

FIH INDOOR HOCKEY WORLD CUP 2029

EVENT MANUAL



INDOOR HOCKEY WORLD CUP

VERSION 1.0

International Hockey Federation
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I. INTRODUCTION

The FIH Indoor Hockey World Cup is non-stop hockey at its best! A total of 12 men's and 12 women's national indoor hockey teams will go head to head to be crowned World Champions in what proves to be a highly popular and compact event. With fierce competition between teams from all five continents eager to lift the precious FIH Indoor Hockey World Cup trophy, this is the world's greatest indoor hockey competition which is certainly worth the four-year wait.

The FIH Events Department is pleased to provide this FIH Indoor Hockey World Cup Event Manual to National Associations (NAs) that are interested in hosting FIH Men's and Women's Indoor Hockey World Cups in 2029.

EVENT MANUAL PURPOSE

The purpose of this Event Manual is

- To provide a full explanation of FIH Indoor Hockey World Cup planning and operations;
- To ensure that the shortlisted NAs have a comprehensive understanding of the expectations and standards for the Event prior to submitting the signed Hosting Agreement;
- To assist the selected Host NA to deliver a world-class international sporting event that brings prestige to the host country, Host NA and FIH.

The FIH Indoor Hockey World Cup focuses global attention on our sport's elite athletes and the Event Manual aims to assist the Host NA to plan quality services and facilities that ensure a positive experience for all clients. A positive event experience for Teams, Commercial Partners, Media, Broadcasters, VIPs, Fans, Event Technical Officials, FIH Officials and the Event staff must be a key goal, and it is essential that the Host NA keeps the client experience in mind throughout event planning and delivery.

The Host NA must deliver the Event in accordance with and perform any obligations set out in the Event Manual. The Event Manual is an integral part of the Hosting Agreement that will be signed by both parties and is binding on the Host NA. In the event of any inconsistency between the Hosting Agreement and this Event Manual, the Hosting Agreement will always prevail.

CONTACT

There is a team of people at FIH at your disposal should you have any queries about the content of the Event Manual. In the first instance, please contact the FIH Events Department.

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II. CONTENT OF SECTIONS

SECTION	CONTENT
1 Organisation & Personnel	Describes the roles and responsibilities of the Host NA, LOC, FIH, Event Technical Officials, volunteers and public authorities. It also addresses FIH, Host NA and LOC collaboration as well as LOC organisation and structure.
2 Finance & Corporate Management	Explains the Event's financial, legal and insurance needs.
3 Sport	Provides information about the sport elements of the Event, training and liaison with participating Teams.
4 Venues & Facilities	Explains the technical and operational requirements needed at both Competition and training venues.
5 Event Services	Provides details on services required to ensure an excellent experience for all stakeholders.
6 Protocol & Hospitality	Provides information about ceremonies, protocol and hospitality.
7 Event Experience & Fan engagement	Outlines the aspects required to ensure a positive and exciting experience which is essential for the success of the Event and the growth of indoor hockey.
8 Medical & Anti-Doping	Describes medical and anti-doping needs to ensure safety and integrity.
9 Marketing & Communications	Covers the aspects of the Event marketing plan including Event assets, Event programme, Event song/music and mascot, ticketing, website, social and digital media.
10 Media	Covers the services and facilities that are needed to optimise Media coverage of the Event.
11 Broadcast	Covers the services and facilities that are needed to optimise FIH Broadcast Partners' coverage of the Event.
12 Commercial Rights	Provides the Host NA with information on the Commercial Rights allocation for the Event and explains how the Sponsorship Rights allocated to FIH and Host NA Commercial Partners shall be delivered.
13 Legacy & Sustainability	Includes advice on planning the Event's legacy and best practice for running an environmentally sustainable Event.

SECTION	CONTENT
Appendices	Provide supporting material associated with and referenced within the above sections.

III. USEFUL DOCUMENTS

It is recommended that the Host NA and LOC use the following documents in addition to this Event Manual:

FIH DOCUMENTS

- FIH Rules of Indoor Hockey
- FIH Indoor Tournament Regulations
- FIH Indoor Hockey World Cup Field of Play Specifications
- FIH Medical Officers Manual
- FIH Anti-Doping Rules
- FIH Integrity Code

FURTHER DOCUMENTS

- WADA International Standard for Testing
- WADA Code
- WADA Accredited Laboratories
- World Anti-Doping Code International Standard Prohibited List
- IOC Guide to Sport, Environment and Sustainable Development

The documents are available for download from the FIH, WADA and the IOC website. They are updated from time-to-time and hence should be checked regularly.

FIH workroom

Each Host NA will receive access to the online FIH workroom. This sharing tool provides the host with supporting material associated with and referenced within the Event Manual. The documents on this platform are updated from time-to-time and should be checked regularly.

IV. UPDATES TO THIS EVENT MANUAL

FIH has the right to adapt this Event Manual in the run-up to the Event from time to time in order to remove any inconsistencies with the Hosting Agreement and/or to adapt its content as a result of any new developments relevant for the Event or the Event organisation. The latter may include any modifications to the rules of hockey, technological developments, legal adaptations, etc.

FIH will inform the Host NA about any new release of the Event Manual highlighting the changes made.

For the purpose of clarity and transparency, any changes from previous versions of the Event Manual are listed here.

EVENT VERSION	MANUAL	DATE RELEASED
1.0		15/07/2026

SECTION	MODIFICATION	CHANGED VERSION	IN

V. TERMINOLOGY

The following table provides explanations of various terms and acronyms used within this Event Manual.

TERM / ACRONYM	EXPLANATION
Abandoned	The Event is started but not completed
Access Period	The period commencing three (3) days prior to the start of Competition and ending two (2) days after the final match of the Event
Back-of-House	The areas of the Venue that are not accessible to the general public / spectators
Basic Event Logo	A logo created by the FIH for the Event that includes the FIH logo without any commercial logos
Broadcasters	For the purpose of this Event Manual, Broadcasters shall refer to, collectively, the Host Broadcaster, the Production Services Company and the FIH Broadcast Partners
Cancelled	The Event does not take place and is not Rescheduled
Commercial Partners	Collectively, the Global Leadership Partner, Global Partners, Official Partners, Global Suppliers and Official Suppliers that are given certain Sponsorship Rights in connection with the Event. Commercial Partners consist of FIH Commercial Partners and Host NA Commercial Partners
Competition	For the purpose of this Event Manual, "Competition" refers to all Matches being played to determine the winner of the Event including any preliminary rounds and classification matches
Composite Logo	A combined logo for each Commercial Partner that includes the Basic Event Logo and the Commercial Partner's logo
Curtailed	The Event is completed but in a shorter format than originally planned
Development Programmes	The hockey programmes which the Host NA organises before and during the Event to further develop the sport of hockey in the host country / region / city
Event	All the sporting activities (Competition and training), opening and closing ceremonies, press conferences, medal presentations, associated activities and official functions relating to the FIH Indoor Hockey World Cup 2029
Event Logo	A logo created for the Event that includes the FIH logo and the Host city and date subject to FIH approval
Event Technical Officials	Technical Officials appointed to the Event by FIH including but not limited to the Technical Delegate, Technical Officials, FIH Medical Officer, Umpires Managers and Umpires

TERM / ACRONYM	EXPLANATION
Field of Play	Competition pitch and adjacent areas, including Team benches and the technical table area
FIH (International Hockey Federation)	The international governing body for the sport of hockey
FIH Broadcast Partners	Licensees which have been granted certain media rights for the Event
FIH Officials	For the purpose of this Event Manual, the term "FIH Officials" refers to FIH Executive Board Members, FIH Committees, Commissions and Panel Members and the FIH Representative
FIH Staff	Staff of FIH as well as any event-specific support staff or FIH consultants attending the Event in their professional roles
Front-of-House	All areas accessible by spectators and all other clients
Global Leadership Partner	Company or organisation that provides goods, services and/or cash to be formally associated with the Event as Global Leadership Partner of the Event. The companies or organisations that buy packages sold by FIH will be referred to as Global Leadership Partner, Global Partners or Global Suppliers
Global Partner	Company or organisation that provides goods, services and/or cash to be formally associated with the Event as Global Partner of the Event. The companies or organisations that buy packages sold by FIH will be referred to as Global Leadership Partner, Global Partners or Global Suppliers
Global Supplier	Company or organisation that provides goods, services and/or cash to be formally associated with the Event as Global Supplier of the Event. The companies or organisations that buy packages sold by FIH will be referred to as Global Leadership Partner, Global Partners or Global Suppliers
Host Broadcaster	The company which has been granted exclusive media rights in its territory for the Event AND which is producing the content of the Event.
Host NA	The National Association hosting the Event
Hosting Agreement	The legally binding contract jointly signed by FIH and the Host National Association containing the terms and conditions under which the Event is awarded to the Host National Association
LOC (Local Organising Committee)	The organising committee that is established by the Host National Association to host, stage and deliver the Event
Match	A match played by a Team as part of the Event in the Venue
Match Schedule	The timetable of matches to take place during the relevant Event Period
Media	Written press, photographers, radio journalists
NA (National Association)	A member national association of FIH

TERM / ACRONYM	EXPLANATION
National Partner	Company or organisation that provides goods, services and/or cash to be formally associated with the Event as Official Partner of the Event. The companies or organisations that buy packages sold by the Host NA will be referred to as Official Partners or Official Suppliers
National Supplier	Company or organisation that provides goods, services and/or cash to be formally associated with the Event as Official Supplier of the Event. The companies or organisations that buy packages sold by the Host NA will be referred to as Official Partners or Official Suppliers
Official Hotels 2 and 3	Additional Official Hotels that may be used by Teams
Official Training	Training that takes place at either the Competition pitch or training pitch in the two (2) days prior to the start of and during Competition
Production Services Company	The company which has been appointed by FIH to produce the content of the Event, in case there is no Host Broadcaster
Required Standards	FIH minimum requirements that need to be met by the Host NA and as laid out in this Event Manual or in any referenced document
Rescheduled	The Event is moved from its scheduled dates to an alternative date but not Cancelled
Side Events	The programme of activities which the Host NA organises before and during the Event to promote the Event and/or provide additional value to participants and visitors
Sponsorship Rights	Sponsorship packages, such as (but not limited to) Global Leadership Partner, Global Partner and Global Supplier for FIH as well as Official Partner and Official Supplier for the NA in connection with the Event
Sustainability	Meeting the needs of the present generation without compromising the ability for future generations to satisfy theirs.
Team	The athletes of each participating member NA including all relevant athlete support personnel
Venue	The entire facility used for the Event, including the Field of Play, stands, changing rooms, medical areas, Media and broadcast areas, any separate training pitches, parking facilities and any other areas to which spectators, participants, VIPs and any guests are admitted



1. ORGANISATION & PERSONNEL

CONTENT OVERVIEW

This section describes the roles and responsibilities of the Host National Association (Host NA), Local Organising Committee (LOC), FIH, Event Technical Officials, volunteers and public authorities. It also addresses how FIH, Host NA and LOC collaborate, as well as LOC organisation and structure.

1.1 Collaboration between FIH & Host NA / LOC

The FIH Indoor Hockey World Cup is held under the authority and ownership of FIH, with the Host National Association (Host NA) and the Local Organising Committee (LOC) responsible for delivering the Event and the Host NA retaining ultimate responsibility. FIH provides guidance and support to the Host NA and LOC on Event planning and delivery, with the initial information provided in this Event Manual.

Establishing an effective and collaborative partnership between FIH and the Host NA has a significant impact on the success of the Event. To that extent, both parties must establish efficient communication channels and liaise frequently and transparently during both planning and operations to ensure that all necessary arrangements for the Event are on schedule and that the Event is delivered as planned.

1.1.1 Planning

Project Plan

To assist during the planning phase, FIH provides an Event project plan to be used by both parties to monitor the progress of pre-Event preparations. This list includes the responsible party for each task and any deadlines that apply.

Progress Report

Progress reports need to be presented by the Host NA to the FIH during the event planning meetings. These progress reports must include the status of each points from the project plan. During these meetings, any questions and outstanding points will be clarified and resolved.

FIH Workroom

FIH is fully available to the Host NA to address any queries and any requests for approval. Once the Host NA is selected, a “workroom” will be established on the FIH SharePoint to create a platform for exchanging information between the Host NA and FIH. The Host NA is encouraged to use this platform to reference useful documents and exchange information with FIH.

Site Visit

Following Host NA selection, a representative of FIH will visit the Host NA to check progress of planning and preparations. At its own cost, the Host NA is responsible to arrange the flight as well as accommodation for the representative of FIH. Following the site visit(s), the representative of FIH will provide a status report to both the Host NA and FIH Events Department, highlighting any outstanding tasks and recommendations.

Risk Register

A risk register must be established by the Host NA and agreed with FIH 12 months prior to the Competition to ensure issues and risks are documented and monitored and to be regularly updated by the Host NA. Relevant contingency plans are required to be provided by the Host NA / LOC, including consideration of a temporary Venue in the case of requirements to postpone or reschedule Matches.

1.1.2 Operations

Although the Host NA is responsible for delivering the Event, the Event remains under the authority and ownership of FIH.

From the time of arrival of the FIH Staff and Event Technical Officials until the day after Competition finishes, daily meetings are held between FIH and Host NA to monitor the status of final preparations, address any issues that arise during the Event and to ensure that post-Event departure plans are in place. Any issues that arise between these meetings are to be addressed immediately as needed.

A full list of additional meetings can be found in section 3.1.3.

1.1.3 Post-Event

Within one (1) month of the Event concluding, the Host NA sends a full report to FIH. For this purpose, FIH may provide either a recommended table of contents that must be taken into account by the Host NA or an online questionnaire through which the Host NA can provide extensive reporting.

1.2 FIH Role & Responsibilities

Dedicated FIH Staff will work closely together with the Host NA / Local Organizing Committee pre-, during and post-Event. A dedicated FIH Event Delivery Team will also attend the Event, usually involving FIH Staff from the Events, Sport, Marketing & Communication, Commercial, Technology and Broadcast departments.

Further to the above and in addition to any FIH Officials attending the Event, FIH will appoint an FIH Representative who undertakes a political and protocol role with the Local Organising Committee chairperson, committee members, national and local dignitaries and invited guests, standing in for the FIH President for the appropriate periods of the Event where the President is required, but unable to attend.

1.3 LOC Organisation

The role of the LOC is crucial for the overall success of the Event. It is therefore imperative to have a clear organisation structure with defined roles and responsibilities for each position.

The Host NA must, within three (3) months of being selected and at its own cost, establish a Local Organising Committee to carry out all preparations for delivery of the Event. FIH collaborates

directly with the LOC with respect to planning and delivery of FIH Indoor Hockey World Cup, however the Host NA remains ultimately responsible for the delivery of the Event.

It is at the Host NA's discretion to establish the staffing needs of the LOC depending on existing resources and the level of skills necessary, and to provide a trained, competent and integrated staff, whether paid, volunteer or contractor. At a minimum, the LOC should include the key positions and roles shown in the table below. Note that the positions listed are not necessarily individual people, particularly during the Event preparations where one person may cover a number of different areas. However, at Event-time the demands of the roles will potentially require a number of people to carry out these tasks and each one may need a team of appropriate size.

TERM / ACRONYM	EXPLANATION
Head of LOC	• Overall planning and delivery of the Event • Progress reports and post-Event report • Main contact person with FIH • LOC staffing • Liaison with public authorities
Sport Manager	• Competition and training before and during the Event • Training schedule • Team communications and liaison • Event Technical Officials communications and liaison • Team video analysis • Pre-Competition meetings for Teams and Event Technical Officials • Sport information • Uniforms
Venue Operations Manager	• Integrated Venue services including accreditation, catering, cleaning and waste, seating, language services, logistics • Competition facilities and equipment • Signage • Utilities and maintenance • Accessibility
Technology Manager	• Technology services and facilities • Results, timing and scoring systems • IT networks and equipment • Radio networks and equipment • Video board and scoreboard

TERM / ACRONYM	EXPLANATION
Local Medical Officer	Medical services
Media Manager	- Media services (written press, photographers and radio journalists) - Liaison with FIH Broadcast Manager and FIH Communications Manager
Security and Safety Manager	- Health, safety and welfare of participants and spectators - Liaison with police and security services - Threat assessment - Security - Evacuation and mass casualty planning
Protocol and Hospitality Manager	- Ceremonies - Event hospitality and services - Official function
Corporate Manager	- LOC budget and finance - Risk, legal and insurance - Sustainability
Transport Manager	- Transport services - Travel services - Airport liaison
Accommodation Manager	- Accommodation services - Hotel liaison
Commercial Manager	- Revenue generation from sponsorship, ticketing, hospitality and catering - Delivery of rights and services for all Commercial Partners
Marketing Manager	- Marketing activities - Ticketing - Brand + look & feel - Promotion - Production of all print and promotional materials, Event programme etc.
Spectator Manager Experience	- Spectator services - Fan engagement

TERM / ACRONYM	EXPLANATION
Legacy and Sustainability Manager	• Sustainability plan • Side events • Legacy plan

Ball Patrol

The Host NA must also provide four (4) ball girls/boys (“ball patrol”) for each Match.

Liaison Officers

Further to the above, the following liaison officers which often come from the pool of volunteers recruited for the Event must be provided (refer to section 1.5):

- One (1) liaison officer for each Team (preferably a person fluent in the team’s native language)
- One (1) liaison officer for the Technical Delegate (TD) and the Technical Officials (TOs)
- One (1) liaison officer for the Umpires Managers (UMs) and Umpires.

1.4 Event Technical Officials

1.4.1 Appointments

The number for both genders combined of each type of Event Technical Official is shown in the table below:

EVENT OFFICIALS	TECHNICAL	NUMBER
Technical Delegate		2
FIH Medical Officer		1
Technical Officials		8
Umpires Managers		2
Umpires		20

The Event Technical Officials are appointed by FIH as early as possible, but no later than six

(6) months before the start of the Event. Once the Event Technical Officials are confirmed, FIH provides contact details to the Host NA.

The Host NA must then be in contact with each Event Technical Official to coordinate any visa, travel and logistics arrangements. Booking of flights must be finalised two (2) months before the start of the Event as laid out in section 5.4.1.

The above number of Event Technical Officials is based on the Competition being played with 12 teams per gender. However, subject to the final Match Schedule and the number of Matches being played per day, the number of Event Technical Officials may change at the discretion of FIH.

1.4.2 Per Diem

The Host NA must provide a per diem (daily allowance) to each Event Technical Official.

The amount of the per diem is 60.- Euro with FIH reserving the possibility of increasing the amount if deemed necessary due to changes in the general economic climate between the assignment of the Event and the actual start of the Event or a high local price index. Any increase in the per diem will be confirmed by FIH at the latest twelve (12) months before the Competition.

The per diem must be provided for each Event Technical Official from their day of arrival until and including the last day of Competition. A per diem is not required for the day of departure if it is after the last day of Competition. The full per diem amount must be paid to each Event Technical Official on their day of arrival. Alternatively, the Host may choose to transfer the per diem to each Event Technical Official's bank account no later than two (2) weeks before the first day of Competition. The decision of the method of payment needs to be defined 5 months before the Competition.

1.5 Volunteers

Volunteers are essential to the success of the Event and have a tremendous impact on the creation of positive experiences and memories for all participants and spectators. In most events, volunteers represent a significant group to be recruited and deployed. It is extremely important from the outset that the volunteers are educated on their respective roles during the event period.

The Host NA should seek to define the overall strategy for a volunteering programme, engaging with the national and local volunteering section (including local hockey clubs) to construct a programme which will attract, train and effectively deploy a large number of people.

