

Arrival & Departure

1. Will the OC provide electronic form of migration card to the delegations?

Electronic form of migration card will not be provided by the OC. The participants will be able to fill in the migration cards that they get on board. Also this card will be available in the passport control zone. The OC staff and volunteers will assist to fill in the migration card.

2. How the sport equipment will be transported to the Complex «Alatau»?

Ski equipment for Cross-Country Skiing, Biathlon and Nordic Combined (cross-country skis) will be transferred separately in the special truck buses from Almaty airport to the Cross – Country Skiing & Biathlon complex “Alatau”. The sport equipment bags will be tagged by luggage tags (country, sports abbreviation) after checking against the check list at the OC information desk.

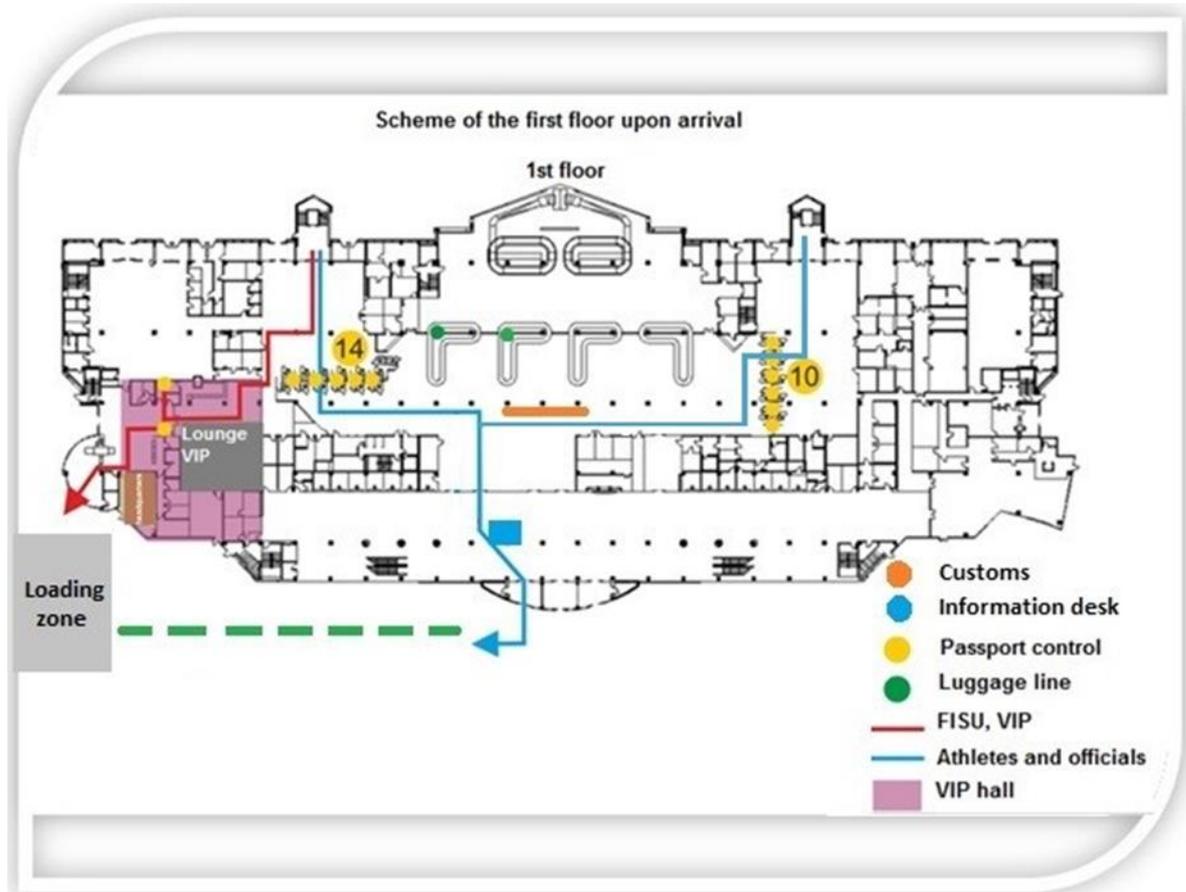
The sport equipment will be stored in the storage of the venue by logistic manager. Logistic manager will transfer the sport equipment to the athlete or the representative of the delegation who will place the sport equipment in the wax cabins.

