



FAMILIES SERVICES

FREQUENTLY ASKED QUESTIONS

**BE
UNIFIED™**



2019

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General

1. Who is a Family member of the athletes?

- The husband, wife, partner or child of the athlete
- A blood relative of the athlete (e.g. mother, father, sibling, grandparent, uncle, aunt, nephew, niece, cousin, and a relative related by marriage or a partner of a blood relative)
- The athlete's legal guardian, foster partner or caregiver
- An individual involved with the athlete in a parenting role

The categories of participants that will be welcomed into the Families Program include family members of:

- Competing Special Olympics athletes
- Athlete Officials
- Athlete members of the Law Enforcement Torch Run Final Leg Team
- International Global Messengers

2. Do families of the coaches register through the family's registration or will they be regular supporters? If regular supporters can they access inter-venue transport?

No, families of the coaches will not be able to register through the family's registration. They will be considered as regular spectators, and they will have access to inter-venue transportation.

3. Will family members be allowed to visit the delegation's accommodation?

No, Family members will not be allowed to visit the delegation's accommodation. In emergency cases, the family member should contact the coach and fill out a form to access the accommodation.

4. What provisions will be made for triathlon families to obtain credentials, etc. as they arrive prior to the March 8th open date for the Welcome Center.

No services will be offered to Registered Family Members before the 11th of March; therefore no credentials will be distributed before that date.

Benefits and Services

5. What benefits can families expect as credentialed family members?

All registered (receiving credentials) family members will receive the following benefits upon presenting their credentials:

- Access to preferential rates in official hotels
- Access to preferential rates with our official airline partner (Etihad Airways)
- Access to free inter-venue Transportation (including Family official Hotels), free transportation from Official Family hotels to the Opening and Closing ceremonies and back, free transportation from Official Family hotels to Families reception.
- Access to Family Hospitality Areas (Lounges in competition venues)
- Designated Seating within the Venues
- Tickets to Ceremonies (Each registered Family member will receive one ticket to the Opening Ceremony)
- Additional benefits are finalized and will be communicated in due time.

6. What is the date that registered family members can expect services to begin (hospitality, family Welcome center, etc.)?

The Welcome Center will be operational and ready to receive and serve families from March 11 to March 15, 2019. After the 15th, the Welcome center will be closed, and the service will be moved to the Credentialing Center inside of ADNEC. The lounges will be open from March 12, 2019.

7. Are there any special activities planned for Families?

A Reception will be held for Families during Games time (March 16, 2018). More information will be discussed further and shared with the family coordinators in due time.

8. Can other supporters (not Family Members) get access to the Welcome center?

NO. Only registered Family members can access the Welcome center and the Family lounge.

9. What is included in the Family Pack?

The Family pack contains: Family Handbook, Family Credentials, Family Gift, Opening and Closing ceremony tickets.

Accommodation

10. Will you be offering discounted Family Accommodations and reservations assistance for family hotels?

The Local Organizing Committee (LOC) will provide to registered family members housing options, at preferential rates at the official Family Hotels. The preferential rates and details about the Family hotels will be announced on December 6, 2018. A weblink and more booking information will be posted on the Families online page and will be sent to the National Family coordinators.

11. How far is the average family housing site from competition sites?

The Families official hotels will be located in Abu Dhabi and Dubai cities. The distance from the hotels to the competition venue may vary between 15- and 40-minutes bus ride. These hotels will be connected to the venues by a free inter-venues shuttle service.

12. When will we receive info on dedicated Families Hotels?

The Accommodation services team from the Local Organizing Committee (LOC) is working hard to secure preferential rates at the official hotels for the Families in both Abu Dhabi and Dubai. Rates will be communicated to the Family coordinators along with the booking process on December 6, 2018

13. After moving venues to Dubai, what will happen to family members who have already booked hotels in Abu Dhabi?

The Local Organizing Committee (LOC) will try and help in situations like these. Most of the hotels in Abu Dhabi are part of chains that also exist in Dubai. You might be able to change the location without penalty.

