



**WBSC**

WORLD  
**BASEBALL SOFTBALL**  
CONFEDERATION

*Game Time!*

# **Softball World Cups Event Hosting Manual**

Revised 14 May, 2022

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# 1. Introduction

This Event Hosting Manual is intended for Local Organising Committees (hereby LOC), published by the World Baseball Softball Confederation (hereby WBSC) for the organisation of a WBSC Softball World Cup. This manual outlines the requirements, rights and duties for the organisation of such Event and represents the key organisational processes to stage a successful WBSC Event.

The WBSC Event organisers are obliged to respect the general provisions of the WBSC Statutes, the WBSC Rules and Regulations, the specific norms for each Tournament and this Event manual.

## 1.1 Governing Body

The WBSC Executive Board has the exclusive right and authority to decide on the organiser of WBSC Events.

## 1.2 Candidates

Any public or private organisation seeking to host a WBSC Softball World Cup in the capacity of LOC.

For detailed information about the bidding requirements and procedures, interested parties may contact the WBSC Headquarters to request the *WBSC Softball World Cup Hosting Bid Outline*.

Once the organisation of a WBSC Event has been awarded, no changes to the terms of engagement shall be allowed. Should these terms be violated, WBSC shall have the right to revoke the Event organisation appointment, while fully reserving the right to impose disciplinary and/or financial sanctions on the organisers and to appoint the Event to another organiser.

## 1.3 WBSC Duties

WBSC has an obligation to do all in its power to ensure that a competition organised under its auspices is successful. WBSC shall be represented by qualified and reliable persons who maintain absolute impartiality in this endeavour. WBSC shall direct and supervise the Event operation aiming at hosting a successful Tournament and shall cooperate with the LOC while providing guidance and leadership.

In the event that the LOC does not comply with the standards set by WBSC and agreed upon by the parties in the Hosting Agreement, the WBSC has the right to demand the organiser the reimbursement of the expenses incurred.

## 2. WBSC Softball World Cups Overview

The WBSC Softball World Cups are organised every two years, other than for exceptional circumstances. Its corresponding editions established by the WBSC Executive Board are listed below:

WBSC Tournament	Periodicity	Number of Participating Teams
U-12 Mixed Softball World Cup	Every 4 years (i.e., 2025, 2029, 2033, ...)	8
U-15 Women's Softball World Cup	Every 4 years (i.e., 2023, 2026, 2030...)	12
U-18 Women's Softball World Cup – Group Stage	Every 4 years (i.e., 2024, 2028, 2032...)	18 (6 Teams per group)
U-18 Women's Softball World Cup - Finals	Every 4 years (i.e., 2025, 2029, 2033...)	8
Women's Softball World Cup – Group Stage	Every 4 years (i.e., 2023, 2026, 2030...)	18 (6 Teams per group)
Women's Softball World Cup – Finals	Every 4 years (i.e., 2024, 2027, 2031...)	8
U-18 Men's Softball World Cup	Every 4 years (i.e., 2023, 2027, 2031...) (Shifts one year forward to balance schedule)	12
U-23 Softball Men's World Cup	Every 4 years (i.e., 2023, 2026, 2030...)	12

Men's Softball World Cup – Group Stage	Every 4 years (i.e., 2024, 2028, 2032...)	18 (6 Teams per group)
Men's Softball World Cup – Finals	Every 4 years (i.e., 2022, 2025, 2029...)	8

**NOTE:** Contact WBSC Headquarters to learn about WBSC Softball World Cups open for bid.

## 2.1 Tournament Format & Schedule

All games of the Tournament shall be played within the territory of the host country (countries) and, depending on the Tournament, may be played at one central competition venue or a number of venues up to a maximum of three (3). The format, number of games and duration of the Tournament shall be determined based on the number of competition venues available as shown in the following table:

Number of Teams	Event Format	Competition Venues	Practice Fields	Number of Games per Day	Tournament Schedule
6	1 group single round robin + qualification / placement round	2 competition venues (with lights)	2 practice / warm up venues	6	4 competition days
8	2 groups single round robin + medal / placement round	1 competition venue (with lights)	2 practice / warm up venues	6	5 competition days
		2 competition venues (one with lights)			4 competition days
12	2 groups single round robin + super /placement round	2 competition venues (with lights)	2 practice / warm up venues	6	9 competition days
		3 competition venues (2 with lights)		8/10	8 competition days

WBSC shall prepare the Tournament schedule under the following considerations:

- The same Teams shall not play each day at the same time (balanced allocation);
- The Teams playing the last game shall not play the first game the following day;

- A balanced number of home and visitor games for each Team shall be considered and if an odd number of games are played, Teams with higher seeds in continental qualifications shall be given priority; and
- In principle, all Teams shall play at all venues and should be provided with the opportunity to play in each time slot of the Tournament.

WBSC shall coordinate and share the Tournament schedule draft with the LOC (the LOC may provide feedback on the proposed draft) and shall agree on a date for its release suitable for both parties. WBSC is the final authority to change, update and/or approve the Tournament schedule and has the decision-making rights in the event of disagreement with the LOC.

## 3. Bidding Process

All details on the steps required in order to host a WBSC Softball World Cup, can be found in the *"WBSC Softball World Cups Hosting Bid Outline"*.

### 3.1 Hosting Agreement

Once the organisation of a WBSC Softball World Cup is awarded, a legally binding contract/agreement is developed and signed between WBSC and LOC. The Hosting Agreement shall stipulate the obligations and responsibilities of WBSC and LOC, respectively, as detailed in the Event Hosting Manual.

### 3.2 WBSC Standards and Compliance Inspection Procedure

LOC shall be responsible for all renovations or upgrades to their facilities that do not meet the standards outlined in the Event Hosting Manual after being awarded the hosting of a WBSC Softball World Cup. WBSC Representatives shall schedule an Official Site Visit to inspect the competition venues, practice venues and proposed hotels to ensure compliance with WBSC standards. These standards apply to both new and existing facilities and include hotels, competition and practice venues.

After the inspection, a full report shall be developed identifying strengths, weaknesses and issues that may need to be addressed to meet critical requirements related to the playing field, player safety, venue infrastructure, hotel quality, etc. The list of improvements and recommendations shall become part of the Hosting Agreement between LOC and WBSC. If needed, a construction/improvement work schedule shall be agreed between LOC and WBSC, which may be followed up by WBSC on a timely basis (by weekly reports sent by LOC or scheduling new site visits) to ensure that preparations are on track.



During the site visit, WBSC Representatives may also evaluate other aspects of the Event organisation such as security, medical services, local transportation plans, vehicles (buses), distances between hotels and venues, laundry, etc.

### 3.3 Governments and NOC's Support

It is suggested that together with its candidature, a National Federation (hereby NF) wishing to organise a WBSC Event submits a declaration from the National Olympic Committee (hereby NOC) or other authorities of its country (Federal, State or Local authorities) stating the following:

- It welcomes the Event to the country, city or the cities and
- It provides support from an organisational point of view for the success of the Event, aligned with WBSC standards.

## 4. LOC Organisation and Obligations

This section provides an overview of the LOC's organisational obligations required to plan and prepare a Master Plan for the Event.

An Event Master Plan should be developed for the Event approximately one year prior to the start of the Event. The plan shall include all the necessary LOC tasks during the Event planning period, together with deadlines for their execution.

Using the given guidelines, LOC shall prepare the Event Master Plan at the very beginning of its activity, and this document shall be vital for WBSC to recognise the LOC's capability to organise the Event in accordance with the WBSC standards. Among others, the Event Master Plan shall include the following:

- Entry visas for all Team Delegation Members, WBSC Family, Media Representatives, WBSC Commercial and Broadcast Partners, WBSC Guests and other participants, if required;
- Temporary work permits for the players, Team Delegation Members, WBSC Officials, Media representatives, WBSC Commercial and Broadcast Partners, and others, if required;
- Temporary free import permits for all material and equipment necessary for the Event organisation belonging to the Teams, WBSC, Media representatives, WBSC Commercial and Broadcast Partners, WBSC IT partners, entertainment and security personnel, and others travelling to the host country in conjunction with the Event; and

- Safety and security for Team Delegation Members, WBSC Family, Media representatives, WBSC Commercial and Broadcast Partners, WBSC Guests, other accredited persons and spectators, during the whole Event.

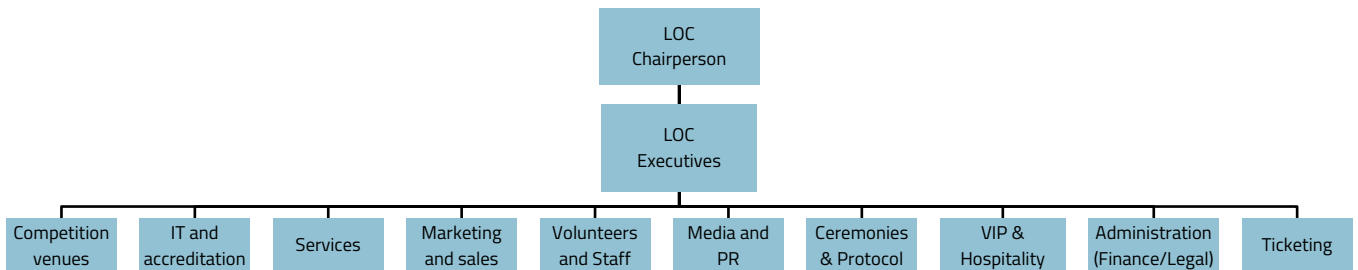
**NOTE:** See more details in chapter 6, General Coordination.

## 4.1 LOC Organisational Chart

LOC shall designate the key persons involved in the organisation of the Event and shall submit a draft organisational chart to WBSC at the time of its bid. The level and extent of the organisation required for an Event shall depend on the nature and status of the Event itself.

The LOC key members / staff should be professionals in their field and speak fluent English or Spanish.

The following is an example of LOC’s organisational structure:



**NOTES:**

- LOC Chairperson should be a NOC Executive or representative from City Government. This shall help reinforce the relationships with those authorities;
- Representative of NF should also be involved at the level of LOC Executive (if not the chairperson) to ensure that the various activities will be coordinated with the Chairperson. The Executive Director and staff of LOC shall define and execute the Event plans according to this hosting manual. The Office shall maintain close and regular contact with the WBSC Events Department; and
- Same personnel may cover multiple areas and departments, provided that LOC establishes various arrangements in accordance with this document.

For WBSC Events, the precise numbers of personnel could change, but it is still required to cover the main positions. In principle, the Event organisation period can be divided into two phases:

- Phase 1: from the moment of assigning the Event; and
- Phase 2: No later than 6 months prior to the Event.

Staff recommended for phase 1:

Position	Job Description
LOC Executive Director	Strategic Planning; International Relations; Coordination with Local Authorities; and Communications.
Administration Director	Finances; and Office Management.
Technical Operations Director	Competition; Venues; IT system; and Volunteers.
Services Director	Accommodation; Meals; Travel; Local transportation; Health services; and Security.
Marketing Director	Marketing; Branding; and TV.
Media Director	Promotion; and Press Releases

Important notice: All competition venues, in which the Event shall be organised, shall have approximately the same staff requirements for the second phase.

Staff recommended for phase 2:

Position	Job Description
LOC Executive Director	General coordination; Coordination with Local Authorities; Protocol – Governmental level; Communications; and Post-Event report.
Administration Director	International Relations; and Office management.
Financial Director	Finances; and Plan & analysis.
Media Director	Promotion; Media Operations; Content; and Press Releases.
Marketing and PR Director	Public Relations; Marketing; Promotion; Branding; Print materials; and In venue activities.
TV Production Manager	TV production coordination
Ceremonies & Protocol Coordinator	Welcome reception; Opening & Closing Ceremonies; Pre-game Ceremonies; Protocol; Flags; and Side events.
Ticketing Director	Ticketing
IT Director	IT System; and Accreditations.
Technical Operations Director	Competition venues;

	Medical Assistance; and Doping Control (when required).
Services Coordinator	Accommodation; Meals; Travel; Local Transportation; and Security.
Health Services Manager	Design and coordination of: Health Safety Protocols; First Aid Plan; and Emergencies.
VIP & Hospitality Director	Hospitality areas; VIP suites; and VIP seats.
Volunteer Coordinator	Volunteers; and Team liaison.

**NOTE:** the same person could take multiple functions provided that each role can be fulfilled efficiently.

#### 4.1.1 LOC Event Personnel

Apart from those identified in the LOC Organisational Chart, other positions of utmost importance for the Tournament shall be considered and defined. These should serve as LOC full-time staff with assigned responsibilities and roles.