The following table highlights those sections in the Event Manual that include specific tasks which could be carried out by volunteers:

SECTION	TITLE	TASK / ROLE	NO. OF VOLUNTEERS
1.3	LOC Organisation	Team Liaison Officers	One (1) per Team
1.3	LOC Organisation	Liaison Officer (TD/TOs)	One (1)
1.3	LOC Organisation	Liaison Officer (UMs/Umpires)	One (1)

SECTION	TITLE	TASK / ROLE	NO. OF VOLUNTEERS
Error! Reference source not found.	Error! Reference source not found.	Data capture	Four (4) per Match

Please note that any of the above roles can also be carried out by dedicated LOC staff. Furthermore, this table is highlighting specific roles only and is not representing the full need of volunteers for a large-scale event such as FIH Indoor Hockey World Cup.

1.6 Public Authorities

Effective engagement and involvement of public authorities will greatly contribute to the success of the Event. Once selected as Host NA, it is important to build on the momentum developed with public authorities during the bid to agree the scope of their involvement and to confirm the process of collaboration during planning and Event delivery. The Host NA shall advise FIH within 12 months of the announcement of its successful bid of the agreed scope of public authorities' involvement. This will include the following: Building permits, work permits, licensing permits, customs duties and taxes, security, emergency services, radio frequencies, public transport, immigration, public health, food safety, tourism and financial guarantee. This list does not purport to be exhaustive, and it is the Host NA's responsibility to obtain all necessary agreements, licences, permits, approvals etc.

It is the responsibility of the Host NA to work with the public authorities to ensure that the Venue meets and complies with any and all applicable laws, rules and regulations. All health and safety precautions, statutory, legal and/or regulatory requirements must be satisfied. All relevant and necessary approvals, grants, consents, clearances and licences must be obtained from the necessary authorities (including all relevant health and safety certificates and liquor licences) to enable the Event to take place. The Host NA must provide all relevant documentation of compliance (in English) to FIH on request but no later than six (6) months before the start of the Competition.



2. FINANCE & CORPORATE MANAGEMENT

CONTENT OVERVIEW

This section explains the Event's financial, legal and insurance needs.

2.1 Finance

2.1.1 Budget

The Host NA must prepare and submit an Event budget no later than twelve (12) months after Host NA selection and must provide FIH with regular progress reports of expenditure against budget every six (6) months after this leading up to the Event, aligned with the quarterly progress reports. A final budget, including audited statements, must be submitted one (1) month after the end of the Event as part of the post-Event report.

It should be noted that all costs associated with planning and delivering the Event are the responsibility of the Host NA, unless otherwise stated in the Hosting Agreement or in this Event Manual.

2.1.2 Event Operations

Event-time finance services are typically minimal and do not require significant facilities. It is recommended that a safe be provided for security of cash and any valuables (such as medals). The Host NA should consider a central cash collection policy for ticketing, catering and/or merchandising and other trade units depending on the levels of cash expected to be handled during each day.

Ideally, ATMs (cash machines) should be provided within the Venue (or nearby).

2.2 Legal

The Host NA must note all legal requirements listed in the Hosting Agreement and in this Event Manual and provide or comply with these accordingly.

It is the responsibility of the Host NA to ensure that the Event is organised and delivered in compliance with local legislation.

Agreements must be made with the tax authorities to minimise tax impact on Event participants.

2.3 Insurance

2.3.1 Event Insurance

The Host NA must take out and maintain in force for the Event and at all relevant times the following types of insurance coverage, in each case from an internationally reputable insurer:

- Comprehensive third-party liability insurance cover of an amount not less than three million five-hundred thousand Swiss Francs (CHF 1,500,000);
- Specific cancellation / curtailment / rescheduling / abandonment insurance cover which is sufficient to cover the Host NA in the event that the Event is Cancelled, Curtailed, Abandoned or Rescheduled or that FIH or the Host NA incurs additional

expenses in order to avoid such cancellation, curtailment, abandonment or rescheduling;

The Host NA must ensure that FIH is a named insured on the host insurance policies. The Host NA must provide copies of the policies to FIH. The costs of such insurance for the Event must be met by the Host NA.

In the event that the Host NA has not taken out policies in respect of the host insurance (or any part thereof) and has not provided FIH with copies by twelve (12) months before the start of the Competition, FIH reserves the right to take out such policies as are necessary to cover the host insurance for the Event and shall be reimbursed by the Host NA for any costs incurred within fifteen (15) days of a written demand for such reimbursement. In the alternative (and at the option of FIH), FIH is entitled to deduct any such costs from any amount which it may owe the Host NA (whether at the time such costs are incurred or afterwards).

The Host NA must put in place a system of recording and reporting incidents including but not limited to damage to property, bodily injury, breach of legislation and reputational damage caused by or to any participant, supplier or spectator of the Event and shall indemnify FIH against any financial claim as a result of failure to implement or comply with such system of recording and reporting.

2.3.2 Teams Insurance

Participating NAs are required to appropriately insure their Teams against any loss and personal injury that may occur whilst at the Event. FIH will require the participating NAs to provide relevant documentation that such insurance (incl. repatriation) is in place no later than two (2) months prior to the start of the Competition.

2.3.3 Insurance for FIH & Event Technical Officials

FIH & Event Technical Officials are covered by the FIH Travel Business Policy in cases where they need assistance during the Event with hospitalisation or repatriation.



INDOOR HOCKEY WORLD CUP

3. SPORT

CONTENT OVERVIEW

This section provides information about the sport elements of the Event, training and liaison with participating Teams.

3.1 Competition

3.1.1 Team Entries

The entry process occurs as follows:

- Participating Teams are sent the official invitation to participate by FIH Senior Sport Manager once their qualification is confirmed;
- Teams accept the invitation to participate by replying as indicated in the communication;
- FIH informs the Host NA of the official point of contact of each participating Team as the details become available;
- Following FIH's confirmation of eligibility of athletes, two (2) months before the start of Competition FIH sends to all participating Teams requirements for completing team lists via FIH's Tournament Management System (TMS) together with the tournament regulations and other relevant tournament documentation;
- Teams complete their Team entry no later than two (2) weeks prior to the start of Competition.

3.1.2 Match Schedule

FIH is solely responsible for the formulation of the Match Schedule but liaises with the Host NA about the sequence of Matches, the Match times for each session's play, the sequence of Matches within each day and session. The Match Schedule will not only reflect any broadcast requirements but will also consider local circumstances such as the maximisation of spectator attendance.

FIH will announce the Match Schedule once the participating Teams are confirmed and relevant stakeholders (e.g. Broadcasters) have been consulted.

FIH reserves the right to change the Match Schedule as necessary for purposes of broadcast, weather or any other grounds that may affect the integrity of the Competition.

3.1.3 Pre- & During-Competition Meetings

The Host NA is responsible for arranging meeting rooms and any necessary equipment (if required) as well as transport for participants as necessary for the Competition meetings listed below.

The meeting schedule will be developed by FIH in consultation with the Host NA and confirmed no later than three (3) months prior to the Event. It will be forwarded to participating Teams by FIH along with the other tournament documentation. The following represents the scheme how the schedule is usually drafted with the final schedule subject to confirmation by FIH:

MEETING	LEAD / ATTENDEES	WHEN (APPROX.)
Venue Inspection	FIH Events Director LOC Lead, FIH Staff	3 days prior to the Competition
Court Inspection	FIH Sport Manager Technical Delegate	3 days prior to the Competition
Technical Officials Venue Familiarisation	FIH Sport Manager LOC Lead, LOC Sport, Technical Officials, Umpires Managers, Umpires	2 days prior to the Competition
Uniform, Passport & Equipment Check	Technical Delegate Team Managers, Technical Officials, FIH Sport Manager	2 days prior to the Competition
Umpires Briefing	FIH Sport Manager Technical Delegate, Umpires Managers, Umpires	2 days prior to the Competition
Coaches & Umpires Managers Meeting	FIH Sport Manager Umpires Managers, Team Coaches, Technical Delegate	2 days prior to the Competition
Technical Officials Briefing (incl. TMS Briefing)	FIH Sport Manager Technical Delegate, Technical Officials, Umpires Managers	1 day prior to the Competition
Medical Briefing	FIH Medical Officer Technical Delegate, Local Medical Officer, Team Doctors, Team Physiotherapists, FIH Sport Manager	1 day prior to the Competition
Event Briefing	FIH Event Director LOC Lead, Team Managers, Technical Delegate, FIH Staff, FIH Representative (if available) and other Host NA representatives(s)	1 day prior to the Competition
Broadcast Rehearsal (if applicable)	FIH Event Director FIH TV Coordinator, Host Broadcaster, LOC Lead, LOC Sport, Technical Delegate, Technical Officials, Umpires Managers	1 day prior to the Competition
Shoot-out Briefing	FIH Sport Manager Technical Delegate, Technical Officials, Umpires Managers, Umpires, Host Broadcaster	During the Event
Ceremony Rehearsal	FIH Events Director Host Broadcaster, LOC Lead, LOC Sport	During the Event

In addition to the personnel listed above, further members of FIH Staff may attend each of the meetings.

3.1.4 Pre-Match Protocol

No later than three (3) months prior to the Event, FIH will advise the Host NA of the pre-Match protocol.

The anthems to be used are provided by FIH in MP3 format. Anthems other than those provided by FIH may only be used with prior FIH agreement and approval.

As a general rule, FIH endorses announcements for milestones that are a multiple of 100 caps, but not for birthdays or other milestones. Any other requests for pre-Match presentations or demonstrations are considered on their individual merit on a case by case basis.

Based on the protocol, the announcers must make, inter alia, the following announcements in English and the Host NA language(s) during the pre-Match proceedings:

- Country names of the competing Teams;
- Names of the athletes and coaches;
- Names of the umpires;
- Milestone announcements, if any;
- Appropriate instructions to spectators, e.g. “if you can, please stand for the national anthems”.

3.1.5 Post-Match Protocol

At the conclusion of each Match, the following will occur:

- The final score is announced;
- Team Managers and Match Officials sign the Match report;
- If a doping test is to be conducted: Doping Control Officers and / or chaperones notify any athlete identified for anti-doping testing and remain with the athlete until their arrival at the doping control station;
- Teams exit the Field of Play through the mixed zone for any Media interviews.

Note that on the final day, the post-Match protocol will be significantly different due to the closing ceremony and medal presentation (see section 6.1.3).

3.1.6 FIH’s Global Tournament Management System (Global TMS)

FIH’s Global Tournament Management System (Global TMS) will be used for the Competition to provide the necessary information and statistics for all relevant stakeholders.

The Global TMS will require some data input during the Competition – most of which will be taken care of by the Technical Officials on duty during the respective Match. Further to this, the Host NA must provide four (4) volunteers per Match for additional data capture. The exact number of volunteers required will be confirmed by FIH four (4) months prior to the Competition. FIH will provide detailed information on how the data will have to be captured and how to enter it into TMS two (2) weeks prior to the Competition.

3.1.7 Team Video

The filming of footage during the Matches is permitted under the prerequisite that it is used (in whole or in part) for non-commercialised purposes only, in any and all Media by way of example internal training videos or disciplinary purposes, and provided that footage is not made available on any platform to the general public. The Teams shall sign a form in this regard.

As an ideal position FIH will work with Broadcasters, where possible, to provide a feed to a central point, agreed with the Host NA and FIH which can be used by the Team analysts for Team video analysis.

If this is not able to be provided through the Broadcaster, then the Host NA is responsible for providing a Team video platform for the competition courts and associated technology requirements as laid out below.

The host must provide a Tactical feed, delivered via a tactical camera, with a wide angled lens which will be fixed high behind the goal at an agreed end, and a working area for the video analysts with space for 13 seated people.

3.2 Training

3.2.1 Training Schedule

Following confirmation of Team participation by FIH, participating Teams are sent a training schedule request form by the Host NA as part of the Team newsletter as per section

3.3. Following consideration of all requests received from Teams, the Host NA sends the proposed, consolidated training schedule to FIH for approval, prior to communication to Teams. The final schedule is sent to Teams no later than 6 (six) weeks prior to the Competition.

3.2.2 Court Availability

The Host NA must ensure that the competition and any separate training courts are available to all Teams for Official Training in the two (2) days prior to the start (“Official Training”) and during the Competition. A minimum of two courts, including the competition court(s), are required for training.

3.2.3 Open & Closed Training Sessions

Generally, all training sessions are open, but FIH reserves the right to grant closed sessions on request – if such request is received with at least 24 hours' notice and if the venue setup permits to have closed training sessions. If a closed training session is granted, the Host NA is responsible for enforcing access control and security accordingly.

Filming of sessions (other than of one's own Team) is not permitted unless agreed by FIH.

3.3 Liaison with Teams

The following essential Event information must be provided by the Host NA to the official point of contact of each qualified Team as confirmed by FIH.

It is recommended that information is communicated as and when it becomes available, for example, in the form of a series of e-mails or electronic newsletters over time, and that the Host NA establishes regular, ongoing communications with each participating Team as soon as the participating Team has been confirmed by FIH.

INFORMATION	DESCRIPTION
Team Newsletter(s)	Briefing material includes Match Schedule (if available), Venue, surface, type of ball, accommodation and catering, local transport, medical, weather conditions, insurance requirements, meetings to attend
Team Logistics	Forms to collect logistics information from each Team including accommodation request, travel details, visa requirements, accreditation list for athletes and Team personnel, goal jingle, use of radios and associated frequencies, ice request
Team Training Schedule Request	Form for Teams to request their preferred timing dates and times

The suggested content for the Team newsletter(s) as well as templates for forms to collect the required details can be found in the FIH workroom. The Host NA should adapt these templates to its own needs.

Online forms will be created for the teams to upload their requirements regarding logistics, training and basic information. The Host NA will be given access to the forms by the FIH.

It is the responsibility of participating Teams to submit the Team entries through TMS two (2) weeks before the start of Competition (as mentioned in 3.1.1).



4. VENUES & FACILITIES

CONTENT OVERVIEW

This section explains the technical and operational requirements needed at both Competition and training venues. Detailed guidelines with up-to-date information can be found on the FIH website.

All the technical specifications outlined in this manual, and relevant specifications on the FIH website, must be met by the Host NA. No later than twelve (12) months prior to the start of Competition, the Host NA must have satisfied FIH at a site inspection and through relevant and appropriate supporting documentation that full compliance with FIH's technical requirements can be met.

4.1 Venue Layout

In addition to the technical requirements that must be met for the Competition, services, both at the Venue and more broadly across the Event, form an integral part of the overall experience of the participants (also refer to section 5). The suitability of each facility for its purpose, as well as the integrated design of the Venue considering relative locations of each space, that is, which should be adjacent and which should be separated, affects the experience of the athletes, Media, spectators, VIPs and others.

For a joint event (Men' and Women's competition), the Venue must include two (2) Competition courts within the same facility and within close walking distance of each other (not more than 200m).

When designing the layout of the Venue, it is recommended that the Host NA consider the following operational needs:

- The operation of the Venue inside the facility should be integrated with the plan for operation of the Venue outside the fence-line. The space outside the fence-line, as well as continuing its normal operations for local businesses and residents, is used for ingress and egress of vehicles and pedestrians. Subsequently, the plan needs to include entry and exit points, security screening areas (if necessary, according to the security plan), queuing areas, vehicle load zones etc. Depending on the distance from public transport stops to the Venue entry point for spectators, various amenities may be provided along the route such as Event signage, catering outlets and public toilets. Event staff members typically also need to provide directions and other information to spectators. Traffic management measures may be needed to manage demand for parking close to the Venue, while still enabling access for local businesses and residents. Some Event-specific parking may also be located outside the Venue fence-line;
- Walking distances to and from vehicle drop-off points need to be considered; shuttles may be needed for people with limited mobility;
- The Front-of-House area of the Venue, that is, the area accessible by spectators and all other clients, needs to provide a variety of amenities and services including information kiosk, public toilets, merchandising and catering outlets, signage, first aid, shade and shelter. It also needs enough space for the safe movement of crowds entering or exiting the Venue seating bowl. Holding areas may be needed to stage the spectators arriving for the next session, while the previous session crowds are exiting. Queuing areas need to be planned in a way to enable safe circulation;
- Flows for internal working vehicles need to be planned, for example, waste collection vehicles, golf carts;
- Flows for emergency services vehicles need to be planned to ensure their entry and exit are not impeded;

- The areas of the Venue that are not accessible by spectators – the Back-of-House – need to be planned in a way that enables access to them to be managed. This includes compounds for catering, cleaning and waste, offices, parking spaces, VIP areas, Team areas, Media areas etc.;
- Consideration should be given to introduce – if space within the Venue and flow management allow to do so without difficulty – an area where family, friends and fans can meet athletes after Matches;
- Client flows need to be considered starting with which spaces within the Venue each client (athletes, Media, spectators etc.) may need or wish to access, and the desired flow from one space to another. For example, the spaces the Teams use from transport drop-off, to Venue entry point, to changing rooms, to Field of Play and so on, should be logically linked, avoiding cross-over with other clients where at all possible. Similarly, the flow after a Match from Field of Play to mixed zone, to the doping control station and / or press conference room and / or changing rooms, should be logically linked;
- Other spaces should be logically separated. For example, spaces for athletes need to be separated from the spaces for Media and broadcast. Other such separations need to be considered as part of the Venue design.

It is recommended that all Venue facilities be accessible to people with limited mobility, including people in wheelchairs, people with baby strollers etc.

The Host NA must ensure that the Venue and all related infrastructure is fully functional and operational, and that it is used exclusively for the FIH Indoor Hockey World Cup during the entire Access Period.

The Host NA is responsible for all Venue hire and operational costs.

4.2 Technical Requirements

4.2.1 Competition Courts

Competition courts shall be provided as described in the 'FIH Indoor Hockey World Cup – Field of Play Specifications' document.

4.2.2 Hockey Balls

The Host NA must seek FIH approval of the ball supplier and model no later than nine (9) months prior to the start of the Event. They will be re-confirmed to Teams in the Team newsletter as per section 3.3.

For each Match, a total of nine (9) hockey balls are required (one (1) ball to start the match and two additional for each ball patrol member). The availability of practice and pre-Match warm-up balls is the responsibility of the participating Teams.

4.2.3 Scoreboard & Match Clock

The Host NA must provide a scoreboard including a Match time clock with integrated hooter (for countdown purposes) for the competition court which is operable from the technical table (see technical requirements in appendix A).

The scoreboard must be programmable. The following displays must be possible:

- Remaining playing time including ten (10) minutes countdown, three (3) minutes half-time countdown, one (1) minute countdown for breaks between first and second quarter as well as third and fourth quarter and six (6) seconds shoot-out countdown;
- Display the remaining warm-up time, ideally freely programmable to any duration / starting point;
- Current score, indicating country names in full or as the three-letter IOC country codes and allowing for two (2) digits for goals on each side;
- 40 seconds penalty corner shot clock.

The scoreboard and shot clock, if separate, must be directly and easily visible from the Field of Play, technical table and Team benches.

Additionally, a 24-hour clock indicating the time of day should be available and visible. This may be part of the scoreboard or separate.

The scoreboard and any shot clock must be operational from two (2) days prior to the start of Competition.

Should the Host NA or the venue operator wish to purchase a new scoreboard for the Event, the Host NA shall contact FIH prior to the acquisition in order for FIH to advise on any new development in this area or on potential links to its Tournament Management System.

4.2.4 Technical Table

The Host NA provides the technical table which must be in place by two (2) days prior to the start of the Competition:

- Include an appropriate working table;
- Be situated in line with the centre line of the Field of Play on the same side as the Team benches, without interfering with spectators' view of the court;
- Have seats for four (4) persons at the table, with sides open for the assigned Event Technical Officials;
- Have the front of the table at least two (2) metres away from the sideboards of the Field of Play;
- Have electrical outlet points for computers and printers;
- Allow a clear view of the Field of Play;

- Have at least two (2) seats for temporarily suspended athletes on each side of the table (sin bins, see section 12.2.2);
- Be elevated 300 mm above ground level.