3. What is the Visa application process? Will the OC provide us with the Visas for each participant?

During the registration process, participant can apply for invitation letter and visa support in the registration system by putting "yes" in "visa needed" field. Visa should be applied for and received by a standard procedure in the Consulate of the Republic of Kazakhstan. Those who do not have the Consulate in their country can obtain visa in the consulate department in the airport of Almaty before the passport control and in the transit airport of Astana. The type of visa to apply for - D1, which can be individual or group. Detailed description of the procedure can be found on the official website of the OC. Visa will be issued free of charge.

4. Will the customs and passport check processes be separate to other travelers and specific to Universiade participants?

5 passport control cabins will be established at Almaty airport for the Winter Universiade participants. VIP arrival zone includes 2 passport control cabins and customs control area. During peak days of arrivals and departures the OC will organize additional 5 passport control cabins for the Winter Universiade participants. The airport has “red” & “green” corridors system for declaring personal goods at customs. This allows passengers crossing the border to choose themselves between the red (involves declaring personal goods in writing) and the green corridor. Special customs control corridor will be established at Almaty airport for the Winter Universiade participants.



5. What will be the start and final dates that the OC will provide transport between the Village and the airport?

Arrivals and Departures services will be offered from January 24 to February 10, 2017.

6. What is the process for lost luggage?

If the participant's luggage is lost or damaged, the participant will consult the Organizing Committee staff or volunteers. The OC will assist to fill in all the necessary forms.

International Airport of Almaty is divided into two sections:

1. Air Astana Lost and Found;
2. General Service for the international airlines Lost& Found;

Based on the baggage tag, the participants will fill in an act of non-delivery of luggage- Property Irregularity Report Form (PIR form). A copy of the act is handed to the passenger.

In addition, the passenger provides his contact details, address, and negotiates with the OC staff the ability to deliver the luggage at the AV or hotel after arriving at the destination.

Communication channel:

The participant of Lost or Damaged luggage =>The OC staff =>General service for international airline Lost& Found or Air Astana Lost & Found => The OC staff=> Delegation attaché=>Luggage transportation to AV (Lost& Found room. It will be located outside of the AV) or another place of accommodation=> The participants will be informed by the OC staff or delegation attaché => Lost luggage will be received by the Winter Universiade participant.



Logistics

1. How will be transported sports equipment for skiing to the sport venue?

Delivery of Sport Equipment to the sport venues

The sport equipment will be transferred separately in the special truck buses from Almaty airport to the sport venues. The sport equipment bags will be tagged by luggage tags (country, sports abbreviation) after checking against the check list at the OC information desk.

It will be transferred to the Cross – Country Skiing & Biathlon complex “Alatau”:

1. Biathlon
2. Biathlon’s ammunition (the ammunitions will be transferred to the complex «Alatau» by a separate vehicle)
3. Cross – Country skiing
4. Cross –Country skis of Nordic Combined

It will be transferred to the Ski Jumping Complex "Sunkar":

1. Ski Jumping
2. Jumping Skis of Nordic Combined

It will be transferred to the Baluan Sholak Ice Hockey Arena:

1. Ice hockey equipment (W) will be transferred to Baluan Sholak Ice Arena by a logistic vehicle.

It will be transferred to the Halyk Arena:

1. Ice Hockey equipment (M) will be transferred to Ice Hockey Arena by a logistic vehicle.

The Sport equipment (Snowboard, Alpine skiing, Freestyle skiing, Biathlon rifles) of the Winter Universiade participants will be transferred in special trucks to the Village following the buses with delegation at the same time.