LOC Event Personnel shall include:

- LOC support staff: responsible for assisting in each operational area;
- Health Services Personnel: LOC shall designate a person that oversees the implementation of a health and safety management, and prevention plan to address the specific needs of the Event. Adequate staffing and facilities needed shall be coordinated with the local health authorities;
- Meals Coordinator: in charge of all meals at all locations (official hotels and dining rooms at each venue), including meals for Teams and WBSC Family;
- Transportation Coordinator: responsible for the local transportation operation for all Tournament participants, including arrivals and departures;

- Ceremonies and Protocol Personnel: in charge of Pre-Game Ceremony and protocol, Opening and Closing Ceremonies;
- Security Coordinator: LOC shall designate a person that oversees the implementation of a security plan to ensure the safety of all participants, including the efficient enforcement of zone access control in official venues;
- Venue Manager: responsible for overseeing the venue operation together with WBSC Representatives. Ideally, there should be one venue manager for each competition venue;
- Groundskeeping Crew: Persons in charge of competition and practice field maintenance during the Tournament;
- Audio and video room Coordinator: Person designated to coordinate the public announcers, scoreboard, audio and video screen;
- Public Announcers: assigned to cover all games;
- Game clock operators (when needed); and
- Team Liaisons: LOC shall assign one person per National Team Delegation to act as the liaison between the Team and LOC/WBSC for organisational purposes, including translations when needed.

**NOTE:** All LOC staff shall be fully dedicated during the entire Event.

#### 4.1.2 Volunteers

Volunteer support is fundamental at an Event and raises the quality of the organisation. Therefore, it is highly recommended to identify the areas and number of individuals needed for an efficient allocation of volunteers. The volunteers shall be selected and properly trained before the Event starts.

Volunteers may assist in the following areas:

- VIPs Liaison Officer: responsible for assisting WBSC and local guests, sponsors, dignitaries, city authorities according to WBSC Protocols set forth by the Tournament Director or his designee;
- WBSC office Assistant: responsible for assisting WBSC Staff with various duties. They shall be bilingual in English and in the local language and may be requested to do translation work. At least two (2) people at the main WBSC office and one (1) at each venue;
- Hotel Information Desk: responsible for assisting at the information desk in the official hotels giving general information about the Event, hotel, transportation, etc.;
- Bat boys/girls, ball boys/girls, bullpen catchers: responsible for assisting on the field during the pre-game and games in different capacities. They shall be at least 15 years old and shall wear uniforms and double-ear flap protective helmets. They shall receive proper training on their functions and responsibilities from LOC;
- Statistical Services: assist Scorers in the production and distribution of game statistics and daily report;
- Media lounge: provide assistance in the Media lounge helping accredited journalists and photographers;
- Accreditation services: at least two people are required prior to the start of the Event to assist at the accreditation centre (i.e., production, lamination, and distribution of accreditations);

- Transport service: drivers and dispatchers providing transportation for Teams, WBSC Family, and LOC needs;
- Translators: help participants (i.e., Teams, Tournament Officials, etc.) with translations during the Event; and
- Anti-doping personnel: assist as anti-doping chaperons.

The volunteer's support must start at least upon arrival of the Teams/Officials/Staff they are assigned. It is also strongly recommended to dress volunteers in Event-specific gear (e.g., t-shirts, caps, bag, etc.) and issue a participation certificate upon conclusion of the Event. Production of volunteer's uniform (if any) as well as participation certificate is the responsibility of the LOC. However, should the design include the WBSC logo, Event logo or any other WBSC mark, it must be reviewed and approved by WBSC prior to production and distribution.

## 4.2 Communications

LOC and WBSC shall jointly ensure the most efficient communication, as this element is essential for the success of the organisation of the Event. Please note that the only official communications channels are:

- Letters;
- E-mails;
- Conference calls; and
- Individual calls.

**NOTE:** Communication applications such as Skype, WhatsApp, Line, KakaoTalk, Viber, Facebook messenger, etc. are not considered official communication channels. Any communication through these tools, although not considered official, may still be helpful in certain situations, especially during the Event operation. It is suggested that any communication carried out through non-official channels, which are considered essential for the Event organization, are saved and re-transmitted by e-mail.

### 4.2.1 Conference Calls Schedule

The WBSC Events Department shall establish a conference call schedule during the planning phase of a WBSC World Cup, in which the progress and items to be discussed shall be determined according to the Event Planning Timeline (EPT). It is highly recommended that immediately after submitting the LOC Organisation Chart, conference calls begin to ensure frequent communication between WBSC and LOC. Meeting minutes shall summarize, and document progress and agreements reached by both parties. Any progress on action items or deliverables should be presented on the following call.

### 4.3 LOC Revenue Sources

LOC revenue sources shall be detailed in the Hosting Agreement between WBSC and LOC. LOC shall keep all income derived from – but not limited to:

- Government, Municipal and NOC subsidies;
- Ticket sales (partial or full subject to Hosting Agreement conditions);
- Vendors;
- Event/local sponsorship revenues as agreed with WBSC;
- Use of the WBSC and Tournament logo;
- Value-in-kind related to cost items as agreed with WBSC; and
- Any rights released from the WBSC, as specified under a dedicated agreement (i.e., local TV rights, merchandising, etc.).

All marketing, sponsorship, advertising and Media rights for the commercialisation of WBSC Tournaments belong to WBSC. Some exclusive local sponsoring and local TV rights may be released upon agreement with WBSC, to ensure proper visibility of LOC's sponsors and maximise LOC's revenue stream.

### 4.4 LOC Financial Obligations

This section provides an overview of the LOC financial obligations to plan and prepare the Master Plan for the Event.

#### 4.4.1 General Organising Expenses

LOC shall be responsible for all expenses derived from assuring that WBSC Tournament standards are met in the following – but not limited to:

- Hosting fee;
- WBSC Officials site visit;
- Accreditation printing;
- Teams accommodation;
- WBSC Officials accommodation;
- WBSC Event Personnel accommodation;
- Financial support towards meals for Teams (optional);
- Meals for WBSC Officials;
- Meals for WBSC Event Personnel;
- Bottled water and ice for competition;
- Travel expenses for Local Tournament Officials;



- Local transportation for Teams;
- Local transportation for WBSC Family;
- First aid & transportation to hospital services;
- Insurance;
- Anti-doping control;
- Mobile phones;
- Laundry for Teams;
- Laundry for Umpires;
- Information technology services;
- Pre-tournament meeting rooms;
- Customs and shipments;
- Venue operations;
- Venue branding;
- Event advertising signage;
- Local promotion and marketing campaign;
- Ticketing;
- Opening, Closing & Pre-game Ceremonies (Closing Ceremony not required for Group Stage);
- VIP hospitality;
- Individual awards (not required for Group Stage);
- TV production infrastructure set up & management;
- Press conference; and
- Optional printed publications (i.e., Media guide) and souvenirs.

**NOTE:** Further details for each item are provided in this document and/or shall be agreed upon in the Hosting Agreement.

#### **4.4.2 Fees & Allowances**

The Event Hosting Fee for each of the WBSC Softball World Cups are established in the *WBSC Softball World Cups Hosting Outline*.

### **4.5 Event Final Report**

The LOC shall prepare a detailed report (including financial statements) of the Event that shall be submitted to WBSC within 45 days after the conclusion of the Event. The final report shall include relevant information about the LOC and the Event, such as:

- The number of people involved in the Event:
  - Managers;
  - Coordinators;

- Staff;
- Volunteers; and
- Others;
- Related information about Tournament services during the Event:
  - Number of hotels used for the Event;
  - Number of rooms used and total number of people accommodated for the Event;
  - Number of meals served in hotel and venues;
  - Number of vehicles used and transportation services completed for Teams and WBSC Family;
  - Total number of printed accreditations;
- Ticketing report;
- Local Media impact report;
- LOC Financial Report; and
- Others as needed.

Please refer to *Appendix 1: WBSC Event Final Report* for more detailed information and examples.

## 5. WBSC Organisation and Obligations

This section provides a general view of the main organisational structure positions of the WBSC Family and the WBSC financial obligations for the Event.

### 5.1 WBSC Family

The WBSC Family consists of three core groups: WBSC Representatives (i.e., Executive Board Members, office staff, commission members, etc.), Tournament Officials (i.e., TC's, Umpires, Scorers, etc.) and Event Personnel (BASE, TV commentators, etc.). While a brief description of the abovementioned can be found below, a more detailed description of Tournament Officials can be found in *Appendix 2: WBSC Softball World Cups Tournament Regulations*, section B.

#### 5.1.1 WBSC Executive/Tournament Director

The WBSC Executive Director, or the Tournament Director in his absence, is the highest authority in all official WBSC Events. The responsibilities of the WBSC Executive/Tournament Director (among others) include the enforcement of all WBSC regulations and all agreements between WBSC, the NFs and LOC. Also, to review all final arrangements with the LOC Chairperson for the organisation of the Event, which

includes all logistical aspects such as accommodation, transportation, protocols, etc. and all related issues; harmonise the interests represented by WBSC, LOC, the NFs and the Technical Commission working in the Tournament and ensure that the Jury of Appeal is constituted to act in case of need.

### **5.1.2 Technical Director**

The Technical Director is the Chairperson of the Tournament Technical Commission and can make final decisions on matters that fall into the area of technical regulations. The Technical Director is also in charge of the assignment of Technical Commissioners during the Event.

### **5.1.3 Technical Commissioners**

The Technical Commissioners are experts in Softball technical regulations, and their main responsibilities are to enforce technical regulations for the Tournament. This includes ensuring the players' eligibility, establishing practice schedules with LOC; ensuring the playing fields are adequate according to WBSC standards and that pre-game protocol is followed according to WBSC regulations.

### **5.1.4 Umpire Director**

The Umpire Director is responsible for overseeing all Tournament Umpires, and establishing game assignments, which shall be submitted at least 24 hours prior to next day's game times (if possible). The Umpire Director evaluates Umpires during games and provides daily feedback chairing regularly scheduled umpire meetings. The Umpire Director may have one or two Umpire Director Assistants to aid him/her with evaluations at Tournaments.

### **5.1.5 Umpires**

The panel of Umpires shall consist of Umpires from various countries together with local Umpires recommended by the host country. The WBSC Headquarters shall appoint all Umpires for the Tournament.

### **5.1.6 Scoring Director**

The Scoring Director is responsible for overseeing all Tournament Scorers and other related tasks such as establishing game assignments, generating Daily Reports, overseeing the operation of online play by play, providing statistics, etc.

### 5.1.7 Scorers

The board of Scorers shall consist of WBSC International Scorers and local Scorers recommended by LOC to score and register each game officially, in addition to streaming a “live” online transmission of the play-by-play of each game on WBSC platforms. The WBSC Headquarters shall appoint all Scorers.

### 5.1.8 WBSC Staff

Staff from the WBSC Events Department shall be present at the Event and work with LOC and Tournament Officials to ensure the Tournament is operated according to the regulations and dedicated agreements with LOC.

In particular, the following areas shall require the involvement of WBSC Staff:

- Logistical arrangements (accommodation, transportation and meals) together with LOC;
- Protocol (Opening and Closing Ceremonies, Pre-Game Ceremonies and VIP relations);
- In-Tournament official communication (assignments, fines, etc.);
- Official documentation collection (rosters, line-ups, officials' reports, scores, protests, appeals);
- Media relations together with LOC;
- Sponsorship operations together with LOC;
- TV and radio broadcasting (if needed);
- Accreditation together with LOC;
- Any schedule changes with Technical Director and LOC; and
- Others as needed.

### 5.1.9 Tournament Personnel

During the Tournament, there are specialised personnel in multiple functions, which are referred to as Tournament Personnel. These positions are of utmost importance to the operation of the Tournament; they are considered as full-time WBSC personnel. Their assigned roles and responsibilities are specified in this chapter.

#### **[BASE Staff]**

At least one staff member from BASE shall always be present at WBSC events, to manage all aspects related to the broadcasting of the games, marketing and commercial partnerships. Please refer to Chapter 11, TV Broadcasting Rights, for further details.

#### **[TV Commentator]**

TV Commentators are assigned for the TV broadcast and shall be coordinated by BASE staff and WBSC Media Officers during the Event. In some cases, commentators fluent in both English and Spanish are

needed. It is the LOC's responsibility to assign two independent booths fully equipped with a full view of the field of play for the TV Commentators.