By two (2) days before the start of Competition, the following equipment and documents must be available at the technical table:

- Two (2) laptops for the operations of TMS (one [1] serving as backup) including a colour printer, access to internet via LAN and a 4G internet dongle to serve as backup;
- Scoreboard operation panel;
- Three (3) stop watches;
- Two (2) audible hooters (air horns);
- One (1) set of official warning cards (green, yellow and red) as used by the Umpires;
- Two (2) spare whistles;
- Four (4) captain's armbands or ribbons in different colours, and safety pins;
- Two (2) stick control rings and two (2) stick bow measurers (see the current FIH Rules of Hockey for device measurement specifications) – FIH will provide any necessary compliance stickers;
- One (1) set of gauges for goalkeepers' leg and hand protectors;
- One (1) measuring device for outfield players' hand protectors;
- Bottle containing non-acid disinfectant surface cleaner or an 80% alcohol solution, and three (3) pieces of cloth for cleaning bloodstains from the Field of Play;
- Plastic gloves and waste disposal facility for use of personnel responsible for cleaning bloodstains from the Field of Play;
- Stationery and pens/pencils;
- Two (2) clipboards with covers;
- A waste bin;
- Copies of the Rules of Indoor Hockey and FIH Tournament Regulations (for information and reference).

4.2.5 Additional Facilities

4.2.5.1 Alternative Training Facilities

Participating Teams may wish to train outside the Venue.

The Host NA should provide a list of other available Venues to participating NAs and should coordinate any booking of such facilities and the corresponding transport arrangements for training purposes (at the cost of the participating Team).

Such facilities should ideally be available by five (5) days prior to the start of Competition.

4.2.5.2 Changing Rooms

The Host NA must provide changing rooms for Teams and Event Technical Officials.

For Teams, a minimum of four (4) lockable changing rooms are required. All changing rooms must be located close to the relevant court. Each changing room must have a minimum dry area of 24 m². Each changing room must have facilities including benches or chairs, showers (hot and cold water), toilets, a treatment table, electrical outlets, ice bath facilities and access to ice.

Changing rooms must be cleaned thoroughly after each team's use and exit. Bottled water and ice must also be supplied and re-stocked as needed (see section 5.1.3). A detailed rotation schedule needs to be submitted by the Host NA to the FIH in order to ensure a good flow in between teams.

For Event Technical Officials, two (2) separate lockable changing rooms are required (one per gender), with benches or chairs, showers (hot and cold water), toilets and electrical outlets and the capacity to accommodate up to six (6) persons each.

All changing room facilities and services should be in place by two (2) days prior to the start of the Competition.

4.2.5.3 Team Equipment Storage

The Host NA must provide communal lockable storage space of minimum 75m² by the Competition court, accessible by all Teams for storage of Team equipment, goal-keeper kit, water containers etc. This space must be available two (2) days prior to the start of Competition.

4.2.5.4 Sport Information Desk

A sport information desk (or as a minimum a respective pin board) located Back-of-House should be provided with the following information available to Team Managers and Event Technical Officials:

- Daily schedule;
- Event schedule;
- Results;
- Statistics;
- Local transport schedules e.g. for shuttle buses;
- Forms for additional training requests;
- General Event-related information;

- Possibility to order ice for ice baths;
- Possibility to book meeting room(s) at the hotel.

In line with the plans for Event sustainability, the Host NA should aim to minimise paper waste by providing information electronically wherever possible and printing only as needed.

The sport information desk should be in place by two (2) days prior to the start of the Competition – it can be located near the LOC office.

4.2.5.5 Offices, Rooms & Lounges

Offices

Fully equipped offices are required to be available two (2) days prior to the start of Competition as follows:

- One (1) for the FIH President (if in attendance);
- One (1) for the Technical Delegate, If possible with a clear view on the Field of Play;
- One (1) to be shared by the Umpire Managers (two [2] persons) and capable of accommodating further four [4] persons for meetings, preferably with a clear view on the Field of Play;
- One (1) for FIH Staff providing workspace for at least six (6) persons (preferable as close to the competition court as possible)

All offices must be lockable and located at the Venue. They must have a sufficient number of desks, chairs, power outlet points and LAN cables for the number of persons indicated above. Each office should contain at least one lockable cabinet for personal property and official documents. Each office must have office stationery available and refreshments and snacks provided throughout each Competition day.

Additionally, the equipment listed in section 5.1.4 must be available.

Rooms

Further to the above, the following rooms must be provided:

- A meeting room for multiple use including hearings must be provided from the start of Competition.

Lounges

Lounges do not only facilitate certain operations of the Event, but add considerable value allowing for the respective clients to prepare, focus, rest, relax, work, coordinate and network before, during and/or after Matches. Therefore, the respective lounges need to be designed accordingly and consideration should be given to the needs of each client group when establishing furniture, catering and other options available.

The following must be available from the start of Competition:

- Event Hospitality Lounge (see section 6.2.2);
- Media Lounge (see section 10.8);
- Event Technical Officials' Lounge.

4.3 Venue Operations

4.3.1 Accreditation

The Host NA must ensure that access to the Venue and to areas within the Venue are restricted and controlled to allow efficient circulation and to ensure that any restricted areas are only accessed by suitably accredited personnel.

The Host NA must ensure that all those requiring access to the Venue to carry out their functions are provided access during the Access Period, including FIH, its representatives and FIH Commercial Partners.

The Host NA must develop an accreditation plan which explains how it proposes to manage access throughout the Event. This plan must include the process for applying for accreditation, designated zones of the Venue, access points, categories of accreditation (including the specification of access zones for different categories), accreditation matrix, design of accreditation devices (which must include a photograph and the name of the individual), design of any additional access control devices such as photographers' bibs, printing and distribution of all accreditation passes and devices, accreditation office, access control and staffing to monitor accreditation zones within and around the Venue.

The accreditation plan must be submitted to the FIH Events Department at least six (6) months prior to the Event for approval.

Zones and Access Points

The plan of the Venue should be used to determine the different zones and identify access points. To facilitate access control implementation, the number of zones should be kept to the minimum needed.

The following areas must be controlled zones accessible only with the corresponding accreditation device and/or code:

- Field of Play (Competition court and warm-up / cool-down area and adjacent areas, including Team benches and the technical table area);
- Team areas (changing rooms, first aid room, doping control station, Team equipment storage, Teams' seating);
- Event office areas (offices, meeting rooms, accreditation office, Back-of-House compounds, Event Technical Officials' lounge, Event Technical Officials' seating);

- VIP areas (seating, hospitality lounge) – should be separable as per item 6.1.4;
- Media areas (Media centre, press conference room, mixed zone, press tribunes);
- Broadcast areas.

Accreditation Matrix

The following categories of participants should be allocated access to the zones corresponding to their needs and responsibilities:

- Participating Teams;
- Local Organising Committee;
- Volunteers;
- Event Technical Officials;
- FIH Staff;
- Media;
- Broadcast;
- Commercial Partners;
- VIPs (including FIH Officials and guests);
- Suppliers (including contractors and service providers).

The Host NA must develop an accreditation matrix showing which zones are accessible by which categories of participants, for FIH approval. The matrix should also show the number of people in each category.

FIH advises the Host NA how many accreditations it requires for Event Technical Officials, FIH Officials, FIH Staff, FIH Commercial Partners, and guests.

The Host NA must provide a maximum of 22 accreditations per participating Team. This includes a maximum of 12 athletes and a maximum of 10 accompanying staff for each Team. Team staff accreditations include coaches, assistant coaches, physical trainers or strength and conditioning coaches, Team managers, doctors, physiotherapists, psychologists, video analysts and one (1) Head of Delegation who has access to VIP seating and hospitality. Two (2) additional accreditations for athletes must be provided in case the Tournament Regulations foresee the Teams being able to replace injured players during the Competition. Such accreditations shall only be provided following FIH approving any official request for replacement from the Teams.

For Team staff in categories not listed above, such as interpreters or security personnel, the allocation of an accreditation requires FIH approval.

Team staff accreditations must not be issued to personnel who do not have a staff role directly with the Team, for example, NA representatives (other than one [1] Head of Delegation), press officers, relatives or friends.

In case a platform will be installed as part of the Team video analysis solution (see section 3.1.7), each Team will furthermore receive one (1) supplementary access device which permit access to such platform. These devices are transferable and only valid in combination with Team accreditation, so that each Team may have different personnel on the video platform at different times, but never more than one (1) person at any one time.

Below is an example of an accreditation matrix which can be used as a guideline:

	ZONES					
	FOP	Team Areas	Event Office Areas	VIP Areas	Media Areas	Broadcast Compound
Participating Teams	✓	✓	Team Managers only	Head of Delegation only	X	X
Local Organising Committee	as required					
Volunteers	as required according to role					
Event Technical Officials	✓	✓	✓	some	X	X
FIH Staff	all access					
Media	according to need	X	X	X	✓	X
Broadcast		X	X	X	✓	✓
Commercial Partners	as required according to role					
VIPs / FIH Officials	as required according to role					
Suppliers	as required according to role					

Accreditation Devices

Access to each zone can be defined on a colour-and number-coded accreditation pass, such as the example shown below (front and back of an accreditation card).



In this example, access is managed by a combination system (colour coding plus numbers), with the accreditation holder identified as a member of a group by colour (here: blue) and access to the zones defined by the numbers at the bottom of the accreditation card.

Supplementary devices such as wristbands, add-on passes, and bibs can be used to provide additional access to specific areas. Typical examples are:

- Bibs for photographers and Broadcasters for access to the Field of Play photographer and camera positions (behind LED boards / advertising hoardings) respectively;
- Add-on passes for access to the video platform (if applicable);
- Add-on passes for access to the doping control station;
- Add-on passes for temporary access to certain zones;
- Wristbands for access to the Event hospitality lounge.

Accreditation Office

An accreditation office must be located at the Venue, outside the perimeter and Venue entry points. The office must have the functionality and equipment to produce and distribute accreditation passes and lanyards, as well as the space to address any accreditation issues, starting from three (3) days prior to Competition.

4.3.2 Seating

Seating is required at the Competition court for spectators, Media, Teams, Event Technical Officials and VIPs. Seating may be permanent and/or temporary.

Capacities and/or locations are shown in the table below:

TRIBUNE	COMPETITION COURT
Spectators	2,500 minimum (not including seating for Media, Teams, Event Technical Officials and VIPs)
Media	Preferably at centre-line
Teams	Should be situated outside the natural broadcast sightlines
Team Staff	2 seats per playing team on the same side as the team benches (ideally on top of the stands)
Event Technical Officials	Preferably separated from Media and Teams
VIPs / FIH Officials	Preferably at centre-line
Accessible	To comply with host national legislation on minimum accessibility requirement

All seating must be of appropriate gradient with full viewing capacity of the entire Field of Play (with a minimum sightline value of C60 to the side-or back-line respectively), and as close as possible to the Field of Play (for example, no athletic track between the spectators and the court).

A minimum of two (2) % of the total seating (or more depending on regulations within the Host NA) should be accessible seating for wheelchair users, carers or companions and people with limited mobility.

Media tribunes must give an unobstructed view of the Field of Play with easy access to the Media Centre. Moreover, the Media tribune has to be equipped as mentioned in section 10.4.

4.3.3 Safety & Security

Safety

The consideration of health and safety and the protection of all stakeholders within the Venue is vital at all times during the Event. The Host NA must take all necessary steps, including implementing appropriate operational policies and procedures, safety measures and risk management to ensure that all those entering the Venue for any purpose for the Event are safe and do not suffer injuries or losses as a result of the staging of the Event.

The Host NA must ensure that a safety plan is developed, evacuation plan measures have been put in place and that a mass casualty plan has been developed with the local

authority emergency services. This should be made available to FIH nine (9) months in advance of the Competition.

A Safety Officer should be appointed from the time of the Access Period until the end of the Event and at all times when the Venue is operational. The name of the Safety Officer should be advised to FIH three (3) months in advance of the Competition. Health and safety inspections should be carried out at the beginning of every day and the report made available to FIH.

A full assessment of operational risk should be made available to FIH six (6) months in advance of the Event.

Security

The Host NA must ensure the security of all persons attending the Venue throughout the Access Period.

The Host NA must organise a security threat assessment to be conducted prior to the Event by a reputable and independent body at a time determined by FIH. On the basis of this assessment, a security plan must be developed and sent to FIH. An outline security plan must be presented no later than twelve (12) months prior to the Competition, to be followed by a detailed plan once all participating Teams are known, but no later than three (3) months prior to the Competition.

It is recommended that this security plan address all facilities involved in the Event (hotels, airport, Competition Venue etc.) and consider the Venue perimeter, screening of vehicles, people and equipment, policies regarding prohibited items and Venue evacuation plan. The security plan should also include detail about the security resources that will be used at the Event, including those from public authorities and the private sector.

FIH may also organise a security threat assessment to be conducted and, based on recommendations from the security threat assessment and if in the opinion of FIH sufficient security measures have not been put in place, FIH will instruct the Host NA to increase the security provision in line with the recommendations, at the cost of the Host NA.

FIH may also appoint security advisers to support and oversee security facilities and services on site. In this case, the Host NA must provide these advisers as nominated by FIH with accreditation and access to all host security facilities and personnel.

The Host NA must ensure the security of all equipment or property under its control and belonging to FIH, Teams, Event Technical Officials or FIH Commercial Partners.

Facilities at the Venue for security are dependent on the agreed security plan. Considerations include an incident room, a control room, screening areas for vehicles and/or pedestrians, a material transfer area etc.

4.3.4 Signage

Signage at the Venue includes directional signage, informational signage (such as prices at catering outlets) and recognition signage (such as sponsor recognition).

Clear directional signage must be provided around and within the Venue by the Host NA to ensure that all audiences are able to locate easily the services and facilities they seek. It is recommended that the directional signage content and placement be considered from the perspective of each client and where they could possibly need or wish to go within the Venue, to ensure that the appropriate directions are given for them.

All signage must be provided in English as well as the native language/s of the Host NA. Signage design and any branding on signage must be approved by FIH by three (3) months prior to Competition.

Where appropriate and advised by FIH, the sponsor strip containing the logos of the Commercial Partners must be included on Event signage.

4.3.5 Ticket Box Office

A box office is needed and has to be provided by the Host NA for ticket sales at the Venue (e.g. for next day/session), for ticket distribution of pre-ordered tickets and for resolution of any ticketing issues.

4.3.6 Staff & Volunteers

The staff and volunteers need facilities for check-in and a break area for meals or rest as required. Storage facilities should be provided for staff and volunteers to store personal items while on duty.

4.3.7 Site Management

It is recommended that a lockable compound be established in the Back-of-House area of the Venue for site management office, equipment and storage of materials. This could include tools to make repairs, temporary surfacing, fencing etc. It would serve as the office for the Venue Operations Manager and any specialist contractors for utilities and maintenance. This compound could be shared with cleaning and waste (5.1.2).

Site Management also needs positions for generators at the appropriate locations throughout the Venue.



5. EVENT SERVICES

CONTENT OVERVIEW

This section provides details on services required to ensure excellent event experience for all stakeholders. *Note that specific information about services related to e.g. Competition management, fan engagement, hospitality etc. can be found in the respective chapters of the Event Manual.*

5.1 Competition Venue

5.1.1 Utilities & Maintenance

Sufficient levels of maintenance and utility services must be provided at the Venue during Official Training and Competition.

The Host NA Venue Operations Manager must arrange service contracts with the necessary technicians in case of problems with the lighting, court, heating, ventilation and air conditioning (HVAC) or any other Venue facilities during the Event. Depending on the service, these technicians should either have a permanent presence on site or be available on call.

5.1.2 Cleaning & Waste

To ensure the consistent presentation of the Venue throughout the Event period, there should be good level of cleaning and waste services provided at and around the Venue from three (3) days prior to the start of the Competition.

The Host NA is responsible for the cleaning of the Venue before and during the Event, and for the re-instatement of the Venue after the Event. Typically, the Venue has either an existing cleaning and waste contract or an Event-specific cleaning and waste contract is needed. The contract needs to address dates and hours of cleaning and waste services, frequency of cleaning specific locations, ad hoc response to spills and incidents, uniforms to be worn by contractors etc.

It is recommended that the Host NA works with public authorities to ensure the area around the Venue, beyond the Venue fence-line, is maintained throughout the period of the Event.

It is recommended that a compound be established in the Back-of-House area of the Venue for cleaning and waste equipment and storage of collected waste until removal from the Venue. This compound could be shared with site management (4.3.7).

Sufficient waste bins must be positioned around the Venue, appropriately labelled to allow efficient disposal of waste according to distinct waste streams.

5.1.3 Catering

The catering plan for the Event must be submitted to FIH for review no later than six (6) months prior to the Competition, including the full range of food and beverages available in each location, and the prices for catering outlets (see below).

The Host NA provides and manages an Event hospitality lounge as described below in section 6.2.2.

Front-of-House Catering

User-pay food and beverage outlets at the Venue must offer a range of hot and cold food and drinks, not only snacks or “fast food”, accessible to all Event participants. Prices should be no more than standard local market prices. These outlets should be in the spectator plaza and also accessible by Media, Broadcasters and any others.

Back-of-House Catering

Additionally, hot and cold refreshments (a minimum of coffee, tea and water) must be available in the Event Technical Officials’ lounge, Media lounge and throughout the office facilities for Event staff. The Media lounge must also provide food throughout each day of the Event (minimum of snacks / sandwiches).

Water and Ice

Apart from what is needed for offices and lounges, bottled water and ice for injury treatment must be provided free of charge by the Host NA at the Competition courts for Teams and Event Technical Officials during the Event and for Teams for Official Training, that is, from two (2) days prior to Competition.

For bottled water, a minimum of forty (40) litres must be provided per Team for each Match or Official Training session and two (2) litres must be provided per Event Technical Official for each Match.

For ice for injury treatment, a minimum of five (5) kg of fresh ice must be provided per Team and per training session or Match.

Ice for ice baths must be provided on an as-needed basis, with the cost chargeable to the Team (see also section 3.3). An order process is to be defined for Teams to order the desired quantities, which must be made available at the end of the training session or Match in question in the ice bath facilities as agreed with the Team.

5.1.4 Technology

Services

Technology services are critical to the Event’s success, impacting virtually every aspect of Event operations from Match timing to announcements and Media coverage. Services that must be provided include:

- Telecommunication services including information about radio frequencies (if necessary) and radio distribution;
- IT;
- Network support (LAN, WiFi);
- Reprographics;
- Power (including back-up);
- Help desk services.

Networks

The Host NA must provide:

- Dedicated LAN and WiFi network in the FIH Office, with at least 4 Mbps upload capacity;
- Dedicated LAN and WiFi network for the use by Event Technical Officials, with at least 4 Mbps upload capacity;
- Dedicated LAN and WiFi network for the use by Host NA, with at least four 4 Mbps upload capacity;
- Dedicated LAN network at the technical table for the laptop operating TMS (see section 4.2.4) and a backup internet connection via a mobile WiFi USB (“dongle”);
- Dedicated LAN and two (2) wireless internet networks (one [1] as backup) in the media centre (see section 10.2 for more precise information);
- Two (2) wireless internet networks (one [1] of which to be for backup) with at least 10 Mbps upload capacity for the mixed zone (see section 10.3);
- Dedicated LAN and two (2) wireless internet networks (one of which to be for backup) with at least 10 Mbps upload capacity for the press tribune (see section 10.4);
- WiFi internet networks for either I-zone (see section 10.5) or press conference room (see section 10.6);
- Dedicated pitch-side LAN internet cables for each FIH approved photo agency (see section 10.9)
- Two (2) dedicated WiFi networks (one [1] of which is for backup) with at least 10 Mbps upload capacity near the photographers positions (see section 10.9);
- Dedicated symmetric LAN and one (1) wireless internet network with at least 30 Mbps upload capacity for the TV compound (see section 11.1).