The sport equipment will be stored in the storage of the venue by logistic manager. Logistic manager will transfer the sport equipment to the athlete or the representative of the delegation who will place the sport equipment in the wax cabins.

2. Is there a preferred cargo carrier?

DHL is an official partner of WU, so DHL is responsible for meeting the requirements established by AWUOC. DHL can provide you with consulting services on customs clearance, and transportation of cargo. If you cooperate with other customs agents for customs clearance of goods, OC does not bear any responsibility.

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IT Department

1. Will be Wi-fi at the venues for public use?

Yes



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Athletes' Village

1. On which date Athletes' Village will be opened?

According to FISU minimum requirements Athletes' Village will be opened five days prior to start of the Games, i.e. on 24th of January, 2017.

2. When it is allowed to send preliminary reservation list?

Preliminary reservation already taking place, reservation approval can be received after confirmation of all participants, but no later than 1st of November 2016.

3. Which number of athletes can reside in one room and what will be provided in the rooms?

3 persons are maximum number of residents per room, for shower usage according to minimum requirements, in each room there is a TV, fridge, safe-locker, washing machine, fan, iron-board, iron.

4. Will there be dryers for laundry and washing powder in the rooms?

Currently negotiations being held with suppliers regarding the possibilities of dryers supply into each room. Washing powders will be supplied.

5. Will organization technics be provided at Athletes' Village?

Yes.

6. Which speed for internet connection will be provided at Athletes' Village?

60 MB Wi-Fi on all Athletes' Village territory

7. Will there be a fitness center at Athletes' Village?

Yes, in commercial zone there is a fitness center with machines, including 10 cardio machines, 10 cycles, 10 strength machines

8. Relatives accommodation at Athletes' Village?

It is recommended to book a rooms for relatives at city hotels.

9. Is it possible to carry a food on Athletes' Village territory?

Yes. However, all food products shall be packed into vacuum package with production date, expiry date, country of production. Also, products should be ready to consume, as food cannot be made in rooms.

10. What is the food schedule in the main canteen, as canteen is designed for 800 people?

There will be a specific food schedule based on competitions schedule, and process of attendance.

11. Possibility of organization of light beverages bar on Athletes' Village territory?

No, according to the Republic of Kazakhstan legislation, sport venues territory is strictly alcohol-free zone.



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12. Is it possible to organize a distance-learning study room for athletes?

Yes, we have 6 meeting rooms.

13. How many teams will be located in one wax room?

It will depend on number of athletes, i.e. if team consist of many members, then it will have one wax room, if team consist of few members, it will share a wax room with the athletes from different countries.

14. What will be provided in each room e.g. linen, towels, phone, power outlets, table, clothes space, storage?

Bed and bed-linen, desk, chair, mirror, towels, safety deposit box

15. Will each Unit have wireless internet access?

Yes

16. When will the contracts be signed with the hotels?

Memorandums with hotels for Media and Observers are on the stage of signing

17. What are the projected athlete rooming numbers in each hotel (twin/triple etc.)

The maximum number of beds in the residential buildings of Athletes' Village is 2 per room.

18. Can you please confirm that two bed rooms will be assigned to two athletes only?

Each apartment at the Athletes' Village is has two bedrooms. In one of the bedrooms can be accommodated two athletes. In the second bedroom can be accommodated one athlete. Therefore, in every apartment can be accommodated only 3 athletes.

19. For delegations bigger than 10, we need a separate, individual (per nation) HoD/Delegation office and a separate, individual (per nation) Medical/Therapy room for Doctor or Physiotherapist. Those 2 rooms are not sleeping rooms.

The number of medical rooms and delegation offices will be provided according to the size of participants (athletes and officials).

PARTICIPANTS * (ATHLETES AND OFFICIALS)	DELEGATION OFFICE **	MEDICAL ROOM **
Less than 10	Combined with Head of Delegation Room (equipped according to Delegation Offices Requirements)	0
10 to 99	1	1
100 to 199	2	2
Over 200	3	3

20. Will there be separate rooms in the village for team meetings with ten or more people?

Yes, more details are available in the HoD manual.



