

ERIC Events check-list

Helping hand to Host Organizing Committees in their challenging task to make a remarkable event!

Written by:

With a great deal of help from:

HOC REM St.Petersburg 2016,

HOC REM St.Petersburg 2016,

HOC REM Athens 2016,

HOC EUCO Milan 2016,

ERIC Marketing Officer 2017-18,

Fatima Sultygova

Amalia Ilyasova

Konstantinos Pantelatos

Mikolaj Dragovic

Susana Silva



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Dear Host Organizing Committee,

here is a short list of things to check for the success of your event and some tips to help you do that easier.

Please note that this document is purely informative. You should read and strictly follow the E.R.I.C. Bylaws since you are legally bound by it as a HOC. In case of any doubts, contact E.R.I.C. Board members for an advice.

First things first? Let us start with the essentials:

1. Planning and budgeting your event

What to check

- You have estimated the number of packages of every type and the total amount of participants at your event (depends basically on the gala venue capacities and number of local Rotarians, HOC members and other guests you invite there)
- You have planned a detailed budget of your event, preferably in three scenarios (pessimistic, realistic and optimistic). An example of the budget could be found in Annex 2.
- ☐ The realization budget of your event is updated with every change of prices or sales trends so that you are able to make last minute changes if needed.
- □ You have budgeted contingency reserves. When it comes to budget, it's better to be a pessimist

Tips

- 1. Previous HOCs can give you the approximate distribution between the main types of packages hotel/hostel, accommodation/non-accommodation, 1 day/3 days/5 days/gala only, additional activities/no additional activities, ratio of packages sold per wave
- 2. Keep in mind that your estimate of packages sales by types also depend on the difference in prices between packages with and without accommodation and availability of alternative accommodation offers
- 3. The number of participants depends on many issues. Among the least expected you find the reputation of the event and the country where you are hosting it. If several events held before were not too successful, either in general or in your country, the level of trust to the event you are going to host may be lower affecting the lower sales of the packages. Keep it in mind when planning. Also, consider the weather conditions, cost of flights, need of visa and safety issues (including political and social stability in the region).

2. Hotel

- \Box The hotel(s) has enough rooms for all the guests
- ☐ The hotel(s) has easy access to the public transport and to city center
- \Box The hotel(s) has internet access for all the guests
- ☐ The hotel(s) is a wheelchair accessible and has handicapped accessible rooms
- ☐ The offer you get from the hotel is substantially lower than what your participants can get themselves with all the special offers
- ☐ The main hotel reception area can fit an event registration desk
- ☐ It is allowed for you to perform financial operations (receive payments, make refunds) in the main hotel reception area
- ☐ In case there are several hotels, it is better if they are located within the walking distance from each other
- ☐ You provide the hotel(s) with all the names of the roommates chosen by the participants of your event



- 4. Hotel is the biggest part of your expenses, so make sure to get a really good deal there!
- 5. Avoid periods when hotel is hosting another conference at the same weekend
- 6. Having in mind two or more hotels can help get a better position in negotiations
- 7. Try finding a hotel through Rotarians. It usually helps to get better rates and reach agreement in most issues
- 8. Try making bundled agreements (e.g. lower prices for EUCO/REM in exchange for the next district Rotary/Rotaract conference also taking place in the same hotel)
- 9. Signing a preliminary gentlemen agreement with the hotel before even bidding for hosting the event can help you secure better prices
- 10. It is better to sign an agreement with the hotel without the exact number of the rooms. N +/-20% of the rooms with fixing the exact number as late as possible stated in your agreement should help you be safe in case if the participation rate of the event is under-/over-rated
- 11. Some hotels have cancellation fee. Check the deadlines for confirming the final amount of guests without having to pay it, and make sure that you have included this date in your Terms&Agreeements as the date when the refund policy for packages cancellation changes.
- 12. The best deal would be if you agree on full prepayment with a final re-count of your order after the event or on the last part of the payment to be done at the checkout of your guests. So that in case someone does not show up and cancels last minute, you will be able to get at least partial refund for a room
- 13. In case your country requires invitations in order to obtain a visa, the hotel can provide your guests with an invitation for a whole period of their stay in this hotel. This will not work however in case a person chooses to stay longer with another hotel booking
- 14. In case your hotel can offer triple room accommodation, you can make it the main option for packages. Considering there are many couples going to an event, it is important to offer a double-room upgrade option for an extra charge if necessary
- 15. Make sure it will be possible to book additional single rooms within your reservation upon request of your guests, which will be subject to additional charge for a participant
- 16. The same applies for additional amenities your hotel might have to offer (SPA, all-inclusive deal instead of breakfast only etc.) if you cannot afford to add those options to the regular price, make sure that your participants know about those possibilities and can book them additionally
- 17. If you can agree with the hotel on extending some bookings to several days before or after the event dates while retaining the same price offer as for the rest of your booking, that would be an additional benefit for your participants and a better reputation for you as a result;)
- 18. It is better to have a suite or other type of big room be booked in the main hotel for HOC members even if they don't stay there it could be used as a spare room in case of contingency or as a room for HOC to make meetings and keep their belongings.

3. Conference and workshops

- Room for the ERIC Meeting can fit enough participants (the more the better but at least all the CRs and presenters)
- □ Room for plenary session at EUCO can fit at least half of your event participants, ideally all of them
- □ Presidium is large enough to fit all the ERIC Board members at once (Eight Board members and assistants)
- □ Rooms for workshops fit at least 30 participants
- □ Program and timing of the conference, workshops and plenary is discussed with ERIC Board (President, Vice-president and Secretary at least)



- ☐ All the rooms are booked for the needed amount of time
- ☐ All the necessary equipment works properly in every room: projector, audio system, microphones (better 2 or more wireless microphones)
- □ Rooms have all the needed wires to connect to any laptop (HDMI, VGA, DVI, USB, RCA etc.)
- □ Rooms have a good Wi-Fi connection
- ☐ It's better to provide participants and speakers with needed stationery and water at the venue