A contingency plan must be in place prior to the start of the Event to provide LAN internet networks in the event wireless internet networks fail during the Event. Internet cables must be provided for each user for the LAN internet network.

Help Services

Help desk services are important to be able to respond quickly to any issues that technology users may have. The Host NA must provide technology help services a minimum of 16 hours per day.

Facilities & Equipment

Technology services require the following facilities to be provided by the Host NA:

- Help desk;

- Radio distribution desk;
- Computer equipment room;
- Network room / storage;
- Telecommunication equipment room;
- Audio-visual control positions;
- Timing and scoring positions;
- Video board scoreboard (see section 4.2.3) and rigging infrastructure;
- AV system infrastructure;
- Cable containment;
- Sound system.

The Host NA must provide fully equipped sound systems for both Competition courts to be available for each stadium announcer and for playing music as part of the fan engagement programme. These systems should be located both within the seating bowl and outside the Venue in the spectator queuing area, on separate “loops”, to enable different messages to the different audiences.

Additional equipment to be provided by the Host NA includes:

- If requested, two (2) tablets to gather and provide statistics (one [1] to serve as backup) incl. one (1) 4G dongle for dedicated internet for the statistics tablets;
- A colour laser printer for the Technical Delegate’s office;
- A colour laser printer for the FIH Staff Office;
- Two (2) laptops (one [1] to serve as backup), including word processing and spreadsheet software, PDF viewing and writing software as well as an internet browser and a colour laser printer for the technical table (see section 4.2.4);
- Scoreboard operation panel for the technical table (see section 4.2.4);
- A sufficient number of desktop computers or laptops, colour laser printers and high volume photocopiers for the Media Centre;
- A sufficient number of radios with a system of channels for pitch management, LOC, medical services etc., and also including one radio each for the Technical Delegate, Umpires Managers, FIH Medical Officer, Technical Table and a minimum of five (5) radios for FIH Staff members;
- One (1) mobile phone including a local SIM card with a suitable amount of credit each for the Technical Delegates and FIH Medical Officer.
- TV screens to show the live feed during Matches including all cabling (as a minimum in the TD, Umpires Managers and FIH Staff offices, media centre and Event hospitality lounges).

5.1.5 Language Services

Signage and announcements must be in English and the native language/s of the Host NA. Printed materials must be in English, and in the Host NA's native language/s at the Host NA's discretion.

It is recommended that interpreters be made available at the press conferences for athletes and/or coaches who do not have the necessary language skills to meet the Media's needs and do not have Team interpreters available. For cost-efficiency, these interpreters may be the Team Liaison Officers or students rather than fully qualified interpreters.

5.1.6 Uniforms

The Host NA is responsible to provide the uniforms, at its own cost, for the volunteers and Ball Patrol with the Event Logo displayed. The final design and look of the uniforms, including any sponsor branding, must be approved by FIH before production, but no later than three (3) months before the start of Competition. This is also referred to in section 12.

FIH provides the uniforms for all Event Technical Officials and retains the rights for all branding on these uniforms.

5.2 Accommodation

5.2.1 Hotels

Accommodation during the Event is required for participating Teams, Event Technical Officials, FIH Officials, FIH Staff, FIH Commercial Partners, guests, Media and Broadcasters. The Official Hotels must be confirmed no later than 18 months before the start of the Competition including details of facilities and services.

The Host NA must select an Official Headquarters Hotel for all Event Technical Officials, FIH Officials, FIH Staff, FIH Commercial Partners and guests (the "Official HQ Hotel"). Teams may stay at the Official HQ Hotel as well; however it is preferable for Teams and Event Technical Officials + FIH Staff not to be accommodated in the same hotel.

The Official HQ Hotel must be a minimum of 4-star in accordance with international standards. Ideally, it has a restaurant, fitness centre and business centre. If the nominated hotel is not deemed suitable or the rates are too high, FIH may request that the Host NA sources an alternative hotel.

The Host NA must also nominate two (2) additional lower cost hotels ("Official Hotels 2 and 3") including one (1) budget option to offer to Teams, in close proximity to the Official HQ Hotel.

The room rate per night (including breakfast and taxes) must be approved by FIH and must be lower than 100USD per room, including breakfast, all applicable taxes and internet access.

The Host NA must establish contracts with all three (3) hotels, securing the rates, use of hotel facilities such as meeting rooms, parking and any other relevant services. The contracts must also avoid any conflict with FIH or Host NA Commercial Partner products and services. Ideally, Commercial Partner products and services are made available in the hotels, where relevant and feasible.

The Official Hotels must be branded with the Event look and sponsor recognition signage, in agreement with FIH.

The Host NA must allocate all rooms for each Team on one (1) floor and for all Event Technical Officials on a separate floor, if within the same hotel.

Should participating Teams choose not to stay at one (1) of the three (3) Official Hotels due to budget reasons, the Host NA should make its best effort to support the respective Team in making necessary arrangements at any alternative hotel. Based on the distance between the alternative hotel and the Venue, the Host NA shall also seek to provide transportation from and to the Venue.

Sufficient space at hotels close to the Venue must be reserved by the Host NA for Media and Broadcasters who book their own accommodation. The Media / Broadcaster hotels must be different from the Official Hotels.

It is recommended that the Host NA work with the city tourism agency to understand accommodation options for spectators. Ideally, a link to the tourism agency and/or potential spectator hotels would be included on the Event website.

5.2.2 Hotel Room Summary

The table below shows the room type and cost responsibility for rooms required by the different stakeholders.

OFFICIAL	ROOM TYPE	COST RESPONSIBILITY
EVENT TECHNICAL OFFICIALS		
Technical Delegate	Single	Host NA
Technical Officials	Twin	Host NA
FIH Medical Officer	Single	Host NA
Umpires Managers	Single	Host NA
Umpires	Twin	Host NA
MEMBERS OF FIH		
FIH Representative	Single	FIH
FIH Officials	Single	FIH / at own cost
FIH Staff	Single	FIH
OTHER		

Teams	Single / Twin	at own cost
FIH Commercial Partners and their guests	Single / Double	at own cost
FIH guests	Single / Double	FIH / at own cost
Media	Single	at own cost
Broadcasters	TBA	at own cost

Rooms for the Event Technical Officials must be booked by the Host NA in line with their travel schedules and the meetings they have to attend on site. Further information on this are available in section 5.4.1.

Twin rooms must be a minimum size of 25 m² or single room accommodation must be offered.

FIH will provide the Host NA with the accommodation needs of the FIH Representative, FIH Officials and FIH Staff. This accommodation is to be booked by the Host NA and is FIH's cost responsibility.

5.2.3 Hotel Facilities & Services

Further to the requirements mentioned in section 5.2.1, the Official Hotels need to provide the following facilities and services:

5.2.3.1 Meeting Rooms

For the purpose of the pre- and during-Competition meetings as mentioned in section 3.1.3 as well as for any other necessary ad-hoc meeting, two (2) separate meeting rooms are required to be available free of charge, either at the Official HQ Hotel or the Venue.

From two (2) days before the start of Competition and throughout the Event, meeting rooms for Teams and Event Technical Officials must be provided free of charge at each Official Hotel, equipped with a TV/screen, a whiteboard and/or flip chart. The minimum number of meeting rooms is one (1) per six (6) Teams. The Host NA must establish a booking process for the use of these rooms.

5.2.3.2 Laundry

The room rate should include up to five (5) pieces of laundry per day. In any case, a next-day laundry service (items ready within 24 hours) for the playing strips of the participating Teams and Event Technical Officials must be provided.

5.2.3.3 Meals

The hotels' restaurant(s) must be flexible in regard to meal times, with timings based on the Match and training schedule for the participating Teams, Event Technical Officials and FIH Staff. Menus must comprise a range of meals offering appropriate sports nutrition and must take into account any special dietary requests of Teams.

5.2.3.4 Welcome Desk

The Host NA must manage a welcome desk at the Official HQ Hotel, staffed at reasonable times, from the day the first Team arrives to the day the last Team leaves to provide general Event and transport information. Relevant information is to be made available on an information board at the entrance of all Official Hotels in a visible area.

5.3 Transport

The Host NA must develop and submit a local transport plan for approval by FIH six (6) months in advance of the Competition. All topics addressed below should be included in the plan.

5.3.1 Arrivals & Departures

The Host NA must provide private transport for Teams, Event Technical Officials, FIH Officials and FIH Staff between the airport / train station and Official Hotels on the days of arrival and departure. It is also recommended that information about public transport services be made available to Commercial Partners, guests, Media and Broadcasters.

5.3.2 Teams

The Host NA must provide private transport for each Team between the Official Hotels and the Venue from two (2) days before the start of Competition and through the duration of the Event for all Official Training and Matches the Team participates in.

For each trip by competing Teams, a bus is dedicated only to that Team. Competing Teams must specify to the Host NA the desired departure time from their hotel and departure time from the Venue following their Match. The Host NA must confirm the transport schedule to all Teams at least three (3) months before the start of Competition.

The Host NA must provide regular shuttle bus services between all Official Hotels and the Venue which may be used by accredited personnel, including non-playing Teams and Team videographers, starting three (3) days before the start of Competition. The bus schedule must be available at the hotels.

Transport must also be provided to and from the official function, opening and closing ceremonies.

Suitable transport must also be provided for athletes and athletes' representatives who are unable to travel with their team in the event of anti-doping testing as and when required.

Transport for training sessions at additional training facilities (outside the Venue) shall be facilitated by the Host NA, but the cost may be charged to the Team.

5.3.3 Event Technical Officials, FIH Officials, FIH Staff, FIH Commercial Partners & Guests

The Host NA must provide regular shuttle bus services between all Official Hotels and the Venue which may be used by accredited personnel, including Event Technical Officials, FIH Officials, FIH Staff and FIH Commercial Partners and guests, starting three (3) days before the start of Competition.

The shuttle schedule must be available at the hotels. The schedule must provide for at least one (1) shuttle every hour with the first arrival at the Venue one (1) hour before the start of the first Match of the day and the last departure from the Venue no earlier than 30 minutes after the end of the last Match of the day.

As part of their sponsor packages the Commercial Partners are entitled to a number of parking permits at the Venue. These are detailed in section 12.

Transport must also be provided to and from the official function, opening and closing ceremonies.

The FIH President (if in attendance), the FIH CEO, the FIH Representative and Technical Delegate must each be provided with a dedicated vehicle and driver for the duration of their stay.

5.3.4 Media and Broadcast

The Host NA must provide regular shuttle buses between Media / Broadcast hotels and the Venue throughout the Competition period.

5.3.5 VIPs / Guests

VIPs and guests from outside the host city shall have access to the shuttle bus services provided between the Official Hotels and the Venue throughout the Competition period.

Transport must also be provided to and from the official function, and any ceremonies.

Local VIPs may be allocated a parking permit to enable them to park at the Venue, depending on parking availability and on the transport plan.

The Event hospitality lounge information desk provides information about transport services. In the absence of an information desk, the relevant information is to be made available on an information board.

5.3.6 Public Transport

Use of public transport by spectators and staff should be encouraged by the Host NA. The Host NA should establish a policy requiring spectators and the majority of the staff to use public transport, based on a sustainable transport plan and limited parking spaces.

The Host NA Transport Manager should work with public transport authorities to understand systems and routes available to these audiences. If necessary, it may be possible to request additional routes be added to the normal network for the period of the Event, should existing routes not be sufficient. Other possibilities to enhance public transport include adding additional volume within an existing system (e.g. increasing frequency of vehicles), directing spectators to take transport to particular stops where shuttle buses are then available to the Venue, or creating “park and ride” options allowing spectators to drive to parking locations where they connect with shuttles to the Venue.

Ensuring there are staff to assist and providing clear signage on public transport and from the transport stops or parking stations to/from the Venue enhances the spectators’ experience.

Consideration should also be given for working with taxi services to arrange drop-off and pick-up locations for taxis around the Venue. The Host NA should inform the taxi services about the Event, including the likely session end times, and arrange for them to provide services at or close to the Venue.

5.3.7 Parking

Despite encouraging the use of public transport, there is a need for some operational parking at the Venue. As space is typically limited, the Host NA needs to develop a parking plan (to be included in the local transport plan) that takes into account space available, demand, need for proximity to the Venue, access permits etc. Consideration could also be given to providing access to the Venue for some vehicles to drop off their passengers, but not remain at the Venue in the limited parking space available.

The Host NA must provide adequate parking at the Venue, Official HQ Hotel and Official Hotels 2 and 3 for Teams (where required), Commercial Partners, FIH Officials and FIH Staff, VIPs and as reasonably required by FIH.

5.3.8 Vehicles

It is recommended that vehicles used by the Event be branded with the Event Logo.

The Host NA should make arrangements for vehicles to be cleaned regularly.

The Host NA needs to make arrangements with a fuel supplier to provide vehicle drivers easy access to refuelling.

The Host NA needs to arrange the means to access any toll-roads easily and quickly.

5.3.9 Drivers

Drivers at large events such as an FIH Indoor Hockey World Cup are often a diverse group, including professional bus and other drivers, Event volunteers and locals as well as personnel not as familiar with the host city.

It is vital that all drivers are provided with all relevant Event information, including maps and schedules, and all should be trained on the appropriate routes to take between their points of origin and destination. Ideally, all vehicles in use are equipped with satellite navigation systems, and if so, all drivers need to be trained to use them, and the satellite navigation systems should be preloaded with the required routes.

5.3.10 Transport Facilities

Transport facilities are an important consideration in design and operation of the Venue as some facilities need significant land footprints and critically effect the smooth operation of the Venue. Space needs to include:

- Transport office;
- Vehicle entry and exit gates and roadways;
- Vehicle staging (holding) areas;
- Parking;
- Load zones for vehicles to park while pedestrians embark and disembark;

Route identification signage is essential.

5.4 Travel

5.4.1 Air Travel

The Host NA must provide return travel tickets for all Event Technical Officials as per the table below. Tickets should be changeable and refundable for a fee. In the event that tickets are not received two (2) months prior to travel, FIH may make the appropriate travel arrangements and require reimbursement by the Host NA in Swiss Francs before the start of the Event.

In the case of an emergency appointment or replacement of an Event Technical Official by FIH less than 28 days prior to the start of Competition, FIH arranges the travel at the cost of the Host NA, using reasonable efforts to find the cheapest available price.

Class of travel and responsibility for the cost of travel is shown in the table below:

PARTY	CLASS	COST RESPONSIBILITY
Teams	Participating NA discretion	Participating NAs
Technical Delegate	Economy	Host NA
Technical Officials	Economy	Host NA
FIH Medical Officer	Economy	Host NA
Umpires Managers	Economy	Host NA
Umpires	Economy	Host NA
FIH Officials and Staff	as appropriate	FIH

Once the travel information for the appointed Event Technical Officials is received by the Host NA, the Host NA must agree the proposed travel itineraries / schedules with the respective Officials before any booking is made. In case of dispute, itineraries are to be approved by FIH.

Itineraries must be booked to allow the following (unless special circumstances require an earlier arrival):

- Technical Delegate to arrive on the fourth day preceding the first day of Competition;
- Technical Officials, Umpires Managers and Umpires to arrive on the third day preceding the first day of Competition;
- FIH Medical Officer to arrive on the second day preceding the first day of Competition.

All arrivals should ideally be booked to allow for an arrival by 12 noon on the respective day.

The itineraries for FIH Officials and FIH Staff are advised by FIH.

All departures should be the day following the last Match and/or closing ceremony unless otherwise agreed with FIH.

5.4.2 Immigration & Customs

In some cases, Event Technical Officials and/or participating Teams may need assistance to obtain a visa to visit the host country and the Host NA must provide the required invitation letter and help to each Event Technical Official or Team.

The Host NA must reimburse all Event Technical Officials for any entry and transit visa fees on the day of their arrival.



6. PROTOCOL & HOSPITALITY

CONTENT OVERVIEW

This section provides information about ceremonies, protocol and hospitality.

6.1 Protocol

6.1.1 Flags

The Host NA must provide two (2) sets of the national flags of each participating Team. One (1) set is flown at the Competition court on flag poles, together with the FIH flag as provided by FIH which has a size of 2,00 x 1,50m and must be displayed in a prominent position. The flags of the Host NA and other participating Teams are arranged in alphabetical order of the names of the countries in the English language.

The second set of flags is used to display the two (2) flags of the playing Teams during the pre-Match proceedings. The flags all need to be the same size which should be close to, but not larger than two (2) meters in width (e.g. 2,00 x 1,20m or 6 x 4 feet).

6.1.2 Opening Ceremony

In the event that the Host NA wishes to hold an opening ceremony, at its own cost, the Host NA must develop and submit to FIH no later than three (3) months prior to Competition a proposal for the creation and management of the opening ceremony. The ceremony should be entertaining and add value to the Event and include a gathering of Teams in addition to any welcome addresses.

The flags of all participating nations and FIH must be visible in the ceremony venue.

Presenters and their speeches must be agreed with FIH.

It is recommended that the Host NA hold a dress rehearsal for the opening ceremony.

Facilities needed are dependent on the content and format of the ceremony. However, at a minimum, the following facilities are usually needed:

- Storage space for ceremonies props;
- Staging area for ceremonies' participants.

6.1.3 Closing Ceremony

The closing ceremony is a celebration of the Event and all its participants and a fitting acknowledgement of the winning Teams.

The closing ceremony, including the presentation of individual awards, medals and the trophy, must be held on the Competition court and start no later than 10 minutes after the end of the final.

The ceremony protocol will be provided by FIH three (3) months prior to the start of Competition. The Host NA is responsible for managing the running of the ceremony, with assistance from the FIH Staff on-site. The final decision on any open questions, including the selection and order of presenters and the determination of the recipients of awards, medals or trophies lies with FIH.

All medals and/or trophies are provided by FIH. While FIH is responsible for the design and production of the awards, the Host NA might be required to facilitate their production on request of FIH. The awards per FIH protocol include:

- Best Junior Player
- Best Goalkeeper
- Top Scorer
- Best Player

No additional awards, medals and/or trophies must be presented unless discussed and approved by FIH.

The Host NA must produce and install a one-tiered stage for the closing ceremony. This stage must be at least 30 cm high with two (2) access points with steps, and a minimum surface of eight (8) m by three (3) m. The design of the stage must be approved by FIH.

The Host NA must hold a dress rehearsal for the closing ceremony.

6.1.4 VIPs

The Host NA must provide to FIH for review, three (3) months prior to Competition, a list of proposed VIP groups and numbers to be invited to the Event. FIH will in turn advise the names of FIH guests to be added to reach the total number for which facilities and services must be provided.

The Host NA must provide an Event hospitality lounge (see section 6.2.2) and a dedicated VIP seating area in the stands (see section 4.3.2).

Access to VIP seating and the Event hospitality lounge should be separable, that is, with a ticket or accreditation providing access to the VIP seating and an additional accreditation device (for example, wristband) regulating access to the Event hospitality lounge, to allow individuals with access to VIP seating but without access to the Event hospitality lounge and vice versa.

Select VIPs receive Venue / VIP parking permits, dependent on availability and the number of requests.