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- 21. Do we get own, individual (per nation), locked storage and waxing rooms for equipment (ski, snowboards) in Almaty in the village?**

Locker rooms and waxing cabins will be allocated per nation and the number of rooms will be based on size of their participants in Alpine Skiing, Freestyle Skiing and Snowboarding.

- 22. Do we get several keys for those rooms?**

One key will be issued per delegation

- 23. Can you please confirm that the minimal stay is one night?**

Yes

- 24. Is there a washing machine in every room?**

Yes

- 25. What Recreation options/areas will be available for the athletes?**

All recreation option/areas provided on the Athletes' Village territory

- 26. Will there be a fitness center within athletes' village?**

Yes

- 27. Will the whole delegation will live in one place?**

Yes

- 28. Will the Head of Delegation be able to access the village to set up team and medical offices (not to be accommodated) prior to the official opening date?**

Yes, Athletes' Village will be open for delegates from the 24th of January, 2017

Transportation

- 1. Will there be allocated special lanes for the movement of vehicles between the objects of the Universiade 2017 in Almaty?**

Allocation of a special Universiade lane for the movement of vehicles on Universiade routes in Almaty is impossible. This decision was taken due to the fact that the allocation of a separate Universiade lanes involve a large amount of car traffic on the main streets of the city, that would cause the formation of negative public opinion about the Universiade in Almaty. During the Games, all vehicles will be accompanied by a police escort on routes approved by the Department of Internal Affairs of Almaty and Almaty region. This practice is often used, and used successfully during the organization and holding of larger events. The Organizing Committee have a good grip of a problem, but we guarantee to do everything necessary to provide quality transportation services to all participants of the Universiade.

- 2. Will teams be able to access team buses for transportation to other sport venues for spectating purposes or for special activities such as cultural tours?**



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There will be allocated shuttle-buses for transportation of athletes between Athletes' Village, competition venues and Medal Plaza during the Games. All competing athletes and officials related to the sport shall have access to the shuttle-buses, which are allocated only for this group, which are restricted for other delegation members that are not related to the sport.

For all other members of delegations, who would like spectate competitions will have to use buses allocated for this group in the schedule.

3. Will there be a regular shuttle bus throughout the day between the Athletes' village and Mountain venue?

There will be regular shuttle buses between the Athletes' Village and Mountain venues (Shymbulak, Medeu, Alatau) for accredited client groups in accordance with the approved schedule.

4. Please confirm that cars will be provided for delegations in accordance with FISU regulations. Will these cars be available at any time of the day or will hours be limited? Will drivers be provided?

Vehicles for delegations will be provided in accordance with FISU minimum requirements. These vehicles with allocated drivers will be available between 08.00 and 22.00. If delegates need a vehicle for an earlier or later time, he/she has to inform a transport manager at the information desk a day before. Information desk will be operating at the Athletes' Village.

5. Will there be a transportation desk available at the other venues?

Yes, information desks will be available in every venue of the Winter Universiade.

6. Are delegations able to arrange use of buses for other functions such as attending a reception held by the Canadian Embassy?

If delegations would like to use delegation cars out of the Winter Universiade venues, they should inform the transportation desk 1 day in advance, specifying time, place and duration they will need transportation, delegation cars, however, will only be available within the city. Rates for extra use of buses outside the Winter Universiade venues, will be available in the rate card.

7. Are the delegation cars equipped for winter conditions (e.g., winter tires)?

All vehicles (tourist buses, minibuses, cars) involved in transportation service during the Games are equipped (heater, winter tires) for winter conditions.

8. Please confirm that the Organizing Committee will provide cars with a driver?

Two drivers will be allocated for each vehicle. Drivers will work in shifts. Each driver will work 8 hours, then the second driver will take duty. The replacement of drivers according their shifts will be controlled by the senior transport manager of the Transportation Command Centre.

