BRIEFING STAFF ON RESERVATION ISSUES

If a small conference or seminar co-opt 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/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 (eg Quicksilver)
   - Group numbers – eg Quicksilver
   - 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 organization required from Secretariat

6 Cultural requirements
   - Special meals
   - Special rooms/requirements
     Twin beds – Japanese, room facing a particular direction

7 Special requirements and requests
   - Disadvantage/incapacitated/special needs
     Disabled, adjoining rooms for families
   - Special meals
     Vega vegetarian