#### **[TV Cameramen]**

TV Cameramen for television broadcast are coordinated by BASE during the Event. The number of camera operators for the Tournament shall be determined according to the number of cameras to be used for television production and shall be in official positions, whether they are platforms, scaffoldings, etc. TV Cameramen shall always wear an official WBSC bib during the Tournament.

#### **[Medical/Anti-Doping Officer]**

A Medical and/or Anti-Doping Officer shall be present at the tournament to coordinate the Health & Safety Plan with the LOC. If the Event requires anti-doping control, Anti-Doping Officers shall be assigned in accordance with the Event's Anti-Doping Plan. The specific needs for the anti-doping control shall be explicitly discussed with the LOC and coordinated by WBSC Staff.

### **5.1.10 WBSC Guests**

WBSC may choose to invite guests to any given Tournaments that may include WBSC Board Members, IOC Members, National/Local dignitaries, Partners, etc. LOC is requested to assist WBSC for hotel reservations, accreditations, VIP suites at the competition venue and any other needs to host such guests. Expenses related to WBSC Guests shall be at WBSC or own expense.

## **5.2 WBSC Financial Obligations**

WBSC shall be responsible for the following expenses:

- Per-diems for WBSC Officials;
- Per-diems for WBSC Event Personnel;
- Full board accommodation expenses of WBSC Event Personnel not covered by the LOC;
- Meals of WBSC Event Personnel not covered by the LOC;
- Travel expenses for WBSC International Officials;
- Travel expenses of WBSC Event Personnel;
- WBSC Family medical insurance;
- Anti-doping control samples not covered by the LOC;
- Official competition balls;
- Venue branding not covered by the LOC;
- World Champion Trophy, Medals and Tournament MVP award;
- Accreditation lanyards; and
- Media bibs.

**NOTE:** Further details for each item are presented in this document and/or shall be agreed upon in the Hosting Agreement.

## 6. General Coordination

This section provides general information about organisational and logistics aspects of the Event that are coordinated directly with the WBSC Headquarters.

### 6.1 Welcome Guide

WBSC, together with LOC, shall prepare a welcome guide for Teams and the WBSC Family at a date to be agreed upon between WBSC and LOC, in which the following information is explained in detail:

- Official game schedule;
- Official Media tags;
- Information for Media (registration, photographers' areas, access, etc.);
- General information of the Event (official dates, competition venues, arriving and departing dates, official meetings, press conference and Opening and Closing Ceremonies);
- Technical information (competition rules, bat list, official ball, delegation size, practice schedule, insurances, safeguarding from harassment and abuse and various other projects from WBSC Commission);
- Accommodation and travel information;
- Service information (Team Liaisons, meals and laundry); and
- General information of the host city.

### 6.2 Travel & Logistics

#### 6.2.1 Travel - Teams

International travel expenses for each National Team Delegation Member shall be covered by the respective National Federation.

#### 6.2.2 Local Tournament Officials travel expenses

Domestic travel expenses in economy class for the following shall be covered by the LOC:

- Local Technical Commissioners;

- Local Umpires (If assigned);
- Local Scorers; and
- Local Tournament Personnel (if any).

**NOTE:** The exact amount of flights to be covered by LOC shall be specified in the Hosting Agreement.

### 6.2.3 Visa Service

The Local Government shall guarantee that visas are issued unconditionally to all Team Delegation Members, the entire WBSC Family Delegation, the WBSC commercial partners, including the host broadcaster and the Media representatives, regardless of nationality, race and creed. LOC shall inform the respective consulates about the Delegations and individuals participating in the Event to assist them in obtaining visas.

The visa service procedure is established as follows:

- WBSC and LOC identify the countries that need entry visa and the type of visa needed in order to attend the Event;
- WBSC produces an "invitation letter for visa purposes" for all attendees that need a visa;
- In some countries (Embassies/Consulates), an invitation letter from the LOC is requested. In this case, the LOC shall produce an invitation letter with all the Event details, addressed to the individual, or the Team, where all Team Delegation Members are listed, including information such as full name, date of birth and passport number; and
- LOC shall make every effort to facilitate obtaining the visa, by contacting the appropriate Government offices, such as Ministry of Foreign Affairs, own Embassy in the Official/Team country, National Olympic Committee, Local Authorities, etc.

### 6.2.4 Customs

LOC is responsible, at its expense, for the customs clearance and transportation from customs to each of the competition venues and/or hotels of all sport equipment, advertising modules, WBSC materials and commercial partners' materials related to the Event.

LOC shall coordinate with the local authorities to prepare temporary import permits for participants that may require so in order to perform their duties associated with the Event (e.g. Team Delegations equipment, WBSC Family equipment, WBSC commercial materials, broadcast partners equipment, etc.).

The custom clearance service procedure is established as follows:

- On a date close to the shipping (date to be agreed upon between WBSC and LOC, depending on the final destination), WBSC shall send the list of items to be shipped;

- LOC shall review the list of items with Local Customs and establish if any particular import documents (licence, certificates, etc.) are needed for any of the shipments;
- WBSC shall produce and send the shipping invoice and packing list to LOC person assigned to custom clearance, in order to verify such information with the Import Agent (and the Customs) and if any special information/text on the invoice (i.e., import licence number, etc.) needs to be added; also the needs of additional documents (licence copy, certificate of origin, etc.) will be verified;
- Once LOC and Local Customs approve the shipments and documents, the shipments shall be done by WBSC, WBSC Sponsors and WBSC suppliers;
- WBSC shall send to LOC all shipping notices with a tracking number and copy of the final shipping documents so the LOC person assigned to custom clearance can contact the Courier/Forwarding Agent and their Customs Agent to accelerate the import process (original copies of all shipping documents are also included in an adhesive envelope on the packages); and
- WBSC shall send to LOC an excel file with a list of all shipments, including Shipper name, Courier/Forwarding Agent name, tracking number, number of packages and total weight. LOC shall update the file with the status of the shipments (i.e., arrived, at customs, no news, missing documents, etc.) and send it to WBSC regularly.

### **6.2.5 Shipment of Goods**

WBSC and LOC shall coordinate the shipments from the country of origin to the country where the Event takes place, for the following goods and Event materials:

- WBSC Headquarters (office materials, WBSC equipment and decorations, accreditation lanyards, etc.);
- WBSC Sponsors (official softballs, apparel for WBSC Family, etc.); and
- WBSC Suppliers (Trophy and Medals for the Event, gadgets, bibs, video review equipment, promo materials and any other material).

LOC shall transport all the shipments as mentioned above from customs to the final destination where they shall be used, either by the WBSC Family Hotel or in the competition venues.

All the necessary materials should be in the competition venues at least one week before the start of the Event and be ready for installation and/or distribution.

### **6.2.6 Official Softballs**

WBSC shall provide the official competition softballs. LOC shall comply with sponsorship agreements entered by WBSC, ensuring that only the official competition softballs shall be used throughout the Tournament. The use of non-authorized balls shall not be permitted.

The official competition softballs shall be carefully stored in a secured place under specific conditions as recommended by the manufacturer.



## 6.2.7 Storage

LOC is responsible to safely store all goods from the time they are received until the start of the Event. LOC shall bear all storage costs.

There shall be sufficient storage rooms in the competition venues for the products and goods of commercial partners as well as any WBSC equipment and advertising materials.

## 6.3 Information Technology

This section provides an overview of the WBSC management system and specify the Information Technology (hereby IT) requirements for the organisation of the Event.

### 6.3.1 WBSC Management System

The WBSC management system manages the following data:

- Teams Rosters (Provisional Team Roster and Final Team Roster [hereby FTR]);
- Tournament information (game schedule, daily report, statistics, etc.);
- Accreditations for Teams, WBSC Family, VIPs, Media, etc.;
- Ready to print accreditation files;
- Tournament Officials daily assignments;
- WBSC Family rooming list;
- Transportation for Teams and WBSC Family;
- Meals for WBSC Family;
- Scoring program (play-by-play and statistics software);
- Softball World Rankings; and
- WBSC Official website.

LOC shall assign a person to have access to the online WBSC Management System. A username and password will be provided by WBSC, in the following link: <https://my.wbsc.org>.

The person in charge of the WBSC Management System shall oversee all LOC accreditations uploads.

### 6.3.2 IT Responsibilities

IT covers the delivery of equipment and services necessary for the management and distribution of information in the following areas:

- Office operations;
- Accreditation;
- Event information systems (commentators' information system, TV graphics, printing);
- Public information systems (scoreboards, official game clocks, video screens);
- Internet;
- Live statistics; and
- Telecommunications (data, telephones, mobile phones, walkie-talkies, etc.).

IT is an important area as it ensures:

- Professional management of the Event;
- Efficient and easy access to information for everyone involved in the Event (i.e., participants, media, public, etc.); and
- Reliable communications and broadcasting channels.

#### **[WBSC Responsibilities]**

- Definition of IT requirements;
- Provision of the Event Information and Accreditation System; and
- Provision of tablets and all technical equipment for on-site production of all necessary data and information during the Event.

#### **[LOC Responsibilities]**

- Printing and laminating of accreditations provided by the WBSC Accreditation System; and
- Provisions for other equipment such as printers, computers, mobile phones, etc., as needed.

#### **[Internet Access]**

A local network shall be available in each venue. Access to internet shall be provided in the following areas:

Prior to the Tournament:

- Technical Commissioners meeting;
- Umpire meeting;
- Scorers meeting; and
- Official Press Conference (at least 30 megabytes for upload and download capacity).

During the Tournament:

- WBSC President Suite - WI-FI access;
- WBSC Director's office – Dedicated WI-FI;
- TC room – Dedicated WI-FI;
- Scorer's room - Dedicated WI-FI;
- WBSC Staff office - Dedicated WI-FI;
- TV production - Dedicated WI-FI / Cable (at least 50 megabytes for upload and download capacity);

- Media - WI-FI access;
- Press conference room - Dedicated WI-FI / Cable (at least 20 megabytes for upload and download capacity) to stream press conference; and
- Media workroom - WI-FI access.

Access to internet shall be available through the local network from all areas as mentioned above. It is mandatory that a high-speed broadband connection be available.

### **[Security]**

Security is of utmost importance in order to operate the whole IT infrastructure safely. All networks to be used during the Tournament shall be 100% secure, in order to prevent hackers' attacks or any other damage among users.

### **[Statistics]**

WBSC is responsible for providing the statistics software and designating all Scorers.

Equipment and Supplies needed for statistics services:

- The official WBSC statistics software provided by WBSC shall be used for all games;
- Official tablets for Scorers (provided by WBSC); and
- Internet connection in the Scorer's room (to send live data to [www.wbcs.org](http://www.wbcs.org), which shall be provided by the LOC).

The WBSC Scoring Commission shall prepare a Daily Report which shall contain:

- Daily schedule;
- Results of the previous day and current standings;
- Umpires, Scorers and Technical Commissioners assignments;
- Top players' rankings;
- Overall statistics of the Teams; and
- Daily announcements if there are any.

All games (statistics) shall be available:

- Online; and
- Real-time play-by-play.

At the end of each day, the Daily Report shall be sent via email to the following list:

- All Teams (head of Delegations);
- WBSC Tournament Officials;
- WBSC Staff;
- LOC; and
- Accredited Media.

### 6.3.3 Mobile Phones

LOC shall provide a combination of mobile phones, sim cards and/or hot spots, not to exceed a total number of twelve (12) communication devices, with access to local calls and unlimited data at LOC's expense.

The devices shall be used for Event management exclusively and assigned as follows:

- WBSC President;
- WBSC Executive/Tournament Director;
- Technical Director;
- One per venue to be used by Technical Commissioners on duty;
- Umpire Director;
- Assistant Umpire Director (if assigned);
- Scoring Director;
- One per venue to be used by Scorers on duty; and
- WBSC Staff/Representatives (one each).

The exact number and type of devices needed shall depend on the Tournament format and location and shall be defined in the Hosting Agreement.

## 7. Services

This section provides an overview of services to be provided during the Tournament in strategic areas such as accreditation, accommodation, meals, laundry service, local transportation, security and health services.

### 7.1 Accreditation

WBSC manages accreditations for all World Cups through the WBSC Management System, which collects all necessary information from all the Event's participants (i.e., Teams, WBSC Family, Media, LOC staff and volunteers, etc.).