9. Suggestions for transportation and/or rent a car companies? Do you have special agreements?

All information about a car rent companies and taxi services will be available in the rate card. Supply of the service is under responsibility of Department of Logistics.

10. Have buses in Almaty enough space for transportation of equipment (e.g., ski, snowboards)?

Transportation of athletes between Athletes' Village and competition/training venues will be conducted by comfortable tourist class buses with the capacity of 45-50 seats. So, there will be enough space in the buses for transportation of equipment.

11. Are bikes available in Almaty? Can you please recommend bike rent companies?

Almaty city has companies that provide bike renting services. Unfortunately, during the winter, bike rental is not available.

12. What will be the start and final dates that the OC will provide transport between the Village and the airport?

All transport services of Almaty 2017 Winter Universiade will be available from 24th of January to 10th of February, 2017.

13. How will the luggage from the airport be transported to the Village? Will it accompany the athletes or be taken separately directly to the village?

The sport equipment will be transferred separately in the special truck buses from Almaty airport to the sport venues. The sport equipment bags will be tagged by luggage tags (country, sports abbreviation) after checking against the check list at the OC information desk.

The Biathlon equipment, cross-country equipment and cross-country skis (Nordic Combined) equipment will be transferred in the special truck buses to the Cross – Country Skiing & Biathlon complex "Alatau". Biathlon's ammunition will be transferred by a separate vehicle and escorted by the DIA Almaty forces to the complex «Alatau».

Ski Jumping equipment and Jumping Skis (Nordic Combined) equipment will be transferred to the Ski Jumping Complex "Sunkar":

The ice hockey equipment (W) will be transferred separately to the Baluan Sholak Ice Hockey Arena by a logistic vehicle

The Ice Hockey equipment (M) will be transferred separately to Ice Hockey Arena by a logistic vehicle.

The sport equipment will be stored in the storage of the venue by logistic manager. Logistic manager will transfer the sport equipment to the athlete or the representative of the delegation who will place the sport equipment in the wax cabins.

The Snowboard, Alpine skiing, Freestyle skiing equipment of the Winter Universiade participants will be transferred in special trucks to the Athletes' Village following the buses with delegation at the same time. The Biathlon athletes with their rifles will be transported to the Athletes' Village on a same buses and will be escorted by the DIA Almaty forces.

Medical Services

1. How will be provided rooms for work of medical delegation during Universiade in Athletes Village and which medical provision will be provided there?

Medical provision of Athletes Village will be provided in the following way: medical center, ambulance and medical stations in 16 residence blocks of Athletes Village. Also, for medical delegations will be provided rooms, mostly three-rooms for doctor and massage therapist, where the first room is for work of massage therapist, the second room is for work of doctor and the third room is for living. Team doctors should have

access to their athletes for provision of medical care according to regulations of international federations, also they should have own separate medical office near the center of placement according to regulations of FISU:

10 – 99/1
100– 199/ 2
200– 299/3
300– 399/4
400 and over /5

2. How service of massage will be provided to the teams without medical accompaniment in medical stations of residence blocks?

There will be doctor and nurse on duty (if necessary massage therapist) in medical stations of residence blocks, which is located on the first floor. Appointment should be done in advance.

3. Will be defibrillators in doctor's offices, ambulances, canteen?

Yes, in each doctor's office and ambulance will be defibrillators. Also, in the main canteen of Athletic Village will be present doctor on duty with all necessary portable equipment and pharmaceuticals for provision of medical care in case of necessity.

4. Is it possible to bring in own food products and pharmaceuticals?

Food products can be brought to Athletes Village with the following condition: foods product should be packed hermetically with the mentioned date of producing, expiry date, country of origin and ingredients. In November, to all participants of Universiade will be send protocols of medical delegation, which will contain the following information:

1st protocol – quantity of medical delegations, 2 nd protocol – pharmaceuticals, which are importing in our country, 3 rd protocol – medical portable equipment for diagnostics and treatment of athletes. All delegations, which will come with medical services should fill in these protocols in order to avoid problems with customs formalities in our country. Thank you in advance.

