



ORGANIZING THE ARCTIC WINTER GAMES

WELCOME AND SEND OFF

The Host Society is responsible for the welcome and send off of all Games participants, special guests and, wherever possible, visitors to the Games. The first impression a new visitor has to a community will often be the most important and it can have a major impact on their experience and potential future tourism opportunities for the host community.

KEY PERFORMANCE INDICATORS

- √ **20 Months**
 - Committee structure established.
 - Committee chair(s) recruited.
 - Past Games experiences reviewed.
 - Draft work plan developed.

- √ **18 Months**
 - Work plan updated.
 - Arrival/departure venue identified.
 - Planning for arrival/departure snacks in progress (catering needs tendered) coordinate with Sponsorship committee and Catering committee.
 - Entertainment options considered.

- √ **12 Months**
 - Work plan updated.

- √ **6 Months**
 - Arrival/departure snacks catering finalized.
 - Arrival/departure volunteers committed.
 - Departure (post-closing ceremonies) plan in place.
 - Backpack stuffing plans in place in coordination with Accommodations committee.
 - Transportation and Accreditation Committees communication occurring.

- √ **2 Months**
 - Arrival/departure volunteers training plan in place
 - Backpacks stuffed and warehoused in uniform containers to facilitate inventory control
 - Traffic flow determined in welcome area



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General Notes

1. Welcome

- Welcome activities usually take place at a venue like the airport terminal or initial registration area.

Consider:

- Making this event unique and specific to the character of the host community;
 - Providing participants with a small token to commemorate their arrival. For Games participants this can be included with their registration kit. For special guests, parents and tourists this can be as simple as a welcome booklet or guide to the Games and community;
 - Welcoming the Chefs when they arrive for the Games (typically 3 or 4 days before the Games begin);
- The Host Society should coordinate with the host Contingent to make sure a proper welcome is arranged for these participants. Often they do not arrive by charter aircraft so it may be necessary to do something at a specific time and location.

2. Send Off

- Send off is usually a much quieter activity but it is important to have some Host Society volunteers in attendance to thank participants for traveling to the community. Small gestures like this often have a long-term positive impact on repeat visits. Check the [Accommodations](#) section for requirements related to delayed send offs.

3. Welcome Booklet

- The Host Society typically produces a Welcome Booklet for inclusion in registration kits for participants, special guests and other visitors to the Games. In developing this consider:
 - Welcoming letters to the participants from the Host Society and Host jurisdictions (municipal and state/provincial/territorial/International Committee President);
 - Information on the mascot, theme song, general rules, venue locations, sport and practice schedules and a list of Games donors;
 - A history of the Hodgson Trophy and a list of past recipients;
 - A history of the AWGIC Fair Play pin and the process through which it is awarded;



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- Important Games phone numbers;
 - The infirmary schedule and medical services available;
 - Dining hours and procedures;
 - The transportation schedule;
 - Accommodation locations and colour coding of residences;
 - The cultural program;
 - A social activities calendar;
 - A map or maps, which include all venue locations and community information;
 - Community information section;
 - Important sections of the Welcome Booklet should be translated into Russian and Greenlandic or Danish;
- All written information should be available on the Host Society web site at least six months prior to the Games.
 - Coordinate all information in the Welcome Booklet with other committees to ensure any information provided is consistent throughout all Host Society publications.