In order to properly accredit its staff, LOC shall upload a list of applicants who need to receive accreditation to the WBSC Accreditation Management System for validation at a date to be agreed upon between WBSC and LOC prior to the printing deadline for validation. The list should include the applicant's name, organisation name, position, email address, phone number and function. Both WBSC and LOC shall ensure

that all accreditation holders comply with WBSC guidelines and failure to do so may result in the immediate loss of their accreditation.

WBSC Accreditation Management System shall provide ready-to-print accreditation files for Teams, WBSC Family, LOC, volunteers, Media, Guests and others.

LOC shall produce, print, cut, fold, laminate and distribute accreditations to all approved applicants before and during the Event.

The WBSC Accreditation Management System shall provide the correct access to all categories of personnel in order to enable them to perform their duties. However, it also needs to be able to restrict or carefully control access to certain areas.

Accreditation categories:

- WBSC Executive Committee Members (black);
- Technical Director (grey);
- Technical Commissioners (grey);
- Umpire Director and Scoring Director (red);
- Umpires and Scorers (red);
- WBSC Staff (blue);
- Teams (orange) - players, coaching staff, Delegation members;
- LOC (royal blue) - members and staff;
- Volunteers (purple);
- VIP (brown) - special guests/authorities;
- Marketing Partner (brown) - TV Rights Holders, TV producers;
- Guest (cyan) - standard guests;
- Media (green) - press, radio, non-right TV; and
- Photographer (green) - Medias, photos.

Competition venue zones/areas:

- 1.- Playing Field (FOPs and related access ways, indoor practice facilities, locker rooms and access ways);
- 2.- Stands (spectator's seats);
- 3.- Media area (Media tribune, press conference room, mixed zone and Media lounge);
- 4.- Officials area (TC's/Umpires/Scorers rooms);
- 5.- VIP area (VIP room, hospitality area if any);
- 6.- Administration area (WBSC and LOC offices); and
- 7.- Doping-Control Station.

The competition venue zones/areas shall be designated with numbers/letters, and only accreditation categories with such numbers/letters will be granted access to the respective zones/areas.

WBSC shall provide LOC with a sufficient quantity of WBSC accreditation lanyards (strings). However, in the case of any LOC local sponsorship agreement regarding the production of lanyards, LOC shall notify WBSC for approval. In such case, the design shall be approved by WBSC in writing. These lanyards shall be used for all accreditations.

WBSC shall provide the ready-to-print files of accreditations via the Accreditation Management System.

Please refer to *Appendix 11: WBSC Accreditation Guidelines*, for more detailed information about the accreditation plan requirements and visual examples.

## 7.2 Accommodation & Meals

LOC shall be responsible for the accommodation and meal expenses of all appointed Tournament Officials, Official Team Delegations and WBSC Representatives. The following is a list of participants whose accommodation shall be covered by LOC.

### **[Prior to the Event]**

- Two (2) WBSC delegates for a minimum of two (2) to four (4) nights for each Pre-Tournament inspection according to the number and the distance between the facilities and structures to be visited.

### **[During the Event]**

From up to five (5) days prior to the beginning of the first game of the Tournament and until up to 48 hours after the end of the last game of the Tournament for:

- WBSC Executive Director (if attending);
- Tournament Director; and
- Up to four (4) WBSC Staff members.

From three (3) days prior to the beginning of the first game of the Tournament and until 24 hours after the end of the last game of the Tournament for:

- Technical Director (Chairman of Tournament Technical Commission);
- Umpire Director (and Assistant Director if assigned);
- Scoring Director;
- Medical Officer; and
- Up to three (3) WBSC Media staff members.

From two (2) days prior to the beginning of the first game of the Tournament and until 24 hours after the end of the last game of the Tournament, these dates shall be considered as Official Tournament Dates (hereby OTD) for:

- WBSC President;
- Participating Teams;
- WBSC Tournament Officials (Technical Commissioners, Umpires, Scorers, Medical/Anti-Doping Officers); and
- Up to four (4) WBSC Media/TV partners.

**NOTE:** the exact number of WBSC Officials and WBSC Staff/personnel needed for each Tournament shall be established based on the Tournament format and number of competition venues, detailed in the Hosting Agreement.

### 7.2.1 Official Team’s Hotel

LOC must provide full board accommodation for all Official Team Delegation Members at LOC’s expense when required; the following chart reflects the Official Team Delegation numbers and the specific type of accommodation requirements for each WBSC Softball World Cup:

WBSC Softball World Cups Team Accommodation	U-12 Mixed	U-15 Women’s	U-18 Women’s & Men’s	U-23 Men’s	Senior Women’s	Senior Men’s
Official Team Delegation	22 (16 Athletes + 6 Team Officials)					
Accommodation type	- College dorms; and/or - 3-stars hotels.				<u>GROUP STAGE:</u> - College dorms; and/or - 3-stars hotels.  <u>FINALS:</u> 4-stars hotels.	
Accommodation (Minimum Rooms per Team)	10 (2 singles, 4 doubles, 4 triples)				12 (2 singles, 10 doubles)	

<b>Physiotherapy room</b>	Requirement of one common space in each hotel to be shared by teams staying. If teams prefer a dedicated space, it shall be at National Federation expense, or they may use one of the allocated rooms.
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**NOTE:** All proposals for accommodation (college dorms and hotels) shall be subject to approval by WBSC. Accommodation and meals shall be covered by the LOC during the OTD when required.

LOC shall check with hotels before the beginning of the Event about all specific group needs such as:

- Teams eating late in the evening (late meal service options);
- Several Teams arriving at the same time and requiring eating quickly; in case of buffet service to ensure sufficient food for the Teams arriving late, etc.;
- Laundry service (for additional extra-uniform items – *see also laundry chapter 7.3*);
- Group check-in and check-out procedure;
- What is included in the package for Teams and Officials covered by LOC and potential exclusions items that are at their own expense (e.g. 3 meals included but alcohol beverages not included);
- Internet connection free of charge; and
- Ice machine.

All participating Teams may arrive two (2) days prior to the first day of competition and shall depart one (1) day after the last game of the Tournament (unless otherwise stated); Any additional days of stay, whether prior or after the OTD, shall not be the LOC's responsibility and shall be at the Team's expense. LOC shall make its maximum effort to assist Team's requests for extra days of stay (or any other request such extra meals, transport services, practice fields, etc.).

Team's arrival/departure dates may vary slightly based on each Team's needs. Teams shall be requested to communicate their travel information to LOC at a date to be agreed upon between WBSC and LOC, prior to the Event.

Team Delegations accommodation requirements and recommendations include the following:

- Preferably, all Teams shall be accommodated in the same hotel. In case of multiple hotels, it shall be the least number possible, while all hotels must have the same general conditions;
- Travel time between Team Delegations hotels and the competition venues and/or the practice facilities shall not exceed one (1) hour driving;
- Each Team Delegation shall be allocated as described above. If Teams require more rooms and/or more single rooms, LOC shall assist in securing the rooms and informing the Team(s) about the associated cost;
- If a Team has additional personnel, then the respective Team is financially responsible for the associated costs; and



- It is highly recommended to have a leisure room at the hotel, where Team members may access the Internet or play games.

Other services for Official Team Delegations shall be included as listed below:

#### **[Meeting Rooms]**

At least two (2) meeting rooms shall be available (free of charge) where Teams may hold meetings and watch game videos. The Team meeting rooms shall be equipped with:

- Sufficient seating capacity;
- TV and computer set-up; and
- A white board with markers.

#### **[Doping Control Station]**

A supplementary doping control station shall be set in the Team's hotels upon WBSC Anti-Doping Officers request.

#### **[Information Desk]**

The desk should be located in the hotel lobby to assist with coordination. The desk shall establish a service schedule for all Official Teams Delegations. The LOC staff/volunteers in charge shall be available to attend to any situation or emergency that may arise, as well as to aid with check-in and check-out at the hotel. At least one person speaking fluent English and Spanish shall always be at the desk.

Placed next to the desk, there shall be an information board, which shall always be updated with the following information:

- Tournament schedule and results;
- Transportation schedule;
- Pick-up point at hotel and venue;
- Meals schedule at the hotel and venue accordingly;
- LOC telephone contacts and emergency numbers;
- Hotel information;
- Laundry information; and
- Departure procedures for all Official Team Delegations.

#### **[Food and Beverage]**

Three quality meals per day in sufficient quantities shall be prepared and guaranteed for the Event participants, based on game and practice schedules. Menus should be designed to be nutritious and shall be approved by WBSC in writing. Different foods options should also be possible. Also, a sufficient supply of mineral water per person should be made available for the Teams at meals.

The timing of meals shall be flexible according to the Tournament schedule (official practice, Ceremonies, and games) and should be coordinated with each Team representative to ensure that the players eat at the appropriate time. It should be noted that some evening meals may be required late at night after the last game, which requires proper communication and planning with the hotel.

Emphasis should be placed on providing food that is suitable for athletes, and if possible, taking into consideration national eating customs. If any Team has specific requests, these should be addressed to the LOC for their review and arrangements no later than 15 (fifteen) days prior to the start of the Tournament.

All expenses related to food and beverage, as outlined above, shall be borne by LOC. All required extra meals and extra services should be provided and charged to the Team in question.

## 7.2.2 Official WBSC Family Hotel

LOC shall secure a sufficient number of rooms in an exclusive WBSC Family Hotel, which shall be of an international high standard 4-stars or 5-stars category. LOC shall be responsible for full board accommodation expenses of WBSC Family in single occupancy unless noted otherwise.

The travel time between the WBSC Family Hotel and the competition venues shall not exceed one (1) hour driving.

**NOTE:** The number and appointment of WBSC Officials and Staff needed for the Tournament shall be established by WBSC in the WBSC Official Rooming List, based on the Tournament format and number of competition venues. Exact arrival and departure dates of each individual mentioned above shall be established in the Hosting Agreement.

Also, the LOC shall provide, an adequate equipped office space for WBSC Officials and Staff at the WBSC Family Hotel, at LOC's expense as listed below:

- WBSC Protocol office;
- WBSC Secretariat/logistic office; and
- WBSC Debriefing Meeting Rooms.

Please refer to *Appendix 3: WBSC Meetings Guidelines*, for more detailed information, set up guidelines and visual example of working spaces.

### **[Food and Beverage]**

Three quality meals per day in sufficient quantities shall be prepared and guaranteed for each member of the WBSC Family, based on the game schedule. A set menu with the choice of different food should also

be possible. Also, a sufficient supply of mineral water, one bottle of soft drink or coffee and/or tea per person should be made available at meals. Alcohol is not included in LOC's obligations.

It should be noted that some meals may be required at unusual times or late at night (after the last game), which requires proper communication and planning with the hotel. If possible, the food provided should also take national eating customs into consideration.

All expenses related to food and beverage, as outlined above, shall be borne by LOC. All required extra meals and extra services should be provided and charged to the Official in question.

#### **[Information Desk]**

The desk should be located in the hotel lobby to assist with coordination. The desk shall establish a service schedule for all WBSC Family, and the LOC staff/volunteers in charge shall be available to attend to any situation or emergency that may arise, as well as to aid with check-in and check-out at the hotel. At least one person speaking fluent English and Spanish shall always be at the desk.

Placed next to the desk, there shall be an information board, which shall always be updated with the following information:

- Tournament schedule and results;
- Transportation schedule;
- Pick-up point at hotel and venue;
- Meals schedule at the hotel and venue accordingly;
- LOC telephone contacts and emergency numbers;
- Hotel information;
- Laundry information;
- Departure procedures for all WBSC Family members;
- Daily Report;
- Assignment sheet; and
- Various other logistics information.

### **7.2.3 WBSC Sponsors, VIP's and Media Partners**

LOC is asked to cooperate with WBSC to assist with WBSC Sponsors, VIPs and Media Partners needs and hotel reservations. These accommodations shall not be at LOC expense.

### **7.2.4 Media Hotel**

In the case of a request by international accredited Media attending the Event, WBSC shall request LOC to secure a sufficient number of exclusive Media hotels, ranging from 3-stars to 5-stars hotels. Accredited

Media representatives shall then choose their preferred hotel and shall be responsible for their own accommodation and meal expenses.

If a large number of foreign journalists book and stay in the same Media hotel, it is highly recommended that the LOC Media Officer install a welcome desk and a small working room; provide transportation between the hotel and the competition venue and, if possible, between the hotel and the airport. These services shall be at LOC expense.

### **7.2.5 Hotel Decoration**

There shall be WBSC and LOC flags and banners displayed outside the hotels for WBSC Family, Teams and Media, in the lobby area and Event's signage in all the other areas related to the organisation, such as meeting rooms, restaurant, etc.