5. How will be organized trainings in Shymbulak, on which hill-side and whether will be provided medical services?

According to schedule of training and competition process there will be provided medical services at sport venues.

6. How and where will be organized doping control?

According to requirements of FISU and Regulations of World Anti-Doping Code, we created infrastructure of anti-doping provision: doping control stations will be set up at 8 sport venues and additionally in Medical Centre of Athletic Village will be set up Doping Control Command Center for coordination and managing of work of doping control stations at each sport venue and also for information processing and preparation of reports for FISU. After completion of doping control procedure all specimens, collected at each doping control station, with all relevant documents will be send to Command center for registration these samples in special system of anti-doping administration and management (ADAMS). All samples will be packed and sent to the WADA-accredited anti-doping laboratory according to International Standards for the following anti-doping analysis. All information related to doping control program during Winter Universiade is confidential according to WADA and requirements of FISU.

7. How will be provided towels for men's and women's hockey teams?

Women's hockey will take place in the Sport Palace named Baluan Sholak, where will be outsourcing, and men's hockey will take a place in Halyk Arena, where will be laundry.

8. How will figure-skating athletes train and whether will be provided medical provision?

Medical services will be provided during the official training.

Accreditation

- 1. Will temporary accreditation cards be available for collection by the Head of Delegation prior to teams arriving at the airport? This makes their arrival very swift without requiring each individual team member to go to the temporary accreditation centre. What will be the process for this?**

Yes, if the delegation fulfilled the payment of the 25% in advance, Heads of Delegations can come prior to arrival of teams, to go through accreditation process and receive temporary passes for all members of the delegation.

- 2. Can an Excel file be submitted for upload to the OC for accreditation information (as opposed to manual input of all accreditation information for delegation members)?**

Yes, an excel file can be submitted for upload to the OC for accreditation. The form of excel file should be requested from the OC. Photographs, passport copies and certificates will have to be sent via email, each named according to the name of the person, or uploaded manually to the profile after the excel form is submitted to the OC

Food & Beverage

- 1. Can you please provide the menu that will be served to participants in Athletes' Village?**

It will be announced later

Currently we are not able to provide the menu. At the moment the main restaurant menu of the Athletes' Village for the Winter Universiade 2017 is still in progress with technologists and nutritionists. More detailed information could be provided by the representative of management of sports facilities.

- 2. What is the process to order box lunches?**

The process of ordering lunch boxes in Athletes' Village will be carried in "Pyramid" in operation center of F&B Desk. The day before getting lunch-box, athlete or representative should make a request before 20.00 pm.

There will be provided menus in Russian and English languages.

- 3. Are cold and hot beverages available for free?**

Hot and cold drinks will be available for persons with accreditation in sport and non-sport venues.

- 4. What is the policy for extra drinks (cash would be better)?**

Extra drinks can be acquired for cash.

- 5. How is the organization of dinner time? 800 Seats for appr. 2500 Athletes. Are there different eating times?**

There will be gradation of time according to schedule of competitions and trainings.

In Competition Venues lunch services will be provided for Athletes and Delegation officials who cannot benefit from the Dining Hall in the AV due to their training and competition schedules. In order to be able to benefit from this service, the Head of Delegation shall fill out the lunchbox order form by 20.00pm the day

before and give it to the F&B Desk in MIC. Lunch boxes will be delivered by special vehicles on venues according to the competition and training schedule. Lunch boxes order form will be given in the appendix.

Attaches

1. How many attaches will each delegation be allocated?

Depending on size of a delegation attachés will be allocated to each delegation. Delegation attaches will be introduced to Heads of Delegation, after arrival at the Athletes' Village.

PARTICIPANTS IN DELEGATION	NUMBER OF ATTACHES
1 to 50	1
51 to 100	2
101 to 175	3
176 to 250	4
More than 250	5

2. Will there be any attaches for each team sport?

Yes. Team attaché with relevant knowledge or skills of the certain sport will be allocated to each team sport. Team sport attaches will be introduced at the Athletes' Village with the Delegations attaché, right after arrival of the delegation at the AV.