6.2 Hospitality

6.2.1 Official Function

The Host NA must host at its own cost an official function shortly before or during the period of the Event. The proposal for the function, including date, time, style, format, dress code, proposed list of invitees and details of any speeches or entertainment, must be submitted to FIH for approval by three (3) months prior to Competition.

FIH nominates its representatives and guests to be invited to the official function. At a minimum, this includes all appointed Event Technical Officials, FIH Officials, FIH Staff,

and at least two (2) representatives from each of the FIH Commercial Partners and from each participating NA.

6.2.2 Event Hospitality

The Host NA provides and manages an Event hospitality lounge providing hot and cold refreshments and food for the duration of the Event. However, consideration should be given by the Host NA to maintain a separate lounge or area dedicated to all Commercial Partners of the Event and their guests as this has proven to be a practical approach in past events allowing to address the needs of different VIP client groups.

Only those specifically accredited can access the Event hospitality lounge/s. Ideally, a welcome / information desk would be set up within the room/s to provide information to VIPs and other guests including Match Schedule, results, statistics, local transport schedules etc. In the absence of a welcome / information desk, this information should be made available on an information board.

FIH advises the number of guests that need access to the Event hospitality lounges. As a minimum, access is granted by the Host NA free of charge to FIH Officials, FIH Staff, FIH VIP guests, the Technical Delegate, Umpire Managers and FIH Medical Officer as well as to the Commercial Partners and their guests in line with the provisions of the respective sponsorship packages (see section 12.2.2).

The Event hospitality lounge is to be open from one (1) hour before the start of the first Match of the day and closed no earlier than 30 minutes after the end of the last Match each day. Hot food is to be served at least once per day for a minimum of one (1) three-hour period, with snacks available for the entire duration of the Event hospitality lounge opening hours. Soft drinks, tea, coffee and, if permitted by local laws, wine and beer must be provided for the duration of the opening hours. The lounge concept (space and location, furniture, equipment, opening times, mealtimes and menu etc.) must be submitted to FIH no later than three (3) months prior to Competition for approval.

Subject to the corresponding demand, the Host NA needs to foresee an additional area within the Venue at a primary location ideally with a view on the Field of Play or close to it, which allows for FIH or any of the Commercial Partners to set up their own hospitality area at their own cost. Should FIH or any Commercial Partners require a dedicated hospitality area as such, the Host NA provides the suitable space including access to electricity and water. Details are provided in section 12.



7. EVENT EXPERIENCE & FAN ENGAGEMENT

CONTENT OVERVIEW

This section outlines the aspects required to ensure a positive and exciting spectator experience which is essential for the success of the Event and the growth of hockey. The Event must deliver an overall fan experience throughout the pre-Event, Event, and post-Event period.

7.1 Spectator Experience

Engagement creates opportunities through which the public can connect to the FIH Indoor Hockey World Cup by taking concrete actions to get involved; be it participating in an activity, buying tickets or licensed products, responding to social media prompts or downloading and using apps. Thus, engagement and spectator experience are vital components in the short- and long-term success of the FIH Indoor Hockey World Cup and the global growth of hockey: operational success alone is no longer sufficient.

For the FIH Indoor Hockey World Cup to be truly considered successful, elements such as the support of the host and nation, full stadiums, a festive atmosphere and easily recognizable legacies need to be present.

Please also refer to section 13.2 for development programmes and side events which form an integral part to the spectator experience.

Pre-Event

Services to be provided to spectators start before the Event, specifically in the form of information about the Event. Spectators need details such as dates, schedule and draw, ticket prices and transport plans. International spectators also need information about accommodation and tourist opportunities in the city. This information should be communicated via the Event website and, as relevant, through the Media.

During the Event – outside and around Venue

At Event-time, services to spectators start well outside the Venue. In addition to continually viewing Event information via the Event website and Media, the spectator experience starts on leaving their residence or accommodation to travel to the Event. Event branding in the city and signage to and from public transport makes a first impression. It is important that the Host NA works with both the city authorities and the public transport agencies to create the right atmosphere around the Event and to ensure that city and transport officials are well-informed about the Event so they can provide assistance to spectators as needed.

On approach to the Venue, spectators' excitement builds and the atmosphere can be enhanced by look & feel, announcements and music over the public address system while spectators are queuing to enter the Venue. The entry process is an important aspect to be explained in advance to spectators. This might be on the Event website and also printed on tickets, informing them about any access or security restrictions, prohibited items, the entry process etc. Services to consider providing in this entry and queuing area are rest areas, public toilets and waste bins.

During the Event – inside the Venue

The Host NA should provide a spectator plaza for display and/or sales positions for a number of different exhibitors (for example, Commercial Partners) to enhance the spectator experience and enjoyment. Advance information to spectators should encourage them to arrive in time to explore and enjoy the plaza where catering and merchandising (including Event programmes) outlets, public information kiosk/s (providing the Match Schedule, Venue plan, public transport information, pay telephone services etc.), lost & found services, public toilets, rest areas, ATMs,

shade and shelter are also found. The plan for this area must be submitted to FIH for approval no later than six (6) months prior to the Competition.

Other amenities and services to provide outside the plaza include stroller storage at the entry to the Venue. This allows people with strollers to check them into secure storage thereby reducing congestion in the spectator circulation areas.

To ensure spectators are able to easily locate their seats, clear signage is important, as well as staff to answer questions, provide directions and usher people to their seats. These same staff or volunteers should manage the flow of spectators in a way to ensure public safety, using barricades, holding areas etc. as needed.

Spectator facilities in other Venue locations include:

- Rest areas and public toilets throughout the Venue;
- Storage space for equipment used by spectator services staff.

7.2 Fan engagement

Fan engagement is a critical success factor contributing to the positive experience of all Event participants, from athletes to spectators. The aim should be to educate, inform, excite, engage and entertain the audience at the Venue in such a way that it also enhances the experience of the participants.

Educating spectators is a key component of fan engagement. Not all of them will be familiar with the sport of hockey or with particular Teams and athletes, so provision of information via announcements and video boards about the sport, the rules, Teams, the athletes, umpires, results and the Event itself enhances their experience.

Entertaining, exciting and engaging the spectators is critically important and can be creative. This should be done in a way that does not unduly detract from the performance of the Teams. Considerations are use of music, video and lighting within the Venue, and animated performances in the spectator plaza or around entry queues.

Fan engagement Plan

The Host NA must develop and submit to FIH for approval, at least six (6) months prior to Competition, a fan engagement plan. This plan should include entertainment, music, activities during breaks, crowd competitions, on-court presenters etc.

Video Board

The Competition court must have a large LED video board for spectators with the following parameters:

- Minimum screen size – 6.5 m x 4.4 m;
- Minimum usable screen surface – 23 m²;
- Minimum resolution – 6,000 LED/m²;

- Minimum intensity – 4,000 cd/m².

A full crew must be in place to operate the video board at all times.

FIH is responsible for the supervision and approval of the content on the video board and, if deemed necessary at its sole discretion, may decide to take over production either partially or completely. In this eventuality, FIH is responsible, at the cost of the Host NA, for hiring an external agency for the video board production.

Announcers

The stadium announcers, appointed by the Host NA, work in close cooperation with the fan engagement staff. FIH may appoint a stadium announcer or provide guidelines for the script. All announcements must be in English as well as the national language(s) of the Host NA.

Facilities and Equipment

In addition to the sound system, information and video board infrastructure mentioned below, the Host NA must provide facilities for effective presentation of the Event including the control room and announcer positions.

Fan engagement equipment includes:

- Production equipment including input and playback sources, mixer, microphones, radio/cable etc.;
- Hard-wired and wireless communications systems;
- Video board control equipment;
- Specific lighting as needed;
- Mobile camera for half-time on-field interviews etc.



8. MEDICAL & ANTI-DOPING

CONTENT OVERVIEW

This section describes medical and anti-doping needs to ensure safety and integrity.

8.1 Medical

Medical and emergency services must be provided for all Event participants from two (2) days prior to the start of Competition.

All medical and emergency service facilities must be clearly sign-posted for all persons at the Venue.

The Host NA, in liaison with the Local Medical Officer, is responsible for organising and implementing medical facilities and services available from the start of Official Training until and including the final day. This includes ensuring the arrangements for hospital, ambulance, specialist care (including dental), medical coverage of every Match played, sufficient availability of medication and access to these as well as relevant communications.

The Host NA must provide medical support services to Teams and Event Technical Officials in the Venue and court-side at each court (Competition and training) during the Event and for Official Training as described below.

During Official Training

During the Official Training period, adequate transport must be available at all times, with a driver on standby for medical emergencies. A doctor who is a registered medical practitioner in the host country should be present at all times.

The following equipment is required:

- Stretcher;
- Wheelchair;
- Automatic external defibrillator (AED).

The following equipment is preferable:

- Oxygen and means of administering it.

It is preferable to have an ambulance on site for the Official Training period in addition to the Competition period. However, it is only a requirement during the Competition period.

During Competition

Medical Room

A fully equipped medical room (supervised by a local doctor on duty) is required. The room must be close to and have good access to the Field of Play, be well lit and lockable. It must have a sink with hot and cold water, soap and towels as well as a lockable cabinet. Two (2) treatment tables and chairs are required, as well as a dedicated area and desk for the Local Medical Officer and the FIH Medical Officer.

Ideally, a toilet should be located in a room adjacent to the medical room or nearby.

The following treatment equipment is required in the medical room:

- Stretcher;
- Wheelchair;
- Stitching materials;
- Splints;
- Oxygen and means of administering it;
- Automatic external defibrillator (AED);
- Heavy painkiller (e.g. tramadol/morphine; these substances are prohibited in sport but can be used in an emergency if a TUE [therapeutic use exemption] is applied for);
- Stethoscope;
- A hand-out providing information about medical support and facilities available.

The following treatment equipment is highly recommended:

- Sterile / non-sterile bandages (e.g. elastic bandages), slings, adhesive dressings, tape;
- Basic medicines;
- Medicines for gastrointestinal disorders;
- Intravenous equipment;
- Means of disposal of used sharp, sterile and non-sterile equipment;
- Cold packs;
- Spinal board;
- Medical collar;
- Wound dressings;
- Gloves;
- Blood pressure device.

The following treatment equipment is preferable:

- Otoscope;
- Aspirin (or a suitable equivalent for treating insect bites);
- Emergency tracheotomy device;
- A scale for weighing athletes.

First aid services must be available to all others at the Venue at a secondary first aid facility.

Court-side

Court-side services during all Matches must include a doctor who is a registered medical practitioner in the host country, and sufficient medical equipment including stretcher facilities.

The doctor must be present one (1) hour before the first Match starts until one (1) hour after the last Match each day. Without a doctor present, a Competition must not proceed. A team of doctors could be rostered to provide this cover.

Equipment required beside the Competition Field of Play is:

- Stretcher;
- Wood, aluminium or air splints for fractures of upper or lower limbs;
- First aid materials;
- Seating for a doctor and stretcher bearers.

It is highly recommended to also have a spinal board (in case of neck / spinal injury) available.

The equipment (and related personnel) must be located as centrally as possible in the technical area without interfering with the technical table and Team benches.

Ambulance

It is a requirement to have a fully equipped ambulance (or similar arranged transport) with a driver on standby with paramedics available during the Competition period. It must be positioned near the Field of Play with unobstructed access to the Competition and training courts and exit from the Venue. These services must be available to all those at the Event, whether Teams, spectators or others.

Other

If a participating Team does not have its own doctor, the Local Medical Officer should be prepared to assist the Team.

Off-Venue

Off-Venue medical provision for Teams must include a medical doctor on 24-hour duty or on call at the Official HQ Hotel and Official Hotels 2 and 3. If Teams are not staying at the Official Hotels, they must be provided a contact number to call should they require medical support.

A hospital must be designated close to the Venue for specialist emergency care and hospitalisation if needed. It is important for the Host NA to inform the hospital of the Competition taking place so the hospital staff can be aware of possible injuries.

An emergency dentist must be on call if required by Teams or Event Technical Officials.

Information

In consultation with the Local Medical Officer, the following information must be compiled and provided to Teams:

- Location of and services available at hospitals; if necessary, a combination of hospitals should be researched to ensure that the full range of facilities potentially required is available;

- Availability of on-call dental services including emergency treatment outside normal hours;
- Local and opening hours of pharmacies in relation to both the Venue and Official Hotels;
- Possibilities for sterilising equipment;
- Telephone numbers and addresses related to the above and to the Local Medical Officer.

This information must be provided to the participating Teams no later than four (4) weeks before the start of Competition. It must be available in a handout for all Teams and Event Technical Officials upon arrival at the Venue and at the Official Hotels.

The liabilities for paying for treatment and services must be set out clearly together with the method of payment and any implications for identification and insurance.

8.2 Anti-Doping

It is part of the contractual requirements for the Host NA to arrange suitable facilities at the Venue and arrange for testing services to be provided by a recognised anti-doping organisation under contract to the Host NA.

It is vitally important that anti-doping testing takes place in exact accordance with the relevant regulations in order to avoid an adverse analytical finding (“positive result”) being challenged due to a failure to follow due process.

Testing

Anti-doping tests must be carried out in accordance with the FIH Tournament Regulations section 18, the FIH Anti-Doping Rules section 5.7.1.1, the WADA Code and WADA’s International Standard for Testing. Therefore, the Host NA will need to perform 12 urine tests per gender in accordance with the standard testing menu. Out of the 12 urine tests, two (2) urine test must be analysed for erythropoiesis stimulating agents (ESA/EPO) and two (2) urine test for growth hormone releasing factors (GHRFs). As these are in addition to the standard urine testing menu, the Host NA must specify this when contracting with the sample collection authority or NADO. Also, two (2) blood tests for human growth hormones are required.

Please note that the number of tests as indicated above is subject to change based on new WADA requirements being implemented in 2027. FIH will inform the Host NA accordingly should there be a need for the numbers to be amended.

The International Testing Agency (ITA) is responsible for liaising with the hosts about the test procedures and for providing the different quotes for the testing services.

Athletes under the age of 18 years can be tested under the following conditions:

- Minors will be notified for testing by a Doping Control Officer or Chaperone in the presence of an adult – the adult can be a parent, coach or team manager, etc. If an adult is not present, notification will be paused until an adult can be present;
- Minors need to be with adults during the sample collection process until its completion.

Confidentiality

It is a fundamental principle of anti-doping testing that it must be “no advance notice”. Advance plans need to be made to ensure facilities and services are in place, but information should remain on a need-to-know basis. Information about the details of the days and Matches during which testing will take place should be strictly limited to one (1) person in the Host NA, the Technical Delegate and the appropriate FIH Staff.

Doping Control Station

An air-conditioned or well-ventilated area at the Venue is required for a doping control station starting from three (3) days prior to Competition. It must comprise a waiting room, sample collection room and a toilet facility, ideally adjacent.

The doping control station must be secure (with keys only available to the Doping Control Officer), private and reserved solely for doping control purposes on testing days. This area may only be used for other purposes on days when doping controls are not taking place but must be allocated solely to doping control on testing days. Only individuals involved with testing are permitted entry. The station should be easy to identify and find through suitable directional signage.

The **waiting room** must have:

- Air conditioning or a fan;
- Seating for athletes, athletes’ representatives, interpreters (if necessary) and chaperones;
- Water or sports/soft drinks in sealed containers:
 - Drinks must not be over-chilled as this can cause illness if consumed in large quantities;
 - Water must be still, not fizzy;
 - Drinks containing caffeine (e.g. cola beverages, energy drinks) must not be offered;
 - Water containers must be small (e.g. 0.5 litre) because once opened, they can only be used by the athlete who opened them;
 - Drinks must not be in conflict with any Commercial Partners of the Event, for example, if a particular company is a Commercial Partner for the type of drinks needed in the waiting room, then drinks must be from that company.
- Refrigerator or cooler for keeping refreshments cold;
- Magazines and/or a television;
- Garbage bin.

The **processing room** must have:

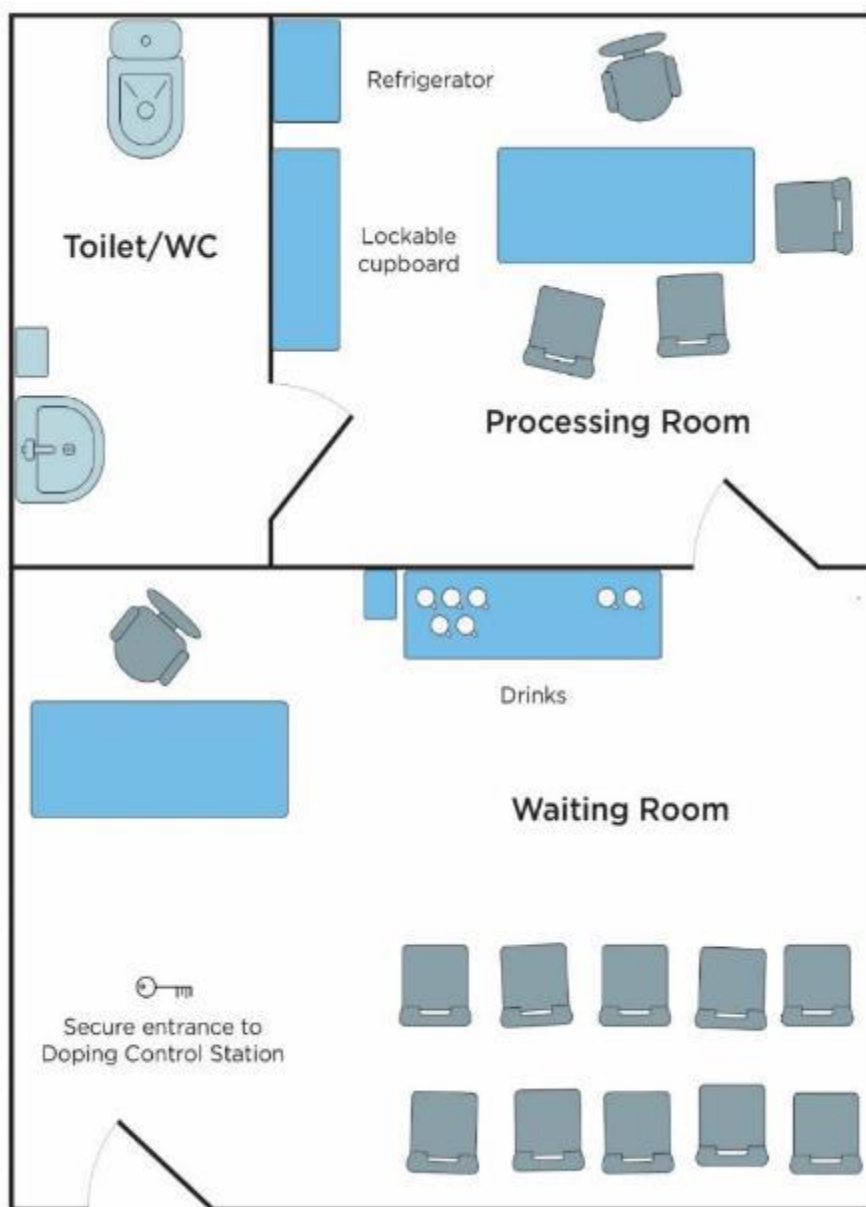
- Lockable fridge for temporary storage of samples;
- Gloves, scissors, paper towels, sanitising solution, garbage bin;

- Table and four (4) chairs;
- Sink with running water available from a tap.

The **toilet** must have:

- Sufficient space for the chaperone to be able to directly observe the athlete providing the sample;
- Exclusive use for doping controls.

A typical layout of a doping control station is shown in the diagram below.



Selection of Athletes for Testing

The selection of athletes to be tested is done between the ITA.. Selected athletes are notified at the end of their Match.



