password to access the Paralympic Client Ticket Portal (P-CTP). NPCs and ATRs will be able to place their ticket requests using the P-CTP.

One of the aims of the POCOG ticketing programme is to make Paralympic Games tickets accessible to as many people as possible. Therefore, tickets will be available to everyone worldwide at the same time. Starting in September 2017, tickets will go on sale to the general public in the Republic of Korea. At the same time, NPCs and ATRs can begin selling tickets to the public in their respective territories.

Price Categories

POCOG offers a standard range of price categories based on the successful experience of previous Paralympic Winter Games organising committees with up to four price categories at certain venues. Our clients will be able to specify price category requirements in detail and ensure available seating at a wide range of prices to cater for varied requirements as well as provide a range of affordable tickets.

All ticket prices will be stated in Korean won, however, NPCs/ATRs will have the opportunity to choose Korean won or US dollars as the settlement currency.

Waitlist

POCOG will track requests from NPCs/ATRs for sessions where tickets are not available at the time of request. Although POCOG cannot guarantee that waitlist requests will be fulfilled, they will be considered a standing order to be allocated based upon availability. Therefore, it is important that NPCs/ATRs keep their lists up to date with accurate and current requirements at all times.

Ticket Collection

Tickets will be available for collection at the Key Client Centre in Gangneung from November 2017 through the Games time. Collection appointments will be scheduled by POCOG Ticketing in consultation with each NPC/ATR.

Tickets that are not collected or are lost after their collection will not be reissued.

Authorisation for Ticket Collection

The Primary Contact person for ticketing (as listed in the P-CTP) is authorised to pick up the tickets. They may also delegate another person to pick up the tickets by sending the name of the authorised person(s) and the pick-up location(s) to npc.ticket@pyeongchang2018.com before or at the time of each request.

A proof of identity (passport or valid PIAC) and the booking confirmation number must be presented in order for the tickets to be released. The booking confirmation number alone will not be accepted.

Accessible Seating

NPCs are able to specify on their request form on the P-CTP if their ticket holders have any special requirements such as wheelchair access. POCOG will make every effort to accommodate these needs when allocating tickets.

Ticketed Spectators Transport

The price of each ticket includes access to the transport service for spectators (TS) on the day of the ticketed sessions. The TS operates between the transport hubs and venues.

PyeongChang 2018 Prime Events

No events have been designated as Prime Events at the PyeongChang 2018 Paralympic Winter Games. PyeongChang 2018 and the IPC, however, reserve the right to implement access control to the Paralympic Family lounge at the venue in case (during the Games) an event is determined to be a high demand event.

Games-time Ticket Sales

Purchase Locations

During the Games, tickets can be purchased at all official PyeongChang 2018 sales locations.

NPCs will also be able to purchase tickets to any available sessions at the ticket box offices located in the Paralympic Village.

NPCs and ATRs will be able to purchase additional tickets, if available, at the Key Client Centre in Gangneung.

Methods of Payment

After the final ticketing payment has been made in 2017, NPCs/ATRs will be required to pay for additional purchases using a Visa card or pay with credit they have accumulated if they have resold tickets. Once the Games-time ticket box offices are open, cash (KRW) will also be accepted for ticket purchases.

Tickets for Wheelchair Curling and Para Ice Hockey

POCOG Ticketing will set aside a pool of tickets for NPCs to purchase for the teams qualified in para ice hockey and/or wheelchair curling

Preliminary Games

Each qualifying NPC is eligible to request tickets for their games using the P-CTP. Tickets will be guaranteed up to the following maximum numbers per game per team:

Sport	Tickets
Wheelchair Curling	25 tickets per each team for each session
Para Ice Hockey	50 tickets per each team for each session

Payment will be required prior to tickets collection.

Playoffs

During the Games, all NPCs with a wheelchair curling and/or para ice hockey team will be able to buy a limited number of additional tickets for their team's games each time their team advances to the next round. POCOG will reserve the following number of tickets that these NPCs can buy:

Sport	Tickets
Wheelchair Curling	25 tickets per game per team for tiebreakers to gold medal game
Para Ice Hockey	50 tickets per game per team for playoffs to gold medal game

Ticket Collection

POCOG Ticketing will manage the order and collection process for these team tickets.

Cancellation of Sessions

If an individual session of the Games is cancelled or re-scheduled as part of another session, POCOG will refund to the NPC or Authorised Ticket Reseller the amounts paid to POCOG.

Athletes and Team Officials Tickets

Spectator Privileges for Athletes and Team Officials

Athletes (Aa), competition partners (Ab) and team officials (Ac, Ao, Am, As) may access the athletes' stand during their own discipline's competition without a ticket, upon presentation of a valid PIAC. In addition, all athletes and team officials may access all outdoor competition venues upon presentation of their valid PIAC (no ticket required).

Same-discipline athletes and NPC team officials will access the seating in the athlete stand on a first-come first-serve basis. If the athlete stand at the outdoor venues is full, the athletes and NPC team officials will still be able to watch the events from the general public standing areas.

POCOG is still evaluating the possibility of allowing different-discipline athletes and NPC team officials to access athlete stands at indoor venues using only their accreditation. If this is not possible due to limited seating, different-discipline athletes and NPC team officials will need accreditation and a complimentary ticket in order to access the accredited seating. In this case, Chefs de Mission will be able to request complimentary sport tickets the day prior to the event. NPC Services will allocate tickets according to availability and delegation size. Chefs de Mission, or their ticketing proxies, will then pick up the tickets at the NPC Services Centre in the Paralympic Village.

Access to Medals Plaza

The Medals Plaza is located inside the PyeongChang Olympic Plaza.

The accredited Paralympic Family members and their accredited guests will have access to the Paralympic Family lounge in the Medals Plaza. All accredited athletes and team officials will have access to the Athletes' Zone, a dedicated area with the preferred view right in front of the victory ceremonies stage.

POCOG will manage access to the Athletes' Zone

See Non-competition Venues section 7.2.2 for more information about the Paralympic Medals Plaza.

9.3 Ceremonies

9.3.1 Opening and Closing Ceremonies

The Opening Ceremony will be held on 9 March 2018 and the Closing Ceremony on 18 March 2018. Both ceremonies will take place at the PyeongChang Olympic Stadium in the PyeongChang Olympic Plaza. The Olympic Stadium has no roof and the average temperatures in PyeongChang mountain cluster during the Paralympic period in March are as follows:

Average daily temperature (°C)	-0.5
Average maximum temperature (°C)	4.4
Average minimum temperature (°C)	-5.2

Athletes Parade

All athletes, competition partners and NPC team officials accredited in the A category (Aa, Ab, Ac, Am, Ao and As) are eligible to march in the Athletes Parade during the Opening Ceremony. Presidents and Secretaries General are not entitled to march in the athletes parade unless they are accredited as an NPC team official. POCOG is still developing plans regarding the use of marching passes for the athletes parade.

For both the Opening and Closing Ceremonies, the delegation marching order will be determined by the Korean alphabet and IPC protocol, ending with the host nation, the Republic of Korea.

After the parade, marching athletes and team officials will be seated in a dedicated area of the Olympic Stadium for the remainder of the show.

Athlete Staging Area

The athlete staging area will be in a temporary tent structure located right beside the Olympic Stadium in the PyeongChang Olympic Plaza. See 13.12 in the Reference section at the end of the dossier for the map of the PyeongChang Olympic Plaza.

Transport

Athletes and team officials will be transported by bus from the Paralympic Village directly to a drop-off zone right beside the staging area in the PyeongChang Olympic Plaza.

NPCs will not be allowed to drive NPC dedicated vehicles to the Ceremonies and must use the transport provided from the Village.

Origin – Destination	Distance	Travel Time
Paralympic Village – PyeongChang Olympic Plaza	2 km	3 minutes

POCOG is still developing the transfer process and further details about the actual departure times from the Paralympic Village for each NPC will be confirmed at a later date.

After the Parade of Athletes, there will be an early departure service available to take athletes and team officials directly to the Paralympic Village. POCOG staff will provide directions to the bus load zone for those athletes and team officials leaving on the early bus departure system.

Food Services

POCOG will deliver the following services for athletes and team officials participating in the Opening and Closing Ceremonies:

- The Paralympic Village dining hall will be ready to handle high demand prior to departure and upon return to the Village.
- Refreshments will be provided in the staging area.
- Bottled water will also be available in the athletes and team officials' seating area during the Ceremonies.

9.3.2 Medallist Recognition and Victory Ceremonies

The schedule of victory ceremonies including location and dates for each medal event is under development.

The Medallist Recognition and Victory Ceremonies will be conducted in English and Korean.

Medallist Recognition Announcements

An in-venue medallist recognition announcement will take place following the completion of each medal event. Immediately after racing has finished in a medal event, the winners of the gold, silver and bronze medals will gather in a designated area on or near the field of play. Their names and rankings will be announced to the spectators, but no gifts or medals will be presented. There will also be no raising of their countries' flags or playing of any anthems. The announcement is a short opportunity for photographers and broadcasters to capture post-race images of the winners. Athletes may carry with them their sport equipment as long as it complies with the IPC Manufacturers Guidelines.

The ceremonies will feature a presentation of a gift to each medallist, but will not include the presentation of medals, the raising of flags or playing of the gold medallist's national anthem.

Victory Ceremonies at Competition Venues

Some medal events will be immediately followed by a Victory Ceremony at the corresponding competition venue. The medallists will receive a gift and a medal; the flags of the medallists will be raised; and the gold medallist's national anthem will be played.

Victory Ceremonies at the Paralympic Medals Plaza

Most medals will be presented at the Paralympic Medals Plaza in the PyeongChang Olympic Plaza. These nightly Victory Ceremonies will be held from 10-18 March 2018.

During the medals presentation part of the nightly Victory Ceremonies, the medallists will receive a gift and a medal. The flags of the medallists will be raised, and the gold medallist's national anthem will be played.

The medals presentations will begin at 19:00. Entertainment will be provided before the ceremony from 18:00 and a concert will start immediately after the medals presentations.

Medallist Transfers

POCOG will transfer medallists from the competition venue or from the Paralympic Village to the Medals Plaza and back to the Paralympic Village/residence as follows:

1. At the competition venue:

A POCOG Victory Ceremonies athlete escort will be introduced to each medallist/medalling team outside the doping control station at the competition venue following the completion of testing.

The escort will brief medallists on the Victory Ceremony transfer process and will also provide them with printed information about the Victory Ceremony procedures.

2. Transport to the Medals Plaza:

Each medallist/medalling team will be assigned a dedicated vehicle driven by a POCOG driver and will be accompanied by a Victory Ceremonies athlete escort. Each medallist/medalling team will be allowed to bring one NPC representative with them in the dedicated vehicle. This NPC representative must have a valid PIAC, plus a supplementary pass provided by the Victory Ceremonies athlete escort.

Victory Ceremony on the Day of the Competition

When the Victory Ceremony takes place on the same day as the competition, the medallists will be transported from the venue to the Medals Plaza as follows.

- If the competition ends close to the Victory Ceremony start time, the medallists will be transported directly to the Medals Plaza.
- If the competition ends long before the Victory Ceremony start time, the medallists take their own transport (TA vehicles, NPC vehicles, etc.) from the competition venue to the Paralympic Village or residence. Each medallist/medalling team will be met later by their Victory Ceremonies athlete escort at an agreed time and location in the Paralympic Village and transported to the Medals Plaza in an assigned dedicated vehicle driven by a POCOG driver and accompanied by a Victory Ceremonies athlete escort.

In case a medallist is unable to complete the doping control procedure at the venue in sufficient time, a POCOG vehicle dedicated to medallist transfers will transport the medallist directly to the Paralympic Medals Plaza. For further details about this process, please see Doping Control section 9.7.

Victory Ceremony the Day after the Competition

When the Victory Ceremony takes place on the day after the competition, the Victory Ceremonies athlete escort will meet the medallists outside the doping control station at the competition venue to confirm the time and location of the meeting on the following day for transport to the Victory Ceremony.

Following the competition, the medallists will take their own transport (TA vehicles, NPC vehicles, etc.) from the competition venue to the Paralympic Village or residence.

The next day, each medallist/medalling team will be met by their Victory Ceremonies athlete escort at the agreed time and location in the Paralympic Village and transported to the Medals Plaza in an assigned dedicated vehicle driven by a POCOG driver and accompanied by a Victory Ceremonies athlete escort.

The medallists will be delivered at a designated entrance at the Medals Plaza and escorted to the green room.

Vehicle types and allocation criteria

Sport	Dedicated Vehicle Type		Quantity	Other
Individual Sports	SUV (5 seats) or Minivan with wheelchair lift (1 wheelchair storage, 4 seats)		1 per medallist	Passengers Medallist (or medalling team), 1 NPC representative, 1 driver (English-speaking drivers primarily allocated), 1 POCOG escort, 1 doping control representative (if required)*
Team Sports	Wheelchair accessible coach (6-15 wheelchair spaces, 30-38 seats)		Teams to use dedicated team bus	VAPP Access to competition venue, doping control station, Medals Plaza, Village, IBC/MPC

*A doping control vehicle will also be provided for medallists who have not completed the doping control procedure.

Green Room

POCOG will control access to the green room. Other than POCOG and IPC staff, only the medallists and one NPC representative will have access to the green room. The NPC representative will be responsible for compliance of each medallist's uniform with the *PyeongChang 2018 Marks Usage Guidelines for NPCs*.

During the medals presentation, the medallists' PIACs must be hidden from sight. If needed, medallists can ask the Victory Ceremony staff to temporarily hold their PIAC. No participant should have flags, mascots or other items on them during the ceremony. Also, no one other than athletes and those who are part of the Ceremonies team may take part.

In the green room, a POCOG representative will explain the ceremony process to the medallists. At a designated time, the medallists will be brought onto the stage to receive their medals. After receiving their medals, the medallists will be escorted through the mixed zone by a POCOG representative.

Transport after Victory Ceremony

After the Victory Ceremony, medallists will have the following options:

- The medallists and NPC representative return immediately to the Paralympic Village or residence with their dedicated vehicle provided by POCOG for the medallists.
- The medallists and NPC representative stay for the Victory Ceremony concert and then return to the Paralympic Village or residence with their dedicated vehicle provided by POCOG for the medallists.
- The medallists and NPC representative are taken to another location within a reasonable distance of the Medals Plaza by their dedicated vehicle provided by POCOG for the medallists.
- The medallists confirm to their POCOG escort that the Victory Ceremony transport service is no longer required (if not confirmed earlier in the transfer process).

9.4 Press Services and Facilities

POCOG Press Operations is responsible for the planning, preparation and provision of services and facilities for 700 accredited written and photographic press and non-rights-holding broadcast organisations.

Press Operations is also responsible for the Paralympic News Service (PNS), which collects, produces and distributes a wide range of news and information to the Paralympic Family, including accredited press.

9.4.1 Press Accreditation

The International Paralympic Committee (IPC) expects about 700 media representatives to be accredited for the PyeongChang 2018 Paralympic Winter Games.

The written and photographic press (including technicians, support staff and non-rights holding broadcasters) are accredited for the Paralympic Winter Games under the general E category.

The IPC will manage the accreditation process of large agencies (Agence France-Presse (AFP), The Associated Press (AP), Thomson Reuters and Getty Images), and the non-rights holding broadcasters (ENRs).

The press accreditation process is conducted in two stages:

Stage	Process	Deadline
Press by Number 11 January 2017 to 28 February 2017	NPCs nominate the press organisations selected for press accreditation by completing and returning the Press by Number form to POCOG. IPC-recognised news agencies and non-rights holding radio and/or television organisations are not included in the NPC quotas and do not participate in this stage.	28 February 2017

<p>Press by Name</p> <p>11 September to 10 November 2017</p>	<p>Each press organisation will complete and return applications to their NPC, which will validate each application. NPCs are responsible for returning approved applications to POCOG.</p> <p>Non-rights holding radio/television organisations as well as IPC-recognised news agencies must return Press by Name accreditation applications directly to POCOG.</p>	<p>10 November 2017</p>
--	--	-------------------------

Each NPC will receive the *PyeongChang 2018 Press by Name Accreditation Guide* and related forms in September 2017. The accreditation application form will request detailed information for each accredited member of the press.

9.4.2 Main Press Centre

Located in the centre of the PyeongChang mountain cluster, the Main Press Centre (MPC) will serve as the main work place for the accredited press covering the Games. The MPC will consist of two facilities in the Alpensia resort: the Alpensia Convention Centre and a temporary structure. A total of 11,000 square metres of functional space will be provided for the press.

The Alpensia Convention Centre will be converted into a highly functional facility for the media with a 130-seat press & photo workroom, two press conference rooms, the private office area and various service facilities including an internal restaurant area. The temporary structure will house the Rate Card office and relevant service desks.