3. What dates will attaches be available?

Attachés will be available from 24 January till 10 February, 2017.

Security

1. Will there be security checks at all competition and training venues?

Yes. At the sports venues, the main security objective is to assure the athletes' privacy and to guarantee the smooth running of the Winter Universiade. This will be achieved by strict control of the Accreditation Cards at the main entrances and by rigorously separating the different areas inside stadiums and games areas.

Inspection procedure categories

1. Vehicles, both passenger and cargo
2. Clients' groups. All the groups of people involved in the Universiade
3. Cargo

1.1. Vehicle inspection procedure (if accreditation card is available)

Security checkpoints will be installed on each of the Universiade sports venues, where employees of power structures (mainly the DIA of Almaty) and Universiade security staff (hereinafter - employees) will be allocated.

At the checkpoint the employees will use the following inspection equipment:

1. Mirrors for inspection of vehicle underbody
2. Handheld Metal Detector (if necessary)

During the inspection procedure the employees will carry out the following:

- 1) Visual inspection during which the authorized officer will scan the driver and vehicle passengers by means of the appropriate instruments and screening equipment. In this case the driver must turn off the engine and he/she and the passengers should leave the vehicle.
- 2) Another employee will check the vehicle by means of the appropriate instruments and screening equipment. After the inspection the vehicle will be granted access to the venue (if accreditation card is available) according to the vehicle accreditation Regulation.

1.2. Clients groups' inspection procedure (if accreditation card is available, except for spectators).

Each participant of the Universiade, irrespective of membership of a particular Clients group, will be required to undergo an inspection procedure (except for the representatives of the Executive Office of the President of the Republic of Kazakhstan, the Government of the Republic of Kazakhstan, as well as foreign representatives that are classified as VVIP).

In this case, the checkpoints will be allocated on each Universiade sports venue for different Clients groups (VIP, athletes, spectators, the media and mass media, etc.). Inspection procedures will be carried out at the specified checkpoints.

Inspection procedures will be carried out by the staff of the DIA of Almaty and security staff of the venue using the appropriate instruments and screening equipment.

Inspection procedures include visual inspection and verification of the Participant if prohibited items are found. After passing the inspection procedure, the participants will be granted access to the venue in accordance with his accreditation.

1.3. Cargo

All cargo that needs to be delivered to the Universiade venues will be subject to inspection in accordance with the general inspection procedure.

In this case, during the inspection procedure of cargo in the Athletes' Village, a special mobile inspection system as well as other screening equipment will be applied.

Inspections will be carried out by the staff of the DIA of Almaty and security services of the venue.

Note: Currently, zoning layouts of the Universiade venues are being developed with indication of the checkpoints and applied screening equipment.

2. What will be the process for reporting incidents to the police e.g. thefts?

Delegations will need to contact Delegation Services directly or contact their assigned attaches.

Sport

1. What practice facilities are available as of the village opening and prior to the start of official training? Is there a cost to utilize the practice facilities during this time?

Alpine Skiing	Trainings possibilities in «Shymbulak» Ski Resort on the upper slopes only, starts from the 25th of January 2017.
Biathlon	Training possibilities in «Alatau» Cross-Country Skiing & Biathlon Complex – skiing starts on the 25th of January 2017, combined with shooting that starts on the 29th of January
Cross Country Skiing	Training possibilities in «Alatau» Cross-Country Skiing & Biathlon Complex starts on the 25th of January 2017.
Curling	Training possibilities in the Ice Palace: Curling Arena starts on the 29th of January 2017.
Figure Skating	Training possibilities for unofficial training in the ice rink «Rakhimzhan» starts on the 28th of January to the 2nd of February 2017.
Freestyle	Trainings possibilities in «Shymbulak» Ski Resort on the upper slope only, starts on the 25th of January 2017.
Ice Hockey Men	Training possibilities in the Halyk Arena starts on the 25th of January 2017.
Ice Hockey Women	Training possibilities in the «Baluan Sholak» Ice Hockey Arena starts on the 25th of January 2017.
Nordic Combined	Training possibilities in «Alatau» Cross-Country Skiing & Biathlon Complex starts on the 25th of January 2017. Ski Jumping official trainings start as per competition schedule.
Snow Board	Trainings possibilities in «Shymbulak» Ski Resort on the upper slopes only, starts on the 25th of January 2017.
Ski Jumping	Official Trainings in the «Sunkar» Ski Jumping Complex will start on the 30th of January 2017 as per competition schedule.
Short Track	Training possibilities in the «Baulan Sholak» Short Track Speed Skating Arena starts on the 2 nd of February 2017.