14. Will there be availability of family hotels in Dubai also at reduced rates?

Yes, The Accommodation services team from the Local Organizing Committee (LOC) is working hard to secure preferential rates at the official hotels for the Families in both Abu Dhabi and Dubai. Rates will be communicated to the Family coordinators along with the booking process on December 6, 2018.

15. Is there a link that shows information about accommodation for Families?

Our accommodation team is working hard to get the families preferential rates at Abu Dhabi and Dubai Hotels. Details will be sent on December 6, 2018 via the Family coordinators and we will post them on the Families online page.

16. Parents will be traveling to the UAE on the 8th with the delegations arriving to the Host Towns Program, is it possible to have them booked at the family hotels that you will be offering us?

Our accommodation team will communicate the early arrival dates to the contracted hotels to check if they can provide discounted rates for earlier arrivals. We will confirm once we have the hotel contracts in place.

Transportation

17. Will there be a transportation system available for family members and is there an anticipated fee?

A free inter-venue shuttle service will be connecting the Official Family hotels to the competition venues. Registered Family members will be able to benefit from this service including transportation service dedicated to the Families to transport them directly from the Official hotels and to the Opening and Closing Ceremonies and the Family reception. Regarding Airport pick up and drop, Family members will have to arrange their own transport accordingly (at their own cost).

18. Are some hotels not on the transportation route?

If the hotel is not an Official Family Hotel, then it will not be on the transportation route (inter venue shuttle service).

19. What transportation will be available for families to and from the airport and how do they book transportation?

Regarding Airport pick up and drop, Family members will have to arrange their own transport accordingly (at their own cost).

20. Will you be organizing rental car companies for Family members?

Local Organizing Committee (LOC) is working with a Destination Management company to provide travel and Accommodation services to Families. Details will be shared with the Family coordinators once this is confirmed.

21. What date will transportation systems be up and running for families?

Inter-venue shuttle system has currently been scheduled from 11th March 2019 until 20th March 2019. Dedicated shuttle will be available to Families from the Official Families hotels to and from the Opening and closing Ceremonies.

Life in Abu UAE

22. Info about Abu Dhabi: city security, currency exchange and safe keeping, local medical facilities, list of cultural appropriate etiquette, temperature etc.

Abu Dhabi is a cosmopolitan city with exceptional high-end security and Safety systems. Here are some of the “Living in Abu Dhabi” features:

Healthcare and Emergencies

Standards of health care are considered to be generally high in the United Arab Emirates. The UAE now has 40 public Hospitals. Whether you need police assistance, an ambulance or for any other emergency 999 is the number to call and calls are free. When calling 999, please remember to state your name, the nature of the accident, address of the emergency and how serious the situation is. For other enquiries, Abu Dhabi Police operates a dedicated Tourism Police section which will advise and guide you on a range of matters. You can contact them on +971 2 800 2626 and +971 2 512 7777 or visit www.hr.adpolice.gov.ae/tourismpolice.

As per UAE federal law and Abu Dhabi Government law, all visitors to the UAE must have medical insurance cover. In case of emergency, treatment to stabilize the case is free. Other treatment must be covered by a cash payment or insurance card for covered individuals.

The Abu Dhabi and Dubai Government portals (www.abudhabi.ae; www.dubai.ae) provide an updated list of medical services, including hospitals, clinics, and medical centers. If you don't have internet access you can call the toll-free number 800 555 (+971 2 666 4442) (Abu Dhabi) and 600 560 000 (Dubai).

Weather

UAE has a tropical desert climate because of its location within the Northern desert belt. Summers are extremely hot and humid, with an average high around 41 °C (106 °F) and overnight lows around 31 °C (88 °F). Most days are sunny throughout the year. Winters are warm and short with an average high of 26 °C (79 °F) and overnight lows of 17 °C (63 °F). Most of the rainfall occurs in the December to March period. The weather between December and March remains warm and is considered to be the most comfortable climatic conditions of the year. The temperature in March can reach an average of 28 °C during the day and 18°C at night.