The International Broadcast Centre (IBC) will be a 15-minute (800 m) walk from the MPC. To offer quick and easy access to the MPC, a 24-hour media shuttle service between the IBC and MPC will be provided.



Map of the area surrounding the Main Press Centre

Main Press Centre Timeline

Dates	Activity
1 December 2016 – 28 February 2017	Intent to Rent process starts on 1 December 2016. Private office space in the MPC can be booked online through the Rate Card portal.
7 March 2018 – 8 March 2018	Soft opening 08:00-20:00
9 March 2018 – 19 March 2018	Full services provided 07:00-00:00

Main Press Centre Access

All accredited press and rights holders have access to the MPC. Other Paralympic Family members will require MPC access rights on their accreditation.

According to the IPC's *Accreditation at the Paralympic Winter Games – Detailed Specifications*, NPC Presidents, Secretaries General, Paralympic attachés, press attachés, accredited athletes, Chefs de Mission and Deputy Chefs de Mission have accredited access to the MPC.

Those without the required accreditation can request temporary access to the MPC from the Guest Pass Office in the Media Accreditation Centre, located outside the MPC.

MPC Private Office Space

Press and NPCs are eligible to rent private office space in the MPC through the Rate Card programme. Private office space can be requested in units of 25 square metres. Press and NPCs should submit their Intent to Rent request on the Rate Card website between 1 December 2016 and 28 February 2017.

Press Conferences at the MPC

Two press conference rooms will be located in the MPC 1. Consecutive or simultaneous interpretation by professional interpreters will be available in the following languages: English, Korean, German, Russian and Japanese. Press conference room 1 and press conference room 2 will have 150 and 70 seats respectively.

MPC Transport and Parking

A media transport mall in the mountain cluster will be located next to the International Broadcast Centre (IBC). It will connect all venues and media accommodation in the mountain cluster.

A shuttle will be provided between the IBC and MPC on a 24-hour basis.

Parking at the MPC will be available for vehicles with appropriate MPC VAPPs, which include T2, T3 and NPC dedicated vehicles. There will be parking spaces for press outside the secure perimeter, next to the MPC. VAPPs granting access to the MPC will be also available for purchase through the Press Rate Card catalogue.

9.4.3 Venue Media Centres

All competition venues, the Paralympic Village, the PyeongChang Olympic Stadium and the Paralympic Medals Plaza will have a Venue Media Centre (VMC) that provides workspace and services for members of the press and photographers covering the Games.

VMCs at the competition venues will open two hours before the start of competition and close two hours after the competition ends. However, if needed, VMCs will be open for longer hours to help the media cover the Games fully.

For official training, VMCs will open one hour before the start of the training session and close one hour after the training session has concluded. At the Jeongseon Alpine Centre, the VMC will open two hours before the start of the official Alpine skiing downhill training session and close two hours after the training session has concluded.

Press conference facilities will be located in each VMC for post-event conferences and interviews. Consecutive interpretation will be provided at venue press conferences by volunteer interpreters.

Interpretation Services per Venue

Consecutive Interpretation	Venue	Discipline
English, Korean, German, Russian, Japanese, Chinese, Italian	Gangneung Hockey Centre	Para ice hockey
	Jeongseon Alpine Centre	Para alpine skiing Para snowboard
	Alpensia Biathlon Centre	Para biathlon
		Para cross-country skiing
	Gangneung Curling Centre	Wheelchair curling

9.4.4 Mixed Zones

The mixed zones at each venue provide an opportunity for the press to conduct brief, informal interviews with athletes as they exit the field of play. Athletes must pass through the mixed zone, but they are not obliged to stop and talk to the media.

Coaches of team sports may also pass through the mixed zone for interview purposes.

9.4.5 NPC Press Attachés

NPC press attachés may only access the press section of the mixed zone. They are not permitted to access the broadcast section.

NPC press attachés may only access the mixed zone when their NPC's athletes are competing or training.

The press attaché's role is to assist in the efficient flow of their NPC's athlete through the press section of the mixed zone, offering as many interview opportunities as possible with the press.

9.4.6 High-Demand Events Tickets for Press

Events where the anticipated number of media wanting to attend is greater than the capacity of the Venue Media Centre, Press Tribunes and Photo Positions (e.g., Opening and Closing Ceremonies) will be designated as high-demand events. Media wishing to attend such events must have a valid ticket and an E accreditation.

The IPC is responsible for identifying high demand events. It will be announced by January 2018 which events will be ticketed.

Ticketing of high-demand events for the written and photographic press is put in place to ensure access for accredited media representing NPCs whose athletes and teams are competing in the events.

Media tickets for high-demand events will be distributed in the MPC by POCOG.

9.4.7 Paralympic News Service (PNS)

Paralympic News Service is responsible for the collection, production and distribution of a wide range of news and information for the Paralympic Family, including accredited media, athletes, and team officials.

All NPC delegations and other accredited users can access PNS reports and other Games information through INFO workstations, located throughout Paralympic venues, including the MPC, GMC, VMCs, and selected non-competition venues such as the Paralympic Village.

The myINFO system will be available to use on personal computers, laptops and tablets using a secure log-in anywhere there is an internet connection. Each NPC Chef de Mission will receive one free myINFO account and additional accounts can be ordered through the Rate Card. See 9.8.7 for more information about myINFO.

PNS is run by a team of experienced, professional journalists and technical experts to ensure accuracy, thoroughness, consistency and speed.

During the Games, PNS operates as an international news agency with a central editorial desk and experienced venue sports reporting teams, who swiftly generate and distribute reports such as news articles, results, event previews, reviews, flash quotes and press conference highlights.

Ahead of the Games, PNS also prepares a wide range of background information such as athlete biographies, historical results, facts and figures, and details on the various disciplines.

9.5 Medical Services

9.5.1 Public Health Services

Public health services including, but not limited to, disease surveillance, communicable disease control, emergency health management, health protection (such as food, water, and air quality) and environmental health matters, will be in place throughout the regions where the Games are being held.

The PyeongChang 2018 Paralympic Winter Games will be a smoking-free Games. Smoking and tobacco consumption in any form will be prohibited at all PyeongChang 2018 venues.

9.5.2 Paralympic Family Medical Care

All accredited Paralympic Family members, including NPC Presidents, Secretaries General, athletes, guides and team officials, are eligible to receive medical services while in Korea for the 2018 Paralympic Winter Games. Medical services, including hospital and ambulance services will be provided free of charge from 28 February 2018 to 21 March 2018 for acute illness and injuries (or acute exacerbations of pre-existing illness or injuries). Treatment of stable pre-existing conditions will not be covered under this agreement. For further information about insurance, please see section 9.6.

9.5.3 Games-time Medical Services

Village Polyclinic and NPC Dedicated Medical Rooms

Please see the section 6.4.8 and 6.4.4 of the dossier for information on the Village Polyclinic and NPC dedicated medical space.

Venue Medical Services

Medical services will be provided at competition, training and other official venues. Athlete and spectator medical stations will be staffed by experienced medical and paramedic personnel and will be stocked with appropriate equipment, supplies and medication. Ground ambulances will be stationed on standby at each medical station at competition and non-competition venues.

The venue medical services consist of mobile medical teams, first aid stations and medical stations to provide basic medical services and emergency response. For advanced medical care, patients will be transported either to the Paralympic Village Polyclinic or to a hospital, depending on the patient's condition and their access rights to the Paralympic Village. Each venue will be covered by emergency medical services, and for certain competition venues, helicopter emergency medical services will be available when required by the International Federation (IF) rules.

Athlete Medical Stations

Athlete medical stations will provide emergency medical care and primary care services for ill or injured athletes and team officials at competition and training venues. These services will be provided by physicians, nurses and paramedic personnel. The operation hours will differ from venue to venue; medical services will be offered from one hour prior to training and competition to one hour after its conclusion.

Field-of-Play Response

Athletes injured on the field of play during competition or training will be evaluated on site. If required, they will be evacuated from the field of play and transported to the athlete medical station, Paralympic Village Polyclinic or Paralympic Family Hospital, as appropriate. Field-of-play response will abide by IF rules.

Return-to-Play Decisions

At sports venues, it is the responsibility of the NPC team physician to determine whether an injured athlete may continue in or return to the competition as stipulated in the applicable IF rules. This decision should not be delegated to other professionals or personnel.

At all times, the overriding priority should be to safeguard the health and safety of athletes. The outcome of the competition should never influence such decisions. However, POCOG medical specialists and the IPC Medical Committee will be able to advise on an athlete's fitness to return to play.

Spectator Medical Stations

Spectator medical stations will provide first aid, emergency medical care and limited primary care services for spectators, workforce, Paralympic Family members, media personnel and sponsors. Medical station will be staffed by physicians, nurses and paramedic personnel. The operating hours of medical stations will be from one hour before the competition begins until 30 minutes after the last spectator has left.

Mobile Medical Teams

As part of the spectator medical team there will be paramedics in the spectator stands and in the common areas to assist spectators as required.

Opening, Closing and Medals Ceremonies

Medical Services will be available to all ceremonies attendees and participants, including athletes, team officials and Paralympic Family members, through:

- spectator medical stations;
- mobile medical teams at the athletes and performers staging areas and in spectator areas; and
- ambulances stationed at the PyeongChang Olympic Stadium for the Opening and Closing Ceremonies.

Paralympic Family Hotels

Paralympic Family Hotels will have 24-hour medical stations. Primary care services will be provided by experienced physicians and nurses.

9.5.4 Medical Transport

Ambulances, staffed with paramedics, will be stationed at competition and non-competition venues during medical services operational hours. All medical transport will be coordinated by POCOG Medical Services. Patients will be transported from the venues to the Village Polyclinics or designated hospitals, as required.

Emergency helicopter medical transport services will be provided at some competition venues in the mountain cluster in accordance with IF rules. These helicopter services will be provided for severely injured athletes.

9.5.5 Paralympic Family Hospitals

Paralympic Family members who require medical services beyond the scope of the Paralympic Village Polyclinics or venue medical station will be transported to Gangneung Asan Hospital in the coastal cluster or Wonju Severance Christian Hospital in the mountain cluster. Any planned transfer will be coordinated by POCOG Medical Services and when Paralympic Family member's admission is not coordinated by POCOG, NPCs must notify POCOG. Hospital referrals can only be made by POCOG medical personnel. However, registered NPC team physicians will be able to discuss medical treatment with the admitting doctor.

POCOG will cooperate with Paralympic Family Hospitals Liaison Officers, monitor the quality of medical services, and collect medical reports for the IPC Medical Commission.

Health Care Facility	Address	Main Services
Gangneung Asan Hospital	Bangdong street 38, Sacheon Myeon, Gangneung City, Gangwon-do Republic of Korea Contact number: +82-33-610-3114	Orthopaedics, neurosurgery, general surgery, abdominal surgery, cardiac surgery, vascular surgery, invasive cardiology, eye & surgery, ENT & maxillofacial surgery, endoscopy examination, imaging, laboratory, pain clinic
Wonju Severance Christian Hospital	Ilsan street 20, Wonju City, Gangwon-do, Republic of Korea Contact number: +82-33-741-0114	

Notification of Hospital Admission

Hospital referrals can only be made by POCOG medical personnel. Hospital admissions originating from a venue or Polyclinics will be coordinated by the POCOG medical staff.

When a delegation member's hospital admission is not coordinated by POCOG, NPCs must notify the PyeongChang 2018 medical headquarters, which is located in the Paralympic Village Polyclinic, as soon as possible.

All NPC and Paralympic Family members that go independently to Paralympic Family Hospitals are required to advise the hospital staff of their Paralympic accreditation status.

In-patient treatment will be under the care of the hospital's clinical staff. Whenever possible, the attending physician will consult with the registered NPC team physician regarding medical treatment.

9.5.6 Access to Medical Services Outside of PyeongChang 2018

Venues

In an emergency, public emergency services can be contacted by dialing 119. If a member of an NPC delegation is admitted to a hospital other than the Paralympic Family Hospitals and this is not coordinated by POCOG Medical Services, the NPC must notify the PyeongChang 2018 medical headquarters as soon as possible.

9.5.7 NPC Health Care Personnel

Each NPC is responsible for ensuring that all members of the NPC health care personnel (such as physicians, nurses and physiotherapists) are licensed and/or certified and registered in their home country and have valid professional liability insurance, if required by the rules and regulations of their home country. Team physicians and health care personnel must be registered with Korea's Ministry of Health and Welfare through POCOG Medical Services to obtain the right to practice in order to provide medical services to their teams for the duration of the Games.

Any team doctor that has not been registered with Korea's Ministry of Health and Welfare will not be qualified to practice nor order prescriptions at the Village Polyclinic during Games time.

Access and Privileges

NPC health care personnel must adhere to restrictions defined by the Korean Ministry of Health and Welfare, which includes treating only members of their delegation. In case of the medical professional providing treatment or medical services to other teams than their own, there must be a mutual agreement between the respective NPCs in writing. This agreement must be submitted to POCOG Medical Services in advance.

Registered NPC physicians will be allowed to:

- treat members of their delegations and members of other delegations (if a mutual written agreement between the relevant NPCs has been submitted to POCOG);
- provide medical services to their delegations in the NPC medical spaces and accommodation of their delegation members as well as at the venues and the field of play in the case of emergencies;
- write prescriptions for medications to be dispensed at the Polyclinic pharmacy for members of their own delegation;
- request diagnostic procedures and therapy treatment in the Polyclinics; and
- accompany the NPC delegation members to the Polyclinics and Paralympic Family Hospitals.

Registered NPC team physicians will be able to accompany patients who are members of the same NPC delegation, or members of the IPC, IF or non-accredited persons from the same country, to any PyeongChang 2018 medical facility or Paralympic Family Hospitals. In such cases, NPC team physicians will be able to perform the following visiting functions with the consent of the patient and the attending physician:

- review the patient's record; and
- discuss the examination and treatment of the patient with the attending physician.

Registered NPC physicians will not be able to order hospitalisation, diagnostic procedures, direct medical treatment or prescribe medicines at hospitals.

9.5.8 Importation of NPC Pharmaceuticals and Equipment

Please see the importation of goods as accompanied luggage by individuals, section 9.5.8, for customs rules on importing medical devices and pharmaceutical products. The *PyeongChang 2018 Customs and Freight Forwarding Guide* will provide further details on importing and exporting medicines, pharmaceutical products and medical equipment to the Republic of Korea.

9.6 Insurance

9.6.1 Liability Insurance

POCOG will not provide public liability insurance for NPCs, nor does it assume responsibility for any acts or omissions by NPCs and their athletes and team officials.

9.6.2 Property Insurance

POCOG will not provide insurance to cover NPC property or equipment and accepts no responsibility for any loss or damage to any such equipment while:

- in transit to the Paralympic Village or venues;
- in use during training or competition; and
- in storage at a venue, hotel or the Paralympic Village.

9.6.3 Private Health Insurance

NPCs should obtain private medical insurance for cases not covered by POCOG's Paralympic Family medical care programme (see 9.5.2). NPCs should consult an insurance professional for advice on medical insurance prior to travelling to the Republic of Korea.

9.6.4 Repatriation Insurance

POCOG will provide repatriation insurance to all accredited Paralympic Family members, including NPC Presidents, Secretaries General, athletes and team officials.

This insurance will provide for free air travel home with accompanying medical specialists, as required. In the event of death, repatriation insurance will cover the cost of transporting the body home.

Arrangements will be coordinated by POCOG.

9.6.5 Malpractice Insurance

All POCOG's medical staff engaged in providing medical services at the Paralympic venues and Paralympic Hospitals during Games time will be covered by malpractice insurance.

POCOG assumes no responsibility for any health care provided to NPC team members by NPC health care personnel. POCOG will not provide any malpractice or liability insurance for NPC health care personnel. It is the responsibility of each NPC to ensure their health care staff's malpractice/liability insurance is in place.

9.6.6 Vehicle Insurance

All vehicles supplied by POCOG, including Rate Card and NPC dedicated vehicles, will be provided with adequate insurance.

Each NPC must provide POCOG with the information of all those who will be driving NPC dedicated and Rate Card vehicles.

Conditions that could invalidate POCOG's insurance include:

- driving under the influence of alcohol or drugs (police may stop vehicles and perform random tests for alcohol);
- unlicensed drivers – driver's license details must be provided and the license must be valid in to the Republic of Korea in order to validate the insurance;
- use of the vehicle to intentionally cause loss or damage; and
- failure to abide by Korean law or regulations.

The driver must also be over 21 years of age as per POCOG's insurance policy. For driver's license requirements, see section 9.1.3.