- 1. In most cases when you book many rooms at once in the hotel (and you do), conference rooms are offered free of charge or at a very low cost. If not offered by the hotel from the start, do not hesitate to ask. Everything is negotiable.
- 2. When ordering a coffee break, if the venue uses coffee-machines, make sure they are outside the meeting room in case someone decides to make coffee in the middle of the meeting. Make sure there are enough machines to avoid queues and therefore participants' being late for the next part of the meeting.
- 3. In case you make a Plenary and workshops day starting in the morning and going on till the afternoon, make sure you have planned lunch for that day, and not only coffee-breaks. Otherwise, you will lose your participants half-way
- 4. Consider skipping/substituting with an evening entertainment an official party the night before the plenary conference if it starts in the morning; otherwise start the plenary a bit later
- 5. Inviting important guests from RI to give a speech at the Plenary session will not make your event too serious, but it will definitely make it more special
- 6. When inviting RI officials do it well in advance (for RI president at least a year in advance) and always consult the invitations with ERIC board

4. Parties

What to check

- The venue is open only for your event participants. Remember that according to the Bylaws you are fully responsible for the safety of your participants and their belongings
- ☐ If the venue is located within more than a 5-7min walking distance from the hotel, you offer a transfer
- ☐ The venue easily fits all the participants, without being too big to look half-empty.
- ☐ The venue is wheelchair accessible
- The venue has a cloakroom. It is important even if it is summer outside. It can get chilly at night and it is better and safer to keep all the jackets brought to the party in a cloakroom rather than them being scattered around. Make sure that cloakrooms are free of charge for your event participants

- 1. A good agreement with the club would allow you to cut costs or even raise some money. There are several ways:
 - a. Basic agreement would be that you do not pay for the venue if you reach certain revenue. If not you don't reach it then you pay the difference
 - b. With some venues, it is possible to sign a commission agreement additionally. In this case, you get a commission of about 10% of the revenue that exceeds the certain amount agreed upon initially
 - c. In case you decide to create your own event currency (more about it later), you can negotiate rewriting bar menu prices with your currency and agree on how you will settle the account with the bar after the party



5. Opening Ceremony

What to check

- The venue is open only for your event participants. Remember that according to the Bylaws you are fully responsible for the safety of your participants and their belongings
- ☐ If the venue is located within more than a 5-7-minute walking distance from the hotel, you offer a transfer to it and back/to the party
- ☐ The venue fits all participants easily without being too large to look half-empty
- ☐ The venue is wheelchair accessible
- ☐ The venue has a stage and equipped with a good sound system
- All the guests can see and hear well what is happening on stage. If it is hard to see the stage from any spot of the venue, check that they have few screens showing the stage
- □ Program and timing of the ceremony is discussed with ERIC President and/or Secretary
- All the official procedures are in place. Since Opening ceremony is an official part of your event, check that the program of the evening includes:
 - anthems of the host country, European Union and Rotary International
 - a speech by the HOC Chairman or deputy welcoming all the participants;
 - a speech by a Rotarian;
 - a speech by the E.R.I.C. President or deputy;
 - a flag ceremony presenting the flags of all the countries represented at the event.
- ☐ All the people going to the stage know precisely, when they need to do that
- The host of the ceremony knows how to pronounce all the names correctly and has a full list of countries. Be careful to avoid political controversies: use official UN names and flags of the country, never show country's outlines of its borders, always go in alphabetical order, and never forget any country. In case of any doubts, consult ERIC Board
- Cultural part of the program is planned. It is good to show some cultural spirit of your country at the opening ceremony. It is a good idea to invite some local musicians, singers, dancers to entertain your guests
- ☐ The ceremony is as short as possible. It is better if you wrap up the whole official part within 1,5h maximum
- The venue has cloakrooms. It is important even if it is summer outside. It can get chilly at night and if the ceremony is inside, wearing or holding jackets might be inconvenient for the guests especially when taking pictures. Make sure that cloakrooms are free of charge for your event participants

- 1. To save your budget on transfer costs and venue rents, you can make the opening ceremony at the same place where you plan to throw a party later that night. There are plenty of places where you can successfully combine the two e.g. big night clubs, concert halls and stadiums
- 2. Anthems. They do not have to be full length, 30-60 seconds for each anthem is usually enough, but make all the three parts of equal length. In case you cannot find a proper audio file of EU and Rotary anthems or are not sure, which one to choose, you can ask ERIC Board members (IT officer) to help you out.
- 3. Practice shows that within large audience people tend to lose their concentration faster. It could be hard to find an ideal balance between paying respect to all the important guests and keeping the audience alert. Therefore, you should organize your speakers' list with enough of thought and consideration. For example, an active District Governor or Zone Director could be the Rotarian who can represent your country and your District in the best way.
- 4. Given that people are often get carried away while giving speeches, it is better to check that they have their speeches written beforehand. Telling people, they have twice as less time as they really do can also help to stick to the time schedule.



- 5. Flag ceremony can be organized in different ways. You can show the flags on screen, have volunteers bring all the flags to the stage or call Country Representatives with their flags on stage. In the latter scenario, make sure, that all the Country Representatives are next to stage with their flags ready at the agreed-before time. Also, you should expect that some Country Representatives might want to bring all their delegation on stage with them. If you are not ready for the chaos, prepare some instructions or make a rehearsal beforehand.
- 6. Cultural program of the evening tends to be better received by the audience compared to speeches. However you should not make a concert out of your Opening Ceremony. Your goal is to give an impression of your culture in the widest spectrum possible within a short time frame. Dynamic, diverse, emotional program is always received better and keeps the audience engaged. If you have only one singer/dancer/musician/band for all night, make sure that each of their performances is at least slightly different in style.