Electric current

UAE electric current is AC 220V/50Hz, (American appliances run on 110 volts, while European appliances are 220 volts). Power sockets in the UAE are exactly the same as in England, so you won't need an adapter if you have British electrical devices.

Telephones and WIFI

When arriving in a foreign country one of the first things most people arrange immediately is a local SIM card for their smartphone, to avoid paying exorbitant international roaming fees. Both Etisalat and du (Telephone service providers in UAE) have pre-paid options available exclusively to tourists, offering competitive rates for both phone, SMS and mobile data.

Currency

The United Arab Emirates dirham (code: AED), also known as simply the Emirati dirham, is the currency of the United Arab Emirates.

Approximately (as of September 2018):

1 U.S. dollar = 3.6725 dirhams

1 Euro = 4.26 dirhams (subject to currency fluctuation)

Dress code

Visitors to the UAE should dress modestly, particularly in conservative areas and public places like shopping malls. Clothing should not be transparent, indecently exposing parts of the body or displaying offensive pictures or slogans. Both men and women might feel more comfortable wearing loose-fitting clothes that cover shoulders, arms and legs.

Women traveling in the UAE are not expected to cover their heads or wear the traditional Muslim attire. When visiting a mosque, women will be asked to respect the Muslim tradition and wear an abaya and cover their heads. Often, these would be provided at the mosque.

Translation Services

23. Will there be Translation services for Families at venues and at registration?

Families will be able to access the language services available in the venues. Regarding registration, the guide was translated into the 6 official Languages of SOI and it was sent to all family coordinators who have distributed it to all the national programs.

Opening and Closing Ceremonies

24. How do families purchase tickets to the opening and closing ceremonies?

There will be an opportunity to buy extra tickets once they are on sale. Our commercial team is still working on defining the selling process of tickets and the cost. Updates will be sent to the Families Coordinators in this regard. Each registered and approved family member will receive a free ticket to the Opening Ceremony and a free ticket to the Closing ceremony.

25. How will Families move to Opening and Closing Ceremonies?

Opening and Closing ceremony dates will also be served by a shuttle service for Families. Families will be picked up from the Official Families hotels (Abu Dhabi and Dubai) and dropped at the ceremony and vice-versa.

Seating

26. Will there be dedicated seating at venues?

There will be dedicated seating at venues for accredited Families.

27. Will access to dining be restricted for Families? Can they eat for free at competition venues?

Families will have free access to the Families and Honored Guests lounges in all competition venues. The lounges will offer light snacks and refreshments all day. For full dining options, outlets will be available at venues and festival areas at a cost.

Communication

28. How will changes in schedule be communicated to families?

All Families communication will be sent to Family Coordinators who in turn will distribute to Families members. Important information will also be posted on the Families page in the website. During Games time, Games App will be available to provide regular updates on Competition schedules and news.

29. When will we get more information about the Family Program?

The Family program will be communicated to the Families through the National Family coordinators. Bi-Weekly newsletters will be distributed highlighting different topics from the program. Constant communication on news and updates related to Families services will be distributed. Updates will also be posted on the Families Website. In addition, topics on Families will also be part of the monthly delegation's webinar.

30. Are there any monthly Family Updates planned?

Constant communication on news and updates related to Families services will be distributed. Updates will also be posted on the Families page on the Website. In addition, topics on Families will also be part of the monthly delegation's webinar.

Registration

31. When is the deadline for family registration?

Families Registration opened end of September and will close January 13, 2019.

32. Will a link to access SO Connect be sent to family coordinators to forward to family members?

Yes. A link has already been sent to all Family coordinators and the registration process has begun.

33. Will family to Unified Partners also be able to register as family and receive tickets to opening ceremony.

Yes.

34. Is there a limit on number of family members per athlete?

No. All family members are welcome to join us in the World Games.