If required by WBSC, it is essential that all official hotels selected can provide/allow for the below-mentioned conditions. The precise details regarding the following points shall be discussed and agreed upon during the hotel site visits:

- The lobbies of the hotels for WBSC Family and Teams shall have branded signage/decoration related to the Event;
- Such signage/decoration may consist of Event-branded roll-ups, flags (in front of the hotels), pyramids and/or display panels, branded tablecloths, directional signage which shall display both the Event logo, WBSC logo and the commercial partners' logos;
- Such decoration and signage shall be coordinated by WBSC and LOC; it shall be produced and set up by LOC at its expense upon approval of the designs by WBSC; and
- Information desk with appropriate decoration shall be installed in the lobby of the hotel.

## **7.3 Laundry Service**

### **7.3.1 Teams Laundry Service**

LOC shall provide an overnight laundry service at LOC's expense to Official Team Delegations, and the following 5 (five) items per player shall be included in such service: game jersey, game pants, undershirt, underpants/sliding pants and one pair of socks. Teams shall cover laundry expenses for other personal items, and laundry service shall be provided with a discount.

### 7.3.2 WBSC Family Laundry Service

LOC shall provide an overnight laundry service at LOC's expense for Umpires, and the following 5 (five) items per umpire shall be included in such service: game shirt, game pants, underpants/compression pant, undershirt, and one pair of socks. LOC shall coordinate the laundry's pick-up and drop-off at WBSC Family Hotel.

**NOTE:** In the event of double headers, the number of laundry items for each umpire may increase.

For the rest of WBSC Officials/Staff, LOC shall provide information on options with a discount near WBSC Family Hotel which shall be at each individual's expense.

## 7.4 Local Transportation

Transportation is a fundamental part for the proper execution of a WBSC World Cup. It is vital that an efficient transportation system is implemented for all participants to arrive safely and on time to their destinations. A general transportation plan for all accredited people staying at Official Tournament Hotels shall be prepared by the LOC for WBSC approval at a date to be agreed upon between WBSC and LOC.

Please refer to *Appendix 4: WBSC Transportation Plan Guidelines*, for more detailed information about the transportation plan requirements, services for Teams and WBSC Family, including floor plans, maps and visual examples.

### 7.4.1 Teams

LOC shall provide local transportation for each Team Delegation during the OTD. For any transportation required by Team Delegations in other dates, LOC shall reasonably cooperate in providing options and securing the services, in this case at each Team Delegation expense.

LOC shall assign an exclusive bus for each Team Delegation for all official tournament services as detailed in the transportation plan guidelines.

### 7.4.2 WBSC Family

LOC shall provide transportation for all WBSC Family from the date of their arrival until the day of their departure.

The exact number and type of vehicles needed shall be defined in the Hosting Agreement based on the transportation plan guidelines.

## 7.5 Health Services & Security

LOC shall prepare a comprehensive Health Services & Security plan that clearly defines responsibilities, services offered, procedures and protocols to be put in place at the Event. A Health Services Manager and a Security Manager shall be appointed early in the planning process.

The respective WBSC and LOC Health Services and Security Managers shall work with the corresponding Local Authorities to produce a specific Health Prevention Plan for the Event.

### 7.5.1 Health Services General Plan

The LOC's Health Services General Plan shall address Tournament medical prevention and care, as well as the anti-doping control program. It shall include aspects such as:

- Medical attention to all Event participants (i.e., Team Delegations, WBSC Family, volunteers, spectators, etc.);
- Monitoring and control of epidemiology measures and protocols;
- Meals diet control;
- Water and air control; and
- Anti-doping control facilities and testing coordination with WBSC appointed personnel.

### 7.5.2 First Aid Plan

LOC shall provide a First Aid plan (including 24-hour emergency treatment) for every participant accredited for the Event in each competition venue. An emergency service shall also be ready for action, especially on game days, to treat anyone inside and outside the competition venues. In particular, the First Aid plan shall include the following:

- 24-hour on-call doctor to provide medical assistance for all participants;
- Ambulance and at least two health officials shall be present during the games and practice sessions;
- Health officials and first aid Team shall be allocated at an area that is clearly visible and easily accessible at the competition venue since they shall also assist the spectators if necessary;
- The attention to any kind of injury that may occur during the games, practices, transfers and/or Event-related activity, or the transportation to a hospital is the LOC's responsibility;
- Each delegation shall receive written information about the health care services available during the Event; and

- Other information concerning health problems and the financial responsibilities shall be announced to the Teams either in writing or during the Pre-Tournament Technical/Organisational Meeting.

LOC shall deliver to WBSC, a medical report at the end of each day indicating the total number of accredited participants who received medical assistance at the competition venue, practice venues, hotel or hospital. The medical report shall indicate the date and time of the medical consultation, the name and nationality of the person, type of assistance, medical diagnosis, status and post-consultation care.

### 7.5.3 Anti-Doping Plan

WBSC shall be responsible for developing a specific Anti-Doping Plan for each one of the WBSC World Cups. The cost of analyzing doping control samples in a certified laboratory shall be at LOC's expense. The laboratory shall be selected by the WBSC, in accordance with WADA procedures.

For more detailed information about Doping Control Station set up and Doping Control Personnel, please refer to [\*Appendix 5: WBSC Anti-Doping Plan\*](#).

### 7.5.4 Water and Ice Supply Plan

The LOC shall develop a water and ice supply plan for the Event as it must ensure that a sufficient amount of industrially bottled drinking water (not tap water) is available for Team Delegations and Tournament Officials, WBSC Staff, VIPs, guests and volunteers throughout the Event.

The below amount of drinking water shall be provided for each Team during the practices:

- At least 1 (one) bottle of 1 (one) liter of industrially bottled drinking water for each member of the Team Delegation including players and coaches.

LOC shall provide the following amount of water for each Team to use during the games:

- At least 2 (two) bottles of 1 (one) liter of industrially bottled drinking water for each member of the Team Delegation including players and coaches.

**Note:** Depending on the climate, this amount may increase. It is recommended to keep the water cold if the weather is hot.

Other drink categories such isotonic, energy or beverages may also be released for sponsorship to the LOC prior approval of the WBSC

## 7.5.5 Security Plan

LOC shall appoint a Security Manager who is responsible for overseeing all security related issues. This person shall be the interface between the relevant parties on all security related questions.

The Security Manager shall be responsible for ensuring that the facilities and competition venues to be used for the Event are fully compliant with all WBSC safety and security standard requirements as well as the legislation of the host country.

LOC shall prepare a security plan for the Event, which shall be reviewed by the local authorities and approved by WBSC. The security plan shall include:

- Security protection at official WBSC hotels;
- Security protection at all venues for practices and competition games;
- Police escort is recommended for all official and announced transfers and transports between hotels, airports, competition venues and cities;
- Security protection at all public social events organised by LOC;
- Entrance security checks in order to prevent the entrance of typically prohibited items at public venues and, in particular, the specifically forbidden items at WBSC Events, such as fireworks; flags and banners with disrespectful nationalistic and religious messages and; flag poles longer than 1 meter;
- Security checkpoints in all venue entrances;
- Prevention of any indecent or violent behaviour of spectators; and
- Video surveillance of inside and surrounding areas of competition venues.

Access control guards shall be present at all times during the games in the areas mentioned below, to ensure that no unauthorised persons gain access onto the FOP or any other restricted area in the competition venue:

- WBSC President suite;
- WBSC Office;
- WBSC Directors Office;
- WBSC Officials workspaces (TC room, Umpires facilities, Scorers room);
- Doping-Control station;
- Locker rooms;
- Waiting rooms;
- VIP hospitality areas; and
- Others, as indicated by WBSC.

All personnel involved in the Event shall be informed of the security plan and how to react in the case of an emergency. An emergency simulation scenario shall be carried out, with police, security agency and volunteers and shall cover fire drill, emergency evacuation, rescue service, etc. Any significant problem during the Event shall be reported immediately to LOC and WBSC.



In the event of an emergency during a game, communication with the spectators must be done through the competition venue's audio system and video screens (if present) with the use of specific messages to be prepared in advance.

### **7.5.6 Event Insurance**

Medical service and accident insurance coverage shall be provided to all the accredited people in the Event. WBSC, LOC and NFs shall share the responsibility of covering every participant with medical services during the Event, as explained in this chapter.

#### **[LOC Responsibilities]**

LOC shall guarantee to cover all risks of the Event, including medical, contingencies and accident insurance, etc. The insurance shall have a comprehensive accident and liability insurance for all Event participants (i.e., all accredited personnel such as National Team Delegations, Tournament Officials, WBSC and LOC staff, volunteers, etc.).

WBSC shall receive, at a date to be agreed upon between WBSC and LOC, an authentic copy of the insurance policy/policies purchased. The insurance coverage shall include legal liability for injury to participants with a maximum liability limit of \$2,500,000 USD (exact figure to be defined in the Hosting Agreement).

LOC shall also provide Comprehensive General Liability Insurance, which shall cover those sums that the insured (LOC and WBSC) becomes legally obligated to pay as compensatory damages due to bodily injury and/or damage to property of others such as spectators, bystanders, property owners and others resulting from the Event connected operations or actions.

Likewise, it is highly recommended that the LOC acquire an event cancellation, postponement or rescheduling insurance to cover any unforeseen circumstances outside its control.

#### **[WBSC Responsibilities]**

WBSC shall insure against any kind of accident during the Event, for the following persons:

- Event Officials (e.g. Umpires, Scorers, Technical Commissioners, Anti-Doping Officers, Jury of Appeal, etc.) appointed by WBSC;
- WBSC Staff and Event Personnel present at the Event; and
- Any other guests of WBSC.

#### **[Participating National Federation Responsibilities]**

The respective NFs that participate in a WBSC Event shall insure their Teams against:

- Accident and/or illness which may occur during the travel to/from the country of the Event; and

- Accident and/or illness which may occur to members of their Team during the Event and for which LOC is not responsible.

## 8. Competition

The following chapter is a general introduction to the WBSC Tournaments, where information related to venues, participants, meetings, and Tournament Regulations (hereby TR) can be found.

### 8.1 Participating Teams

National Team Official Delegations shall be composed of:

- Players;
- Coaching Staff (including Manager);
- Delegation Leader;
- Team Doctor/Physiotherapist; and
- Media officer.

A National Team Delegation may choose to travel with more people than the Official Team Delegation mentioned below. In such cases, NFs shall bear any expenses associated with the extra members (i.e., accommodation, meals, transport, game tickets, etc.).

Each participating National Team Official Delegation shall have a designated WBSC Event Operations Staff member assigned as liaison between the Team and WBSC throughout the Tournament.

Official Team Delegations at WBSC Tournaments vary in size depending on the age category and level. The specific number of Team Members for each Softball World Cup is established in the following chart:

<b>WBSC Softball World Cups Official Team Delegation Members</b>	<b>U-12 Mixed</b>	<b>U-15 Women's</b>	<b>U-18 Women's &amp; Men's</b>	<b>U-23 Men's</b>	<b>Senior Women's</b>	<b>Senior Men's</b>
<b>Official Team Delegation</b>	22 (16 Athletes + 6 Team Officials)					
Players Eligibility (according to TR)	10-12 years old	13-15 years old	14-18 years old	14-23 years old	14+ years old	14+ years old
Players	16 Athletes					
Delegation Leader	1					
Delegation Members (including Head Coach, Coaches and Staff)	5					

Please refer to *WBSC Softball World Cups Tournament Regulations: Appendix 2* for more details on player eligibility for WBSC Softball World Cups.

## 8.2 Practice Schedule

LOC shall prepare a draft of the pre-Tournament practice schedule for WBSC to review and approve based on each Delegation's arrival times, practice venue, time slot, etc. Each Team shall have a two-hour practice session at least once at the competition venue. If more than one competition venue is to be used, Teams shall be assigned to respective timeframes by WBSC. Assignments and schedule shall be made available to the Teams prior to their arrival at the Event.

The following shall be considered while preparing the official practice schedule:

- Before the Tournament starts, each Team shall be able to practice at least once (for a period of at least 120 minutes) on the competition venue(s);
- During the Event, the pre-game practice allocation shall be equal for all Teams; and
- All Teams shall receive the same amount of practice time with the same conditions. However, the practice time provided per Team should not be less than one hour.