6. Gala Dinner

- ☐ The venue is open only for your event participants. Remember that according to the Bylaws you are fully responsible for the safety of your participants and their belongings
- ☐ If the venue is located within more than a 5-7-minute walking distance from the hotel, you offer transfer to it and back/to a party
- ☐ The venue has a big enough stage
- ☐ It fits all the guests freely leaving enough space for the dancefloor
- ☐ The venue is wheelchair accessible for any of your participants to get in easily
- □ Program and timing of the ceremony is discussed with ERIC Board (at least the President)
- All the guests can see what is happening on stage. Since the tables take a lot of space, some guests will be far from stage. Make sure that they can see what is going on there. Screens around the hall transmitting video from the stage should help.
- ☐ All the guests can hear what is happening on stage. Make sure that the sound system is good enough to hear all the speeches clearly in any part of the hall
- ☐ The stage at EUCO Gala has a large screen behind. If you are hosting a EUCO, it is essential that you have a big screen on stage, at REMs it is not that important, but could be helpful as well
- □ You have made the comfortable seating for Rotary, ERIC Board members and Country Representatives, your HOC and other honorable guests so that they do not have to worry about having seats close to the stage.
- You took care of allergies and restrictions ordering menus. Make sure that you have vegan variant of the menu for those guests who need it. It is also good to mention in printed menu on the table possible allergens in dishes to avoid calling for an ambulance.
- ☐ You have figured out a way for waiters to know, who of your guests needs the special menu. Seating can help here, otherwise think of special signs
- There are enough drinks. Check that there is enough of both, water and wine at each table. Also, make sure that there is enough of alcohol for the whole night. About 1.51 of water and soft drinks, 0,81 of light alcohol drinks and 0,2 of strong alcohol per person can be a fair amount for the whole night (reception, dinner and bar).
- All the official procedures are in place. Program of the Gala Dinner should include at least:
 - a speech by the HOC Chairman or deputy to say goodbye to all participants
 - a speech by any Rotarian
 - a speech by the E.R.I.C. President or deputy to thank the HOC
 - presentation of the next 3 events taking place
 - Program for the EUCO Gala has to have additionally:
 - top-3 BESP, TCA and RRCA awards ceremony
 - thanking Country Representatives and current Board members for the year



- presentation of the new Board with President's handover ceremony
- ☐ All the people who have to go on stage know precisely when they have to do it and are ready by the time.
- □ The ceremony is as short as possible. It is better if you wrap up the whole official part within 2-3h maximum together with breaks for the courses.
- □ There are no problems with WC. Gala night is the longest evening bringing the most people together in one venue, and those people obviously have needs. Make sure that your Gala venue has enough Water Closets not to have queues for half a night there. It is also good if there is minimum staircases between the WC and the main hall
- The venue has a wardrobe. The last thing you want in your Gala dinner is coats on every chair; therefore make sure you have a working wardrobe at the venue, where there is space for couple of suitcases for those who will have to start to the airport right in the middle of the night.

- 1. Location. Giving that some people have their flights in the middle of the Gala night or early in the morning, it is a good idea to have the Gala as close to the hotel as possible. It may sound as not the nicest option, but the convenience of it, for both, you and your guests will pay it off. You can use even your hotel restaurant as your Gala venue in case it is nice and spacious enough. Just imagine, you do not need any transfers, no jackets are needed even in winter, and girls do not have to bring spare pair of shoes! ©
- 2. Seating for everyone can seem an additional headache for your HOC and it is hard to say whether it is really worth the trouble, but in case you decide to make it easier for your guests to find a table they can sit with all their friends at, there are ways. First of all, you can make sitting by countries that is the easiest, and some people love it. Others say that they travel to international events to hang out with people from other countries, and then there is another option: make a survey. Let your participants choose with whom they are willing to dine the same way they are choosing their roommates. In any case, if you are doing the sitting, make sure to display it during the reception part and maybe send it out beforehand to all participants as well.
- 3. Inviting special guests from RI to make a speech at the Gala dinner will make it more important and will raise the level of the event in the eyes of all participants, and especially Rotarians invited
- 4. Practice shows that within large audience people tend to lose concentration quicker. It could be hard to find an ideal balance between paying respect to all the important guests and keeping the audience awake, so you are better to choose people giving speeches carefully. For example, an active District Governor or Zone Director could be the Rotarian who will represent your country and your District in the best way.
- 5. Given that people are often carried away while giving speeches, it is better to check that they have their speeches written beforehand. Telling people, they have twice as less time as they really do can also help to keep the timing.
- 6. Gala program. Being held during the dinner, it should be very well thought-through. It is better if the official parts are planned to be in-between the courses so that people have time to eat and are concentrated during the speeches.
- 7. Since the official part of the Gala takes quite some time, it is better to divide it in at least 2 blocks scheduled to happen between the courses of the menu. Do not make too many short blocks though; it is easier to stay focused for 25-40min at a time than be present in the room all the time not to skip a 5min block while smoking. It is also very important to be careful on timing. When you have scheduled 5min per speech, tell each person they have only 3min.
- 8. Program of the night printed out and laid on tables for people to see will help you keep the audience informed on what is going on, interested and concentrated. Additionally your speakers will know exactly when they are expected to be on stage.



- 9. Menu. Every catering company has several options of the menu, differing in price. In most cases, you can additionally modify any of those, combining dishes from different versions. The most expensive menu is not always the best one in taste and certainly not best for your budget. Thoughtful choice and a tasting if possible would help you balance the two.
- 10. Alcohol. It is sometimes allowed to bring your own alcohol to the venue and not to order it from the catering company. The caterer would probably charge you some tax for it, but it will still be cheaper in most cases than buying alcohol from them. Having your own alcohol helps in several ways:
 - a. you can sell it to participants at your own price;
 - b. you can sell alcohol in your inner event currency;
 - c. you can make an open bar that will let participants close their eyes on any of the little flaws of the event.