NPCs will be responsible for the total cost of any loss or damage if their coverage has been invalidated by any of the activities described above or by any other breach of the insurance agreement. The insurance policy on NPC dedicated and Rate Card vehicles will require that the NPC pay an excess (or deductible) in the event of any claim made on the policy.

Any fines or fees associated with driving offences and infractions will be the full responsibility of the individual driving the vehicle in question.

9.7 Doping Control

Under the authority and direction of the International Paralympic Committee (IPC), POCOG is committed to providing athletes with a fair and level playing field free of doping. POCOG will ensure that doping control procedures are compliant with the IPC Anti-Doping Code.

The mission of the POCOG doping control programme is to create the most sophisticated and effective doping control programme in Paralympic history and to deliver the infrastructure and resources necessary to minimise the impact on athletes. Doping control stations will be operating at each competition venue, the PyeongChang Olympic Plaza and at the Paralympic Village during the Games.

The existing WADA-accredited laboratory of the Korea Institute of Science and Technology is located in the capital Seoul, which is 190 kilometres from the Doping Control Command Centre in the Paralympic Village.

9.7.1 POCOG Doping Control Programme

The state-of-the-art doping control programme at the PyeongChang 2018 Paralympic Winter Games will include:

- testing anytime and anywhere throughout the period of the Paralympic Games from the opening of the Paralympic Village on 3 March 2018 through to the Closing Ceremony on 18 March 2018;
- emphasis on doping controls carried out during the out-of-competition period of the Games once the Village open;
- test planning that incorporates anti-doping intelligence and focuses on targeting specific high-risk groups of athletes;
- highly skilled key workforce (station manager, station coordinator and chaperone manager) will operate the doping control programme at each doping control station; and
- collaboration with domestic and world-wide doping control officers and volunteer chaperones to ensure effective and coordinated testing.

9.7.2 Pre-Games Education

POCOG strongly encourages NPCs to ensure that all their athletes and support staff receive anti-doping education sessions by the NPC or national anti-doping agency prior to departing for the Games. These sessions should include:

- the anti-doping rules and procedures that will be in place during the Paralympic Games;
- athletes' and athlete support personnel's right and responsibilities;
- the latest version of WADA Prohibited List (to be published in the second half of 2017 and to come into effect on 1 January 2018);
- the risks associated with supplement use;
- IPC Anti-Doping Rules;
- athlete whereabouts requirements;
- Therapeutic Use Exemption requirements; and
- ethics education

All NPCs, athletes and athlete support personnel, including medical practitioners, should review and be familiar with the IPC Anti-Doping Code. It is also recommended that NPCs work closely with their national anti-doping organisation to ensure athletes are tested regularly out-of-competition prior to the commencement of the Games.

9.7.3 IPC Anti-Doping Rules

The IPC Anti-Doping Code (12 November 2015 version) is available at: <https://www.paralympic.org/the-ipc/publications>. The Therapeutic Use Exemption (TUE), whereabouts and testing protocols accompanying these rules can be found in the Doping Control Guide on the IPC Extranet at www.paralympic.org/extranet.

9.8 Technology

9.8.1 Television Services

In the Paralympic Village, each Chef de Mission bedroom will have one 24-inch television with Paralympic feed and each NPC office will have one 24-inch television with Paralympic feed. Resident Centres will also be equipped with 55-inch televisions.

Internet Protocol Television (IPTV) will provide Paralympic feed of the Games and up to 12 commercial channels.

The following commercial channels will be offered.

- 29: SBS (Korean)
- 30: KBS1 (Korean)
- 31: Yonhap News (Korean)
- 32: MBC (Korean)
- 33: BBC WN (English)
- 34: Euro News (English)
- 35: CNN International (English)
- 36: CCTV4 (Chinese)
- 37: Arirang TV (English)
- 38: NHK WP (Japanese)
- 39: TV5Monde (French)
- 40: DW-TV Asia+ (English)

During the Games, IPTV will be available at all competition venues, and the following non-competition venues:

- Paralympic Village;
- PyeongChang Olympic Stadium;
- Paralympic Family Hotels' common areas; and
- Main Press Centre.

IPTV feed and compatible television sets are available through the Rate Card. There will also be televisions in all Resident Centres and major facilities in the Paralympic Village such as the recreation centre, fitness centre, Village Plaza, main entry, etc.

If NPCs bring their own televisions, they are advised to make sure they are Advanced Television System Committee (ATSC) compatible.

9.8.2 Internet Access

Internet Access at the Competition Venues

NPCs will be given free Wi-Fi internet access at all competition venues for their athletes and team officials. See 8.7 for specific Wi-Fi locations at the competition venues.

Internet Access in NPC Offices

NPC offices will have free Wi-Fi internet access, and all NPC delegations, regardless of their size, will receive one personal computer with a wired internet connection free of charge in their office allotment.

Internet Access in Residential Apartments

POCOG will provide Wi-Fi internet access free of charge in all residential apartments in the Paralympic Village. Each apartment will share broadband internet access.

Dedicated internet access may be ordered via the Rate Card portal and also at the Rate Card Desk in the Paralympic Village at Games time. Orders will be subject to availability.

Internet Access in Chefs de Mission Bedrooms/Offices

Wireless internet access will be provided in Chefs de Mission bedrooms and offices.

NPC Wireless Networks

Individuals who wish to use mobile phones, laptops or tablets at the competition venues, Paralympic Village, PyeongChang Olympic Plaza and Gangneung Olympic Park common domains, and Medals Plaza may connect to the Paralympic wireless network. However, users of these devices will not be permitted to install their own wireless routers within any of the PyeongChang 2018 venues. To maintain the quality of the Paralympic wireless network and prevent wireless networks security threats, setting up an unauthorised wireless router is prohibited.

9.8.3 Paralympic Telephone Network

Each NPC will receive two Paralympic network telephones, which include all wiring and a telephone handset, for use in their NPC office and Chef de Mission's office. Standard handset telephones will use digital lines to receive and deliver voice communications. Additional Paralympic network lines will be available on the Rate Card. Note that requests for additional Paralympic network lines can only be accommodated if the necessary infrastructure is in place at the desired location.

These telephones will have a dedicated phone number, which can be directly accessed from outside the Paralympic venues, and by a short code between all venues. From these telephones, NPCs will be able to make free calls to all numbers within the Republic of Korea. NPCs will need to purchase a pre-paid card to make international calls.

International calling rates are subject to change. The most up-to-date list of fixed telephone international calling charges will be available at the Rate Card Desk in the NPC Services Centres.

Pre-paid cards for international calls can be purchased through the Rate Card.

Standard features of the Paralympic Network telephone include:

- call display;
- call waiting;
- call forwarding;
- three-way conference calls;
- call transfer;
- ring-down/hotline service; and
- silent ring.

Additional features can be ordered through the Rate Card.

9.8.4 Mobile Phone Services

Korea Telecom (KT) will provide mobile telephone coverage throughout the Games venues and surrounding areas. KT has been proactively working to increase its existing mobile network infrastructure at all venues to assure strong coverage during the Games.

POCOG-provided Mobile Phones

POCOG will provide each NPC with two Samsung mobile telephones for use by the Chef de Mission and a designee. NPCs are required to return the telephones at the end of the Games. However, NPCs will have the opportunity to purchase these mobile telephones should they wish to keep them.

Calls from these mobile phones to numbers within to the Republic of Korea will be free of charge. NPCs will not be able to make international calls unless they purchase a pre-paid card. Emergency calls and toll free numbers calls are also free of charge.

Telephone numbers will be confirmed to NPCs in December 2017 and handsets will be distributed during the Delegation Registration Meetings (DRMs).

Standard handset features include:

- high-speed internet access;
- long-life battery;
- loud ring tone speakers;
- voice call;
- Bluetooth
- SMS and email;
- mobile applications;
- camera and video camera; and
- phone charger.

The Paralympic Family mobile phones offer enhanced levels of voice and data capabilities with access to Wi-Fi.

Mobile phone services are also available through the Rate Card.

Mobile Telephone Applications

POCOG is developing the official mobile guide application, which will be available to all Games clients and can be downloaded from major app stores. Information will be available in Korean, English, French, Chinese and Japanese and will include venues, schedules, results, athlete and NPC profiles, as well as other useful information.

9.8.5 Using Non-POCOG Mobile Phones

PyeongChang 2018's mobile network telephone is provided by Korea Telecom (KT). Other networks are available, but there may be areas of poor coverage within competition and non-competition venues.

Additional SIM cards (including mini, micro or nano-SIM cards) with different payment options will be available for purchase from the Rate Card at the Rate Card Desk in the Village

POCOG will offer no service support for personal handsets.

NPCs wishing to use their own mobile telephones and SIM cards should ensure their service provider has service coverage in the Republic of Korea. NPCs should also ensure that the roaming service has been activated. The mobile telephone service provider will apply relevant roaming charges.

9.8.6 INFO

INFO is the Games information system that provides competition schedules, real-time results and reports, medal rankings, records, biographies, news and historical results.

The INFO system will include the following:

Category	Description
Schedules and Results	Competition and non-competition schedules, including press conferences and IPC events. Competition results viewable by sport, date and country. Includes entry lists, start lists and additional sport-specific reports.
News	Flash quotes, media conference highlights, sport previews, news articles, statistics-driven reports, media communication and IPC news
Biographies	Athlete biographies, team profiles, coach profiles, judge profiles, NPC profiles
Medals	Medal standings by sport, overall medal rankings, medallists by day and medallists by sport/event, historical medallists
Sports	Viewable by sport: schedules, recent results and news, medal rankings and medallists. Historical data, statistics, competition formats and rules, qualification criteria and venue descriptions.
Records	World and Paralympic records, including current records, record holders and new or equal records
Paralympic Movement	Paralympic Games history and IPC facts

9.8.7 myINFO

myINFO is the online version of INFO and allows access to the same information from a user's own devices (personal computer, laptop, smart phone or tablet). Access will be available to users with an account (requested via Rate Card portal) wherever there is access to the internet, whether at a Paralympic or non-Paralympic venue.

myINFO provides some notable additional features not available at the dedicated INFO workstations. These include:

- user customisation (for example, myINFO users can create their own schedules by selecting only those sports and events that interest them);
- news/event alerts via email or other alert systems;
- bookmarking of results, reports and other Games information;
- hyperlinking to other key websites, such as the IPC and IFs;
- downloadable result books; and
- ability to copy and paste information from results and news reports.

Accessing INFO and myINFO

INFO workstations will have customised PCs configured for INFO access only as well as printers. INFO workstations will be available in common areas of all competition and non-competition venues, including the Paralympic Village.

myINFO is available for anyone with an internet connection and account (username and password) from anywhere in the world. myINFO is optimised for PCs, laptops and tablets with a range of commonly used browsers including Internet Explorer, Firefox, Google Chrome and Safari.

Each NPC will receive one personal computer with a wired internet connection as part of their Village allotment of free NPC office equipment.

9.8.8 Olympic Data Feed (ODF)

The Olympic Data Feed (ODF) provides real-time access to Games results, competition schedules, medals, records, news, weather and statistics.

Included features are:

- supporting documentation including descriptions of XML message content and data structures, sample messages and common codes;
- support during testing and operational period through a dedicated English-speaking service; and
- access to the Backup Internet Feed (BIF) to enable retrieval of ODF messages already sent.

ODF feed will be provided over internet, but POCOG is not responsible for the performance of the customers' connection to the internet through their own service provider or for the performance of the internet in general.

Customers are responsible for receiving, processing and using messages within their own systems. The customer may choose to receive data for one or more disciplines, filter by message type, and limit the frequency of live messages.

Customers will be allowed to receive ODF in up to three different locations or IP addresses. In case that a client requires ODF in more than three locations, an additional order needs to be placed.

ODF can be ordered via the Rate Card. All customers will be required to participate in testing activities in 2017 and 2018 in order to qualify for receiving this service. Participation in test events in shadow mode is recommended.

9.8.9 Radio Frequency Spectrum Management

Spectrum application is required for all wireless equipment brought from abroad to be used during the Paralympic Winter Games PyeongChang 2018. Before use, spectrum applications must be submitted to POCOG in order to gain spectrum allocation approval from the Ministry of Science, ICT and Future Planning (MSIP).

The frequency application form must be submitted on the Spectrum Order Portal at spectrumorder.pyeongchang2018.com. Applications will be reviewed by the MSIP and applicants will be notified via email on whether or not their application was approved.

When applying for spectrum, users will need to provide specific information about their equipment, period and location of use. There will be no fee for spectrum applications.

NPCs can submit spectrum applications from January 2017 and are encouraged to apply as early as possible due to limited availability. POCOG will try to accommodate spectrum requests even at Games time, but the requested frequencies may no longer be available.

Application Period	Order Period	Frequency Approval Period	Spectrum Use
1 January 2017 – 30 June 2017	Normal	1 July 2017 – 30 September 2017	Spectrum may only be used after all wireless equipment has been tested and tagged at the Spectrum Management Room (SMR)
16 July 2017 – 15 December 2017	Late	1 October 2017 – 31 December 2017	
1 January 2018 – 18 March 2018	Games time	On-site approval	

Although most applicants during the normal period will be able to receive their desired frequency, early applicants will be given priority in the case that a particular frequency has too many applications. Applications made during the late order period will be processed on a first-come, first-served basis. Frequency availability is not guaranteed for applications submitted during this period. Games-time applications are for users with emergency spectrum requirements, and applications will be received and processed on site at the Spectrum Management Room (SMR). Non-emergency applications may be rejected and frequency availability is not guaranteed during this period.

POCOG will provide this service free of charge for wireless equipment brought from abroad.

9.8.10 Equipment Validation

POCOG and the Ministry of Science, ICT and Future Planning (MSIP) will carry out validation for all radio frequency equipment that will be used during the Games. This process will help to minimise interference by controlling where equipment operates and which frequency it operates on.

Upon arrival in PyeongChang, NPCs are required to have their devices checked and validated at the Spectrum Management Room (SMR) in the NPC Services Centre in the Paralympic Village to ensure that it matches the frequency specifications granted by the regulator and outlined in the radio licence.

POCOG will operate the SMRs at the following competition venues during Games time:

Cluster	Venues
Mountain cluster	Alpensia Biathlon Centre Jeongseon Alpine Centre
Coastal cluster	Gangneung Olympic Park

“Use Not Permitted” stickers will be attached to any equipment that fails compliance testing and whose irregularity cannot be rectified during testing. After testing is complete, the radio frequency equipment will be tagged with a color-coded label to allow access to the assigned venue(s).

Only properly tagged radio frequency equipment can operate within PyeongChang 2018 venues. If a user is found using an untagged or unpermitted piece of equipment, measures such as the confiscation of the equipment will be taken.

9.8.11 Reports of Radio Interference

Radio interference has the potential to disrupt the operations of an event or the broadcast operations covering an event. Reports of interference within the venue should be made to the Venue Technology Service Desk.

9.8.12 Technology Support

POCOG Technology will provide 24-hour call centre support to NPCs in the Paralympic Village from the Village pre-opening to closing. Support to NPCs will only be available for POCOG-provided equipment. Support will not be provided for personal laptops, tablets or mobiles.

Call centre representatives will speak English and Korean.

9.9 Rate Card

9.9.1 Overview

The NPC Rate Card programme offers a range of products and services to assist NPCs with their Games-time operations in the Paralympic Village.

The Rate Card team will provide a complete end-to-end service to customers, from ordering and invoicing, to payment, delivery, installation, on-site maintenance and service, collection and removal. The Rate Card catalogue will be available on the Rate Card portal at ratecard.pyeongchang2018.com.

From 1 February 2017, NPCs can visit the Rate Card portal to place orders, download invoices and monitor the payment status. The site will also be used to communicate Rate Card news, updates and alerts.

9.9.2 Timeline

Date	Activity
1 February 2017	Rate Card portal goes live
1 February – 31 July 2017	Normal Order Period
1 September – 31 December 2017	Late Order Period (prices may increase by 25 per cent)
1 January – 1 March 2018	Cut-off Period (no new orders or cancellations accepted)
15 January 2018	All payments due for Normal and Late Order Periods (including loss, damage and usage deposits)
2 – 21 March 2018	Games-time order period in Paralympic Village
2 – 21 March 2018	Rate Card rental period
31 May 2018	Account reconciliation and refunds processed

9.9.3 Ordering Process

All items will be rented for a standard rental period of 20 consecutive days, starting with the Village pre-opening on 2 March and ending with the closing of the Paralympic Village on 21 March 2018.