**NOTE:** If a Team wishes to arrive prior to the OTD and would like to schedule practices and/or scrimmage games, LOC shall assist coordinating the corresponding logistics details (i.e., venues, scrimmage Teams, Umpires, softballs, accommodation, transportation, meals, etc.), at each Team’s expense.

### 8.3 Tournament Regulations

The Hosting Agreement signed between WBSC and LOC, the Hosting Manual and the Tournament Regulations establish the rules and norms under which the Tournament shall be conducted. The Tournament Regulations detail the competition norms by which the Tournament shall be governed, including but not limited to:

- General Norms;
- Tournament Administration;
- Technical aspects; and
- Responsibility for The Use and Care of Property and Installations.

### 8.4 Pre-Tournament Meetings

Several official meetings take place during the days before the start of the Tournament. Listed below in chronological order:

WBSC Softball World Cups Pre-Tournament Meetings			
Meeting	Date	Attendees	Location
WBSC Operations Staff debriefing	5 days prior to start	- WBSC Staff	- WBSC Office at WBSC Family Hotel
WBSC - LOC debriefing	4 days prior to start	- WBSC Staff - LOC Leadership - LOC Managers	- WBSC Office at WBSC Family Hotel
WBSC Staff + hotel management		- WBSC Staff - LOC Leadership	

		- LOC Accommodation Manager	
WBSC Staff - Tournament Directors	3 days prior to start	- WBSC Staff - Tournament Directors - LOC Leadership - LOC Venue Manager (s)	- WBSC Office at WBSC Family Hotel - Competition Venue (s)
WBSC Media – LOC debriefing	2 days prior to start	- WBSC Media Staff - LOC Media Manager - Official photographers	- WBSC Office at WBSC Family Hotel
WBSC – LOC Protocol & Opening Ceremony debriefing + rehearsal		- WBSC Staff - LOC Leadership - LOC Ceremonies personnel	- WBSC Office at WBSC Family Hotel - Competition Venue (s)
Broadcasting + TV production meeting		- WBSC Staff - Technical Director - BASE personnel - TV commentators - TV production personnel	- WBSC Office at WBSC Family Hotel - Competition Venue (s) - Video conference
Technical Commission meeting	1 day prior to start	- Technical Director - Technical Commissioners	- Dedicated room
Umpires meeting		- Umpire Director - Umpires	- Dedicated room
Scorers meeting		- Scoring Director - Scorers	- Dedicated room
Pre-Tournament Technical/Organisational Meeting		- Teams - Tournament Directors - WBSC Staff - LOC Leadership	- Dedicated room
Press Conference		- Teams Managers - 1 player per Team	- Dedicated room

WBSC – LOC Protocol debriefing	Competition Day 1	<ul style="list-style-type: none"> <li>- WBSC Staff</li> <li>- LOC Leadership</li> <li>- LOC Ceremonies personnel</li> </ul>	- WBSC Office at WBSC Family Hotel
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All pre-Tournament meetings are usually held at the WBSC Family Hotel. The Press Conference and Pre-Tournament Technical/Organisational Meeting are preferably scheduled on the day prior to the start of the Tournament, with some exceptions taking place upon request by LOC.

LOC is responsible for providing all the elements needed for the meetings (i.e., rooms, tables, chairs, podiums, technical equipment, etc.).

Please refer to *Appendix 3: WBSC Tournaments Meeting Guidelines* for more detailed information about Pre-Tournament Meetings, including set up guidelines and visual examples.

#### **8.4.1 Technical Commission Meeting**

The Technical Commission Director shall conduct a TC's meeting before the Tournament. During this meeting, TC's shall discuss all the details and technical information about the venues where the World Cup is going to be played and review the Tournament format, norms and procedures. LOC shall be responsible for the room set-up in accordance with the WBSC Tournaments Meeting Guidelines.

#### **8.4.2 Umpires Meeting**

Prior to the Tournament, the Umpire Director shall conduct an Umpire meeting. The Executive/Tournament Director, the Technical Director, a representative of LOC, and other selected WBSC Staff may be requested to attend this meeting. During the Umpires meeting, all WBSC official umpire apparel and equipment shall be distributed to all the Umpires participating in the event. LOC shall be responsible for the room set-up in accordance with the WBSC Tournaments Meeting Guidelines.

#### **8.4.3 Scorers Meeting**

Prior to the Tournament, the Scoring Director shall conduct a meeting only for Scorers. During this meeting, items associated with scoring the Tournament shall be reviewed, as well as the scoring system updates (if necessary) and training local and international Scorers in matters of play by play broadcasting, compiling information, etc. LOC shall be responsible for the room set-up in accordance with the WBSC Tournaments Meeting Guidelines.

## 8.4.4 Pre-Tournament Technical/Organisational Meeting

The Pre-Tournament Technical/Organisational Meeting with the Teams shall be held one day prior to the start of Tournament, at the WBSC Family hotel preferably, or at the competition venue if an adequate meeting room is available. In case there is more than one competition venue and that the venues are far apart, the Pre-Tournament Technical/Organisational Meeting may take place in two different locations. LOC shall be responsible for the room(s) set-up in accordance with the WBSC Tournaments Meeting Guidelines.

Upon the arrival of Teams to the host city or, at the latest, immediately after their check-in at the hotel, the Delegation Leader shall receive the written invitation to the meeting with the following information:

- Date, time and place of the meeting;
- Number and positions of persons from the Team requested to participate in the meeting; and
- Meeting Agenda.

The Delegation Leader is also requested to bring to the meeting the following:

- List of WBSC approved delegation members (players, coaches, delegation leader etc.) to be compared with the Official Delegation uploaded to the WBSC Management System;
- List of all players and coaches with the uniform numbers, to be compared with the FTR uploaded to the WBSC Management System;
- Passports of all players;
- One WBSC pre-approved sample of the player's uniform and warm-up uniform;
- Disclaimer, Liability Waiver signed by each of the Delegation members; and
- Contact list (mobile phone and emails) to be used as the official contact for the Team shall be requested during the meeting.

The following individuals shall be present at the meeting:

- Two (2) representatives of each Team (if possible, the head of Delegation and the Team manager);
- The highest WBSC Representative available;
- The highest LOC representative available;
- WBSC Technical, Umpire and Scoring Directors;
- WBSC Media Officer or his/her delegate;
- WBSC Medical/Anti-Doping Officer;
- Additional LOC staff representatives with relevant specific responsibilities; and
- Additional WBSC Staff representatives with relevant specific responsibilities.

The meeting shall be opened with a welcome speech from the highest WBSC Representative, followed by a welcome speech from the highest LOC representative.

The WBSC Technical Director (or his/her representative) shall then take control of the meeting which shall be divided into two (2) parts. The agenda of the first part of the meeting shall cover technical aspects of the competition such as Tournament rules, ground rules, the conduct of the games, designation of the colour of the uniforms, doping control procedures, etc. LOC shall participate in the meeting, covering logistical aspects, such as transportation, laundry, meals, etc.

During the second part of the meeting, the WBSC Technical Commissioner(s) shall verify the player's passports according to the FTR and all uniform to be used for the Tournament. Also, each delegation shall provide in-Event contacts (e-mail and mobile phone) which shall be used for any official communication (included the Daily Report) during the Event. WBSC Staff shall distribute to each Team Delegation Leader at the meeting the following:

- Official competition softballs;
- Team accreditations;
- Line-up forms; and
- WBSC helmet stickers.

Once the Pre-Tournament Technical/Organisational Meeting is declared closed, no changes to the composition of the Teams can be made at any time during the Tournament. The players cannot internally (within the Team) exchange their uniform numbers.

Once final rosters are confirmed, WBSC shall publish them in the Event website.

#### **8.4.5 Pre-Tournament Press Conference**

The Official Press Conference shall take place following the Pre-Tournament Technical/Organisational Meeting. It is mandatory for the Team Manager and one player to be present in full playing uniform unless notified previously by WBSC Media (i.e., some events do not require the participation of athletes).

LOC shall be responsible for the room set-up in accordance with the WBSC Tournaments Meeting Guidelines.

The agenda of the Press Conference shall cover the following:

- Welcome speech by LOC;
- Welcome speech by WBSC;
- Unveiling of the trophy;
- Introduction and questions for each Team; and
- Group and individual photos.



## 8.5 Venue Infrastructure and Space Requirements

WBSC strives to organise Events in venues that meet the highest standards of international competition for all its participants (i.e., Teams, Tournament Officials, media representatives, spectators, etc.). The following section provides an overview of the required facilities, rooms and equipment at the venues.

The precise requirements for a specific Event shall be in accordance with WBSC regulations and the “level/quality” of the Event. Minor modifications may be needed to adapt to each Tournament characteristics.

### 8.5.1 Practice Facilities

There shall be at least one (1) WBSC approved practice venue for each of the competition venues that shall be available for the exclusive use of participating Teams during the OTD. Also, the practice venues shall be close to the Teams’ hotel (e.g., not more than 60 minutes travel).

### 8.5.2 Competition Venues

Each competition venue to be used in a WBSC Softball World Cup shall comply with the WBSC Softball Venue Guidelines, which apply to both new and existing facilities.

The playing field shall meet the requirements set in the Official Softball Rules and shall also comply with WBSC Softball Venue Guidelines and in compliance with each Event’s Tournament Regulations. Each competition venue shall provide the following:

Competition Venue Requirements	
<p><b>[Administration Area &amp; Workspaces]</b></p> <ul style="list-style-type: none"> <li>- WBSC office;</li> <li>- WBSC Director’s office;</li> <li>- TC’s Area;</li> <li>- Umpire room;</li> <li>- Umpire clock operator desk;</li> <li>- Scorers room;</li> <li>- PA and scoreboard personnel room;</li> <li>- LOC administration office;</li> <li>- Doping control station; and</li> </ul>	<p><b>[Teams Facilities]</b></p> <ul style="list-style-type: none"> <li>- Locker Rooms;</li> <li>- Shower and toilet facilities;</li> <li>- Coaches locker room;</li> <li>- Training room;</li> <li>- Dining room;</li> <li>- Secured field access;</li> <li>- Hitting tunnels;</li> <li>- Team’s parking;</li> <li>- Waiting room; and</li> </ul>

- WBSC Family dining room.	- Warm-up fields/areas.
<p><b>[Field of Play]</b></p> <ul style="list-style-type: none"> <li>- Field dimensions;</li> <li>- Padded fences;</li> <li>- Bullpens;</li> <li>- Dugouts; and</li> <li>- Field equipment approved by WBSC.</li> </ul>	<p><b>[Field Maintenance]</b></p> <ul style="list-style-type: none"> <li>- Groundskeepers crew;</li> <li>- Field maintenance plan;</li> <li>- Playing field reconditioning;</li> <li>- Irrigation system; and</li> <li>- Field drainage system.</li> </ul>
<p><b>[Venue Infrastructure]</b></p> <ul style="list-style-type: none"> <li>- Sound system;</li> <li>- Scoreboard;</li> <li>- Video screen;</li> <li>- Clocks (time and game management); and</li> <li>- Radar gun.</li> </ul>	<p><b>[VIP Hospitality Area]</b></p> <ul style="list-style-type: none"> <li>- WBSC President suite;</li> <li>- VIP area;</li> <li>- VIP seats; and</li> <li>- Sponsors, Media &amp; Marketing Partners Suite.</li> </ul>
<p><b>[Spectators Services]</b></p> <ul style="list-style-type: none"> <li>- Seating;</li> <li>- Restrooms &amp; lavatories;</li> <li>- Ticket windows &amp; entry positions; and</li> <li>- Concession stands.</li> </ul>	<p><b>[Security &amp; First Aid]</b></p> <ul style="list-style-type: none"> <li>- Access control and Security Forces command post;</li> <li>- First Aid room; and</li> <li>- Ambulance.</li> </ul>
<p><b>[TV Production]</b></p> <ul style="list-style-type: none"> <li>- Camera positions;</li> <li>- TV compound parking area;</li> <li>- Cabling / switch boards;</li> <li>- TV commentator booths;</li> <li>- Electric source / generator; and</li> <li>- Internet availability.</li> </ul>	<p><b>[Media]</b></p> <ul style="list-style-type: none"> <li>- Media Parking and Access;</li> <li>- Photographers Area;</li> <li>- Radio Broadcast Booths;</li> <li>- Media Lounge;</li> <li>- Press Conference Room; and</li> <li>- Mixed Zones.</li> </ul>

Please refer to *Appendix 6: WBSC Softball Venue Guidelines* for more detailed information, set up guidelines and visual examples of working spaces for WBSC Family and Media, facilities for Teams, the field of play and field maintenance requirements, venue infrastructure, services for spectators, security and first aid services and tv production requirements.