There are of course some downsides of this:

- a. you will have to have several bartenders of your own;
- b. you may run out of certain alcohol (but to be fair that could happen with catering company as well);
- c. you may have some leftover alcohol, but at least it will not be overprized (take note that some caterers will have you buy all the alcohol, and you will not be able to give it back if leftover) and you will be able to throw an after-party with it ©

7. Transfers

What to check

- You have ordered enough buses to transfer all participants to the events and back. Number of buses you need for every transfer and the frequency of transfers depends not only on amount of participants in your event but also on the time it takes a bus to go from the hotel to the venue and back. Add there around 10-15min for people to get on and off the bus on every round, possible traffic jams and plan some extra 10-20% of spots since not all the buses will leave full. Example:
 - You are bringing 400 people to the Gala dinner. Bus has 45 seats. With 10-20% extra you will need 10-11 buses to leave from the hotel in total.
 - Reception starts at 6.30pm, dinner will start at 8pm. Length of the trip one way is 30min. Therefore you would want the first bus to start running not earlier than 6pm and the last one to leave not later than 7.20pm. To fit in 10-11 buses in 1h20min you need to schedule those to leave every 10 minutes in average.
 - The length of the roundtrip will be 30+30+10+10=80min, which means that the 1st (and could be also 2nd) bus will be able to make another round. This way you will need to rent 9 buses, 1 or 2 of which will be making an additional round.
- You are not trapped with regulations. Take note that, according to EU regulation, bus drivers can't drive longer than 10h a day, and breaks of at least 45 minutes (separable into 15 minutes followed by 30 minutes) should be taken after 4 ½ hours at the latest. Keep it in mind when drafting a transfer schedule.

- 1. Planning your budget get ready that for every bus you order you might be asked to pay for additional 2h of running, so sometimes it makes more sense to order fewer buses and let them work longer hours within the same order. In case of a party that would take place from ~9pm to ~4am it means that you pay for 7(+2)=9h, while if you order buses to run from 9 to 11pm and then from 00 to 4am, it will be 2(+2)+4(+2)=10h.
- 2. The closer the venues to each other the less buses you will need for the transfers because they will be able to make more rounds
- 3. To be sure you didn't leave anyone behind, always have the last-last bus planned but not announced there will always be crowds that have missed or didn't fit "the last one".



8. Food

What to check

- You follow the Bylaws. According to the Bylaws, it is required that all the participants receive at least 2 meals a day included in their packages (check ERIC Bylaws for more details)
- ☐ All the participants know, where and when they can eat
- ☐ You took care of vegetarians and people with allergies
- ☐ You have arranged the timing of coffee-breaks and ERIC lunch according with ERIC Board agenda.
- ☐ There are enough coffee-machines so that participants don't spend most of their coffee-break queuing
- □ People do not starve. Since ERIC Meeting and Plenary can start pretty early, so that some people don't have time for breakfast, they will be grateful for some food at coffee-breaks
- □ HOC and Volunteers are not starving either! Do not forget to feed them!

Tips

- 1. A lunch to be provided during the day can be a sandwich or any other take away meal
- 2. In case you can't find a place fitting in all your participants, make an agreement with several cafes around the hotel and give your participants vouchers to pay for their lunch/dinner
- 3. Hotel restaurant is another option. And they can give you a pretty good price if you order a buffet consisting of limited number of dishes

9. CR lunch/dinner

It is not necessarily a dinner, it could also be a lunch or a cocktail. The main idea of it is getting together

What to check

- You have estimated the costs of the lunch/dinner per person based on the budget the Treasurer of ERIC Board gave you
- You have made a reservation in a place large enough to fit in double of the amount of ERIC Board and CRs in case each of them decides to bring a +1 or you want to invite other special guests to join
- ☐ The place is suitable. It does not have to be upper-class, but should be nice and clean, and preferably with a local cuisine

Tips

1. Ask CRs and Board members to indicate, whom they are bringing as their +1, so that you can charge those people for the dinner already at their arrival or even before that, together with package and optional activities payment.

10. City Tour

- The optimal way of having a city tour is chosen. First of all you have to decide, whether you can have a walking city tour or a bus tour with photo-stops. This depends on the proximity of sights to each other, the weather, the time you have and your budget of course. If you order a walking city tour and it takes 4h to walk through all the stops or it is -20 outside you risk to lose money paying the guides for groups of 5people.
- The best route is planned. Make sure to show the main sights of your city to your guests. They might be visiting it for the only time in their life. Tours showing only one side of city (I.e. part of the city where one of the famous artists/writers/musicians lived, was being inspired and worked) can be on your optional offers.
- ☐ The hired guides are professionals, fluent in English and are politically-correct and tolerant



- 1. The tour can be made in a form of a treasure hunt, but in this case make sure that you still have a guide for each group, who can "moderate" the hunt and also tell interesting facts about the places the group visits. This way it will be a fun activity, your participants will be more involved in the process and enjoy having funny tasks. Yes, you will have to think about the tasks, the route and dig some information and interesting facts about your city, but the huge benefit of this type of city tour is that it can be done by volunteers instead of professional guides and therefore help you to cut costs.
- 2. It's good to have water in the busses for participants to use, costs peanuts, ads a lot of happy faces

11. Optional Activities

Optional activities are not obligatory to plan which is obvious from the name, but those help you in 2 ways: (1) your guests do not have to think, what to do in the city in their free time; (2) with a fair margin some of those can help you to balance your budget.

What to check

- □ Variety of activities let your participants choose what they like doing, but isn't too big for them to get lost in it
- ☐ You have someone accompanying each group to the venue for the activities, so that the group arrives together and no one is lost on their way
- You have a common meeting point in front of the venue of each activity specified in some guide in case some of the participants will have to go to the activities from other venues/activities
- ☐ You have described the cancellation and refund policy for those activities as well in Terms&Agreements of your event
- You have informed your participants in case some of your activities cannot be attended without a prior booking because many people often think they can decide on spot regarding those
- ☐ The price you offer for the activity is reasonable and includes additional benefits in comparison to what your participants can get if they do the same thing on their own
- □ Everything is ready. If you are preparing some workshops yourself, make sure to make a full list of what you need for it and get it in the needed amount

- 1. Don't plan the most popular activities at the same time, this way you'll sell more of both
- 2. To make a more accurate plan of number of participants for each type of activity, you can try to remember, at which events similar activities were proposed and ask the HOCs how popular those used to be
- 3. You can actually start with asking previous HOCs which activities were most popular, since it can help you shape your offer according to expected demand
- 4. Choose activities that your participants can't do on their own (museum visit) or make it superspecial (adding a tour guide to museum visit doesn't count)
- 5. Pick those activities that are special for your country\region. This way your guests will get an additional benefit of getting to know your country a little better.
- 6. Girls always want to look beautiful but especially at the Gala night. You can offer hairdressers and make-up masters as an optional activity why not :) Not speaking about female part of your HOC and ERIC Board who would need it and might not have time for doing it properly themselves.
- 7. Classy transfer to Gala can be another option for additional fun. If it has alcohol on board it can even arrive after the reception. No one would mind.