During the Normal and Late Order Periods, NPCs will be able to place orders through the Rate Card portal. All orders will go through a POCOG internal approval process to ensure that they can be fulfilled. Orders will be confirmed to NPCs via the Rate Card portal. Any orders submitted during the Normal Order Period and accepted by POCOG will be invoiced from 1 August 2017 onwards. Any orders submitted during the Late Order Period will be invoiced following its acceptance by POCOG; all payments must be made no later than 15 January 2018.

Orders made during the Normal Order Period can be cancelled until 31 July 2017 (the last day of the Normal Order Period) without incurring a cancellation fee.

Late orders will only be accepted by POCOG if available and may be subject to a 25 per cent higher price in order to cover additional sourcing, storing, administrative and installation costs. The ability to fulfil late orders may be limited and products may not be available. Therefore, NPCs are encouraged to place orders as soon as possible.

Cancellations of orders placed during the Late Order Period are subject to a 50 per cent cancellation fee. After 31 December 2017, the Rate Card portal will no longer accept any orders or cancellations.

During the Cut-off Period (1 January - 1 March 2018), no new orders or cancellations can be made, unless they are the result of the Paralympic Village allotment process and approved by POCOG.

At Games time, new orders will be received at the Rate Card Desks in the NPC Services Centre. Prices may increase by 25 per cent compared to the Normal Order Period and products will only be offered if available.

9.9.4 Paralympic Village Allotment and Rate Card Orders

Should an NPC need to amend a Rate Card order as a direct result of their space allocation in the Paralympic Village, POCOG will waive the cancellation fees based on the following criteria:

- eligible changes include only items ordered for use in NPC spaces in the Paralympic Village;
- initial orders should have been placed during the Normal Order Period and invoices paid according to Rate Card terms and conditions; and
- impact of the Paralympic Village space allocation on the NPC's Rate Card order should be validated by the Village Allotment team and NPC Services.

9.9.5 Combined NOC and NPC Orders

In cases where an NOC and its NPC counterpart order the same product for the same location in the PyeongChang Olympic/Paralympic Village, a rebate will be offered to the NOC and NPC.

NOCs and NPCs may choose how they will receive the rebate from one of the following options:

1. NOC receives the total amount
2. NPC receives the total amount
3. NOC and NPC receive equal shared amounts

The rebate will apply to the price of the item only and deposits will still be required from both the NOC and NPC. The NOC and NPC will both be required to check in and check out the items they have ordered.

If an NPC wishes to request any amendments to the rebate, these can only be requested after check-in and up to 48 hours before the scheduled check-out date of the NPC.

This rebate will be paid after the Games together with all deposit refunds.

9.9.6 Loss and Damage Deposits

Where applicable, the amounts of loss and damage (L&D) deposits are listed next to the items in the catalogue. If an item is lost, 100 per cent of the L&D deposit will be deducted. In the event of damage to an item, POCOG will deduct the actual cost for repairs from the deposit.

The total L&D deposit payable to POCOG will be the sum of the individual L&D deposits for each item ordered, subject to a total limit per NPC of USD 35,000.

One deposit invoice, covering rental and all L&D and usage deposits (for all orders placed during the Normal and Late Order periods), will be issued and must be paid within the period stated in the invoice, but no later than 15 January 2018.

If the total damages by an NPC exceed the total L&D deposit paid, POCOG may recover the outstanding balance due by first using other money it holds in respect of the customer and, in the event any balance remains outstanding, by issuing an invoice to the NPC.

The NPC should pay any such invoice within 30 days of the invoice date.

9.9.7 Usage Deposits

Where applicable, usage deposits are listed next to the services in the catalogue. Usage deposits are applied towards the charges for usage of certain post-paid services such as fixed and mobile telecommunications and ISDN lines.

By paying the usage deposits, customers grant POCOG the right to make payments on its behalf to the suppliers of the services. The total usage deposit will be the sum of the individual usage deposits for each telecommunication service ordered, and the total usage deposit will be capped as follows:

Total usage deposit for items ordered	Usage deposit payable
Up to USD 35,000	100% calculated usage deposit
USD 35,000 and over	USD 35,000 + 25% of the amount over USD 35,000

POCOG is entitled to apply any or all of the usage deposit against the actual usage charges incurred by the customer for all post-paid telephone services.

9.9.8 Payments

All invoices, including invoices for L&D and usage deposits, must be paid by bank transfer within the period stated in the invoice, but no later than 15 January 2018.

Delivery of the Rate Card order is not guaranteed if the payment is overdue. The date of payment is the date when POCOG receives the payment on its accounts. It is important that NPCs calculate the necessary time to transfer money from their respective country to Korea.

Payments must be made primarily from the NPC's bank account. Any payments from other accounts should clearly indicate that the payment was made by the NPC or by an individual/legal entity instructed to make payments on behalf of the NPC. Payment details will be provided with an invoice.

The NPCs are responsible for payment of all bank charges, including transfer, conversion, commission and any other fees related to payments made to POCOG. The amount received by POCOG must be no less than the invoiced amount.

All prices, including the deposits, in the Rate Card catalogues are in US Dollars (USD). All payments for the Rate Card orders should be made in US Dollars (USD).

9.9.9 Games-time Operations

NPCs will be able to purchase or rent additional Rate Card items, subject to availability, at the Rate Card Desk in the NPC Services Centre in the Paralympic Village. The Desk will be operational from 2 to 21 March 2018 during the NPC Services Centre's opening hours.

Games-time orders (and any associated deposits) must be paid at the time of the order in Korean Won (KRW) only. Games-time orders must be paid by cash or VISA card.

During Games time, the Rate Card offers only a pre-paid option for mobile phones, where an initial credit value can be topped up by a client. For post-paid services ordered during the normal or late order period, usage deposits should be replenished at the Rate Card desks when necessary in order to keep the number active.

Prices will be the same as those applied during the late order period. Only receipts (no invoices) will be issued for Games-time orders.

9.9.10 Verification of Returned Rate Card Items

Prior to departure, the Chef de Mission or their designee will be requested to participate in the check-out procedure to confirm the return of all Rate Card items. POCOG will provide written confirmation that the process has been satisfactorily completed and note any lost or damaged items. In the case of damage or items missing/not returned, POCOG will retain the deposit for that item.

If the check-out procedure is not completed by the NPC, POCOG will conduct its own inspection and assessment of loss or damage and retain any deposits as necessary. Please note that in the absence of the NPC, the NPC agrees to accept the results of damage assessments by POCOG. This assessment will be considered final and may not be disputed at a later date.

9.9.11 Refunds

POCOG reserves the right to deduct from a deposit any other amount owed by the NPC.

If no deductions are made, POCOG will wire the same amount in US dollars (USD) received as deposits. All the expenses charged by the NPC's bank (including any corresponding bank) are to be paid by the NPC. Games-time deposits in KRW will be refunded in US dollars and details of exchange rate will be announced at a later date.

POCOG will make every reasonable effort to send refunds to the NPCs no later than 31 May 2018.

Loss and Damage Deposit Refund

POCOG will refund the L&D deposit after deducting amounts owed for loss, theft or damage.

Usage Deposit Refund

If the total of the actual usage by an NPC does not exceed the usage deposits paid, POCOG will refund the difference.

POCOG will email NPCs a confirmation of the total deposits paid by the NPC, charges due for lost or damaged items, and/or insufficient usage deposits, if any.

Settling Accounts

POCOG will make every reasonable effort to make loss, damage and usage deposit refunds no later than 31 May 2018. Please note that POCOG has the right to use all deposits to settle any other outstanding payments that NPCs may owe from other services offered.

All rebate bank transfers to NOCs and NPCs will start after the end of the Paralympic Games and will be finalised up until 31 May 2018.

9.10 Security

Korean government agencies play the main role in providing security for the Games. POCOG Security coordinates the activities of the government, private security agencies and POCOG to assist in the delivery of safe and secure Games.

9.10.1 Access Control to Competition and Non-Competition Venues

All venue visitors and vehicles will be subject to a security screening procedure. Electronic access control systems will be used to check documents that permit access to secure areas of the venues.

Security procedures have been adapted jointly by POCOG and security agencies specifically for the Paralympic Games. In particular, wheelchair users will be screened in their wheelchairs by security personnel using hand-held metal detectors and will not be removed from their wheelchairs for security screening.

Disability awareness training will be provided for staff working at Pedestrian Screening Areas (PSAs) and Vehicle Screening Areas (VSAs).

Venue Lockdown and Security Sweep

Before the Olympic Games-time security levels are implemented, each venue will undergo a security sweep to check for any prohibited or suspicious objects that could pose a threat to the security and safety of the venue and its occupants. Once a venue security sweep is complete, access to the venue will only be possible by using a Paralympic Identity and Accreditation Card (PIAC). For deliveries to the Paralympic Village and venues, see section 4.

During the lockdown period, all safety and security procedures will be implemented and access control will be activated with the support of security technology. Security patrols will also be in place during lockdown. Throughout this period, no individual, vehicle or equipment can enter the venues without a PIAC and the relevant security checks.

To access locked-down facilities, all individuals must pass through an X-ray system, called a “mag and bag,” at the Pedestrian Screening Areas (PSA). This system aims to identify prohibited or restricted items, which will need to be stored outside the secure perimeter before the individual can gain access to the venue. After personal and baggage inspection, their PIAC will be checked to allow for access.

The same security procedures will apply to NPC dedicated and Rate Card vehicles, which will undergo an inspection at the Vehicle Screening Areas (VSA). The driver’s PIAC and Vehicle Access and Parking Permit (VAPP) will also need to be checked before the vehicle can enter the venue.

9.10.2 Venue Security Perimeters

All competition and training venues will have the following:

- layered security perimeter around venues comprised of security rings and surveillance zones;
- physical security systems, including a fenced perimeter and CCTV system plus law enforcement patrols;
- access control and screening procedures enforced on all pedestrians, vehicles and deliveries accessing the venues;
- dedicated entry points for athletes and team officials planned for each competition venue to ensure smooth and seamless entry and exit procedures; and
- entrances equipped with wider gateways to accommodate persons using wheelchairs.

Security will be provided at official competition and training venues. The level of security will be based on a risk assessment study of each venue. Athletes and team officials will need to present a valid PIAC, as well as go through a mag and bag at each venue.

All Games clients will have a designated access point at each venue. They should enter the facilities by presenting a valid PIAC and proceeding to the PSA or VSA, as described in section 9.10.3. All PSA and VSA areas will be accessible.

Properly accredited persons will be able to get to competition and training venues in the Gangneung Olympic Park and in the Alpensia Sports Park by being screened only once, as these venues share a common security perimeter. Accreditation will be checked at access control points between different venues and zones, however, there will be no need for multiple security screenings of properly accredited persons who move between these venues.

Within the Alpensia resort area, security checks and proper accreditation will be required at the Main Press Centre (MPC) and at the International Broadcasting Centre (IBC). Security checks will not be required at any of the Paralympic Family Hotels.

9.10.3 Transport and Security

The transport system for athletes and NPC team officials (TA) will operate from within one secure perimeter to another (clean-to-clean transport).

A clean-to-clean transport system will operate from the Transport Mall at the Paralympic Village to and from training and competition venues. This means that the TA vehicles will run from within one secure perimeter to another and that athletes and team officials can remain in the vehicle while it goes through a brief external screening at the VSA.

NPC dedicated vehicles, T2 and T3 vehicles that leave a secure perimeter must pass through a VSA before reentering a secure perimeter. The driver and passengers will be asked to proceed to a PSA while the vehicle is searched by the VSA personnel.

Security at the Paralympic Village

A number of security measures will be taken at the Paralympic Village to ensure a safe and secure environment and comfortable stay for the athletes and team officials. A three-metre-high secure perimeter fence will surround the Paralympic Village and a closed circuit television (CCTV) system will be in place. Other active and passive security measures will be augmented by private security, law enforcement security patrols and stationed police service centres. All information gathered will be managed at the Venue Security Command Centre (VSCC) within the Paralympic Village and will be connected to the Main Operations Centre (MOC).

Ambulances and fire service vehicles will also be on site 24 hours a day and will have direct, expedited access to all areas of the Village when required.

All pedestrians need a valid PIAC and must pass through a mag and bag to enter the Village. This process will need to be completed upon every entry and re-entry into the Paralympic Village. Non-accredited guests will need to request a guest pass from their NPC to enter the Paralympic Village.

Vehicles can only enter the NPC parking area at the Paralympic Village with a valid VAPP. They will not need to go through a VSA to access the parking area, as all parking areas are located outside the secure perimeter.

Only logistics vehicles on the Master Delivery Schedule with a valid VAPP can access the Paralympic Village after the lockdown period. Drivers must be properly accredited and the vehicles sealed.

Security arrangements will not be provided at accommodations for athletes and team officials not residing in the Paralympic Village.

9.10.4 Emergency Services

The Venue Security Command Centre (VSCC) will be in place at each competition and training venue and at the Paralympic Village to manage any emergency or security situations. Emergency services will have command and control desks within the VSCC at each venue in order to immediately deploy resources to any incident. NPCs should approach POCOG workforce or security staff to request emergency assistance inside venues.

Emergency evacuation plans that are accessible for persons with an impairment are being developed. See 6.7.10 for information on the evacuation procedure at the Village.

9.10.5 Restricted and Prohibited Items at Venues

The restricted and prohibited items policy applies to spectators and accredited individuals at the Games. Accredited athletes and team officials will be permitted to bring items into the venues that are required for specific Games-related activities through the designated athlete entrances at the Paralympic Village and at competition and training venues.

The list of restricted and prohibited items will be provided to NPCs at a later date.

9.10.6 Security Communications

The POCOG Security Function Command Centre (SEC FCC) is responsible for the coordination and release of security and public safety information updates.

Emergency Communications by POCOG Security

At the DRM, POCOG will collect or re-confirm the name, email address and telephone number of the person in each NPC who will be the security liaison with POCOG at Games time. In case of any emergencies and threats affecting the NPC, POCOG Security will communicate directly with the NPC security liaison and it will be his/her responsibility to provide the relevant information to the Chef de Mission and the NPC delegation.

9.10.7 Security Workshop

The PyeongChang 2018 Security Workshop for both NOC and NPC security personnel will take place in late 2017 in PyeongChang in order to provide detailed information on the security policies and procedures for the Games.

9.11 PyeongChang 2018 Marks Usage Guidelines

9.11.1 Paralympic Brand Protection

The intellectual property assets of the International Paralympic Committee (IPC) and the PyeongChang Organizing Committee for the 2018 Olympic and Paralympic Winter Games (POCOG) are protected by Korean laws in the Special Act on Support for the PyeongChang 2018 Olympic and Paralympic Winter Games, Trademark Act, Unfair Competition Prevention and Trade Secret Protection Act, and other related laws and regulations. Only POCOG, official sponsors, rights holding broadcasters, licensees and other non-commercial entities with POCOG or the IPC's approval may use the PyeongChang 2018 brand. The use of POCOG or IPC designated insignia, mascots, or other Games related symbols, marks or slogans are, in all cases, subject to prior written approval from POCOG and/or the IPC. Creating associations with the Games by any unauthorised entities is forbidden and will be treated as unlawful practice.

9.11.2 Use of PyeongChang 2018 Marks

Official Emblem



Wordmark

PyeongChang 2018™

Pictograms

To be confirmed with IPC

Mascot



NPCs should refer to the following documents when using the PyeongChang 2018 marks:

- *PyeongChang 2018 Marks Usage Guidelines for NPCs*; and
- the IPC's *Manufacturer Identification Guidelines PyeongChang 2018 Paralympic Winter Games* (available at www.paralympic.org).

Approval guidelines for PyeongChang 2018 marks usage are summarised in the following table:

PyeongChang 2018 Mark	Approved for Editorial Use	Approved for Merchandise to Sell/Give Away	Other Uses
Emblem	Yes*	No	POCOG approval needed
Wordmark	Yes*	No	POCOG approval needed
Pictograms	Yes	No	POCOG approval needed
Mascots	Yes	No	POCOG approval needed

*Use is pre-approved subject to the guidelines specified in the *PyeongChang 2018 Marks Usage Guidelines*.

The PyeongChang 2018 marks must be obtained directly from POCOG NPC Services or through the PyeongChang 2018 Brand portal at <http://brandapproval.pyeongchang2018.com>.

Please note that the PyeongChang 2018 marks must be used in its exact form, font and colour as provided in the PyeongChang 2018 Paralympic Games Emblem Graphic Standards.

PyeongChang 2018 marks, including the emblem and wordmark, may not be used on any merchandise intended for retail purposes.

9.11.3 Clean Venue Obligations

NPC uniforms and equipment should be manufactured in accordance with the IPC's *Manufacturer Identification Guidelines PyeongChang 2018 Paralympic Winter Games*, which will be later available on the IPC homepage at www.paralympic.org.