9. MARKETING & COMMUNICATIONS

CONTENT OVERVIEW

This section covers the aspects of the Event marketing plan including the Event Logo, Event title, promotional/print materials, branding, signage, official programme, Event song/music and mascot, ticketing, website, social and digital media.

In addition to organising a high-quality Event with good services and facilities for spectators, Teams, Event Technical Officials, Commercial Partners, FIH Officials, Media and Broadcasters, staff and volunteers, putting together and implementing a comprehensive joined-up marketing strategy is crucial for the Event's success.

Marketing the Event is essentially telling people about the Event with the aim of creating awareness and driving interest among the stakeholder groups; it is the base for all efforts to sell tickets, recruit Commercial Partners, obtain Media coverage, recruit staff and volunteers, recruit new fans and raise the profile of hockey.

In marketing the Event, FIH and the Host NA are partners who both benefit equally from:

- Projecting an attractive Event with characteristics which include excitement, passion, speed, skill, entertainment and lifestyle;
- Creating a strong hockey property to enhance the image of the sport, FIH and the Host NA;
- Maximising the commercial value of the Event and the sport as a whole;
- Generating business for all Commercial Partners associated with the Event as well as for FIH and the Host NA;
- Driving interest for the Event to maximise on-site and international audiences;
- Generating opportunities for athlete recognition and become "Hockey Stars";
- Evaluating broadcast data and Commercial Partner exposure details to demonstrate the returns on the investments made by Commercial Partners, authorities and other stakeholders;
- Creating a powerful and productive long-term relationship between FIH and the Host NA;
- Creating awareness of hockey for the general sports fan.

9.1 Marketing Plan

To be effective and efficient, to optimise activities and maximise opportunities, the Event marketing efforts need to be planned, coordinated and focused; momentary, unconnected activities are bound to fail.

Therefore, the Host NA must develop a marketing plan to be shared with FIH at the latest 12 months before the start of the Competition, and an appropriate level of marketing spend should be committed by the Host NA in respect of the Event. FIH will also prepare a Marketing & Communications plan to be shared with the host NA and participating countries describing global marcomms initiatives.

The marketing plan should take into account the coordination between FIH and the Host NA: internationally FIH takes the lead, with the Host NA leading on the national level. However, FIH and the Host NA work closely together to ensure that all activities are compelling, consistent and integrated to deliver a strong message.

To assist the Host NA, FIH makes available the FIH Indoor Hockey World Cup Brand Guidelines as further explained in sections 9.2 and 9.3. The manual provides guidance and advice on promoting and branding the Event as well as a number of guidelines and templates for artwork. FIH also has expert personnel on hand for the Host NAs to consult for support and input.

The Host NA is responsible for the production of all print, promotional and branding materials that are contained within the marketing plan and also for making sure that the commitments to Commercial Partners are taken into account as laid out in section 12 of this Event Manual.

9.2 Event Logo, Event Title & Other Logos

The Event Logo, which includes the official title of the Event, will be developed and supplied by FIH and cannot be modified in any way. The Event Logo is a key element of identification for the Event and must be part of all visual promotional campaigns from the beginning. Additionally, the official title of the Event, as confirmed by FIH, must be used in any reference to the Event.

To ensure that the Event Logo, the Event title, the FIH corporate marks, Commercial Partner corporate marks and Commercial Partner Composite Logos (as described in section 12) are displayed in the correct format, style and position, the FIH Indoor Hockey World Cup Brand Guidelines include detailed information for the use of these marks and logos.

All Event artwork including the Event Logo, Commercial Partners' logos, Composite Logos or any FIH intellectual property must be approved by FIH in writing prior to production.

9.3 Promotional/Print Materials, Branding & Signage

The FIH Indoor Hockey World Cup Brand Guidelines include detailed information for the use of all marks and logos as well as the secondary elements which create the Event identity. FIH also provides a number of ready-made templates.

The Host NA must use the templates provided where possible and appropriate. Any additional artwork required is designed by the Host NA in accordance with the FIH Indoor Hockey World Cup Brand Guidelines and using the secondary elements as provided. All artwork must be approved by FIH in writing prior to production.

The Host NA is required to produce:

- All promotional materials (including, but not limited to, all official advertising, TV commercials, posters, flyers, billboards and banners etc.);
- All print materials (including, but not limited to, Event stationery, tickets, passes, accreditations, press releases etc.);
- All Event branding materials which are a very important factor in communicating a coherent and professional image, look & feel (including, but not limited to, off-site branding such as billboards around the city and branding of Event vehicles as well as on-site branding such as boards, flags, uniforms etc.);

- All Event signage (including, but not limited to, directional signage, informational signage [such as prices at catering outlets] and recognition signage [such as sponsor recognition]).

The quality of all marketing materials must correspond to the Event's status as indoor hockey's premier event and showcase.

The FIH Indoor Hockey World Cup Brand Guidelines provide guidance on the inclusion of the Event Logo, full Event title, FIH corporate mark and the sponsor recognition strip (see section 12) in all the above materials. Marketing materials must not contain or include any trademarks of any party other than those of FIH, Host NA or Commercial Partners.

9.4 Event Programme

The Host NA must produce a programme book for the Event in full colour in accordance with the FIH Indoor Hockey World Cup Brand Guidelines.

The Event programme must be published in English and should be available no later than three (3) days before the start of Competition, preferably free of charge for all stakeholders.

The cover page of the Event programme must include: official Event title, date and place of the Event, Event Logo and the sponsor recognition strip.

The content of the Event programme as a minimum must include the following: presentation of each Team, list of appointed Event Technical Officials, Match Schedule, the history of the Event and a summary of the Competition format.

The Host NA must provide one (1) full page for the Welcome Message from the FIH President (first content page after table of content), including a photo of the FIH President. FIH will provide the Host NA with this content. Any further editorial content requested by FIH will be subject to discussion with the Host NA.

The Host NA must ensure that the Commercial Partners and FIH receive advertising as detailed in section 12. The Host NA must inform FIH of the technical print specifications and deadlines for the publication; FIH provides the Host NA with the advertising artwork of FIH Commercial Partners.

The content plan and final contents of the Event programme must be approved by FIH before production, no later than two (2) weeks before the start of Competition.

9.5 Event Song / Music & Mascot

The Host NA may create or designate an Event song/music. Any song or music created or designated serves mainly to promote the Event in advertising, off-site and on-site activities.

Any song/music should ideally reflect qualities of the Event (e.g. elite, passion, speed, skill, best of the best) and/or symbolise local or regional traits or customs. Any song/music should furthermore be a central element of the fan engagement programme.

Any event song/music must be approved by FIH no later than three (3) months before the start of Competition.

FIH has the right to develop and employ a mascot for and at the Event. Further to facilitating the supply of any mascot merchandise items, the Host NA must support all activities with the mascot on-site including but not limited to promotion activities, sweepstakes and photo opportunities. FIH will advise on what print and/or promotion materials the mascot image needs to be included.

In the event FIH will not exercise its mascot rights, the Host NA will be informed accordingly no later than 10 months before the Event. In such case, FIH may release the mascot rights at its sole discretion to the Host NA or a third party.

9.6 Ticketing

The ticketing strategy is important to the success of the Event. FIH and the Host NA must join efforts to ensure a packed stadium to provide good visuals on screen and a great Event experience for the fans and Teams.

The Host NA is responsible for the organisation of ticketing for the Event which includes the planning, the production of the Event tickets as well as all ticket sales and delivery processes.

FIH will work with the Host NA to contribute to a ticketing plan which includes dates of launch, promotion actions, prices, seating plan and discounts. Host NAs are required to share the ticketing plan with FIH.

The proposed ticket prices must be approved by FIH prior to the start of ticket sales and must be reasonable, non-prohibitive and non-discriminatory.

The Host NA may appoint an approved ticketing agent to conduct any or all such activities on its behalf, provided that all such tickets shall only be sold subject to applicable terms and conditions as agreed between FIH and the Host NA.

The Host NA must provide a ticket box office as described in section 4.3.5.

9.7 Website, Social & Digital Media

All aspects of the official online presence of the Event are overseen and managed by FIH including, but not limited to, the Event website on the FIH website, social and digital media channels (Facebook, Twitter, Instagram, YouTube, FIH OTT platform etc.).

Featured content for the official Event website is created collaboratively by the Host NA and FIH, with FIH retaining operational and editorial control as well as the copyrights to all content created for the official Event channels, unless otherwise agreed.

The FIH Communications Manager and FIH Marketing Manager (and other FIH Staff as appropriate and necessary) will work together with the Host NA to ensure consistent messages and engaging content is delivered across all channels and all Event information such as Venue, Match Schedule, ticketing and transport details, is communicated correctly, comprehensively and in a timely manner.

Where the local language is a language other than English, the Host NA and FIH cooperate with the aim of making at least important contents available in the local language(s) and across the various channels in a timely manner.

The Host NA may include certain Event coverage within its established online communications channels. This should focus on its team's preparations and performance as it would if it was a participating NA, including general Event information as required in the context of the Event. For details of the Event beyond this, the Host NA communications channels should be referring the audience to the official online presence of the Event on FIH Channels.

Further details regarding Event communications and the online, social and digital media channels (including promotional plans etc.) are available in the FIH Marketing & Communications plan.



10. MEDIA

CONTENT OVERVIEW

This section covers the services and facilities that are needed to optimise Media coverage of the Event.

The Media's role is to report on the Event. In addition to Broadcasters, Media attending the Event may include written and online press, photographers, radio journalists and non-rights holding TV news crews.

10.1 Accreditation & Access Control

Under the direction and guidance of FIH, FIH and the Host National Association will establish a process for Media accreditation so that Media attending can be easily identified and allowed access to Media-specific areas.

The Media Accreditation process must start a minimum of six (6) months prior to Competition.

FIH has final say on all Media Accreditation requests at FIH Events. Only professional members of the Media, working for established Media organisations will be granted Accreditation.

FIH and the Host NA must agree before the start of the accreditation process on the maximum number of media accreditations available for both national and international Media.

The Host NA is responsible for providing visa invitation letters for any accredited Media who require such an invitation.

FIH has the authority to permit late accreditation requests from representatives of media organisations or agencies that will play a significant role in reporting both the Event and the sport.

The Host NA is responsible for printing all passes and distributing to both national and international Media at a designated location (= Accreditation centre) at the Venue prior to the start of the Event. The Host NA must inform accredited media in advance about the exact location and working hours of this Accreditation centre.

Any Media, domestic and/or international, accredited and present at the Event shall be subject to the terms and conditions for Media representatives at FIH events (which are established by FIH).

10.2 Media Centre

The Media centre is open to accredited Media from (at least) two (2) days prior to the start of Competition until the end of the Event. Opening hours should be from (at least) two (2) hours prior to the start of the first Match of the day to three (3) hours after the end of the last Match of the day, unless otherwise agreed with FIH. The operational hours must be communicated by the host NA to all accredited Media. The Host NA must engage sufficient personnel, whether staff or trained volunteers, to run the Media centre as effectively as possible.

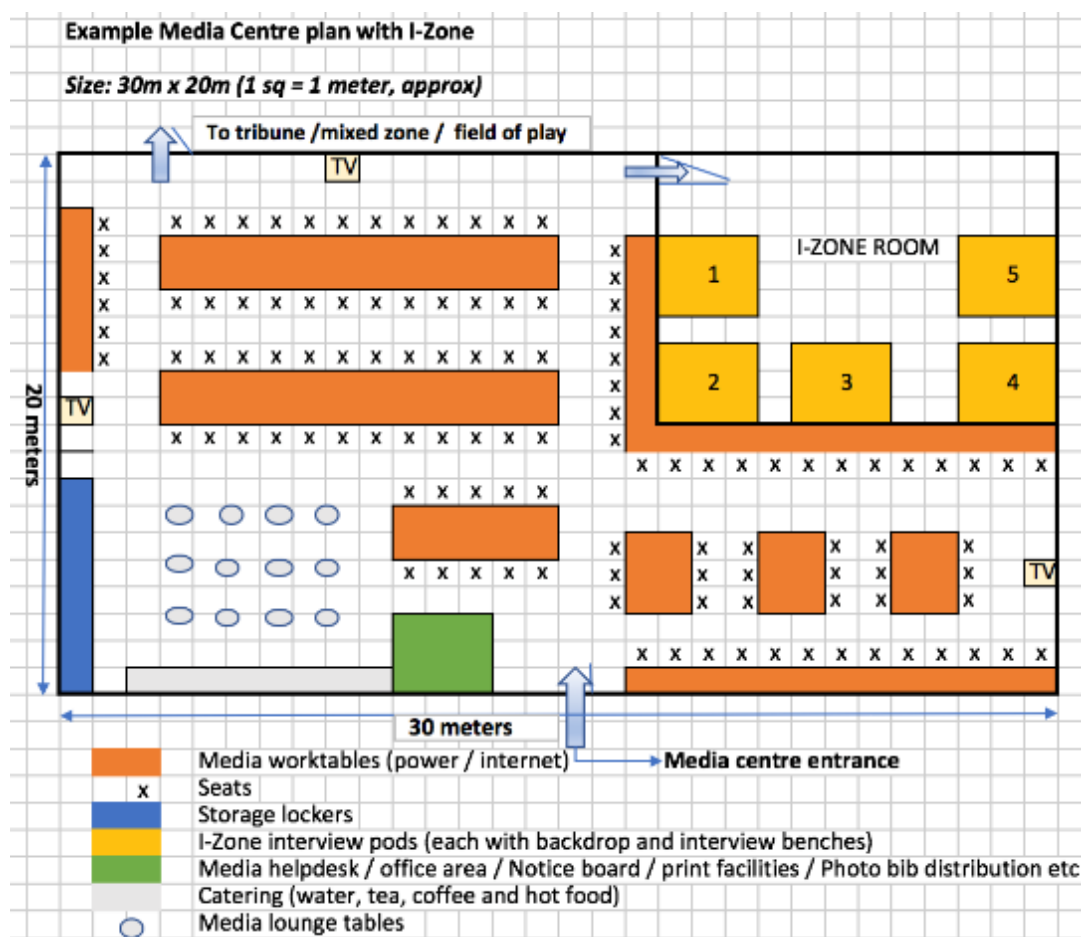
The Media centre must be close to the Competition courts with easy access to the press tribune and must be spacious, well-lit, air conditioned or heated. It must include:

- A fully equipped reception area with Media centre staff work zone and printing facilities;

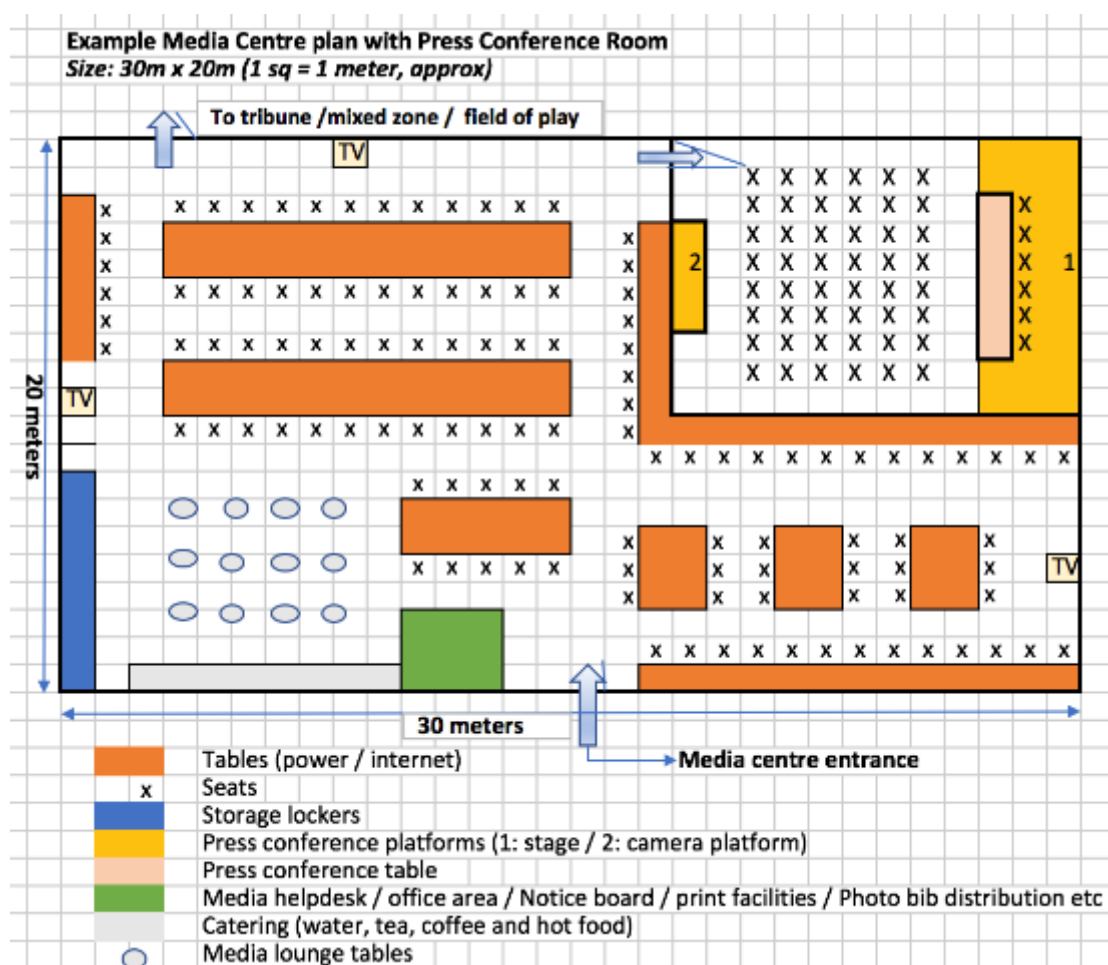
- A Media work zone with adequate provision of worktables, electricity, LAN and two (2) wireless internet networks (one [1] as backup), multiple televisions with live TV feed;
- The high-speed internet connection must be capable of simultaneously handling large amounts of data from the numerous photographers, videographers and reporters working at the Event with a minimum download speed of 100 Mbps, an upload speed of at least 30 Mbps and a network bandwidth capable of handling in excess of 200 connections;
- Photographers' facilities including bib distribution for accessing designated photographer areas and a dedicated internet network;
- Lockable storage space of sufficient size for large, bulky photography and videography equipment (minimum dimensions: 45 cm in width, 45 cm in depth, 180 cm in height);

This service also applies to the Host Broadcaster and FIH Broadcast Partners.

Example floorplan of Media Centre (with I-zone)



Example floorplan of Media Centre with Press Conference room



10.3 Mixed Zone

An effective mixed zone is a critical operation at top-tier FIH events for both athletes and the Media, and, due to the intensity of the match schedule, plays a particularly important role at the FIH Indoor Hockey World Cup. A mixed zone must be established in an area between where the athletes and coaches exit the Field of Play and the changing rooms, allowing them to easily stop for Media interviews after every Match. All athletes and coaches must use this exit, but they are not obliged to stop at the Media's request. The mixed zone must not be on the Field of Play.

Present in the mixed zone are Broadcasters, radio and written and photographic press, who have access to Teams in this order. It is essential that the LOC Media Manager assign staff to manage

the flow of athletes through the mixed zone, manage Media access to the mixed zone and to assist with any services to the Media as required.

Media are not allowed to be on the athletes' side of the mixed zone.

The mixed zone must have a branded backdrop (in line with the requirements of the Commercial Rights and the FIH Indoor Hockey World Cup Brand Guidelines), a barrier separating the press from the athletes and coaches as well as lighting suitable for the needs of Media and Broadcasters. The backdrop must be at least eight (8) meters long, or two (2) backdrops both of four (4) meters in length.