12. Service Project

What to check

- ☐ You have communicated your project plans to Social Officer of ERIC
- You have planned a service project many people can attend. The more participants can take part in your service project the better. After all, Rotaract is fellowship through Service
- Getting to the place where the service project is held does not require transfers. Transfers are expensive, and with the service project, it is hard to plan, how many buses you will need for all the people who want to attend.

Tips

1. It is always better to plan an engaging activity, where people will have to do something and not just give money

13. Country booths

What to check

- ☐ The venue is fine with bringing alcohol inside
- You know, whether participants can come to the venue with food and beverages or whether you should bring it in yourself as organizers

It will be nice of you to offer bringing all the food and beverages to the venue yourself, but then remember to:

- □ Remind CRs, by when they should bring everything to you
- □ Organize separate boxes for each country/table
- □ Bring the boxes with the leftovers back to the hotel after the event

Tips

- 1. The downside of country booths if people get too much of tasting, they might not be able to come to whatever is planned next or behave. Therefore you can try to make regulations on for example amount of strong alcohol on every table or plan it smart with regards to timing
- 2. Not to take your participants too far, you can organize country booths in the hotel
- 3. In case of a EUCO, Country booths organized in the middle of the Plenary (given that it is located in the same venue) can help you avoid having too many drunk people on one hand (since it will be around lunch time), and raise the participation rate of the Plenary on the other hand
- 4. It could be a good idea to have Country Booths at the Opening, either before the official part (so that people enjoy it even more) or after the official part to get the party mood

14. Website

What to check

In case you have an outside IT team building the website for you, make sure that:

- You give them the detailed description of what has to be there in the end including the pages you will need on later stages
- A member of your team responsible for the website has the full access to moderation and knows how to act in case the more specific technical support is needed.

In all cases, check that:

- Your web server space is large enough for your website not to slow down or crash with 1000 people being on the same page.
- All the links lead where they have to, all the information needed is in place and the website looks nice and is made in uniform style
- □ Your website is user-friendly



- ☐ All the information is easily accessible
- ☐ The dates of your event are clearly visible on your front page
- ☐ There is a FAQ page and a contact form enabling visitors to ask questions
- ☐ There is a Terms&Agreements page where your participants can check what they agree to at any point of time

- 1. Describing something on the website, especially on FAQ page, include answers to all kinds of questions as if the person who is going to read it is a 5-year-old and does not know anything about Rotaract and your event.
- 2. People like checking whom of their friends they will be able to see at each of the events. Participants list on the website helps better than a Facebook group for it unless you take time to search for all your participants on Facebook, add them to friends and then to the group.
- 3. Some of the participants do not want their names published. For those you can make an option to hide their names on the list so that the line on the list appears as something like "undisclosed"

15. Registration and booking

- ☐ The registration system is chosen. You can have your own registration system within your website or you can get external one linked to it
- The registration process is decided upon and programmed respectively. There are 2 basic ways the registration is done and you are better to inform your future participants about which one you have implemented in advance:
 - Creating a personal account for every user prior to order
 - + Helps keeping all the data of participant's purchases in one place
 - + Helps the participant to overview all of his orders and make necessary changes
 - + Helps in case some of the participant's data is unknown at the moment of registration (new passport number, flights, roommate, etc.) so that he can log in and insert it later
 - + Saves time for a participant during package booking waves
 - + Your website database will not have several lines for the same person and will be easier to handle
 - Filling in personal data after the order is completed
 - + It is easier to make
- □ The registration form has all the needed fields for both, you and ERIC (the list of data for ERIC is in Bylaws), especially if you are doing registration without creating personal accounts. At the same time make sure you follow General Data Protection Regulation for handling private information about participants
- ☐ The counter of your booking system is working properly and is set to a right amount of products of every kind.
- □ You have decided how much time your participants will have to pay their orders (for both, bank transfers and credit cards payments), and whether after this time their package should re-appear as one for sale within the same wave, or will be left in stock until the next one.
- □ You have informed your participants on the fees they have to pay choosing either method of payment, and clarified that in case of bank transfer method, the attendant should pay all the transfer costs (also the ones taken by the correspondent bank).
- The packages stay booked for the needed amount of time. Make sure that if a person chooses "bank transfer" as their method of payment, the package is booked for him within the decided period of time.



1. Planning the dates for your waves check that apart from falling under ERIC rules, it's also not scheduled to be during any big international event when people can miss it due to being abroad/away in their thoughts/without internet connection etc.

16. Financial part

What to check

- The legal entity which bank account you are going to use to accept payments will not have any legal or tax issues because of accepting this amount of money from foreign accounts
- You do not have limits on receiving/paying money. If you allow bank card payments, check that the payment system you connect to your website for this matter does not have any limits on the amount of money you can accept daily/per month
- ☐ All the outbound payments are made in time
- You are covered by an insurance. Since you are responsible for any sort of possible damage according to the Bylaws, make sure to protect your budget from unexpected extra costs by getting a public liability insurance
- Prices on the website are given in your bank account currency. If your local currency is different from EUR, make sure that the bank account currency matches the one, in which packages/services are priced on the website

Tips

- 1. In case you are worried that the system you use will be withholding the money until the buyer receives his service for buyer's security reasons, you can either
 - a. describe all your products as digital ones (and thus received right after the payment) or
 - b. make the system see the confirmation of the payment as a ticket to the event (in this case also being received right after the payment).
- 2. Having a professional accountant hired will help you to avoid mistakes in handling VAT or income tax as well as handling payments