All NPCs must respect the relevant rules and guidelines of the IPC and POCOG, which restrict advertising and branding in venues. With the exception of branding being permitted under the IPC's rules and guidelines, NPCs should not use any signage, clothing or equipment that bears third-party branding in venues, such as drink bottles, bags, bikes, physiotherapy tables or headphones. All branding on such items should be discreetly covered.

Clean venue regulations will be in effect throughout the Paralympic venues, protecting the interests of the IPC and POCOG marketing partners and licensees.

The IPC Handbook mandates that messaging in Paralympic venues is carefully managed to deliver a clean experience to athletes, spectators and in broadcast. This mandate is intended to:

- ensure the priority of sport over any commercial agenda at the Paralympic Games;
- preserve the unique nature of the Paralympic Games;
- protect the exclusive right of the Paralympic Marketing Partners; and
- protect the intellectual property of the Paralympic Movement.

With these objectives in mind, NPCs are asked to be mindful of the following guidelines and policies.

9.11.4 Restrictions for Personal Sponsors

It is the responsibility of the NPC to inform members of their teams/delegations of the restrictions on endorsement campaigns with their personal sponsors.

According to the IPC Handbook, all endorsement advertising campaigns and other commercial activities of Paralympic team members should cease throughout the Paralympic Games (the period when the Paralympic Village is open).

9.11.5 Team Uniforms

NPCs may enhance the Paralympic Identity of their uniforms (clothing only) by using the PyeongChang 2018 Paralympic Games emblem or wordmark on a limited basis, provided the following conditions are observed.

In general, the emblem and wordmark:

- cannot be used on equipment, footwear or accessories (unless otherwise specified) ;
- may be used on competition and NPC clothing, and can only be reproduced in its entirety as defined in the PyeongChang 2018 Paralympic Games Emblem Graphic Standards manual;
- must be sourced directly from POCOG and used in accordance with POCOG guidelines for using PyeongChang 2018 marks;
- cannot be used for any commercial purposes including, but not limited to, licensed and replica merchandise; and
- must only be used once per item of clothing, with a maximum size of 30 cm².

In particular,

Wordmark:

- When used in conjunction with the NPC emblem, the PyeongChang 2018 wordmark should be positioned under the NPC emblem with a distinctive gap or separation between the PyeongChang 2018 wordmark and the NPC emblem or separated by a small dividing line (in conjunction with the NPC emblem it may appear on accessories and team luggage).
- It is forbidden to associate the PyeongChang 2018 wordmark with an identification of the manufacturer.
- In exceptional cases, NPCs may also use the wordmark in a generic font (i.e., Arial, Verdana or other san-serif fonts). NPCs need prior approval for such use.

Emblem:

- It is forbidden to associate the PyeongChang 2018 emblem with any other Authorised Identification (such as an identification of the manufacturer or an NPC emblem or IF identification).

Any infringement upon the regulations identified for the particular articles will result in these articles being removed, covered, or subject to another action deemed appropriate by POCOG and/or the IPC.

Obtaining the Marks

NPCs must obtain the PyeongChang 2018 Paralympic Games marks directly from POCOG by contacting their NPC Relations representative or directly through the PyeongChang 2018 Brand portal at brandapproval.pyeongchang2018.com.

Approval Process

All uniforms must comply with the IPC’s *Manufacturer Identification Guidelines for PyeongChang 2018 Paralympic Winter Games*. NPCs are requested to submit their proposed uniform concepts to the IPC for review in advance, particularly if they feature any of the PyeongChang 2018 marks. There is no need to send the NPC clothing for a review to POCOG as the IPC will review the uniforms including the PyeongChang 2018 marks.

The submission process will be coordinated via a specific module of the IPC Sport Data Management System (SDMS). Details will be announced by the IPC.

9.11.6 Prohibited Items on Field of Play

NPC delegation members often receive items of clothing or other items that include commercial marks. NPCs are reminded that such commercially branded items are not allowed onto the field of play.

9.11.7 Victory Ceremonies and Press Interview Areas

Athletes may not bring any item of equipment to a medals ceremony or to interviews, unless moving through a mixed zone used as an exit from the competition area. Exceptions include items worn by athletes, such as ski boots, which are permitted in all interview areas.

No equipment brought or transported inside the mixed zone can be marked deliberately or excessively for advertising purposes.

9.11.8 Parading Athletes and Team Officials

Participants in the Opening and Closing Ceremonies may not display any form of publicity or propaganda – commercial, political or otherwise – on any item worn, or in any other manner that is visible on camera. Participants may not use cameras or hand-held video recorders during the parade.

9.11.9 Guidelines

NPCs should refer to the documents listed below when using the PyeongChang 2018 marks. Listed documents are available at the PyeongChang 2018 Extranet.

POCOG Guidelines	Content
Marks Usage Guidelines (Brand Protection Guidelines for NOCs/NPCs)	Guidelines including rules about usage of PyeongChang 2018 marks
Emblem Graphic Standards	Guidelines on the correct application of the emblem

9.11.10 NPC Sponsors

The right to use Paralympic-related intellectual property, including the NPC logo, is granted by the NPCs to their local sponsors to be used within the respective NPC territory only. NPCs should remind their sponsors and Authorised Ticket Resellers (ATR) that they do not have marketing rights in to the Republic of Korea, unless they are also sponsors of the IPC. NPCs must ensure that their sponsors and ATRs will operate within IPC and POCOG agreed terms.

NPCs should inform their sponsors (excluding IPC sponsors) that the following activities are forbidden by Korean law during the Games:

- advertising or promotional activities at venues or within POCOG assigned distance of the venue perimeter (distance to be confirmed later);
- use of any logo containing the NPC emblem or other Paralympic properties in advertising, unless authorised in writing by the IPC or POCOG; and
- distribution of promotional materials, giveaways or any other items with reference to the Paralympic Games, the NPC, or the team.

9.11.11 Paralympic Village

NPCs may display sponsor recognition boards, and other means of acknowledgement of sponsors, in areas with access limited to team members only. Sponsor products may also be distributed to athletes and team officials for private use. Limited recognition can be used for media visits to the Paralympic Village, but under no circumstances can it be used as an opportunity for NPC sponsors (that are not IPC sponsors) to promote themselves outside the territory of the NPC.

9.11.12 NPC Hospitality Houses

Guidelines for Branding and Operations of NPC Hospitality Houses

NPCs may display their NPC emblem at their hospitality house (both inside and outside). This is subject to IPC approval and any related signage and/or Look guidelines developed by POCOG (and approved by the IPC).

If an NPC wishes to promote its hospitality house in the territory of to the Republic of Korea, the NPC emblem may be used, but there must be no reference to the Games or any commercial association (including NPC sponsors). Should the NPC wish to include a reference to the Games, it must be strictly limited to the participation of its team (without any use of the PyeongChang 2018 Marks).

NPCs may provide internal recognition of NPC sponsors in their hospitality houses. This is subject to IPC approval and the following restrictions:

- There must be no commercial branding for any NPC sponsor outside (or visible from outside) the NPC hospitality house.
- The name of the NPC hospitality house may not include the corporate name, brand or logo of any NPC sponsor (e.g. “[Sponsor Name] [NPC Name] House”)
- Promotional items may be distributed in the hospitality house. A list of items must be provided by the NPC in due course and is subject to approval by the IPC.

For NPC hospitality houses located inside the Olympic Park or Olympic Plaza, the hospitality house concept, design and related operational equipment, including staff uniforms, should be reviewed and approved by POCOG and the IPC. NPC hospitality houses inside the Olympic Park or Olympic Plaza must respect the clean venue principles of the IPC Handbook that restrict advertising and branding in venues.

NPC Hospitality House Retail Activities

NPCs are allowed to sell their national team uniform and other merchandise at their hospitality houses. POCOG will not ask for any commission from such sales.

The following restrictions should be taken into consideration:

- A retail area in an NPC hospitality house must be limited to a maximum of 50 m² unless other particular commercial terms were defined in the agreement between POCOG and the NPC.
- No external advertising, marketing or promotion of the NPC hospitality house retail activities or merchandise is permitted.
- NPCs are not allowed to sell their national team uniform and other merchandise outside their NPC hospitality house, unless other particular terms were defined in the agreement between POCOG and the NPC.

9.11.13 Give-away Items

The commercially-branded give-away items of NPCs and their sponsors must not be designed or used in a way that will make them highly visible inside the Paralympic venues.

9.11.14 Pin Badges

NPCs may use the PyeongChang 2018 marks, in combination with their NPC emblem, on pin badges on a limited basis. Its use is subject to POCOG's approval.

NPCs are strongly encouraged to purchase such customised pin badges from POCOG's official licensee, HONAV, for their direct use as a premium or giveaways.

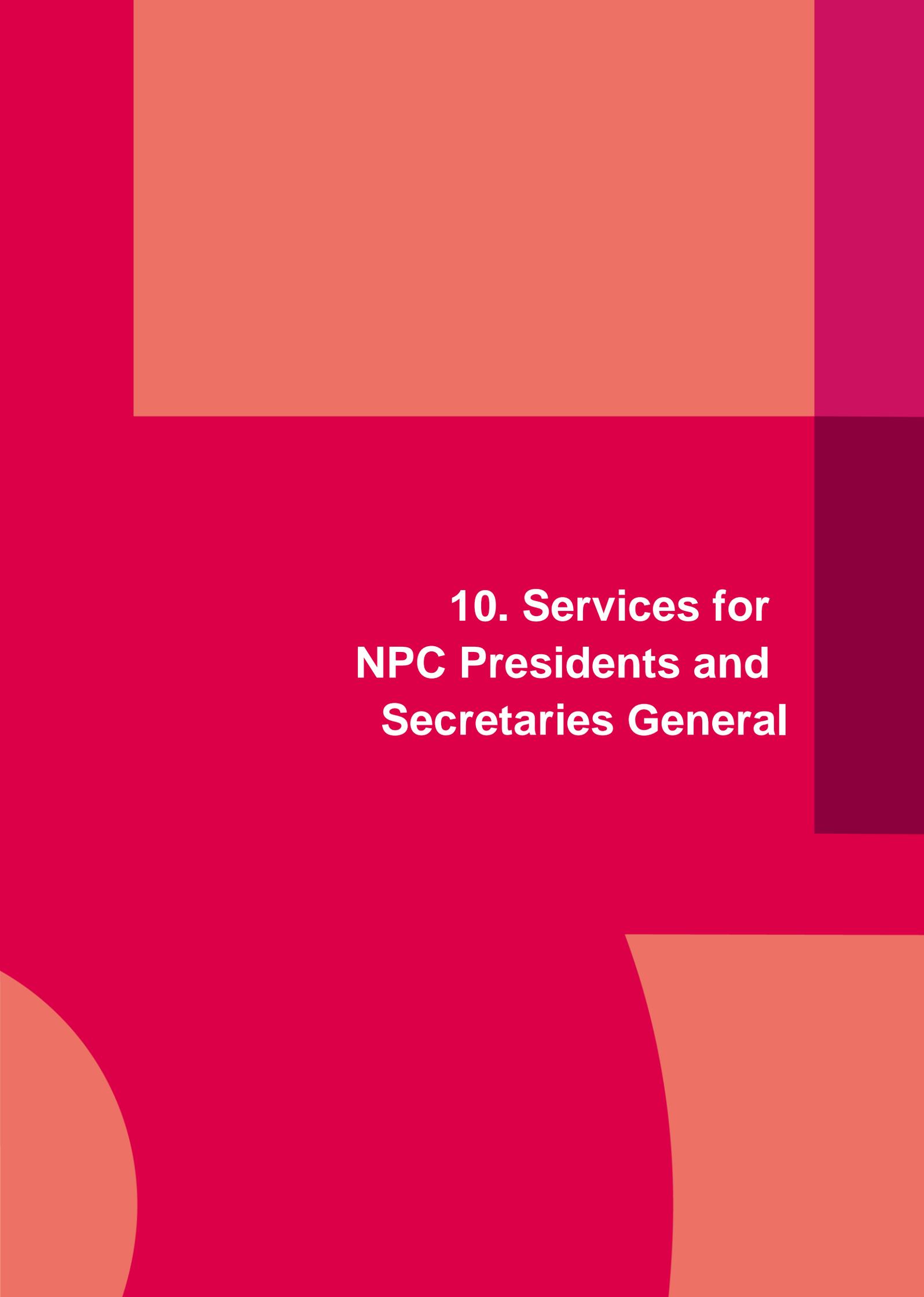
These pin badges must not be retailed, resold or used in any commercial context and/or be used by any third parties (e.g., NPC sponsors).

Pin badges bearing the PyeongChang 2018 brand are not pre-approved and should be submitted to POCOG NPC Services for approval prior to production. In all cases, production should also be limited to 500 pin badges.

9.11.15 NPC Vehicles

NPCs are strongly encouraged to use POCOG-provided NPC dedicated vehicles during the PyeongChang 2018 Paralympic Winter Games. Although cars other than the POCOG sponsor will be allowed within the secure perimeter of a venue, they cannot have any NPC marks or any other form of advertising. In cases of violation inside the venue, POCOG may require the NPC to cover the marks on the vehicle or require that the vehicle be moved. Failure to comply with this policy can result in revocation of such vehicle's Vehicle Access and/or Parking Permit (VAPP).

NPCs may use their emblem and country/territory names on vehicles provided by POCOG (both dedicated and Rate Card vehicles). For all other vehicles, NPCs may only use the name of their country/territory.



**10. Services for
NPC Presidents and
Secretaries General**

10. Services for NPC Presidents and Secretaries

General

10.1 Paralympic Family and NPC Hotels

NPC Hotels will consist of four different hotels: InterContinental Alpensia Hotel, Holiday Inn Hotel, Holiday Inn Suite (Condo) and Dragon Valley Hotel. All four hotels are located in the PyeongChang mountain cluster.

NPC Presidents and Secretaries General will be accommodated in one of these hotels, which will be designated as the official Paralympic Family Hotel.

POCOG does not plan to install a security perimeter or provide access control at any of the Paralympic Family Hotels.



InterContinental Alpensia Hotel

325, Solbong-ro,

Daegwallryeong-myeon,

Pyeongchang-gun,

Gangwon-do, 25351

Republic of Korea

Telephone: +82-33-339-1225

Fax: +82-33-339-2222

E-mail: guestservicecenter@alpensiareort.co.kr

Web site: <https://www.ihg.com/intercontinental/hotels/gb/en/gangwon-do/kagha/hoteldetail>

Holiday Inn Hotel

325, Solbong-ro,
Daegwallryeong-myeon,
Pyeongchang-gun,
Gangwon-do, 25351
Republic of Korea
Telephone: +82-33-339-1240
E-mail: guestservicecenter@alpensiaresort.co.kr
Website: <https://www.ihg.com/holidayinnresorts/hotels/us/en/gangwon-do/kagpr/hoteldetail>

Holiday Inn Suite (Condo)

325, Solbong-ro,
Daegwallryeong-myeon,
Pyeongchang-gun,
Gangwon-do, 25351
Republic of Korea
Telephone: +82-33-339-1240
E-mail: guestservicecenter@alpensiaresort.co.kr
Website: <https://www.ihg.com/holidayinnresorts/hotels/us/en/gangwon-do/kagpr/hoteldetail>

Yongpyong Resort Dragon Valley Hotel

715 Olympic-ro,
Daegwallryeong-myeon,
Pyeongchang-gun,
Gangwon-do, 25352
Republic of Korea
Telephone: +82-33-330-7111
Fax: +82-33-335-0160
Website: <https://www.yongpyong.co.kr/eng/room/hotel.do>

10.2 Paralympic Information and Transport Desks

A Paralympic Information Desk will be located in the lobby of the main Paralympic Family Hotel to provide guests with Paralympic related information. Transport Desks will be located in the InterContinental Alpensia Hotel, Holiday Inn Hotel and Yongpyong Resort Dragon Valley Hotel as well as at the Paralympic Family lounges of all competition venues.

Dates of Operation	Hours of Operation
4-5 March 2018	09:00-18:00
6-19 March 2018	07:00-21:00
20 March 2018	09:00-18:00

Transport Desks at the Paralympic Family Hotels and venue Paralympic Family lounges will provide the following services:

- schedule and services information;
- maps and transport guidance;
- T3 reservation service;
- transport issue resolution; and
- Paralympic Family dedicated vehicle issue resolution.

10.3 Medical Services

Paralympic Family Hotels will have 24-hour medical stations. Primary care services will be provided by experienced physicians and nurses. Ambulances will also be stationed on-site.

