RESERVATION ISSUES, BRIEFING STAFF

If a small conference or seminar co-opts staff to attend to the registration desk

1. The type of delegate to be included/variations in delegates needs:
   - registered delegate
   - partner/family accompanying registered delegate
   - early or late arrivals
   - disadvantaged/incapacitated/special needs
   - speaker

2. Expected delegates
   - confirmed registrations
   - payments received
   - withdrawals, refunds given
   - no response/don’t know
   - partner/family accompanying registered delegate

3. Size of excursion
   - group numbers
   - individuals

4. Length of stay
   - early/late arrivals – What is the policy for charging?
   - extensions

5. Specific itinerary requirements
   - pre/post accommodation, tours, activities
     additionally, if delegate did their own ‘thing’ – no organisation required from Secretariat

6. Cultural requirements
   - special meals
   - special rooms/requirements
7. Special requirements and requests

- disadvantage/incapacitated/special needs
- disabled, adjoining rooms for families
- special meal requirements.