17. Communication with ERIC

What to check

- ☐ ERIC Board members know all the needed details of your event. Don't overload all the Board with endless flow of information though, divide it according to their roles:
 - Communicate the overview, proposed Opening and Gala program and ERIC Meeting details to the President and Secretary
 - Let the person responsible for Plenary and Workshops work closely with the Vice-President
 - CR Dinner budget discuss with the Treasurer
 - Service Project should be discussed with the Social Officer
 - In case you need support in sharing your information, ask Marketing officer for it
 - Regarding the need of going live during the ERIC Meeting and Plenary you should talk to IT officer
- ☐ You obey the Bylaws

- 1. In case you have some issues with your event organization, Board members and CRs can always help you out, either with their own experience or giving you the contacts of previous HOCs who managed this issue well
- 2. If you have any doubt regarding the event, first ask the Board member responsible for it. If your dilemma doesn't fall under any of Board members direct responsibility, ask the whole Board to give their opinion, but better avoid asking CRs for their opinions if you are not ready for an



endless discussion with more options than you initially proposed, since the more people you ask - the more opinions you get. And we have 43 CRs in ERIC and 8 Board members

18. Communication & Marketing

What to check

- All your actions, changes, decisions, news affecting your audience are communicated in the best way
- □ You have people who can answer emails and Facebook page messages. It is better to have 3-4 people who have all the possible info at hands and an access to the accounts for your future participants to get all the needed information asap
- ☐ Your team answers all the emails and messages with respect to a business etiquette, both in terms of style and timing
- You use Facebook page analytics and statistics to find out, when it is better to share information for your audience to see it right away (day of the week, time)
- Your participants have all the important information. Right before the event, make a document, something like a manual/brochure for your participants to download and have with them with all the useful information. You can also make a simple app with all the info, but then it should be accessible offline. Make sure that in your manual/app you have:
 - information about how to get to hotel,
 - full event schedule,
 - bus transfers information,
 - important details about your country and getting around (working hours of public transport, days off, currency exchange information, taking a taxi, dining out and what can bring people in trouble with police)
 - emergency and HOC contact numbers
- Your participants have all the information regarding visas. In case your participants might need a multi-entry visa instead of a single-entry one, make sure you inform them about it! In case some participants need a visa, and you are making them invitations for the visa, make sure you issue a single invitation for the whole period of their stay, including the days of their arrival and departure.

- 1. Different social media campaigns and contests drag the attention of the audience
- 2. On Facebook you can pay to promote your page posts, but paying does not guarantee you the result
- 3. Not all the posts you make on your social media should necessarily be informative, some could simply be nice, but remember about the balance. Nice pictures people can find everywhere.
- 4. A plan of posts with a schedule will help you evenly distribute the information flow, avoid forgetting to share something and keep your audience involved during the whole preparation period
- 5. Hashtags are helpful if there are not too many. You can make a hashtag for the whole event and one for important pieces of information.
- 6. You can decide to make posts on certain days every week. Communicate it right, and your audience will know when exactly they should check your page for new pieces of information. Going back to hashtags, good examples of such communication could be #SocialSunday and #REM16MondayTeasers
- 7. #Rotaract and sharing your page posts through Rotaract Europe page will help reaching more rotaractors



19. Welcome Packages

What to check

- Your welcome package has everything you want there. There is no set of things that have to be in a welcome package, but it is good if you have there:
 - An event bracelet to distinguish your guests
 - A badge with person's name and maybe some other info
 - Program of the event (could be printed on the backside of badge)
 - City map (can be a free one distributed in Tourist information offices or at the hotel)
 - Important info brochure/manual (yes, you've sent it via email already a week ago, but it's good to have it printed as well)
 - Gifts, gifts, gifts people love gifts. These could come from you or your sponsors.
- ☐ You have planned a time slot when you will be packing those packages

Tips

1. Your sponsors will want you to stuff welcome packages with tons of brochures - 95% of guests will throw it away as soon as they get to their room. Suggest your sponsors providing something more entertaining - chocolate with their logo for example people will save for dessert

20. People working at your event

What to check

- ☐ You have the full list of people in right amount:
 - Event hosts usually it is someone from the HOC, but you can hire a professional as well
 - DJs 1 or 2 DJs for every night
 - Photographers 1 is never enough to catch all the great moments, 2-3 is a fair amount depending on the scale of your event
 - Videographer in case you want to make a video of your event, better get one instead of making a compilation of videos from your phones.
 - Singers/dancers/musicians/performers according to your entertainment program during every night
 - Decorators in case you need them to decorate the venues
- □ All the people know when and where they should arrive and till what hour they should be working.
- ☐ You have the right people. No need to say you have to choose these people wisely.
 - DJs bring the mood to the party so better go and check them at work before hiring. Going to a nice party and relax a little can help you handle the stress better as well ©
 - With photographers it is very important that the people in his photos are beautiful, but if you hire a portraitist, make sure to get another one who does reportage photos to show the spirit of the event
 - With the host does not matter if he/she is hired or a team member check that he/she
 - + knows exactly how to pronounce all the names of people going to stage,
 - + has a full list of countries present for the country call at the Opening and can pronounce all of those correctly
 - + Is not afraid of public speaking and feels comfortable on stage
 - + has the speeches written and memorized but ready to improvise

- 1. Since some of the people (especially photographers) are working at your event for a long period of time, it is the decency to take care of their food and drinks.
- 2. It is good if one of your HOC members will be responsible for communication with all those people to avoid all sorts of clashes



3. We are all human beings, anything can happen to any of us, and it is better to be prepared for the worst-case scenario. Therefore just in case have a substitute for every person working at your event