## 9. Ceremonies & Protocol

LOC shall develop in cooperation with WBSC a detailed production plan for all Event-related presentations and planned activities to occur in the competition venues before, during and after the games, which shall be presented to WBSC for approval at a date to be agreed upon between WBSC and LOC. This plan shall include the VIP hospitality plan, institutional relations, protocols, Ceremonies, receptions and activities for all accredited personnel. All activities mentioned above shall comply with the WBSC protocol.

As mentioned, Ceremonies shall also be part of the production plan. There are three (3) categories of Ceremonies during a WBSC World Cup:

- Opening Ceremony;
- Pre-game Ceremony; and
- Closing Ceremony.

Please refer to [\*Appendix 7: WBSC Ceremonies Guidelines\*](#) for more detailed information about Opening, Pre-Game and Closing Ceremonies, including set up guidelines and visual examples.

### 9.1 Opening Ceremony

An official Opening Ceremony shall be organised at the beginning of the Tournament in the main competition venue, which shall take place one (1) hour before the start of the first game of the host Team and should last no more than 45 min. The time and program of the Opening Ceremony shall be presented to WBSC for approval at a date to be agreed upon between WBSC and LOC.

The agenda of the Opening Ceremony shall be announced to the participants in advance, at the Pre-Tournament Technical/Organisational Meeting. The Teams are required to attend this Ceremony and shall be dressed in full uniform.

### 9.2 Pre-Game Ceremony

A general pre-game protocol is set for all WBSC Events. It may vary from Event to Event based on several factors (i.e., TV broadcast and special requests, Tournament schedule, weather, etc.). The protocol includes, among others, the outfield and infield flag protocol, Teams introductions and national anthems. The details for each individual pre-game Ceremony are discussed during the Pre-Tournament Technical/Organisational Meeting, and if any adjustments are needed, the Technical Commissioners shall inform the corresponding Teams prior to the game.

### 9.3 Closing Ceremony

An official Closing Ceremony shall be organised after the end of the World Championship Final at the main competition venue. Closing Ceremony should last no more than 60 minutes, and the program shall include, among others, individual and Team awards delivery, World Champions trophy delivery and most valuable player award delivery. The exact program of the Closing Ceremony shall be proposed by LOC at a date to be agreed upon between WBSC and LOC and WBSC shall have the final approval.

### 9.4 VIP Hospitality Plan

LOC shall develop a VIP Hospitality Plan for all WBSC Representatives, VIPs and Guests. Such plan shall include the location of the VIP Hospitality area in the competition venue map/floor plan. It is recommended that the VIP Hospitality area be situated close to the VIP seats. The Hospitality Areas shall be suitable for an agreed number of WBSC, and LOC VIP guests and access shall be permitted only for guests with the appropriate access in their accreditation.

LOC shall provide an agreed quality of hospitality service previously approved by WBSC (i.e., food and beverages).

The Hospitality area should be open and provide hospitality from one (1) hour before the start of the first game to 30 minutes after the end of the last game of the day.

### 9.5 Institutional Relations

LOC shall develop, together with WBSC, a detailed plan for all the Institutional Relations for WBSC and LOC Representatives that shall take place during the Event. Such plan shall be presented to WBSC for approval at a date to be agreed upon between WBSC and LOC, and shall include the following:

- Identification of public institutions and individuals to be recognised for hosting the Event; and
- Coordination of Institutional Events/meetings that may arise during the Event.

### 9.6 Social Functions

Although not mandatory, WBSC encourages LOC's to organise a welcome reception by the local authorities hosting the Event, the day before the Tournament starts. If possible, all Event participants shall attend, including LOC representatives, National Teams, WBSC Family members and Media.

The format of the official welcome reception/dinner shall be discussed between WBSC and LOC.

LOC shall inform WBSC in advance if any other social functions are planned.

## 9.7 Trophy & Medals Production

During the Closing Ceremony, the following awards shall be delivered:

- Medals for the top three ranked Teams;
- World Champions Trophy;
- Most valuable player award; and
- Individual awards

The production of medals, trophy and awards shall be shared between WBSC and LOC, as established in the following chart:

<b>Awards to be produced for WBSC World Cups</b>	
<b>WBSC</b>	<b>LOC</b>
<ul style="list-style-type: none"> <li>- Gold medals for the World Champion Team;</li> <li>- Silver medals for the second placed Team;</li> <li>- Bronze medals for the third placed Team;</li> <li>- Trophy for the World Champion Team; and</li> <li>- MVP award trophy.</li> </ul>	<ul style="list-style-type: none"> <li>- Individual awards; and</li> <li>- An optional souvenir item for each player, coach, WBSC Official and guests/VIP.</li> </ul> <p><b>NOTE:</b> The individual awards designs shall be approved in writing by WBSC before production.</p>

Also, LOC shall provide the following items for the medal's presentation:

- Medal trays;
- White hand gloves for the Trophy; and
- Tables to place all the awards with an appropriate tablecloth.

The World Champion trophy is a prized, unique and irreplaceable item that shall be handled with extreme care. The trophy shall be handed out to the Winning Team Captain without having been touched with bare hands by any individual, excluding the dignitary that hands it out during the trophy Ceremony.

The trophy can only be showcased on the following occasions:

- Tournament opening press conference;
- Opening and Closing Ceremonies;
- Championship game;

- World Cup Finals;
- Commercial / promotional activations of the trophy (tours, special occasions, etc.);
- Cross-promotions or composite branding where the trophy is the main feature; and
- Media / Social media opportunities.

The WBSC Ceremonies Coordinator shall oversee the trophy arrival and hand out to LOC. One person shall be assigned during the Final Game and Closing Ceremony to coordinate exposure and handling of trophy. Please refer to *Appendix 8: WBSC Trophy Guidelines* for in-depth description and visuals of Awards Ceremony and Trophy Protocol.

## 10. Marketing & Promotion

This section provides an overview and guidance of marketing and promotion requirements, responsibilities and commercial opportunities to be developed and agreed in coordination between WBSC and LOC.

### 10.1 Exclusive Commercial Rights

All commercial rights to the Event are the exclusive property of WBSC. Subject to the terms and conditions set out in a hosting agreement, WBSC may agree to release some of the rights to LOC. LOC shall communicate and receive a written approval by WBSC before signing any sponsorship/partnership agreement for the Event.

Listed below are some of the most common items for discussion in this section:

#### **[Use of Event Intellectual Properties]**

WBSC owns and reserves all the rights to the Intellectual Properties in relation to the Event which include but not limited to Event logo(s), designation(s), slogan and a mascot if applicable (collectively referred to as "Event Marks"). By signing of the hosting agreement, WBSC shall grant LOC the rights to use the Event Marks. The use of the Event Marks by any commercial partners in items such as print publications, advertising or promotional boards, videos, event footage, awards, promotional giveaways, social media campaigns, etc. shall be coordinated with and approved by WBSC.

### **[Official Publications]**

WBSC has the exclusive right to develop, market and advertise on all official publications produced in physical and/or digital editions for the Event such as tickets, posters, guides, programmes, bulletins, press releases, calendars, books, booklets and magazines, etc. whether produced by LOC or WBSC.

LOC shall not provide advertising space in its Event publications without WBSC written approval. Advertisers with products and/or services in direct competition with those of the WBSC commercial partners shall not be included.

### **[Ambush Marketing ]**

An ambush marketing protection plan shall be created and implemented by LOC upon approval by WBSC. LOC shall ensure that all necessary measures and procedures are in place both to prevent and to react to the presence of any un-approved message, publicity, product or material that infringes the WBSC rules and regulations and the WBSC /LOC commercial partners' contracts.

### **[On-Site Activations, Sampling and Display]**

In the event of any commercial partner(s) to distribute and/or sample their products and/or services in all areas at the venues during the Event, LOC must receive a prior written approval by WBSC. WBSC shall work with LOC to maximise opportunities when contractually possible.

### **[Rights Clearance]**

If LOC wishes to use any music, film footage, scripts or other technical materials in the Event, regardless of whether for event promotional purpose or commercial purpose, LOC should first obtain (and pay fee if so required) all required third party authorizations, releases, consents, clearances and licenses required in respect of the same, including in connection with any footage to be used in connection with any of the rights, releases from talent, unions or guilds and music synchronization and performing licenses from the copyright proprietors and performing rights societies.

### **[Electronic/Video Scoreboards]**

WBSC shall have the exclusive right to include free of charge advertising for its commercial partners on any electronic/video scoreboards at the venues subject to availability and the applicable broadcasting regulations. Such advertising shall be placed in an order to be pre-approved by WBSC.

## **10.2 Licensing & Merchandising**

All rights related to the commercial use of the Event name, logo, trophy and mascot belong to WBSC. WBSC may enter into merchandising and licensing agreement(s) in relation to the Event in its sole discretion. WBSC shall discuss with LOC any possible licensing and merchandising opportunities that may

arise and may release its merchandising and licensing rights on a royalty payment basis subject to compliance with terms and condition to be agreed by WBSC and LOC. The trademark registrations for the Event logo shall be made by WBSC.

### **10.2.1 LOC Merchandising Plan**

In the event that LOC be interested in producing and selling apparel, gadgets and/or any other items using the visual identity of the Event Marks (logos, hashtags, slogan, mascot, etc.), LOC shall develop a merchandising plan which shall be communicated to WBSC in order to receive a written approval at a date to be agreed upon WBSC and LOC.

## **10.3 Commercial Partners**

Commercial Partners cover a range of product categories and rights acquired for and during the Event. WBSC and LOC shall ensure that each of the commercial partner's rights are fulfilled as specified in each partner agreement.

Commercial partners are designated by product category. If the particular agreement includes exclusivity within their product category, such exclusivity shall extend to all areas including but not limited to advertising, selling, servicing and promoting.

WBSC and LOC shall discuss the product supply requirements necessary for the organisation of the Event so that the correct supply is provided by any relevant commercial partner that becomes involved with the Event.

## **10.4 Branding**

LOC shall be responsible for the design artwork and production of the WBSC World Cup graphics that should cover agreed spaces, including but not limited to main public entrance for spectators, in-venue shops and concourse and field of play perimeter such as dugout, fences and backstop. WBSC shall supply LOC with the required materials such as official look book and/or brand/style guide manual. LOC, together with WBSC, shall be responsible for the implementation and installation of the graphics for the FOP within the venue



### 10.4.1 Clean Venue

Unless otherwise agreed by WBSC, the competition venue and the area outside the venue related to the Event (e.g., parking areas adjacent to the competition venue, practice facilities, social function sites, etc.) shall be clean of any advertising at least 4 working days before the start of the Event to ensure the correct installation of all the branding to be used during the Event. All existing advertising shall be covered and/or taken down for the duration of the Event. In case of use of professional softball facility, a number of spaces for WBSC sponsors and partners shall be guaranteed, as well as the exclusiveness of backstop advertising.

### 10.4.2 Venue Signage

WBSC has the exclusive right to use any kind of advertising Media for any products and/or services at the Event venues. Such advertising rights shall include the possibility for WBSC to install signage inside the venues as well as exterior signage on the outside of the venues, on the venue scoreboards, etc. Some of the spaces may be released to LOC for local sponsors; however, WBSC shall approve and authorise in writing all agreements beforehand.

The form and style of the venue and FOP signage shall be in accordance with the WBSC Official Look book that has been developed for each one of the Softball World Cups. The signage shall be positioned at each end of all FOPs used for the Event and along with the fencing of FOP. Some of the items to be produced are listed in the following chart:

Branding items to be produced for WBSC World Cups	
Field of Play	Competition Venue
<ul style="list-style-type: none"> <li>-Backstop (static or rotational);</li> <li>-Dugouts;</li> <li>-Outfield fence; and</li> <li>-Side-line fences (recommended).</li> </ul>	<ul style="list-style-type: none"> <li>- Directional signage;</li> <li>- Press conference room;</li> <li>- Mixed zones;</li> <li>- Banners with participating National Teams flags; and</li> <li>- Roll-ups.</li> </ul>

Please refer to [Appendix 9: Branding & Promotion Guidelines](#), for correct usage of Event logos, set up guidelines and visual examples.

### 10.4.3 Logos in Email Signature

LOC shall ensure that its employees place Event logo (as soon as it's developed and officially approved) in their email signature in an effort to maximise the Event exposure.