Secure Wi-Fi internet connections must be provided for the Media, with two (2) wireless internet networks (one [1] of which to be for backup) with at least 10 Mbps upload capacity. A contingency plan must be in place prior to the start of Competition should the internet networks fail during the Event.

10.4 Tribune

A Media seating area for each Competition court giving a dedicated, unobstructed view of the Field of Play with easy access to the Media centre and mixed zone must be provided. This needs to be a spacious, access-controlled area consisting of tabled seating for accredited Media, electrical outlets, LAN and two (2) wireless internet networks (one of which to be for backup) with at least 10 Mbps upload capacity. A contingency plan must be in place prior to the start of Competition should the internet networks fail during the Event. Ethernet cables must be provided for each user to use the LAN internet network.

It is a requirement that the tribune is large enough to cater for the number of Media in attendance at the Event. There should be a minimum of 50 tabled working positions in the tribune, with at least an additional 25 non-tabled 'observer' spaces for the Media. These numbers are only indicative and might be increased, once the Host NA is known. The Host NA's Media team are responsible for managing the space and assisting the Media working there as and when required.

10.5 I-Zone

The I-zone (interview zone) is a comfortable, quiet area in the Media centre where the Media can interview athletes and coaches in a more relaxed environment. If decided, teams will only be required to fulfil I-zone requests after their final match of each day.

The I-zone will be in operation at all top level FIH events where it is deemed possible, with press conferences, see section 10.6 below, in place of the I-zone at all other events. FIH will confirm to the Host NA whether an I-zone or press conferences will be required.



Requirements:

- The I-zone shall be located in a quiet, comfortable indoor space connected (or within close proximity) to the Media centre;
- The I-zone must be separated from the spectators' area and exits;
- The I-zone shall be made up of no fewer than six (6) pods, each of which must have a media backdrop in accordance with the FIH Indoor Hockey World Cup Brand Guidelines and the Commercial Rights as well as benches for both the interviewer(s) and interviewee(s);
- All recorded athlete interview footage must be taken in front of a media backdrop;
- The Host NA Media team shall supervise the I-zone, with direction from the on-site FIH Media Operations Manager if required;
- The I-zone shall be spacious enough to accommodate the number of pods as mentioned above as well as the amount of Media in attendance at the Event. It must be large enough so that individual interviews without being disturbed by other working members of the Media can be conducted;
- Ease of access – the walking route that the Media will take to get to the I-zone from the tribune or the Media centre must be taken into consideration. Please try to make it as easy as possible for the Media to do their jobs;
- Sealed bottles of water must be available for the athletes at each pod;
- Secure Wi-Fi internet connections must be provided for the Media, with two (2) wireless internet networks (one [1] of which to be for backup) with at least 10 Mbps upload capacity. A contingency plan must be in place prior to the start of Competition should the internet networks fail during the Event.

10.6 Press Conferences

At Events not featuring an I-zone, a fully functioning press conference facility and operation must be available. A decision to do a post-match press conference or not will be taken on a match-by-

match basis. As agreed with FIH Staff prior to the Event, FIH Indoor Hockey World Cup press conferences will be on request and will only take place after a team has completed its final match of the day. Match day -1 press conferences (and/or pre-event “Media Days”) may also be required, depending on the Match Schedule for the Event. If a press conference is required or requested, Team captains and head coaches from both Teams are required to attend. Other individuals (athletes or Team staff) may be requested to attend if there is high Media interest.

For press conferences happening on non-match days, the host NA must ensure the transportation from the Teams’ representatives to the press conference room and back to their respective hotels.

The LOC Media Manager should facilitate the conference with respect to getting the required personnel to the press conference room and introductions of the captains and coaches and facilitation of questions from the Media and answers from the interviewees.

Interpreters must be made available at the press conferences for athletes and / or coaches who do not have the necessary language skills to meet the Media’s needs. For cost-efficiency, these interpreters may be the Team Liaison Officers or students rather than fully qualified interpreters. All press conferences must be held in, or translated to, English in order to ensure that international Media are catered for.

The press conference room must be in close proximity to the Media centre and capable of seating a minimum of 50 journalists, being equipped with head table, seating, sound system and branded backdrop.

This service also applies to the Host Broadcaster and FIH Broadcast partners.

The following equipment should be available:

- Sound system (at least five [5] microphones for the announcer, coaches and players, interpreters, at the desk);
- Stage and professional stage lighting;
- Branded press conference backdrop (in accordance with the FIH Indoor Hockey World Cup Brand Guidelines);
- A minimum of five (5) chairs at the press conference table;
- Sealed bottled of water at each seating position;
- Mobile microphones for journalists to ask questions;
- Tables underneath speakers for journalists to place audio recording equipment (phone / dictaphone). No recording equipment should be placed on the top table;
- Seating for a minimum of 50 journalists;
- Secure Wi-Fi internet connection must be provided for the Media;
- Raised platform with power and audio outputs for TV crews at the back of the room.

10.7 FIH Media Kit

The Host NA must provide Media information for inclusion in the official FIH Media Kit, as requested by FIH, for example Wi-Fi passwords, Media centre opening hours and information about photography bib distribution.

Results and Competition information should be distributed regularly to Media throughout each day.

In line with the Event sustainability plans, any communication to the Media should be electronic wherever possible and practical. However, the printing and distribution of starting line-ups, results sheets and start of day tournament statistics to the Media are essential parts of the operation.

10.8 Media Lounge

The Host NA must provide a Media lounge with refreshments and food throughout each day of the Competition period (minimum of snacks and sandwiches) and a range of hot and cold drinks (as a minimum coffee, tea and water).

10.9 Photographer Positions

To ensure that the best possible images can be taken, dedicated photographer positions must be provided at any Competition courts. These will be defined by FIH Staff in advance of the Event following discussions with the Host Broadcaster or the Production Services Company, FIH Broadcast partners and the Event organisers. However, the following requirements apply to all events:

- All photographers who enter the dedicated photography zones are required to wear an individually numbered bib which must be visible at all times for identification purposes; the Host NA is responsible for producing these bibs
- Photographers are not permitted inside the LED / advertising boards surrounding the court;
- Photographers are not permitted to shoot in the areas directly behind the goal-scoring circles;
- Photographers are required to follow the directives of FIH Staff and Host NA Media team at all times;
- Photographers are not permitted to approach or pass through the Team benches;
- Where possible, photographers will be allowed to work from unoccupied spectator seats.

The Host NA must appoint a Photographers Manager, supported by a small team of volunteers, to oversee Event photography operations.

Court-side internet: High-speed WiFi for FIH approved photography agencies is also a minimum requirement.

Due to hockey photographers wishing to shoot from low positions, the use of photo benches is highly recommended.

FIH in collaboration with the Host NA Media team will distribute photographer guidelines prior to the start of Competition.

Photographers will need dedicated wireless networks (one [1] of which is for backup) with at least 10 Mbps upload capacity, and large lockers capable of housing their equipment.

FIH Official / Host NA Photographers

In order to gather imagery from VIP and other ‘behind the scenes’ areas of the Venue, official photographers – a maximum of four, two representing FIH and two representing the Host NA – may require greater levels of access than other accredited media photographers. The official photographers must be provided by the host NA with a different coloured bib to distinguish them from other photographers so that Venue staff can clearly identify them as having increased access.

Note:

Please be aware that official photographers have access inside the fence perimeter of the Field of Play before the match (for example, for warm-ups or team huddles) but not during a match. If pictures need to be taken on the Field of Play after a match (e.g. Player of the Match), then access to the Field of Play will be granted. The same applies to the presentation ceremony at the end of the Competition for the designated positions.

Other than that, Official photographers must adhere to the guidelines followed by all other accredited photographers, shooting matches from the agreed photography positions only.

Official photographers must be fully briefed by FIH and the Host NA prior to any activity on site.



11. BROADCAST

CONTENT OVERVIEW

This section covers the services and facilities that are needed to optimise the Broadcasters' coverage of the Event.

11.1 Responsibilities

The host NA is to ensure to cover the full cost of the broadcast Production and World fee delivery, including:

- All equipment and personnel required for production of the World fee
- Live Match coverage.
- Uplink facilities and satellite space;
- Uplink licences if required;
- Talent (Commentators/ Presenters)
- Technical facilities (Edit room) Content creation.

The host NA is entitle to work with a host broadcaster to offset production cost Following the guidelines of the IWC 2029.

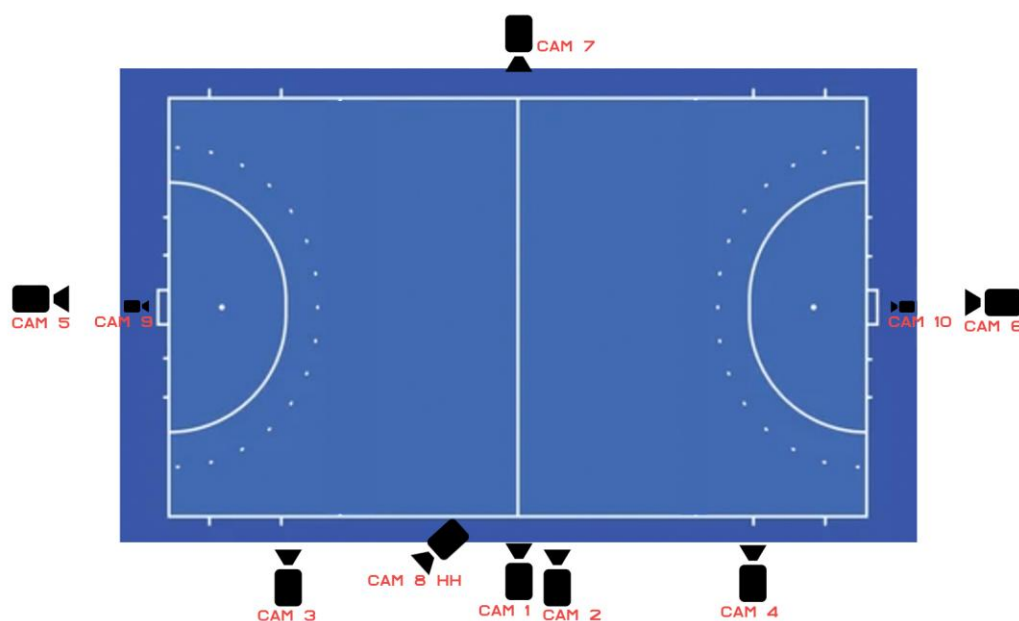
The Host NA is required to provide services and facilities at the Venue including but not limited to:

- providing free access to the Venue;
- free on Venue parking for broadcast requirements; (Uplink, Ob Van, Tv Truck, etc)
- space for scaffold towers for cameras if required;
- specific space within the Venue if required for production areas;
- space for a minimum of six (6) commentary positions for 2 commentator each position
- space for broadcast generators;
- basic power for the broadcast facilities as required (broadcasters are responsible for their own generator power);
- perimeter security for all broadcast facilities.

Minimum camera plan

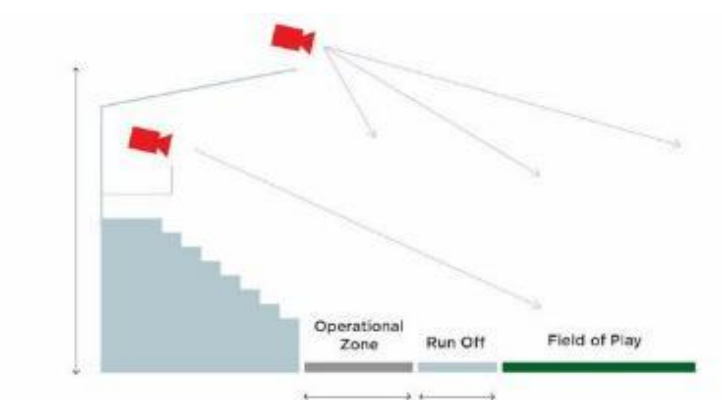
FIH to define the camera specification. Camera 1 & 2 need to be located as per the main camera positioning description below.

FIH INDOOR HOCKEY WORLD CUP 2029



Main camera positioning

The main camera will always have to be displayed on a platform at a minimum 8m high with at least 7m recedes from the court. (tbc after site view)



Note that the following services for Media also apply for FIH Broadcast Partners (refer to Section 10 for details):

- Accreditation and access control;
- Media Centre services;
- Mixed Zone operations;
- Press Conferences / I-Zone.

FIH appoints TV staff to liaise with the Host NA regarding all matters concerning broadcast of the Event and to check progress on preparations.

The Host NA must liaise and consult fully and regularly with the FIH TV staff. The most important aspect of the collaboration between the FIH TV staff and the Host NA is Venue design and layout, not only for specific facilities for broadcast, but also regarding other elements of the Venue such as seating areas, roofing and VIP areas to ensure they do not adversely affect broadcast.

11.2 Rights

All domestic and international broadcast, video and online rights to the footage of the Event, including all forms of television, are the property of FIH. All matches will be live stream on the FIH OTT platform Non-exclusives basses behind the paywall – matches will be broadcasted Worldwide .

- The Host may have the option to discuss with FIH the acquisition of local broadcast rights for its territory. The final decision shall rest with FIH.



12. COMMERCIAL RIGHTS

CONTENT OVERVIEW

This section provides the Host NA with information on the Commercial Rights allocation for the Event and explains how the Sponsorship Rights allocated to FIH and Host NA Commercial Partners shall be delivered.

12.1 Allocation of Commercial Rights

The Commercial Rights for the Event will be allocated between FIH and the Host NA. The exact split of Commercial Rights between FIH and Host NA is reflected in the sponsorship matrix below (section 12.2.2) and the Hosting Agreement to be signed by both parties. In the event of any inconsistency between the Hosting Agreement and the Event Manual then the Hosting Agreement will always prevail. This split of rights between FIH and Host is as defined in the Bidding documents i.e. 60% of commercial inventory in principle reserved with FIH for its partners and 40% offered to the Hosts for local commercialisation.

12.2 Commercial Partners

Both FIH and Host NA will be able to attract Commercial Partners for the Event. The established commercial structure consists of different sponsorship packages and Commercial Partners have access to certain rights and benefits, depending on which package they buy.

For both the FIH Men's and Women's Indoor Hockey World Cup the sponsorship packages and sponsor hierarchy are as follows:

- Global Leadership Partner
- Global / National Partners
- Global / National Suppliers

12.2.1 Allocation of Sponsorship Packages

Unless otherwise agreed in the Hosting Agreement, the following packages are allocated and may be sold respectively by FIH and the Host NA. Any variations to this will be reflected in the Hosting Agreement signed between FIH and the Host NA.

Details of the Sponsorship Rights and benefits contained in these packages can be found in section 12.2.2.

	FIH	HOST NA
Global Leadership Partner	1 package	
Global / National Partner	4 packages	5 packages
Global / National Supplier	3 packages	3 packages

Given that both the Host NA and FIH will be selling sponsorship packages, it is important that a coordinated sales process is established to prevent conflicts of exclusivity. The sales process for this, which may involve certain brand categories being reserved exclusively for either FIH or the Host NA, will be detailed within the Hosting Agreement.

12.2.2 Sponsorship Package Rights & Benefits

The following table lists the rights and benefits that may be awarded to each level of Commercial Partner by FIH and Host NA. The rights and benefits are explained below the table.

FIH INDOOR HOCKEY WORLD CUP 2029											
COMMERCIAL RIGHTS MATRIX											
		FIH					HOST NA				FIH+NA Total
		Global Leadership Partner	Global Partner	Global Supplier	FIH / Event	Total	National Partner	National Supplier	Host	Total	
PARTNERSHIP RIGHTS		1	4	3	-	8	5	3		8	16
Product category exclusivity (including advertising, sales, services, promotion, etc.)		on selected categories	on selected categories	on selected categories			on selected categories	on selected categories	on selected categories		
Designation		Global Leadership Partner	Global Partner	Global Supplier			National Partner	National Supplier			
Use of Composite Logo in promotion and communications		X	X	X			X	X			
ON-SITE BRANDING AND PROMOTION											
PERIMETER BOARDS											
LED boards full ring (if available) in minutes (60 mins per match)		5	15	4		24 min	13(max 4 mins for a partner)	3(1 mins per supplier)		16 min	40 min
Second tier branding (if available)		50%				50%	50%			50%	100%
GOALS											
Inside goal boards (both goals)							X (1 partner only)				
Outside goal boards (both goals)		X (1 partner only)									
CAM CARPETS/ FLOOR STICKERS											
Goal-side positions inside circle penalty corner position			2			2					2
Goal-side positions inside circle non penalty corner position							2			2	2
Penalty corner positions outside circle		2				2					2
Non Penalty corner positions outside circle								2			2
BACKDROPS											
Media backdrops		16%	11%			60%	8%			40%	100%
Video umpire backdrop		50%			50%	100%				0%	100%
OTHER PITCH-SIDE BRANDING ELEMENTS											

Player walk-out branding, e.g. wedges and/or arches.	50%				50%	50%			50%	100%
Rebound Boards	60%				60%	40%			40%	100%
Sin bin branding	50%				50%	50%			50%	100%
Team benches	1 only					X				
Corner flags (4)				Event Logo						
Match balls				Event Logo						
SPORTS PRESENTATION BRANDING										
Video board branding				Event Logo						
Ball pick-up podium as players enter pitch				Event Logo						
Trophy podium				Event Logo						
Tunnel Event branded / entrance branding				Event Logo						
Branding on cheerleader podium and costumes				X	50%	X			50%	100%
AUDIO / VIDEO ANNOUNCEMENTS										
In-Venue announcements	X	X	X			X	X			
Advertising on video board	X	X	X			X	X			
IN-VENUE ACTIVATION										
Activation for crowd entertainment	50%				50%	50%			50%	100%
Half-time activation	up to 4 FIH partners					up to 4 Host NA partners				
Contest and promotions	X	X	X			X	X			
PRODUCT DISPLAY										
Display stand, trade stand and/or sales area/spectator plaza (min 50 sqm)	X	X	X			X	X			
Product display	X(1 partner)					X (1 partner)				
Spectator give-aways	X	X	X			X	X			
PRINT MATERIALS AND ON-LINE PRESENCE										
Print materials (Event stationery, accreditation, press releases, press passes/accreditation, hospitality passes, match tickets etc.)	X	X	X			X	X			
Promotional material (Event advertising, posters, flyers etc.)	X	X	X			X	X			
Page/s in official Event programme	1 full page (inside front page)	1 full page	1/2 page			1 full page	1 full page	1/2 page		

Logo presence on FIH event page with hyperlink	X	X	X			X	X			
UNIFORMS										
Event Technical Officials' uniform branding	X		1 partner	as needed						
Ball Patrol's uniform branding				as needed		X + Event Logo				
Volunteers' uniform branding						X + Event Logo				
Flag Bearers' uniform branding						X + Event Logo				
Children escorting the teams				FIH Discretion						
Ball deliverers uniform children who walk on pitch with umpires, collect ball from plinth – subject to sport presentation branding to be approved by FIH				FIH discretion						
AWARDS / CEREMONIES										
Player of the Match						X				
Best Player		X								
Top Scorer	X									
Other awards				as needed					as needed	
Opening / closing ceremonies representative	as needed					as needed				
Medal ceremony podium Event branded	as needed					as needed				
LICENSING										
Event merchandising				X						
Event mascot branding				as needed						

FIH reserves the right to add new commercial rights for the events. Any deviation from the rights mentioned in the table above by the Host and/or its commercial partners should be approved by FIH in writing prior to the event. No new branding assets around the field of play will be allowed without prior approval from FIH in writing.

Product Category Exclusivity

Each Commercial Partner is granted exclusivity within its respective product category as defined by the respective sponsorship agreement. This means that no other company can be granted any Sponsorship Rights within the same category unless agreed by both FIH and Host NA.