21. Team and Volunteers

What to check

- All the team members know each other, and communicate freely. In the best case they should also trust each other with doing the work properly
- ☐ You have people assigned to each zone of responsibility, in a way that people working on similar or connected tasks can work together in a mini-team
- You meet with your team. Even if you use special project management tools where each team member can report the results of his responsibility zone, from time to time you need to organize meetings where all the team will get updated on the current status and can help each other in case someone got stuck
- You have volunteers to be working at the event. The number depends on how packed is your schedule, but here are some tasks they can do:
 - Organize a welcome desk at the airport
 - Help at the welcome and registration desk in the hotel
 - Accompany special guests
 - Lead the group to optional activities
 - Welcome participants at the venues to check their bracelets or registration (for those who arrived after the registration desk is closed)
 - Help making welcome packages
- You have planned several meetings with volunteers to explain them, what is the event, who are the guests, what is going to happen and what should they be doing
- You have made a joint meeting with volunteers and the team for them to get to know each other and work better together during the event
- You are making sure that none of your HOC members or volunteers gets a burnout. It is very important for overall productiveness and also for the experience your participants get from those people
- ☐ You throw a thank you party after the event is over for all your volunteers and HOC

- 1. Ask each team member, what he/she wants to do, because people do better things they like.
- 2. Take note, who of your team members is better at what kind of tasks to delegate those tasks no one wanted (if any) wisely
- 3. In case your team members do not know each other too well, organize a team-building activity. Those people should work shoulder to shoulder for at least a year, for which they will only receive gratitude and self-respect in the best case. A good team spirit will help deliver better results.
- 4. Try to leave as less personal responsibility as possible for the Head of your HOC as his/her main task would be the overall supervision of the whole process. It is hard to see the whole picture standing too close
- 5. Volunteers might be future members of your clubs, make sure you treat them accordingly and don't forget to invite them to join Rotaract after the event
- 6. In case you want your team to see the whole process flow and know their deadlines, you can build a Gantt chart for them. A draft you can find in Annex 1.



22. Sponsorship

What to check

- There are several types of sponsorship packages prepared offering different level of representation at your event depending on the level of the help
 - General sponsor of the whole event
 - Sponsor of one part of the event (welcome party, opening ceremony, city tour, etc.)
 - Gifts/discounts sponsor
 - Other (up to your needs)
- □ You are trying everything. Look for companies that can give you money, but also for the ones that can provide you with their goods and services.
- □ You have a team member with the strongest negotiating skills for the work with sponsors
- ☐ You make everything you promise to your sponsors and if possible even more that would help you work with them in future
- ☐ You thank all your sponsors, both at the event and after it, sending them Thank you letters/certificates

Tips

- 1. In case you worked with some companies before, they will be more willing to work with you again than those who don't know you yet
- 2. Rotarians are a great source for sponsorship. First of all, clubs and Districts themselves can sponsor your event, secondly, most Rotarians have their own companies which can become your sponsors, and lastly, they can happen to know personally heads of the companies you need to get to
- 3. If you are sending a presentation of your event to a sponsor, it is better to show that you already have some support from other companies. How to do it if you are still looking for your first sponsor? Go back to Rotarians, ask them for a permission to put their logos to that slide. This is also a kind of help they can do for you

23. Internal currency

You can make an internal currency for participants to use it as a payment method during parties and other events.

What to check

- □ Participants can't copy your currency themselves
- You agree on the payment method and prices with the venues where your participants are supposed to use it
- □ Participants will be able to buy this currency at any point of time whenever they need it
- ☐ You tell your participants whether they are able to return unused currency and on which terms (price, place, time)
- Your currency is reusable or you have a fair amount of it to be able to throw it away and not run out of it

- 1. If you make your internal currency the only way of payment throughout the whole event, your participants will have to buy it
- 2. It is better if the price in your currency does not change depending on the venue. If a glass of wine costs 2 units on the first night, price it the same every night.
- 3. Deciding on the cost of 1unit of your currency compare the prices for everything people would pay it for and make it fair. Take into account that 1unit cannot cost more than the cheapest product. Also, keep in mind that each price should cover the costs you have in each venue. Example:



- a. A glass/bottle of water in any bar costs 2eur
- b. A beer costs 3,5eur in the bar on the 1st night and 5eur at the Gala venue
- c. A glass of wine costs 4eur in the 1st bar and 5eur at the Gala
- d. A shot costs 3-4eur depending on the venue
- e. Cocktails cost from 8eur to 12eur

Therefore a pricing policy that would help you get more income will be that 1 unit of your currency equals not more than 2-2,5eur, and the prices for drinks would be equal to or slightly higher than:

- a. A glass/bottle of water 2eur
- b. A beer 5eur
- c. A glass of wine 5eur
- d. A shot 4eur
- e. Cocktails 12eur

24. Pre- and Post-trips

Pre- and post-trips being separate events are organized independently and in most cases by a completely different team, but there are things you can do from your side

What to check

- □ You have decided, where the trips are going to take place and made an agreement with local Rotaract clubs
- ☐ The destinations you have chosen for the trips are within reasonable distance from the main event city
- ☐ You know exactly, how many people they can host, depending on the accommodation, transfer and other limits. The lowest figure is your maximum capacity
- You have secured a comfortable transfer between each two events for all the participants
- You have informed your participants in advance of all the details, including transfer means and timing
- Your participants have no visa issues. In case some participants need a visa, and you are making them invitations for the visa, make sure you issue a single invitation for the whole period of their stay, including the days of their arrival and departure. In case your participants might need a multientry visa instead of a single-entry one, make sure you inform them about it!
- □ You have agreed with the other club on how will you organize the money flow
 - The participants of your event can pay for both, your event and the trips together or shall they do it separately so that money go to different accounts?
 - Can you pay all the expenses of the trips from your bank account or will you need to transfer the money to a local one?