## 10.5 LOC Promotion Plan

The event promotion is a crucial aspect for the success of any event. A promotional plan needs to be developed in accordance with the level of and the resources available for the Event. The Event promotion shall include global/international, national, and local initiatives and can be initiated years in advance, close, during and even after the Event.

WBSC shall take the lead and responsibility for the Event promotion and branding on a continental or global level. On a national level, LOC and/or the host NF (including the domestic National League and all other national Softball entities) shall take the lead. It is important that LOC and WBSC work closely together to ensure that all promotion initiatives, whether of global or national nature, are coordinated and integrated.

One of LOC's main sources of revenue may be from the sale of tickets. Promotion is vital to ensure that the sale of tickets is maximised for all games. To achieve that goal, LOC needs not only a well-prepared promotional plan but also professional staff members to drive all promotional activities and maximise the outcome.

### 10.5.1 National Event Promotion

In order to promote and gain awareness for the Event, LOC shall develop and implement a national Media and promotional plan that shall be presented to WBSC for approval at a date agreed upon between WBSC and LOC.

At least two (2) weeks before the start of, and during the Event, LOC shall display in public areas a range of Event flags and banners to maximise the exposure of the Event.

Please refer to *Appendix 9: Branding & Promotion Guidelines*, for detailed explanation and visual examples of the national and local promotional plan.

### 10.5.2 Website

www.wbcs.org is the official website of WBSC and as such is protected by a copyright.

LOC and the Teams shall be entitled to use certain features from [www.wbsc.org](http://www.wbsc.org) such as the live statistics of their games as well as video clips.

All use of such features shall carry the NOTE: "Copyright of WBSC, provided by WBSC".

### **10.5.3 Event Mascot**

The Event mascot may be developed in coordination between WBSC and LOC. It should be ready for public release several months before the start of the Event to efficiently help with the promotion plan. The design shall be in accordance with WBSC branding guidelines. WBSC shall give its final approval for the mascot at a date to be agreed upon between WBSC and LOC.

### **10.5.4 Event Branded Gifts**

In the case that LOC wishes to produce premium giveaways that display the Event Marks it should work together with WBSC. All artworks shall be approved in writing by WBSC. It is highly recommended that LOC develops with the WBSC master licensee (if applicable), commemorative Event T-shirts, to be distributed to all the Event participants.

## **10.6 Print Materials**

In order to ensure that WBSC and Event logos are displayed in the correct format, style and position, WBSC has prepared a Corporate Identity document called WBSC Official Look book, which outlines in detail how the logos should be used and shows clearly the positioning and relation of both the WBSC and Event logos as well as the commercial partners on various examples of print materials such as letterheads, posters, press release paper, programme front page, accreditation cards, tickets, envelopes, business cards, etc.

Any design of print materials shall be in accordance with the WBSC guidelines and shall be always respected. The final layout for all pages in the Event official programme, ticket front and back, posters and other Event official print materials shall be developed in coordination with WBSC and submitted for written approval at a date to be agreed upon between WBSC and LOC prior to the print deadline. WBSC shall provide feedback in writing within 72 hours under normal circumstances. Failure to obtain written approval by WBSC before printing may result in the need to reprint at LOC cost.

Samples of all print materials shall be provided to WBSC at the end of the Event.

### 10.6.1 Use of the Event Logo

WBSC is responsible for designing and developing the Event logo according to the WBSC guidelines. The Event logo should be provided to LOC at a date to be agreed upon between WBSC and LOC. For all matters related

to the Event, LOC shall use the Event name and logo for their own non-commercial promotional purposes.

The following materials, which shall be produced by LOC, shall contain the Event logo, WBSC logo and identification of all official commercial partners:

- Official Event programme;
- Official Event tickets;
- Official posters to promote the Event;
- Event press information paper and promotional materials;
- Event letterhead and general stationery (business cards, with compliments slips, LOC letterhead, paper, envelopes, etc.);
- Event results and statistics paper;
- Event press kit folders;
- Event car and bus stickers for vehicles identification;
- Event parking passes/stickers;
- Event directional signage;
- Past Event statistics/records; and
- Event Media guide.

### 10.6.2 Official Event Programme

LOC shall produce the official Event programme, which shall be in A4 size. The layout of the official programme shall be sent to WBSC for approval at a date to be agreed upon between WBSC and LOC. WBSC shall approve both the content and the logo use.

This programme shall be an extensive publication, which can be distributed for sale to the general public if so desired by LOC. The programme shall be written in English or Spanish and the local language. Complimentary distribution shall be made to professionals such as the Media, players and Team officials, NFs, volunteers, WBSC officials, VIPs and commercial and broadcast partners.

The content for the full-colour publication should include the following:

- WBSC President and/or Secretary General's letter of welcome;
- Government authority, NOC and/or City Mayor's letter of welcome;
- Detailed presentation of each Team playing in the Event;
- Detailed presentation of the star players of each Team;

- History of the Event;
- Event schedule;
- Statistical information; and
- Useful information on the host city, venue and local transportation system.

If printed, LOC shall make available to WBSC a maximum of 200 complimentary copies of the official programme as early as possible for distribution to WBSC and to its commercial and broadcast partners.

LOC shall receive artwork from WBSC for the commercial partners' advertisements and WBSC identification in the official programme. A minimum number of 8 advertising pages, including the inside front cover and the back cover, is reserved for WBSC use.

### **10.6.3 Event Posters**

LOC shall produce official posters to promote the Event. The layout shall be submitted to WBSC for approval at a date to be agreed upon between WBSC and LOC. The poster shall be in two languages (English or Spanish and local language) and shall include the Event title, Event logo, WBSC logo and WBSC designated sponsors logos as well as the date and place of the Event.

### **10.6.4 Event Tickets**

The design and layout of the Event tickets shall follow the WBSC guidelines and shall be submitted to WBSC for approval at a date to be agreed upon between WBSC and LOC.

The Event logo and WBSC logo should be displayed on the front of the tickets. The back of the tickets should include sponsors logos.

## **10.7 Ticketing**

LOC shall provide a detailed ticketing plan, which shall allow maximum exposure of the Event and shall guarantee the attendance of local and national public to the games during the Event. WBSC shall cooperate with LOC in spreading the information about tickets sales on the official Event website, by press releases and/or any other avenues available.

## 11. TV Broadcasting Rights

WBSC owns and reserves all media rights to the Event globally on an exclusive basis and, as the rights holder, is responsible for the negotiation and conclusion of all contracts relating to the worldwide transmission of all games of the Event.

The term "Transmission" includes all coverage by terrestrial, satellite, cable and closed-circuit television, Internet, OTT, video, radio and film on a live or delayed basis whether broadcast complete or in highlights. All new technical broadcast innovations come under these terms including IP, broadband, mobile, digital, high definition, widescreen, compressed vision, 3D, virtual animated graphics, virtual reality, metaverse and video, computer or other multimedia formats.

WBSC alone can authorise broadcasts of all or any games of the Event, including arrangements for the provision of basic coverage and for all live and delayed broadcasts (highlights, news or otherwise) into all countries.

In addition, the provision to monitor and control photographic stills and/or computer digital recorded/transmitted stills rests solely with WBSC or its designated partner. In the event that broadcasting rights be released to LOC and so agreed upon in the hosting agreement, LOC shall comply with WBSC's Production Guidelines outlined in *Appendix 10: WBSC Softball World Cups Broadcast Manual*.

In any case, a minimum of full production, at WBSC required standards, of the last day of Event games, Closing Ceremony and after-game interviews, is required at LOC expenses, and LOC shall provide the WBSC office with a full footage copy no later than an agreed date by WBSC.

## 12. Media

In order to guarantee a functional and efficient working environment, LOC is requested to provide the best possible venue facilities and equipment for the Media. LOC shall consult the WBSC Events Department for the ideal Media set up for a softball venue. The below are basic explanations related to the Event procedures and Media requirements.

## 12.1 LOC Media Structure

LOC shall designate the key persons involved in the Media Plan and shall submit an organisational chart to the WBSC. The Manager and Coordinators should be professionals in their field and speak fluent English.

### 12.1.1 Media Officer

LOC shall appoint a staff member to be responsible for the Media. That staff member should have experience of working with journalists at international sports Events. The Media officer shall be responsible for any enquiries from international and local journalists before and during the Event and shall work under the supervision of the WBSC Media Officer onsite.

### 12.1.2 WBSC Official Photographers

LOC shall provide the WBSC with a sufficient number of photographers to cover the games, official Events, press conferences and opening and closing Ceremonies based on the WBSC instruction. Photographers shall be requested to take professional quality pictures of each Team, the umpire crew, the Event award winners and other people associated with the Event. LOC shall ensure that the photographers grant to the WBSC all rights, title and interest in and to such photographs, free of any liens, restrictions or encumbrances. Photographs shall be provided to the WBSC on a game-by-game basis during the Event.

## 12.2 Event Media Guide

Event Media and broadcast guide shall be produced if deemed necessary by the WBSC based on the level of Media coverage and the number of Media personnel onsite. The WBSC and LOC shall work together to develop the contents, and the guide shall be printed in the host country by LOC or its designated agency.

The artwork of the front page should be developed by LOC and shall be approved by the WBSC. An English or Spanish language version is obligatory, and a version in the host country language is optional. The guide should be ready for distribution at the start of the Event and should be complimentary distributed to professionals such as Media, Team officials, NFs and WBSC /LOC staff. A minimum number of 8 advertising pages, including the inside front cover and the back cover, is reserved for WBSC use.

Content guidelines for the guide are as follows:

- Accreditation regulations, access zones, categories;
- Venue Media areas and facilities with detailed maps;

- Opening hours for Media areas;
- Information on the Media hotels;
- Tournament schedule;
- Location and facilities of WBSC office including the provision of services and opening hours;
- Social events offered to the Media;
- Information about host city;
- Information about venues;
- Regulations for photographers;
- Regulations for Television and Radio broadcasters;
- Pre- and post-game procedures including a schedule for press conferences; and
- Information on WBSC Officials, Technical Commissioners, Scorers and Umpires.

### **12.3 Media Accreditation**

Media accreditation shall be conducted online via the WBSC Accreditation System.

### **12.4 Distribution of Information**

Accredited Media shall be provided with a regular flow of information throughout the Event, including all Tournament related data.

The minimum information to be provided on-line through the WBSC official website shall be:

- Team rosters with name, age, position, B&T, uniform number (immediately after Pre-Tournament Technical/Organisational meeting) on-line;
- Game Statistics (immediately after the end of each game) real-time on-line;
- Schedule and Umpire nomination (before the first game on each day) on-line;
- Standings and results (after last game of each day) real-time on-line; and
- Accumulated statistics of each Team and statistical leaders for players (after last game of each day) also included in the Daily Report.

### **12.5 Team Photographs**

In special instances, the participating teams shall be asked to line up for a Team photograph. The players shall be dressed in their game uniforms with their shirt numbers clearly visible. A mandatory Team



photograph shall be taken on the first game day of an Event. The Teams shall be informed of the procedure during the Pre-Tournament Technical/Organisational Meeting.

## 12.6 Internet Journalists

Internet coverage of WBSC Events is regulated by strict guidelines. Accredited Internet journalists shall not be allowed to cover the Event with live statistics, live still images, live audio or video content from the games. All accredited Internet journalist must sign a respective acknowledgement of the Internet regulations upon pick up of their accreditation.

## 12.7 Press Conferences

The post-game press conference should start a maximum of 10 minutes after the end of medal games, and for other games, the organisation of the press conference shall be decided and communicated to Media onsite.

LOC shall be responsible for providing the necessary infrastructure (interpreting and technical equipment, a platform with tables and chairs). The platform should be large enough to accommodate the press conference moderator, two representatives of each Team (the manager and one player) and the Event backdrop.

## 12.8 Mixed Zones

A mixed zone shall be set up to offer opportunities for the written press, radio and non-rights holders to interview the players after the games. After the games, all players and coaches shall pass through the mixed zone, but they are under no obligation to give interviews.

## 12.9 Social Media

While the Event's micro-website is built under the WBSC website, [www.wbsc.org](http://www.wbsc.org), the LOC should cooperate with the WBSC to put in place a social media campaign to promote fan engagement and participation through various activities, such as ticket launch and pre-sales, game schedule information, weather forecast, sports stories and more.

## **12.10 Press Clipping**

A complete local press clipping collection is highly recommended. Coverage period should be from one month before to one week after the Event. A copy to be provided to the WBSC office as soon as possible after the end of the Event.