10.4 Arrival of NPC Presidents and Secretaries General

Upon arrival at the Incheon International Airport (ICN), NPC Presidents, Secretaries General and their accompanying guests will be met airside (at the aircraft gate) by POCOG staff and volunteers. After being guided through the airport arrival procedures, they will be escorted to the adjacent high-speed Korea Train Express (KTX) station, which connects to Jinbu train station in the mountain cluster (approximately 98 minutes). T3 shuttle bus services will be provided from the station to the Paralympic Family Hotels.

Please note that T2 services will not be available for airport pick up.

It is recommended that NPC Presidents and Secretaries General validate their PIACs at the airport upon arrival. PIACs can also be validated at the Paralympic Family Accreditation Centre, which will be located in front of the InterContinental Alpensia Hotel.

10.5 Transport Services

10.5.1 T2 – Shared Vehicles and Drivers

NPCs will receive one dedicated vehicle (T2) to share between the NPC President and Secretary General.

The T2 service will be available from 4 - 20 March 2018 and will enable the clients to travel to all destinations within the Paralympic Territory (see 9.1.1).

The service can be activated through the Paralympic Family Assistant (PFA) (see 10.6) or at the Paralympic Family Hotel Transport Desk.

Each T2 vehicle will have a dedicated professional driver who works shifts of ten consecutive hours including a one hour meal break. Upon request in advance and if available, an additional driver may be provided for six extra hours.

Drivers must have at least 10 hours of rest between shifts and will take two days off after four consecutive days of work. Replacement drivers will be provided to cover days off.

T2 clients have access to the T3 service when the T2 service is not in operation or at any time in the day.

Below are the T2 vehicle types:

T2 Vehicles	Sedan (5 seats)	
	SUV (5 seats)	
	Minivan (9 seats)	

T2 Services Summary

Operating Period	<ul style="list-style-type: none"> 4-20 March 2018
Service Hours	<ul style="list-style-type: none"> 10 hours per day by one driver Up to 16 hours per day with an additional driver, upon request
Vehicle Equipment	<ul style="list-style-type: none"> Snow tyres or general tyres fitted with snow chains Insurance: see Vehicle Insurance 9.6.6 Map book or GPS navigation Fuel card (useable only at designated gas stations) Vehicle operational guide (English and Korean) Vehicle Access and/or Parking Permit (VAPP) (also guarantees free expressway tolls) A limited number of ski racks will be available on request Child seats for infants and children under age six available on request
Drivers	<ul style="list-style-type: none"> Drivers available for 10 consecutive hours per day inclusive of a one hour lunch break Additional driver may be provided upon availability for 6 extra hours After 4 consecutive days of work, the driver is entitled to 2 days off. On the driver's rest days, another driver will be provided. The driver does not have any other duties besides driving and will likely speak Korean only.
Self-drive	<ul style="list-style-type: none"> T2 clients are able to self-drive if they meet POCOG requirements (see 9.1.3) and complete registration procedure at the PFH Transport Desk.
Activation	<ul style="list-style-type: none"> At the Paralympic Family Hotel within 24 hours of arrival through the Paralympic Family Assistant(PFA)
Access & Parking Rights	<ul style="list-style-type: none"> Access to and parking at all competition venues and non-competition venues (space may be limited) Dedicated parking areas adjacent to PFH

Note: Vehicle equipment is subject to change.

T2 Service Activation

Activation of the T2 service will take place at the Paralympic Family Hotel within 24 hours after arrival at the PFH. See section 10.6.1 for activation of Paralympic Family Assistants for more details.

T2 Service Management

POCOG Paralympic Family Services manages overall T2 services through the PFA programme whereas POCOG Transport supplies resources (vehicles, trained drivers and VAPPs) required for T2 services and provides assistance such as vehicle maintenance during the service period.

T3 Transport Service

NPC Presidents and Secretaries General have access to the T3 service. The T3 service consists of a pool of cars, operating similarly to a taxi service, driven by professional drivers and will travel between locations on the T3 destination list. T3 will serve all PyeongChang 2018 venues and official Paralympic Family Hotels. For more information about T3 services, please see T2 and T3 Services section 9.1.4.

10.5.2 T3 Transport Service

NPC Presidents and Secretaries General have access to T3 services. The T3 service consists of a pool of cars, operating similarly to a taxi service, driven by professional drivers and will travel between locations on the T3 destination list. T3 will serve all PyeongChang 2018 venues and official Paralympic Family Hotels. For more information about T3 services, see the T2 and T3 Services section 9.1.4.

10.5.3 Opening and Closing Ceremonies Transport

For both the Opening and Closing Ceremonies, a shuttle service will be used to transport the Paralympic Family between the Paralympic Family Hotels and the PyeongChang Olympic Stadium.

T2 and T3 vehicles will not be permitted to drive to the PyeongChang Olympic Stadium on ceremony days and will cease all operations a few hours before the start of the ceremony.

Detailed transport information will be available at the Transport Desk at the Paralympic Family Hotels.

NPC Presidents and Secretaries General should have their PIAC and ceremony ticket with them when boarding the shuttles.

10.6 Paralympic Family Assistants

NPC Presidents and Secretaries General will share the services of a dedicated Paralympic Family Assistant (PFA).

The role of the PFA is to assist their respective Paralympic Family members during the Games and accompany them to competition and non-competition events. They will also provide language assistance (in Korean plus English or another language) and information upon request. PFAs will not have access to the Paralympic Family lounges or stands at the venues; they will have access to the workforce lounges at the venues.

The PFAs will not drive; instead professional drivers will be assigned to T2 vehicles and PFAs will liaise directly with the dedicated driver regarding any scheduling required. The PFA will have a mobile phone that can make local calls throughout Korea and receive all incoming calls free of charge. They will also be able to send and receive text messages.

PFAs are expected to work shifts of up to maximum 10 hours including a one-hour break, with one day off for every 6 days on shift. Upon request, NPC Presidents and Secretaries General will be provided with a replacement PFA to cover these days off.

10.6.1 Activation of Paralympic Family Assistants

PFA services will be available within 24 hours after the guests' arrival to PyeongChang from 4 to 20 March 2018. Upon arrival at the Paralympic Family Hotel, each NPC President and Secretary General will receive a letter with the name and mobile phone number of their assigned PFA.

The PFA activation will be initiated by the NPC President and Secretary General calling the PFA directly or making a request at the Paralympic Information and Transport Desk at the Paralympic Family Hotel. Alternatively, the Chef de Mission could initiate the activation on behalf of the NPC President or Secretary General. The PFA will meet the client at the Paralympic Family Hotel where the President or Secretary General is staying.

10.7 Paralympic Family Accreditation Centre

The Paralympic Family Accreditation Centre will be located in front of the InterContinental Alpensia Hotel. The centre will provide Paralympic Family members with dedicated and complete accreditation services (card validation, card production, reissuance of lost/stolen cards and issue resolution).

Dates of Operation	Hours of Operation
2 March 2018 – 9 March 2018	08:00-22:00
10 March 2018 – 18 March 2018	08:00-20:00

10.8 Opening and Closing Ceremonies Tickets

Complimentary Opening Ceremony tickets for NPC Presidents and Secretaries General, their accredited accompanying guests and NPC transferable guests will be distributed at the Paralympic Information Desk at the Paralympic Family Hotel on 8 and 9 March 2018.

These tickets can be picked up by the NPC President, Secretary General, Chef de Mission or a designated representative. If a representative is asked to collect the complimentary ticket, the Paralympic Information Desk must be informed in advance. To pick up the tickets, the representative will need to present their PIAC and sign a receipt for the tickets.

Closing Ceremony tickets will be available for collection on 17 and 18 March 2018 in the same way as the Opening Ceremony tickets.

11. International Dignitary Programme

11. International Dignitary Programme

POCOG's International Dignitary Programme coordinates services for international dignitaries accredited in the NPC category and their accredited accompanying guests and entourage.

11.1 International Dignitaries

As detailed in the IPC's *Accreditation at the Paralympic Games – Detailed Specifications*, POCOG recognises the following title holders as the basis for issuing accreditation:

- sovereign or head of state;
- head of government; and
- minister responsible for sport.
- other prominent government officials (at Ministerial level).

The sovereign or head of state and head of government are entitled to one accreditation for themselves, one for an accompanying guest, and two for accompanying entourage.

Heads of diplomatic mission can be accredited only if, and as long as, the corresponding sovereign or head of state or government is accredited and present at the Games.

Each minister responsible for sport is entitled to one accreditation for him/herself, and one for an accompanying guest. Accreditation for ministers responsible for sport is transferable if two ministers share the responsibility for sport.

Other prominent government officials must be high-level government representatives responsible for sport for persons with an impairment in their country. Examples of this might include the Minister of Health & Social Welfare, the Minister of Youth and Education or the Minister for Public Health.

However, each NPC must accredit their sovereign or head of state, head of government, minister responsible for sport and other prominent government officials within the maximum quota of three persons. Each person accredited under the categories mentioned above is entitled to one accreditation for an accompanying guest.

For details regarding accreditation categories and venue access entitlements, please refer to the IPC's *Accreditation at the Paralympic Games – Detailed Specifications* or see the accreditation categories and access entitlements section 2.13.

11.2 Visit Officers

In collaboration with the Ministry of Foreign Affairs of the Republic of Korea (MOFA), POCOG will assign a Visit Officer (VO) to each sovereign or head of state and head of government accredited at and attending the Games. MOFA staff will be designated as VOs. Once the dignitary's participation has been confirmed by the NPC, VOs will contact the dignitary's diplomatic missions to make any necessary arrangements.

The role of the VOs is to:

- resolve issues relating to dignitary attendance at the Paralympic Winter Games;
- help coordinate dignitary schedules;
- notify venues regarding dignitary visits;
- ensure the availability of transport as well as seating at venues; and
- liaise with POCOG and government partners, NPC, security liaison officers, etc.

POCOG will not assign Dignitary Assistants to ministers responsible for sport or other prominent government officials.

11.3 Opening and Closing Ceremonies

The following international dignitaries, accredited in the NPC category, are entitled to complimentary tickets in the NPC stand for the Opening and Closing Ceremonies (maximum 3 per NPC and their accompanying guests):

- sovereign or head of state and head of government and an accompanying guest (excluding entourage); and
- minister responsible for sport and an accompanying guest
- other prominent government official and an accompanying guest.

POCOG will arrange for the delivery of complimentary tickets to dignitaries through their respective VO, where applicable, or through the NPC.

Heads of diplomatic missions and members of a dignitary's entourage will need to purchase tickets for seating in the spectator stands.

11.4 Accommodation for Dignitaries

Each NPC is entitled to reserve a maximum of five rooms for its dignitaries at one of the Paralympic Family Hotels.

The Korean government will establish security command posts at the designated dignitary hotel to provide security for Internationally Protected Persons (IPP) during the Games. These security command posts will be in operation 24 hours, 7 days a week during the Games. The level of protection provided to an individual dignitary is primarily based on the threat assessment.

11.5 Transport

International dignitaries accredited in the NPC category are entitled to T3 transportation services according to IPC guidelines. Their accredited entourage will have access to complimentary public transportation.

According to the IPC guidelines, POCOG will allocate a maximum of two Vehicle Access and/or Parking Permits (VAPP) for each NPC's delegation of sovereign or head of state and head of government throughout their stay. These VAPPs will allow the dignitary vehicles to access all venues and parking spaces.

11.6 Arrivals and Departures

The official port of entry for the PyeongChang 2018 Paralympic Winter Games is the Incheon International Airport.

Upon arrival, sovereigns or heads of state and heads of government will be met by representatives from POCOG and the Korean government either on the tarmac or at the aircraft gate (V1 service).

Immigration and customs operations will be handled in a dedicated area to accelerate the process and ensure minimum waiting time.

For ministers responsible for sport and prominent government officials (at Ministerial level), POCOG will provide meet-and-greet services at the aircraft gate (V2 service).

Protocol support will also be provided for departures.

11.7 Dignitary Accreditation Request Forms

Dignitary Accreditation Request Forms (DARFs) for international dignitaries will be sent to NPCs as part of the NPC delegation accreditation application package on 9 July 2017.

The deadline for NPCs to submit DARFs for their international dignitaries to POCOG is November 2017.

11.8 Accreditation Validation

The NPC Chef de Mission or designee will be able to validate the PIACs on behalf of their respective sovereign or head of state, head of government and their accompanying guests by presenting copies of the relevant passports at the Paralympic Family Accreditation Centre located by the Paralympic Family Hotel (PFH) or the accreditation centre at the Paralympic Village.

Ministers responsible for sport, other prominent government officials and members of the entourage will be able to validate their PIACs at either the Incheon International Airport or at the Paralympic Family Accreditation Centre.

12. Departures

12. Departure Services

Departure services will be available from 1 March to 22 March 2018.

12.1 Pre-departure Procedures

NPCs will be requested to confirm or update their departure information via email to AND@pyeongchang2018.com or in person at the Arrivals and Departures Desk in the NPC Services Centre at least three days prior to the start of their delegation's departures. POCOG Arrivals and Departures will coordinate NPC departures with all involved POCOG functional areas such as NPC Services, Logistics, Transport, Village, Venues and Sport.

12.2 Sport Equipment Removal from Venues

POCOG Logistics will assist NPCs with the removal of accompanying sports equipment from the venues, upon request in advance.

12.2.1 Para Biathlon Air Rifles and Ammunition

POCOG is developing a procedure for the transport of Para biathlon air rifles and ammunition from the secure storage unit at the Alpensia Biathlon Centre to the Incheon International Airport.

12.3 Transfers to the Airports

POCOG will provide buses for athletes and team officials from the Paralympic Village to the Incheon International Airport. Their baggage and sports equipment will be transported in the bus or in an accompanying Logistics truck should additional capacity be required.

12.3.1 Off-Airport Check-in Process (OAP)

Athletes and team officials will be able to use the off-airport check-in services at the Paralympic Village from 17-19 March 2018.

Athletes and team officials will be able to check in for their flight, receive a boarding pass and have their bags tagged at the OAP Desk. Once a bag has been remotely checked in at the Paralympic Village, it will be securely transported by POCOG directly to the airport and ready for the individual's flight. Upon arrival at the airport, athletes and team officials should proceed through the regular passenger security screening and immigration checks prior to boarding, if they have no additional baggage to check in.

The current list of OAP participating airlines are Korean Air, Asiana Airlines, Delta Airlines, United Airlines, Aeroflot, Air Canada, Finnair, Lufthansa, Air China, and Air France. Additional airlines may participate.