Tips

- 1. You can provide your participants with the choice of more than one Pre-trip as well as Post-trip
- 2. A Post-trip is where your participants will (in most cases) be pretty exhausted from the activities in your main event, so make it chilly. If you want to make a super-intense cultural program, try scheduling it for a Pre-trip

25. Welcome desk (airport/hotel)

What to check

- □ You have stated the working hours of all welcome desks in your event brochure/schedule
- If you are making welcome desks at the airport/train station, there are at least 2 people at all times with a stand anyone can notice easily

For the hotel welcome desk, check that

☐ You are visible for all your participants - a banner could help



- You have everything you need, starting from patience and stationery and ending with a clear list of participants with every possible detail
- ☐ All possible devices work perfectly (QR code scanners, bracelet printers, laptops, cash machines, bank terminals, coffee-machines)
- ☐ You have enough people at the desk for the process to go fast enough
- □ You have enough people in the hotel lobby at every point of time
- ☐ The process of registration you've created allows deviations in case someone is stuck at some point, not to make all the line wait for him/her
- □ Your welcome desk at the hotel is there 24h, from the start of your event and until Sunday afternoon, with people to answer questions during day time and all important and actual information that your participants might need to check being accessible at all times

- 1. Based on the flight information you can collect from your participants' registration form, you can roughly estimate, how much work your welcome desk will have at each point of time
- 2. People want to know everything and solve all their issues with you at once. Make sure that this does not cause the whole line to wait. Have a person to answer all additional questions after the standard process of registration for the participant is over
- 3. There are ways to divide a line into several ones. The easiest is alphabet. Then, make sure you state clearly, whether it is divided by name or surname and make space between different desks so that the queues don't mix
- 4. You can also imagine you have a conveyor, and assign only 1 little task to every person at your welcome desk, but in this case you need to find a way how the next person should quickly find the participant in their list if needed (scanning personal bar-/QR-codes or putting stickers of different colors to badges can help here as well as any other form of identification)
- 5. In any case, it is easier to have only 1 person responsible for all financial issues like collecting ERIC fees and in case some participants still have to pay for something (optional activities, CR dinner, etc.).

26. Final touch - making the look, adding emotions

This part describes something you do not have to have and something you might spend too much money on, but that is what will make your event remembered.

- □ Create a legend. Work in style. You do not have to develop a brand book of your event, but see that all the parts of your event are matching to each other and correspond with the core idea/image of your event. And by "all" the following is meant:
 - Logo
 - Roll-up and Press-wall
 - Name of packages
 - Newsletters
 - Facebook page
 - Website
 - Texts in your posts and on your page
 - Presentations you make
 - Promo-materials (flyers, videos, stickers, business cards, balloons, pins, chocolates, souvenirs
 whatever you think of)
 - Bracelets and Badges
 - Uniform of your HOC team and volunteers
 - Internal currency
 - Merchandise



- Decoration of the venues
- Themes for parties and corresponding dress-code
- Little fun attributes for parties matching themes
- Photo-zones and photo-booths
- Show elements
- Seating arrangement, menu and program of the Gala
- □ You follow the Rotaract Europe Brand-book when creating a logo and other visuals for the event

- 1. The best tip for making your event LOOK good get girls and/or gays on your team! They will know how to make it shine
- 2. If you are making merchandise of your event, make sure it is attractive for your participants to have a high enough demand, but keep it simple. After all these are just souvenirs, people would buy to remember your event. Since you do not want to invest tons of money in it to be left with a huge stock, your merchandise should be of good quality, reasonable price and relative utility.
- 3. If you are making a promo-video, a good way to spread it across the internet make it viral. If you can't make it gorgeous, make it funny
- 4. Your event will be remembered many years ahead and even by people who have not been there if you keep the memories in photos and videos. Therefore, make sure to get very good professionals.
- 5. Apart from good professionals, great photos need beautiful objects, so decoration of your party and Gala venues, beautiful photo-zones for participants to get new profile photos and spectacular shows, performances and surprises you have up your sleeve will help your event to be long remembered!

Final comments

- 1. Always be client oriented, friendly and aim to exceed expectations
- 2. Talk to previous and future HOCs. Share experience and exchange ideas!
- 3. Do not burn yourselves out. That will help you be more efficient and willing to help your participants to get the best experience.
- 4. Everything should be in balance, not only your budget. Balance out efficiency with emotions, serious parts of your event with entertainment, the work your HOC does with some rest and lots of gratitude.
- 5. Enjoy the excitement of preparations for your event and celebrate your success!
- 6. Please add to this file any further tips and tricks you find during your event organization by emailing those to ERIC Secretary

Good luck!

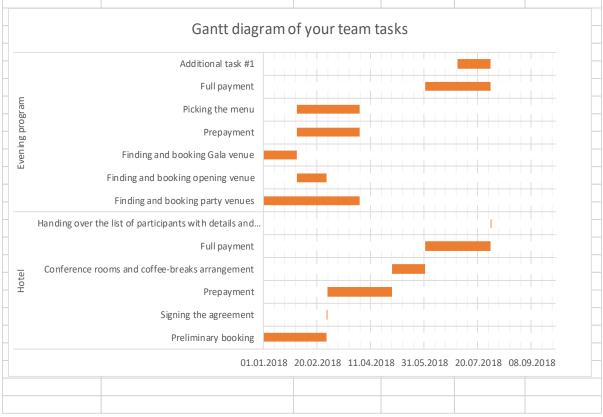


Annex 1. Making a Gantt Diagram out of your list of tasks

Surprise!

Here is how you can turn a list of specific tasks for your team into a Gantt diagram

Zone of		Start date		Due date	
responsibility	Specific task	dd.mm.yyyy	Duration	dd.mm.yyyy	Responsible
Hotel	Preliminary booking	01.01.2018	59	01.03.2018	
	Signing the agreement	01.03.2018	1	02.03.2018	
	Prepayment	02.03.2018	60	01.05.2018	Person #1
	Conference rooms and coffee-				
	breaks arrangement	01.05.2018	31	01.06.2018	F E13011#1
	Full payment	01.06.2018	61	01.08.2018	
	Handing over the list of participants				
	with details and roommates	01.08.2018	1	02.08.2018	
Evening program	Finding and booking party venues	01.01.2018	90	01.04.2018	
	Finding and booking opening venue	01.02.2018	28	01.03.2018	
	Finding and booking Gala venue	01.01.2018	31	01.02.2018	
	Prepayment	01.02.2018	59	01.04.2018	Person #2,3,4
	Picking the menu	01.02.2018	59	01.04.2018	
	Full payment	01.06.2018	61	01.08.2018	
	Additional task #1	01.07.2018	31	01.08.2018	





Annex 2. EUCO projection budget example

