

## Chapter 5: Accommodation Service

### 5.1 Basic Policies

- 5.1.1 Accessibility for efficient management
- 5.1.2 Consideration on SOI guideline and onsite situations

### 5.2 Operation Summary

- 5.2.1 SO Village opening from 28 Jan to 6 Feb 2013
  - 5.2.1.1 HTP participants: open after HTP
  - 5.2.1.2 HTP non-participants: open from 28 Jan
- 5.2.2 Room assignment for HTP delegations
  - 5.2.2.1 Gender separation from the same delegations
  - 5.2.2.2 HODs' room near those of their own delegations

### 5.3 Preparations

- 5.3.1 Accessibility from facilities to venues taken into account
  - 5.3.1.1 20 minute-drive from/to facilities/venues
- 5.3.2 Facilities
  - 5.3.2.1 Snow sports teams: Alpensia Resort
  - 5.3.2.2 Ice sports teams: dorms of Kwandong Univ, Gangneungwonju college
  - 5.3.2.3 Room capacity

	City	Facility	Type	Size	Capa
Snow sports	pyeongchang	Alpensia	Condominium	72.7 m <sup>2</sup>	3
Snow sports	Pyeongchang	Alpensia	Condominium	109.1 m <sup>2</sup>	5
Snow sports	Pyeongchang	Alpensia	Condominium	162.0 m <sup>2</sup>	7
Ice sports	Gangneung	Kwandong	Dorm	52.9 m <sup>2</sup>	3
Ice sports	Gangneung	Gangneung	Dorm	46.3 m <sup>2</sup>	2

※ sports & event staff, technician ⇔ rooms near competition venues

#### 5.3.3 Front Desks

- 5.3.3.1 Service support for each delegation
- 5.3.3.2 Check-in and check-out service
- 5.3.3.3 Access restrictions, temporary pass issuance if needed
- 5.3.3.4 Information, complaint and claim

## 5.4 Room Service

### 5.4.1 Housekeeping service

- 5.4.1.1 New bed sheets once every five days and a towel a day
- 5.4.1.2 Everyday room cleaning

### 5.4.2 Laundry service

- 5.4.2.1 Inexpensive laundry service on undergarments, socks, etc (one time a day for each delegation)

## 5.5 Recommendations and Notices

- 5.5.1 Early athletes registration for room allocation adjustment (only once)
- 5.5.2 Hair dryer and power cord plug adaptors NOT furnished
- 5.5.3 Portable electronic heaters BANNED for safety reason
- 5.5.4 Participation fee for additional staff to be paid before the designated deadline
- 5.5.5 Additional costs may occur in case of staying longer than the operation period of SO Village.