The Host NA must use best endeavours to protect the product exclusivity of every

Commercial Partner; this includes preventing and if necessary, dealing with any cases of ambush marketing.

Use of “Global “and “National” Designations

The designation “Global Partner” is granted to the FIH Partners and “National Partner” is granted to the Host NA Partners of the Event, and is to be used in the activation of their sponsorship. The designation “Global Supplier” is granted to the FIH suppliers and “National Supplier” is granted to the Host NA suppliers of the Event, and is to be used in the activation of their sponsorship.

The Global Leadership Partner may use the designation “Global Leadership Partner” in the activation of their sponsorship of the Event.

Use of the Event Logo and Composite Logo

The Host NA must use the Event Logo on all marketing, promotional and branding materials as described in section 9.2 and 9.3.

Subject to FIH approval, all Commercial Partners have the right to a Composite Logo which includes the Basic Event Logo and the respective Commercial Partner’s logo. This Composite Logo can be used by the Commercial Partner for advertising, sales promotions, packaging and publications to promote their involvement with the Event. FIH supplies to the Host NA the design and layout for the Composite Logos. The Commercial Partners do not have the right to use any other logos and marks of the Event or of FIH unless specifically granted these rights by FIH. This includes FIH words and logos, FIH branding elements, any FIH tag lines and any composite FIH logos.

Perimeter Boards

Perimeter boards offer substantial visibility to the sponsors and are placed around the court in view of the main TV cameras/primary position.



All perimeter boards should be of uniform dimensions of four (4) metres in length and one (1) metre in height and be made of a solid material. The position of all the boards is

decided by FIH. A single board bearing the name of the Event and/or (at FIH's discretion) FIH logo is placed at the half-way point of the side-line facing the main TV cameras.

The perimeter boards must be visible at all times without any obstruction obscuring visibility during Matches. They must be repaired or replaced in case of damage caused during Competition or training.

The Host NA must produce and install all the perimeter boards for the Event and, when the Event has finished, the boards must be dismantled as necessary. FIH is responsible for the cost of its Commercial Partners' and FIH's boards (incl. design and production, but excluding delivery, installation and removal) and the Host NA for its Commercial Partners' boards.

Subject to costs and the approval of FIH, an LED (or LCD) system of rotating signage is permitted to be used instead of fixed boards. In this case the rotation time is divided among the sponsors, pro-rata, according to their share of the fixed board positions.

Second-or higher-tier board or other advertising is not permitted unless agreed by FIH.

Goals Boards and Team Benches

The Global Leadership Partner is entitled to the following sole recognition rights:

- Team benches
- Inside Goal Boards

The production of the branding to be used for the Team benches and Goals Boards is the responsibility of the Host NA, according to size and design provided by FIH.

FIH and the Host NA will be responsible for the cost of their respective Commercial Partners' branding.

Necessary instructions and specifications are provided by FIH about the production of these branding items.

Press Backdrop, Flash Interview Backdrop and Mixed Zone Backdrop

The Host NA is responsible for the production and costs of different backdrops as follows:

- Press/I-zone backdrop(s);
- Flash interview backdrop;
- Mixed zone backdrop.

The press backdrop must be used for all press conferences and be of a suitable height and width, positioned behind the head table, covering the entire width of the table. In case of one to one seated interview the host must provide a dedicated area, which includes chairs/stalls so called I-zone with media backdrops allocated.

The flash interview backdrop must be mobile (if possible, on wheels) so it can be used for all post-Match on-field interviews. The height and width of the backdrop must be an

appropriate size for this purpose. Given different size of the players it should be different for men and women.

The mixed zone backdrop needs to be located in a place to ensure that it is visible for all mixed zone interviews.

Only the Global Leadership Partner, Global and Official Partners may have their logos on the backdrops. Global and Official Suppliers do not have the rights on the backdrops.

Based on the actual dimensions, FIH will provide templates for all backdrops with the allocation for all eligible Commercial Partner logos and it is the responsibility of the Host NA to populate the template with all Commercial Partner logos and to produce each backdrop after final FIH approval.

Promotion, Print Materials and Signage

All Commercial Partners are included on a Commercial Partner recognition strip to be used on print, promotional and signage materials. For some items of print and promotional materials there may not be sufficient space to include all Commercial Partners' logos and, if agreed by FIH, the Global and Official Suppliers logos may not appear on certain materials.

FIH creates the strip and provides it to the Host NA. FIH may develop more than one (1) layout to meet the needs of different materials. The size of the logos differs among the different levels with Global Leadership Partner always having greater presence than Global and Official Partners, and those always having greater prominence than Global and Official Suppliers. The order of appearance of the FIH Commercial Partners' logos matches the hierarchy of sponsor packages described above.

Event Programme

The Global Leadership Partner is entitled to a full page within the event programme and on the back cover of the event programme. The Global and National Sponsors are also entitled to a full page within the event and Global and National Suppliers are entitled to a half-page within the event programme. Details on the content of the event programme can be found in section 9.4.

Event Website

The logos of all Commercial Partners appear on the home page of the Event website, with a hyper-link to each respective Partner's website. Full details about the Event website can be found in section 9.7.

Display Stands, Trade Stands and/or Sales Area

FIH and FIH Commercial Partners have the option to display and/or sell their products and services inside the Venue during the Event, depending on space available and the Venue infrastructure.

FIH and each FIH Commercial Partner must receive (if required) free of charge a minimum space of 50m², including basic infrastructure, power supply and Wi-Fi. With regard to any additional elements required, each FIH Commercial Partner will be responsible for the erection, installation, branding, interior fitting and dismantling in the space provided, and all costs associated therewith.

FIH informs the Host NA four (4) months before the Competition whether the FIH or any of the FIH Commercial Partners decide to exercise their rights to have a display or trade stand and/or sales area.

The Host NA provides one (1) or several storage areas where the Commercial Partners with display stands can store and lock their goods at the cost of the respective Commercial Partner. Furthermore, a minimum of five (5) staff accreditations must be provided for each partner to effectively manage its area.

The Global Leadership Partner also has the right to its product display in key positions near the entrances to the Venue, in the outer concourse of the Venue or in the spectator plaza. This is possible when and where space and broadcast permit.

The surface area required depends on the product to be displayed and is subject to FIH approval. This is to be requested by the Host NA in advance of the Event.

Spectator Give-Aways / Premiums

Give-aways and premiums are items of non-retail merchandise bearing a Commercial Partner's marks which are given away free-of-charge to advertise or promote the Commercial Partner's association with the Event.

All premiums (design and distribution) must be approved by FIH and must not undermine the sale of official merchandise at the Venue.

The Global Leadership Partner has first right of refusal to choose a particular give-away/premium and this is exclusive to the Global Leadership Partner. The Global Leadership Partner has the right to include the Event Logo on give-aways/premiums.

Advertising on Video Board and In-Venue Announcements

The Global Leadership Partner, Global/National Partners and Global/National Suppliers have the right to show a 30-second advertisement on the video board(s) at the Venue subject to availability and the applicable broadcasting regulations.

All advertisements shown must be approved by FIH no later than one (1) month before the start of Competition. In general, the Global Leadership Partner advertisement is shown first and the others are then shown in the alphabetical order of the Global Partners, National Partners, Global Suppliers and National Suppliers.

At a minimum, the advertisements are shown before each Match, at half-time, and are coordinated to avoid conflict with the fan engagement programme.

VIP Packages and Tickets

Commercial Partners receive a fixed number of VIP packages at no additional cost for each session of the Event. The seating location of the VIP tickets must be agreed between the Host NA and FIH during the ticket planning process. They must be in the main stand along the side of the court and on the centre line.

As highlighted in the below table, Commercial Partners have to receive the following allocation per each session:

	FIH					HOST NA				FIH+NA Total
	Global Leadership Partner	Global Partner	Global Supplier	FIH / Event	Total	National Partner	National Supplier	Host / Event	Total	
TICKETS / PASSES										
VIP tickets per day	80				80	TBD	TBD	TBD	TBD	
General Admission tickets per day	100				100	TBD	TBD	TBD	TBD	
VIP parking tickets per day	10				10	TBD	TBD	TBD	TBD	
VVIP parking tickets per day	8				8	TBD	TBD	TBD	TBD	
Option to purchase a certain number of tickets at discount of face value	X					X				
Dedicated hospitality area and construction of hospitality unit with sponsor branding in own tent	X					X				
Staff accreditation to manage on site activation	X					X				

The Commercial Partners have the right, subject to availability, to purchase additional tickets and VIP packages at 75% of face value.

All VIP packages and tickets must be delivered to FIH no less than one (1) month prior to the start of the Event.

If any Commercial Partner wishes to use tickets for external promotional purposes, this needs to be approved by FIH.

Hospitality

FIH and FIH Commercial Partners have the right to create and run dedicated branded hospitality areas for their guests at their own cost. The area provided by the Host NA must be a minimum of 40 m² per hospitality area with access to power and water free-of-charge.

All associated costs with the construction, installation, food and beverage are covered by FIH or FIH's Commercial Partner.

A minimum of five (5) staff accreditations must be provided per hospitality area to effectively manage the hospitality programme. The catering and services staff should all be allowed access to the hospitality area with workforce accreditation.

FIH will inform the Host NA six (6) months in advance of the Competition of the space required.

Television Graphics

FIH produces graphics for the TV broadcast which incorporates the Basic Event Logo. Where possible, subject to broadcast restrictions and FIH approval, the Event Logo may be incorporated. FIH may also sell the right to include logo insertions for its global partners.

Uniforms

FIH provides all Event Technical Officials clothing for the Event, including umpiring shirts, and retains the rights for all branding.

As explained in section 5.1.6, the Event Logo, appears on the volunteers' and Ball Patrol uniforms. The final design and look of the volunteers' and Ball Patrol uniforms, including any sponsor branding, must be approved by FIH before production, but no later than three (3) months before the start of the Event.

Post-Match Awards

FIH may grant its partners the right to make a presentation of one (1) post-Match award, to be presented after each Match. If this right is granted, FIH will inform the Host NA of awards being presented no later than three (3) months before the start of the Event.

Prohibited Categories

The Host NA should not enter into agreement with companies related with the below categories and the following categories of advertiser are prohibited from sponsoring any content:

- Political advertising;
- Advertising for faith, religion and equivalent systems of belief;
- Advertising for adult products and services;
- Advertising for tobacco products;
- Advertising for weapons and gun clubs.

Sponsorship by advertisers in the following categories must be approved in advance by FIH:

- Governments and Government agencies (except tourism boards and trade or investment boards);
- Charities, foundations and non-governmental organisations;

- Lobby groups;
- Betting, gaming, gambling, casinos and lotteries;
- Any product or service which shares a name or trademark with a prohibited product or service, sometimes referred to as ‘surrogate advertising’.

Licensing and Merchandising

All licensing and merchandising rights related to the FIH Indoor Hockey World Cup are owned and retained by FIH. For further information regarding mascot rights refer to section 9.5.

Other Rights and Benefits

FIH reserves the right to create rights and benefits in addition to those listed here. It also reserves the right to provide additional rights to the Global Leadership Partner.

The Host NA may request additional rights for their Commercial Partners that fall outside those listed in the above table. Such requests will be considered on a case-by-case basis by FIH and may be granted at the discretion of FIH. FIH may reasonably decide to grant such requests only if the additional rights are extended to its Commercial Partners.



13. LEGACY & SUSTAINABILITY

CONTENT OVERVIEW

This section provides advice on how to maximise the Event's impact beyond operational success by leaving a lasting legacy. It also includes best practice for running an environmentally sustainable Event.

13.1 Basic Considerations

Legacy

The FIH Indoor Hockey World Cup can provide major opportunities for positive improvement and lasting legacies. Similarly, a lack of vision and poor management of the FIH Indoor Hockey World Cup impact can translate into missed opportunities and a burden for the host. No FIH Indoor Hockey World Cup should ever pass through a city/nation without leaving a lasting positive impression.

FIH Indoor Hockey World Cup legacy is the result of a vision. It encompasses all the tangible and intangible long-term benefits initiated or accelerated by the hosting of the FIH Indoor Hockey World Cup for people, cities/territories and the global development of indoor hockey.

Sustainability

Sustainability is an equally important factor when organising FIH events. In general terms, sustainability means meeting the needs of the present generation without compromising the ability for future generations to satisfy theirs. Thus, staging a sustainable event means promoting the use of resources in an efficient and responsible way. Actions reduce the negative impact of the Event on the environment and create a positive social and economic impact.

Organising a sustainable Event does not necessarily mean spending more money. Many initiatives are organisational measures that require no extra costs, while some of them may even reduce expenses.

Benefits from organising a sustainable event include:

Visibility and reputation

- Organising an Event that is, insofar as possible, sustainable, highlights commitment and leadership in conserving the environment;
- In doing so, it places the Event in the worldwide sphere of responsible action;
- Using a local workforce and local suppliers trigger positive social inclusion, thereby enhancing legacy;
- It attracts media, sponsors and spectators;
- It increases revenues.

Cost reduction

- Reduce operational costs: Using less non-renewable energy, water, materials and minimising waste will reduce costs;
- Rational use of resources: Using resources in a more rational way is proven to reduce operational costs. Energy savings alone can reduce costs which can be reinvested in other sustainability initiatives;
- Increase of profitability.

13.2 Development Programmes & Side Events

Development Programmes are activities the Host NA organises to further develop and promote the sport of hockey in the host country / region / city targeted at the Event itself and also with a long-term focus.

Side Events are a selection of activities which the Host NA organises to promote the Event and/or provide additional value to participants, visitors and Teams, such as coaching and other educational courses, a hockey conference or forum, veteran/youth tournaments, a school programme, interactive on-site activities such as mini-hockey fields or a spectator drag-flick speed gun challenge, autograph sessions, concerts, etc.

It is required that the Host NA develop a plan for development programmes & side events for the period before as well as during the Event to best promote and take advantage of opportunities created by the Event. This plan should be joint and integrated to the marketing & promotion plan / strategy and is to be submitted to the FIH for approval no later than 12 months before the start of the Event.

Some activities, like courses or the conference/forum may be specifically requested by and/or organised in conjunction with FIH, as it is one of FIH's key strategic priorities to take full advantage of the FIH Indoor Hockey World Cup as a platform to discuss, learn, share, exchange and compare knowledge, experience and ideas on hockey-related topics. FIH educational & development programmes are run by FIH Hockey Academy, and offer a series of courses designed at matching the specific needs of Coaches, Umpires, Technical Officials and Managers.

As the Event approaches, progress on the status of the development programmes & side events should be included in the general progress reports which the Host NA submits to FIH first quarterly and later monthly, as per section 1.1.1.

13.3 Sustainability Measures

The Host NA is required to develop a sustainability plan to apply to the planning and delivery of the Event. The plan must be submitted to FIH for review no later than 12 months before the start of the Event.

Considerations for inclusion in the plan are inter alia:

- Venue;
- Waste management;
- Transport;
- Food & beverage, merchandising;
- On-site establishments;



INDOOR HOCKEY WORLD CUP

APPENDICES

CONTENT OVERVIEW

This section provides supporting material associated with and referenced within the above chapters.

A. Scoreboard Specification

Requirements

- Large Format LED Digital Scoreboard and Integrated Video Display Screen;
- Minimum screen size of 6.5m x 4.4m, with minimum resolution of 6,000 L ED / m² and minimum intensity of 4,000 cd/m²;
- The minimum useable screen surface is 23m²;
- Control Panel, plus video interface control panel and PC.

Specification

Element	Purpose	Format	Function
Scoreboard	To show Match score (goals)	00 : 00	To count up in single digits for each team from 0 : 0
	To show team names	Free text	To display team names above score e.g. ARG, NZL etc.
Clock	To show Match time	MM:SS	To count down from: • 10:00 for each quarter; • 1:00 for the breaks between first/second quarter and third/fourth quarter; • 3:00 for half time; • 6:00" (seconds) for a shoot-out to be performed (showing at least tenths of a second); In the last minute of a Match, it is desirable the clock counts down in seconds and tenths of a second.
	To show PC delay	SS	To count down from 40" to 00" (seconds)
	To show pre-Match time	MM:SS	To count down from 15:00 to 00:00 (minutes and seconds).
	To show period	Q 1, 2, 3 or 4	To indicate the appropriate quarter of the Match
Time	To show actual time	HH:MM	As and when required, or when no other display is in use
Video	To show TX feed	Video	To show live or replay TX from Match
	To display graphics		To show other graphics, advertisements, Match information etc. as required
Messages	To display free text (desirable but not essential)	Free text	To show team lists, umpires names, flash messages and any other text messages as required before, during and after a Match

Audio	To indicate the end of a Match period	Audible signal	To make a loud audible sound (hooter) automatically and instantly when the clock reaches 00:00; the sound is to be short, sharp and loud
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Display

Before the Match, the scoreboard can be used to show video replay, advertisements, graphics etc., but should also have a count-down clock running to show minutes left until the teams leave the court for the pre-Match protocol (e.g. from 15:00 to 00:00), and, desirably, also be able to display each team list (starting line-up and substitutes), team officials (Coach and Manager) and the names of the umpires and technical officials. The Match clock must have the ability to be set / reset to any minute as required.

During the Match the scoreboard must display the team names, the Match score, the half and the clock in running down mode. The clock should display period time countdowns as required (see below). The 40 second countdown clock should be shown in addition to the Match time countdown clock and operate independent of each other. Video replays can be shown as appropriate (e.g. goals, lead up to penalty corners etc.), and other graphics shown at set piece play (e.g. flash messages for a PC, yellow card, or to indicate a goal is scored etc). **Note:** there is no need to show substitutions as these occur frequently throughout the Match.

After the Match the scoreboard must show the final result. It is desirable that the scoreboard should show the list of goal scorers' names, types of goal (FG, PC, PS) and the minutes when goals were scored.

Operation

Clock and Scoreboard

To be controlled from the technical table by the Match Technical Officials.

Clock: Start, stop, reset, time set functions required.

Audio: Automatic loud audible tone (hooter) when the countdown clock reaches 00:00 during any Match period or shoot-out.

Quarter: To indicate the quarter of the Match with –Q1, 2, 3 or 4.

Scoreboard: + and - goals required on each side.

Time Periods

The video screen must be able to indicate the varying specific times as required for all international hockey matches. This type of information is as follows:

The following time periods are to be used in all Matches:

Match time: 4 quarters of 10:00 minutes

Break in between first & second quarter and third & fourth quarter:
01:00 minute

Half time break: 03:00 minutes

Penalty corner delay: 40" to 00" countdown for when a PC is awarded

Shoot out: 6:0" countdown to 00" for each shoot-out; must show the time in at least tenths of seconds)

Scoreboard During Shoot-Out

Score: If the Match goes to a shoot-out, the score returns to 0 : 0 and only converted goals are shown as appropriate. A separate graphic should be used for a shoot-out competition which shows 3 circles below each team name with the score at the end. A successful goal should turn the circle green and the score should increase by +1. An unsuccessful attempt (no goal) should turn the circle red and the score should be unchanged. It will be necessary to show this graphic more than once if the teams remain equal after the first series of 3.

Clock: The clock must display a countdown time of 6 seconds with a loud, audible hooter sounding immediately when the time reaches 00".

This clock is placed in the same position as the 40 second PC countdown clock.

Flash Messages (desirable but not essential)

To display on the scoreboard at specific occasions during a Match as follows:

Message

During Regulation Time:

- Goal
- Penalty Corner
- Penalty Stroke

During shoot-outs:

- Goal
- Save
- Miss



All of the above messages can be accompanied by an appropriate sting (music / audio bite).