13. Reference Documents

- 13.1 Paralympic Test Events Calendar
- 13.2 PyeongChang 2018 Competition Schedule
- 13.3 PyeongChang 2018 Paralympic Sport Programme
- 13.4 General and Official Training Dates
- 13.5 Competition Venues and Paralympic Village Elevations
- 13.6 Venue Distances and Travel Times between Games Venues
- 13.7 Map of Korea
- 13.8 PyeongChang 2018 Paralympic Winter Games Venues
- 13.9 PyeongChang Mountain Cluster Venues
- 13.10 Gangneung Coastal Cluster Venues
- 13.11 Paralympic Village Map
- 13.12 PyeongChang Olympic Plaza
- 13.13 Gangneung Olympic Park
- 13.14 T3 Destination List
- 13.15 Climate Characteristics
- 13.16 List of Countries that have Signed the Geneva and Vienna Conventions
- 13.17 Medicines and Pharmaceutical Products at Risk of Misuse or Abuse
Designated by the Ministry of Food and Drug Safety
- 13.18 Glossary

13.1 Paralympic Test Events Calendar

As of January 2017

Year	Discipline(s)	Event Name (Title)	Venue	Dates (Training dates)
2017	Para alpine skiing	Jeongseon 2017 World Para Alpine Skiing World Cup Finals	Jeongseon Alpine Centre	11 – 18 Mar. (9 – 10)
	Para biathlon Para cross-country skiing	PyeongChang 2017 World Para Nordic Skiing World Cup	Alpensia Biathlon Centre	10 – 15 Mar. (9 and 12)
	Para ice hockey	Gangneung 2017 World Para Ice Hockey Championships A-pool	Gangneung Hockey Centre	11 – 19 Apr. (9 – 11)
	Para snowboard	Jeongseon 2017 World Para Snowboard World Cup Finals	Jeongseon Alpine Centre	10 – 13 Mar. (8 – 9)
	Wheelchair curling	World Wheelchair Curling Championship 2017	Gangneung Curling Centre	4 – 11 Mar. (3)

13.2 PyeongChang 2018 Paralympic Competition Schedule - Version #2 January 20, 2017



Venue / Stadium	Sport / Discipline		Day 0 Friday Mar. 09	Day 1 Saturday Mar. 10	Day 2 Sunday Mar. 11	Day 3 Monday Mar. 12	Day 4 Tuesday Mar. 13	Day 5 Wednesday Mar. 14	Day 6 Thursday Mar. 15	Day 7 Friday Mar. 16	Day 8 Saturday Mar. 17	Day 9 Sunday Mar. 18	Bld Book	2018 Events
PyeongChang Olympic Stadium	Ceremonies		Opening Ceremony 20:00-22:30									Closing Ceremony 20:00-22:30		
Jeongseon Alpine Centre	Alpine Skiing	Version #2		Alpine Skiing W & M Downhill All Classes 10:00-12:30	Alpine Skiing W & M Super G All Classes 10:00-12:40		Alpine Skiing W & M Super Combined All Classes SS 10:30-13:00 SL 14:30-16:30	Alpine Skiing M Giant Slalom All Classes 10:00-11:30 13:30-15:00	Alpine Skiing W Giant Slalom All Classes 10:00-11:30 13:30-15:00		Alpine Skiing M Slalom All Classes 10:00-11:30 13:00-14:30	Alpine Skiing W Slalom All Classes 10:00-11:00 13:00-14:30	30	30
	Snowboard	Version #2				Snowboard M & W Cross 12:00-16:00				Snowboard M & W Banked Slalom 12:00-15:00				10
Alpensia Biathlon Centre	Biathlon	Version #2		Biathlon M 7.5 km W 6 km Sitting 10:00-11:35 Standing/Visually Impaired 12:00-15:00			Biathlon M 12.5 km W 10 km Sitting 10:00-12:25 Standing/Visually Impaired 13:00-16:25			Biathlon M 15 km W 12.5 km Sitting 10:00-12:00 Standing/Visually Impaired 12:30-17:20			18	18
	Cross-Country Skiing	Version #2			Cross-Country Skiing M 15 km Sitting 10:00-11:35 W 12 km Sitting 12:30-14:20	Cross-Country Skiing M 20 km Free W 15 km Free Standing/Visual Impaired 10:00-15:20		Cross-Country Skiing M & W Sprint Classic All Classes Qualifications 10:00-11:40 Semifinals & Finals 12:30-15:30			Cross-Country Skiing 4x2.5 km Mixed Relay All Classes 10:00-11:30 4x2.5 km Open Relay All Classes 12:00-13:30	Cross-Country Skiing M 10 km Classic W 7.5 km Classic Standing/Visual Impaired 10:00-12:15 M 7.5 km W 6 km Sitting 12:30-14:45	20	20
Gangneung Hockey Centre	Ice Hockey	Version #2		Ice Hockey Preliminary Games 09:30-11:30 13:00-15:00 16:30-18:30 20:00-22:00	Ice Hockey Preliminary Games 09:30-11:30 13:00-15:00 16:30-18:30 20:00-22:00		Ice Hockey Preliminary Games 09:30-11:30 13:00-15:00 16:30-18:30 20:00-22:00	Ice Hockey Play-off Sch-8th 16:00-18:00 20:00-22:00	Ice Hockey Semi-Finals 16:00-18:00 20:00-22:00	Ice Hockey Game for 7-8 place 16:00-18:00 Game for 5-6 place 20:00-22:00	Ice Hockey Bronze Medal Game 16:00-18:00 Gold Medal Game 20:00-22:40		1	1
Gangneung Curling Centre	Wheelchair Curling	Version #2		Wheelchair Curling Round Robin 14:30-17:00 19:30-22:00	Wheelchair Curling Round Robin 09:30-12:00 14:30-17:00 19:30-22:00	Wheelchair Curling Round Robin 09:30-12:00 14:30-17:00 19:30-22:00	Wheelchair Curling Round Robin 09:30-12:00 14:30-17:00 19:30-22:00	Wheelchair Curling Round Robin 09:30-12:00 14:30-17:00 19:30-22:00	Wheelchair Curling Round Robin 09:30-12:00 14:30-17:00 19:30-22:00	Wheelchair Curling Tie breakers 09:30-12:00 Semi-Finals 15:30-18:00	Wheelchair Curling Bronze Medal Game 09:30-12:00 Gold Medal Game 14:30-17:00		1	1
Total Medals				12	8	9	12	9	3	11	7	9	70	80
Medals at Coastal Venues				0	0	0	0	0	0	0	2	0		2
Medals at Mountain Venues				12	8	9	12	9	3	11	5	9		78
Sunrise			6:46	6:44	6:43	6:41	6:40	6:38	6:37	6:35	6:34	6:32		
Sunset			18:26	18:27	18:28	18:29	18:30	18:31	18:32	18:33	18:34	18:35		

Notes	
	Signifies a Medal Event
Note 1	As the HB is not selected yet, broadcasters' feedback was not included in this version. After HB is selected, the competition schedule will be updated reflecting the broadcasters' comments.
Note 2	Competition Schedule is subject to change.

Time Zone Information	Start Times	Start Times	Start Times
Korea - PyeongChang	10:00 am, Friday	3:00 pm, Friday	8:00 pm, Friday
Central European Time	2:00 am, Friday	7:00 am, Friday	12:00 pm, Friday
Eastern Standard Time (USA)	8:00 pm, Thursday	1:00 am, Friday	6:00 am, Friday

13.3 PyeongChang 2018 Paralympic Sport Programme

Sport, Discipline (6)	Classification	Events (80)
Para alpine skiing(30)	Visually Impaired Standing Sitting LW 1-9, LW 10-12, B 1-3	Men's Downhill
		Women's Downhill
		Men's Super-G
		Women's Super-G
		Men's Giant Slalom
		Women's Giant Slalom
		Men's Slalom
		Women's Slalom
		Men's Super Combined
		Women's Super Combined
Para biathlon(18)	Visually Impaired Standing Sitting LW 2-9, LW 10-12, B 1-3	Men's 15 km Individual
		Women's 12.5 km Individual
		Men's 7.5 km Sprint
		Women's 6 km Sprint
		Men's 12.5 km Middle Women's 10 km Middle
Para cross-country skiing(20)	Visually Impaired Standing Sitting LW 2-9, LW 10-12, B 1-3	Men's Sprint
		Women's Sprint
		Men's 7.5 km Middle
		Women's 5 km Middle
		Men's 10 km Middle
		Women's 7.5 km Middle
		Men's 15 km Long
		Women's 12 km Long
	All	Men's 20 km Long
		Women's 15 km Long 4 x 2.5 km Mixed Relay 4 x 2.5 km Open Relay
Para ice hockey(1)	-	Mixed Team Tournament
Para snowboard	Standing LL1,LL2,UL	Men's Banked Slalom
		Women's Banked Slalom
		Men's Snowboard Cross
		Women's Snowboard Cross
Wheelchair curling(1)	-	Mixed Team Tournament

13.4 General and Official Training Dates

As of January 2017

Discipline	General Training	Official Training
Para alpine skiing	3-18 March	7-9 March
Para biathlon	3-17 March	9-17 March
Para cross-country skiing	3-17 March (TBC)*	10-16 March (TBC)*
Para ice hockey	3-9 March	12-17 March
Para snowboard	10-11 March (TBC)*	14-15 March (TBC)*
Wheelchair curling	(Pre-Games practice) 10-17 March (Evening training) 10-14 March	9 March**

Note: POCOG is currently discussing with the IFs regarding the training schedules. Therefore, the dates presented in the table are subject to change.

* TBC = To be confirmed.

** The WCF is deliberating on whether to have two days of official training instead of one day

13.5 Competition Venues and Paralympic Village Elevations

As of January 2017

Location	Discipline	Event	Start / High Elevation	Finish / Low Elevation
Pyeongchang Mountain Cluster				
Paralympic Village			731 m	727 m
Alpensia Biathlon Centre	Para biathlon	M/W	Highest point 791 m	Stadium 756 m
	Para cross-country skiing	M/W	Highest point 791 m	Stadium 756 m
Jeongseon Alpine Centre	Para alpine skiing	M/W Downhill	Start 1238 m	Finish 545 m
		M/W Super-G	Start 1108 m	Finish 545 m
M/W Giant slalom		Start 940 m	Finish 545 m	
M/W Slalom		Start 745 m	Finish 545 m	
	Para snowboard	M/W Banked slalom	Start 675 m	Finish 545 m
		M/W Snowboard cross	Start 720 m	Finish 545 m
Gangneung Coastal Cluster				
Gangneung Olympic Park			40 m	35 m
Gangneung Hockey Centre	Para ice hockey	M/W	35 m	
Gangneung Curling Centre	Wheelchair curling	M/W	35 m	

13.6 Venue Distances and Travel Times between Paralympic Venues



As of January 2017

		Paralympic Village	Olympic Plaza	Alpensia Biathlon Centre	IBC	PFH, MPC	Jinbu Train Station	Jeongseon Alpine Centre	Gangneung Olympic Park	Gangneung Train Station
		Mountain Cluster						Coastal Cluster		
Paralympic Village	Mountain Cluster		2 km (3 min)	5.4 km (10 min)	3.2 km (6 min)	3.9 km (7 min)	14.2 km (23 min)	26.9 km (41 min)	46.5 km (53 min)	47.5 km (55 min)
Olympic Plaza		2 km (3 min)		7.4 km (13 min)	5.2 km (9 min)	5.9 km (10 min)	16.2 km (26 min)	28.9 km (44 min)	48.5 km (56 min)	49.5 km (58 min)
Alpensia Biathlon Centre		5.4 km (10 min)	7.4 km (13 min)		2.6 km (4 min)	3.3 km (5 min)	13.6 km (21 min)	40.9 km (55 min)	45.9 km (51 min)	46.9 km (53 min)
IBC		3.2 km (6 min)	5.2 km (9 min)	2.6 km (4 min)		0.7 km (1 min)	11 km (17 min)	38.3 km (51 min)	43.3 km (47 min)	44.3 km (49 min)
PFH, MPC		3.9 km (7 min)	5.9 km (10 min)	3.3 km (5 min)	0.7 km (1 min)		10.3 km (16 min)	37.6 km (50 min)	42.6 km (46 min)	43.6 km (48 min)
Jinbu Train Station		14.2 km (23 min)	16.2 km (26 min)	13.6 km (21 min)	11 km (17 min)	10.3 km (16 min)		23.7 km (36 min)	53.3 km (56 min)	54.3 km (58 min)
Jeongseon Alpine Centre		26.9 km (41 min)	28.9 km (44 min)	40.9 km (55 min)	38.3 km (51 min)	37.6 km (50 min)	23.7 km (36 min)		73.6 km (86 min)	74.6 km (88 min)
Gangneung Olympic Park	Coastal Cluster	46.5 km (53 min)	48.5 km (56 min)	45.9 km (51 min)	43.3 km (47 min)	42.6 km (46 min)	53.3 km (56 min)	73.6 km (86 min)		2.6 km (7 min)
Gangneung Train Station		47.5 (55 min)	49.5 km (58 min)	46.9 km (53 min)	44.3 km (49 min)	43.6 km (48 min)	54.3 km (58 min)	74.6 km (88 min)	2.6 km (7 min)	

Note: Travel times above are based on the current infrastructure and the current travel times by car.