35. When will registration guide be available for distribution?

The Families Registration guide (English Version) has been sent as a soft copy to all Family coordinators. The guide was also translated into the official languages of Special Olympics and was forwarded to all programs.

36. Can the HOD collect Families Credentials?

No, each family member should collect their credential and display an ID.

37. Where do you anticipate that family members to pick up credentials?

Families credentials will be picked up from the Welcome Center. We will have 2 welcome centers for Families; one in Abu Dhabi in ADNEC but the exact location is yet to be confirmed and another one in Dubai. Both Welcome centers will be operational from March 11 to 15, after the 15th the welcome center will move to the Credentialing Center which is located inside of ADNEC.

38. Will you permit onsite registration? If yes, are any of the benefits for family members not available because they wait to register on site (OC tickets etc.)?

Onsite registration will be permitted. However; families who register onsite might not benefit from all the services offered. Updates in this regard will be communicated at a later stage.

39. If a family consists of 4 members, do we need to create 4 users to be able to register the 4 members?

Yes, you have to create 4 registrations. The system does not allow group registration. Ideally, you can send the link to the Family members and they can register themselves.

40. If I entered a wrong person, how can I delete the started registration?

You can always delete or change your entries before submission. Once you hit the "Submit" button, all registration details will be locked. However; the registered family members will go through an approval process, and if someone does not qualify, he or she will be rejected. The rejection decision will be conveyed to the Family members by the national coordinators.

41. If family members do not know yet when they will attend, should they hold on the registrations until they know?

You can fill the registration and save it. Don't submit unless all fields highlighted in orange are completed. The travel dates are not mandatory fields, so you can submit your registration without having them completed.

42. All family registrations should be confirmed and approved by the family coordinator, how does the approval process work?

The list of family registrations will be sent to the Family coordinators to validate them. The validation decision will be reflected in the system and Family members will then receive email notification only with confirmations. Rejections will be conveyed to the Family members by the Family coordinators.

43. Message comes up that the registration site is not a secure site. Please advise?

The site is totally 100% secure (https:.)

44. Is there a cost for Family Registration?

No. Family Registration is totally free of charge.

45. What is the minimum age for Family Registration?

The minimum age is 3 years old, but children should be accompanied by their parents at all time.

46. What will happen if the Family coordinator rejects a Family member registration?

A Family coordinator can reject the registration of a Family member if he/she thinks that the member does not fit the criteria. The rejection decision is along with justification of the decision will both be logged in So Connect.

Travel and Visa arrangements

47. Some countries will have to make a VISA at arrival at the airport. Do you know what kind of VISA that is?

Family members are responsible for making all necessary arrangements to obtain visa, if this is required. The type of visa depends on the country you are coming from. Please refer to the visa information section in our registration guide sent earlier. Also, please visit the Ministry of Foreign Affairs website for latest information on visa requirements.

48. Will the Local Organizing Committee provide VISA services or support for families?

Family members are responsible for making all necessary arrangements to obtain visa, if this is required. If there is a charge for the visa, the individual is responsible for that cost. In addition, the LOC will not issue letters or any other support.

49. Will there be a Family Ambassador Program?

The Family Ambassador Program will take place at the family reception dinner. The program will consist of an invitation addressed to the UAE resident families to ask them to participate in the reception dinner where they will be able to communicate and interact with the visiting families. Time and Location of the reception to be confirmed.

50. Are Family members permitted to participate in the Host Town program?

No. Only Athletes will participate in Host towns. For that reason, we advise Family members to avoid traveling on the same day as their athlete children since they will not be able to connect with them until after the Host town program is finished, which is March 11, 2019.

Contact Us

51. Is there a contact for family related questions?

If you have any questions or needs assistance on the Families Program or services, please contact your National Family Coordinator for a direct reply.

The World Games Families Program also accepts questions at familyservices@abudhabi2019.org
We will try to answer your queries as quickly as possible.