13.7 Map of Korea

People's Republic
of China

Beijing



Russian
Federation

Democratic
People's Republic
of Korea

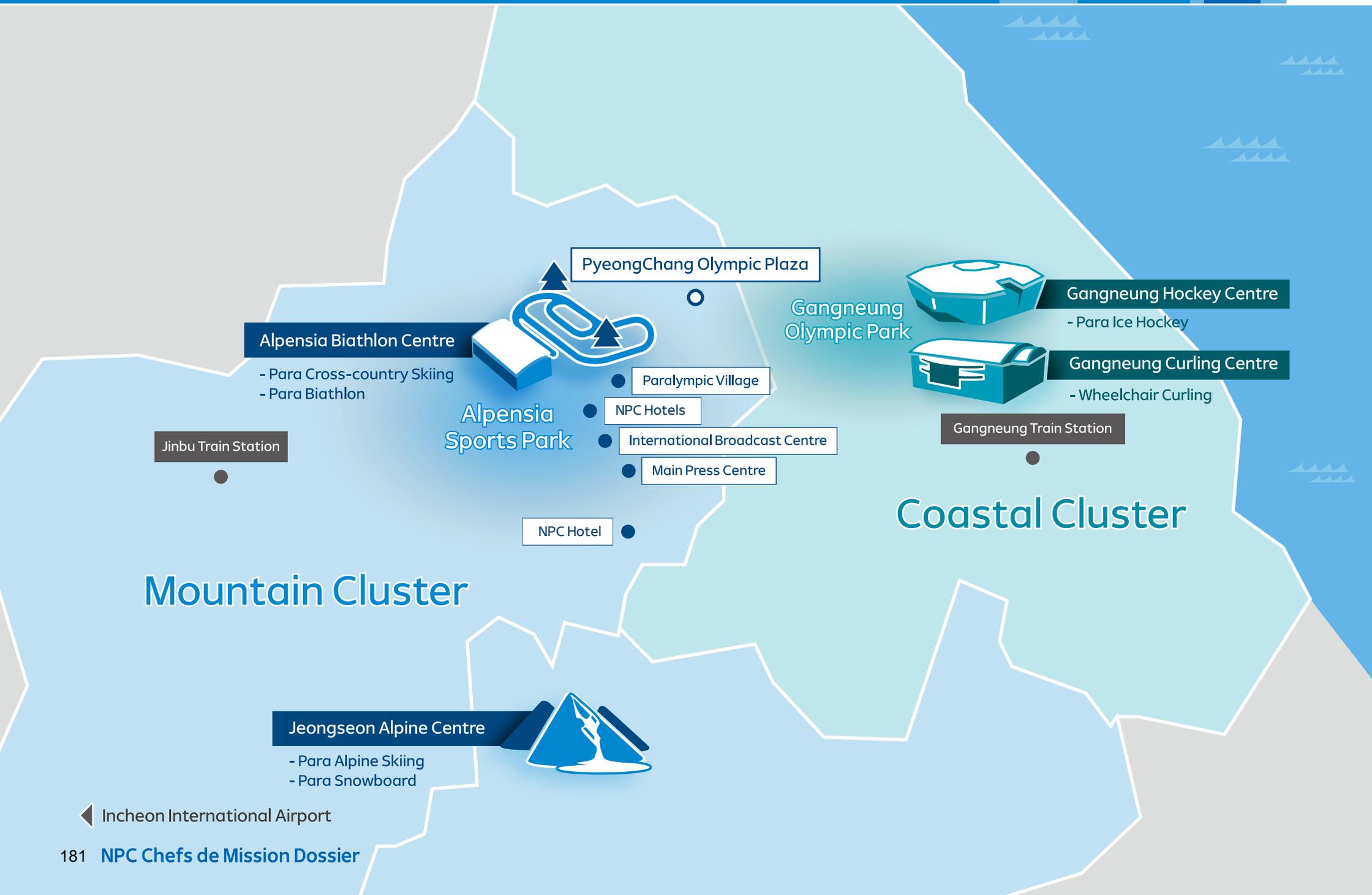
Seoul

Republic
of Korea

Japan
Tokyo



13.8 PyeongChang 2018 Paralympic Winter Games Venues



13.9 PyeongChang Mountain Cluster Venues



Jinbu Train Station

Alpensia Biathlon Centre

- Para Cross-country Skiing
- Para Biathlon

PyeongChang Olympic Plaza

- PyeongChang Olympic Stadium
- Paralympic Medals Plaza

International Broadcast Centre

Alpensia Sports Park

PyeongChang Paralympic Village

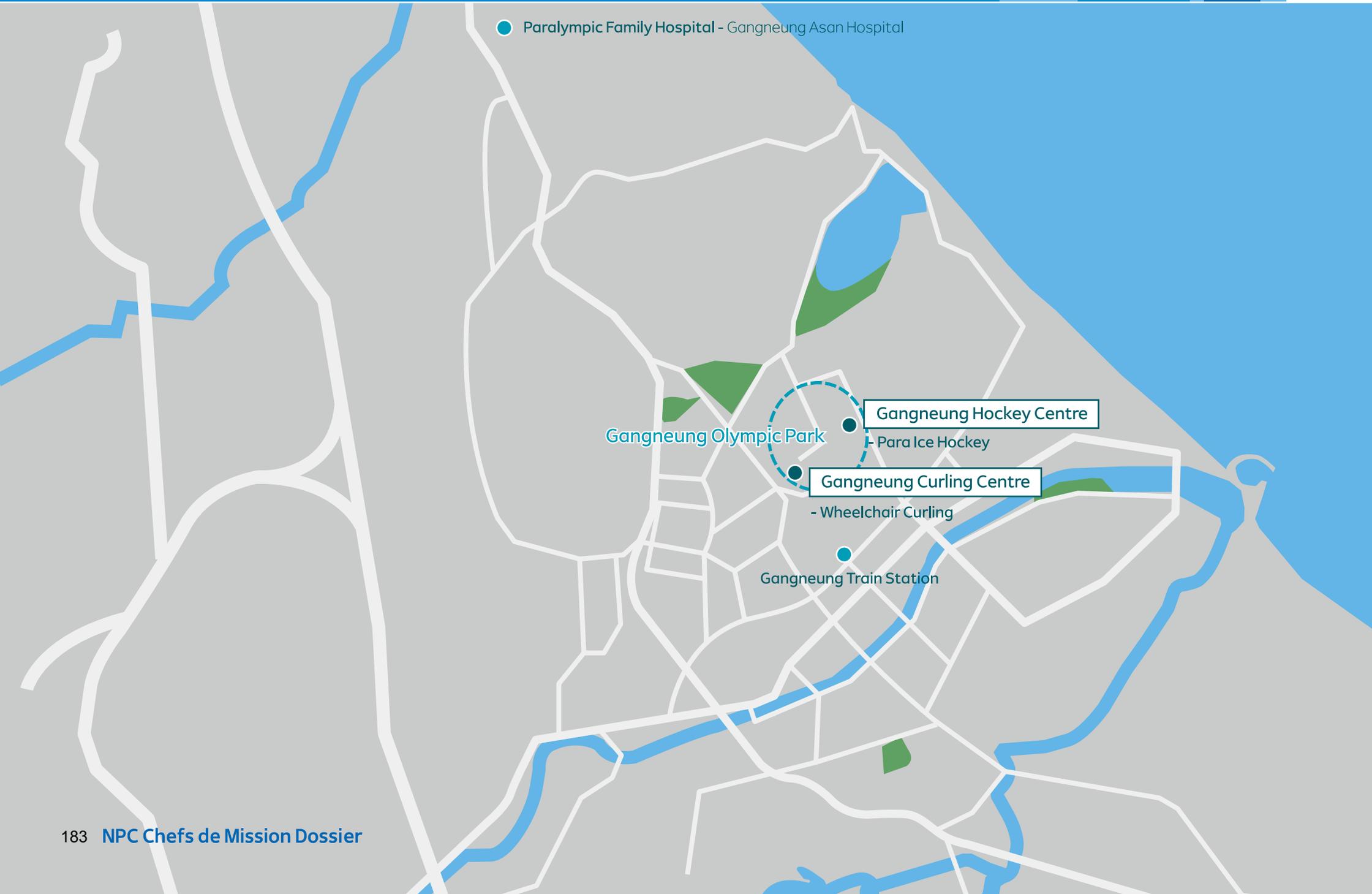
NPC Hotels

- InterContinental Alpensia Hotel
- Holiday Inn Suite (Condo)
- Holiday Inn Hotel

Main Press Centre

NPC Hotel- Dragon Vally Hotel

13.10 Gangneung Coastal Cluster Venues



● Paralympic Family Hospital - Gangneung Asan Hospital

Gangneung Olympic Park

Gangneung Hockey Centre

- Para Ice Hockey

Gangneung Curling Centre

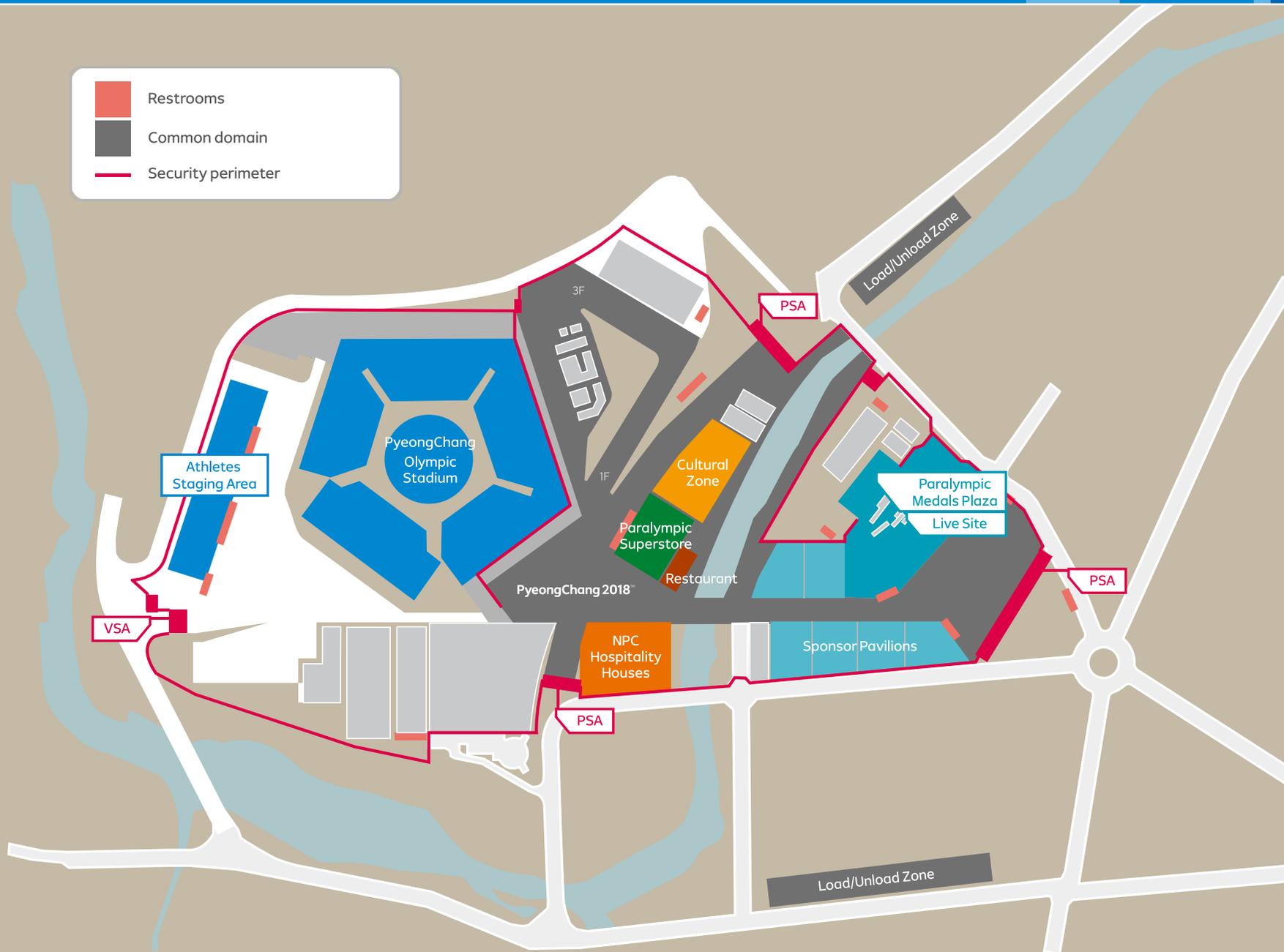
- Wheelchair Curling

Gangneung Train Station

13.11 Paralympic Village Map



13.12 PyeongChang Olympic Plaza



13.13 Gangneung Olympic Park



13.14 T3 Destination List

PyeongChang Mountain Cluster

PyeongChang Mountain Cluster	On Demand	By Reservation
Competition Venues (only when there is a competition at the venue)		
Alpensia Biathlon Centre	√	
Jeongseon Alpine Centre	√	
Non-Competition Venues		
International Broadcast Centre (IBC)	√	
Main Press Centre (MPC)	√	
PyeongChang Olympic Plaza	√	
POCOG Headquarters		√
Paralympic Village	√	
InterContinental Alpensia Hotel (NPC Hotel)	√	
Holiday Inn Hotel (NPC Hotel)	√	
Dragon Valley Hotel (NPC Hotel)	√	
Jinbu Train Station	√	
Paralympic Hospitality Centre	√	
Mountain T3 Transport Mall	√	

Gangneung Coastal Cluster

Gangneung Coastal Cluster	On Demand	By Reservation
Competition Venues (only when there is a competition or training at the venue)		
Gangneung Hockey Centre	√	
Gangneung Curling Centre	√	
Non-Competition Venues		
Gangneung Train Station	√	
Coastal T3 Transport Mall	√	

Note: The list will be updated in accordance with the final accommodation allocation.

13.15 Climate Characteristics

Cluster	Climate Characteristics	Feb.	Mar.
Mountain Cluster (Daegwallyeong, 47100 ¹)	Mean temperature (°C)	-5.5	-0.5
	Max temperature (°C)	-0.4	4.4
	Min temperature (°C)	-10.5	-5.2
	Precipitation (mm)	53.6	75.6
	Duration of precipitation (hr)	108.2	114.9
	Evaporation (mm)	50.3	75.4
	Mean wind speed (m/s)	5.0	4.5
	Mean relative humidity (%)	67	68
	Mean vapor pressure (hPa)	2.9	4.1
	Duration of sunshine (hr)	185.2	202.3
	Total horizontal radiation (MJ/m ²)	317.0	422.0
	Duration of fog (hr)	53.3	82.8
	Cloud amount (10 %)	4.1	5.0
	Sea level pressure (hPa)	1023.2	1020.5
	Grass min temperature (°C)	-12.2	-6.9
	Mean surface soil temperature (°C)	-3.6	0.9
	Number of days with precipitation (>=0.1mm)	10.5	11.3
	Number of days with precipitation (>=1.0mm)	7.2	8.1
Number of days with gales (>13.9 m/s)	2.5	2.7	

¹ 15 July 1971 to 6 November 2006: 37.6869 N, 128.7587 E, 842.52 m.a.s.l.
7 November 2006 to now: 37.6771 N, 128.7183 E, 772.57 m.a.s.l

Cluster	Climate Characteristics	Feb.	Mar.
Coastal Cluster (Gangneung , 471052)	Mean temperature (°C)	2.2	6.3
	Max temperature (°C)	6.7	10.9
	Min temperature (°C)	-1.6	2.0
	Precipitation (mm)	49.6	68.9
	Duration of precipitation (hr)	73.4	89.6
	Evaporation (mm)	62.8	91.0
	Mean wind speed (m/s)	3.1	2.8
	Mean relative humidity (%)	52	57
	Mean vapour pressure (hPa)	3.9	5.3
	Duration of sunshine (hr)	173.0	187.0
	Total horizontal radiation (MJ/m ²)	298.0	403.0
	Duration of fog (hr)	1.0	1.3
	Cloud amount (10 %)	4.0	4.9
	Sea level pressure (hPa)	1021.0	1019.0
	Grass min temperature (°C)	-5.4	-1.8
	Mean surface soil temperature (°C)	2.3	7.2
	Number of days with precipitation (≥0.1mm)	6.4	8.9
	Number of days with precipitation (≥1.0mm)	4.5	7.0
	Number of days with gales (>13.9 m/s)	0.2	0.3

² 37.7515 N, 128.891 E, 26.04 m.a.s.l.

13.16 List of countries that have signed the Geneva and Vienna Conventions (as of June 2016)

Geneva Convention of 1949

Division	96 Countries
Americas (15)	Argentina, Barbados, Canada, Chile, Cuba, Dominican Republic, Ecuador, Guatemala, Haiti, Jamaica, Paraguay, Peru, Trinidad and Tobago, United States of America, Venezuela (Bolivarian Republic of)
Asia, Oceania (17)	Australia, Bangladesh, Cambodia, Fiji, India, Japan, Kyrgyzstan, Lao People's Democratic Republic, Malaysia, New Zealand, Papua New Guinea, Philippines, Republic of Korea, Singapore, Sri Lanka, Thailand, Viet Nam
Europe (32)	Albania, Austria, Belgium, Bulgaria, Cyprus, Czech Republic, Denmark, Finland, France, Georgia, Greece, Holy See, Hungary, Iceland, Ireland, Italy, Luxembourg, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Slovakia, Spain, Sweden, Turkey, United Kingdom of Great Britain and Northern Ireland
Middle East, Africa (32)	Algeria, Benin, Botswana, Burkina Faso, Central African Republic, Congo, Côte d'Ivoire, Democratic Republic of the Congo, Egypt, Ghana, Israel, Jordan, Lebanon, Lesotho, Madagascar, Malawi, Mali, Malta, Morocco, Namibia, Niger, Nigeria, Rwanda, Senegal, Sierra Leone, South Africa, Syrian Arab Republic, Togo, Tunisia, Uganda, United Arab Emirates, Zimbabwe

For more details on the Convention on Road Traffic Geneva, see http://www.unece.org/trans/conventn/legalinst_07_RTRSS_RT1949.html.

Vienna Convention of 1968

Division	74 Countries
Americas (6)	Bahamas, Brazil, Cuba, Guyana, Peru, Uruguay
Asia (9)	Kazakhstan, Kyrgyzstan, Mongolia, Pakistan, Philippines, Tajikistan, Turkmenistan, Uzbekistan, Viet Nam
Europe (39)	Albania, Armenia, Austria, Belarus, Belgium, Bosnia and Herzegovina, Bulgaria, Croatia, Czech Republic, Denmark, Estonia, Finland, France, Georgia, Germany, Greece, Hungary, Italy, Latvia, Lithuania, Luxembourg, Moldova, Monaco, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Russian Federation, San Marino, Serbia, Slovakia, Slovenia, Sweden, Switzerland, The Former Yugoslav Republic of Macedonia, Turkey, Ukraine
Middle East, Africa (20)	Azerbaijan, Bahrain, Central African Republic, Côte d'Ivoire, Democratic Republic of the Congo, Iran (Islamic Republic of), Israel, Kenya, Kuwait, Liberia, Morocco, Niger, Qatar, Saudi Arabia, Senegal, Seychelles, South Africa, Tunisia, United Arab Emirates, Zimbabwe

For more details on the Convention on Road Traffic Vienna, see http://www.unece.org/trans/conventn/legalinst_08_RTRSS_RT1968.html

※  Countries that signed both conventions (42 countries)

13.17 Medicines and Pharmaceutical Products at Risk of Misuse or Abuse

Medicines and pharmaceutical products at risk of misuse or abuse designated by the Ministry of Food and Drug Safety

- Preparations containing alprostadil for treatment of erectile dysfunction
- Preparations containing sildenafil for treatment of erectile dysfunction
- Preparations containing thymoxamine hydrochloride for treatment of erectile dysfunction
- Preparations containing furosemide
- Preparations containing apomorphine hydrochloride for treatment of erectile dysfunction
- Preparations containing tadalafil
- Preparations containing vardenafil
- Preparations containing udenafil
- Oral or parenteral preparations among preparations containing nandrolone decanoate, mesterolone, methyltestosterone, stanozolol, testosterone cypionate, testosterone enanthate, oxandrolone, oxymetholone, testosterone undecanoate or fluoxymesterone
- Preparations containing mirodenafil
- Preparations containing dapoxetine
- Preparations containing avanafil
- Preparations containing clomipramine for treatment of premature ejaculation

13.18 Glossary

Abbreviation	Explanation
ADS	Arrivals and Departures System
ATR	Authorised Ticket Reseller
CCTV	Closed Circuit Television
CDM	Chef de Mission
DARF	Dignitary Accreditation Request Form
DRM	Delegation Registration Meeting
eACR	Online Accreditation System
ePEQ	Online Sport Entries System
FF&E	Furniture, Fixtures and Equipment
GOP	Gangneung Olympic Park
IBC	International Broadcast Centre
ICN	Incheon International Airport
IF	International Sports Federation
IPC	International Paralympic Committee
IPTV	Internet Protocol Television
KT	Korea Telecom
KTX	Korea Train Express
L&D	Loss & Damage
MDS	Master Delivery Schedule
MOC	Main Operations Centre
MPC	Main Press Centre
MTA	Material Transport Mall
NF	National Sports Federation
NOC	National Olympic Committee
NPC	National Paralympic Committee
OAP	Off-Airport Check-in Process
ODF	Olympic Data Feed
P-CTP	Paralympic Client Ticket Porta
PFA	Paralympic Family Assistant
PFH	Paralympic Family Hotel
PIAC	Paralympic Identity and Accreditation Card
POP	PyeongChang Olympic Plaza
PLV	Paralympic Village
PSA	Pedestrian Screening Area
RVSS	Remote Vehicle Screening Site
TA	Transport system for athletes and team officials
TBC	To be confirmed
TS	Transport for Spectators
TSA	Ticket Sales Agreement
TUE	Therapeutic Use Exemption
VAPP	Vehicle Access and Parking Permit
VDS	Venue Delivery Schedule
VO	Visit Officer
VSA	Vehicle Screening Area
VSCC	Venue Security Command Centre
WADA	World Anti-Doping Agency



The PyeongChang Organizing Committee for the
2018 Olympic & Paralympic Winter Games

www.pyeongchang2018.com

Passion.Connected.
하나된 열정