Speed Skating	Training possibilities in «Medeu» High-Mountain Ice Rink will start on the 28th of January 2017.
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Training times and dates will be presented in the Technical Handbook.
No any charge for trainings.

2. What is the booking system and procedure for training and transport?

Trainings will be booked at the Sport Info Center and transportation at the Main Info Center. For IH, the OC will send booking formular to the delegations. In case that teams pick the same practice hours, teams sending this forms earlier will have a privilege on forming the schedule.

3. Has the schedule for technical meetings been determined?

Schedule of Technical meeting will be published in Technical Handbook (1st Draft version end of October).

4. Will bottled drinking water be provided at practice venues and during competition?

The bottled water will be provided on each venue.

5. Can you provide a finalized schedule of events for all sports?

The Schedule is already published on OC website. We'll not have any change in the day of the competitions.

Mountain Sport

1. Can Will there be any available hill space for technical training during speed events?

Yes.

2. Will we have access to gates for training days?

Yes.

3. Can the names of the runs for technical and speed races be provided in advance?

All races will be provided on a different section of the same slope which is named Asiada.

4. Can we access the training venue prior to official practice? (i.e. Snowboard PGS and PSL)

Availability of the slopes for training prior to official practice will depend on the weather and slopes conditions.

Biathlon

1. What are the rules and regulations as well as the process to bringing weapons and ammunition into Almaty for Biathlon?

Procedure on biathlon rifles and ammunitions is in HOD manual.

2. Where will the rifles and ammunition be stored?

Rifles will be stored in AV storage room; ammunitions will be stored separately in "Alatau" venue



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Ice Hockey

- 1. Will laundry service be available on-site at the hockey venues for both the men's and women's teams?**

The laundry service for IHW will be provided off-site. The external collaborator will be determined later. The laundry service for IHM will be provided inside the Halyk Arena.

- 2. Will towels be provided for athletes at the hockey venues? Will they be laundered there?**

For IHW the towel service will be provided on the venue. The laundry for towel service will be provided off-site. The external collaborator will be determined later.

The towel service for IHM will be provided on the venue. The laundry for towel service will be provided inside the Halyk Arena.

- 3. Will there be transportation to the venue if staff wants to arrive sooner or later than the team bus?**

There will be shuttle bus between venues and AV. Schedule will be published in transportation manual.

- 4. Are there stores in Almaty that sell specialized sports equipment for ice hockey?**

Yes. There is a couple of small stores on the venue and also there are some in Almaty.

- 5. Will the organizing committee provide videographers of the games or will each team be able to do this themselves?**

The OC will provide video records right after the game. 1 – per each team and 1 for TD. So, we will send the official request to Team officials to have the USB stick (flash memory stick) for quick and easy getting. The official DVD disk with recorded game will be provided for teams on the next day.

- 6. Will the hockey teams have permanent dressing rooms where they can store their equipment? How soon can these be accessed?**

According to FISU Regulations, each IH team must have its own dressing room. Each team will have the access to all venue facilities from the 1st day of AV Opening. The 24th of January 2017.

- 7. Will there be a massage table for our AT at the rink?**

Yes. Each team will be provided with massage table.

- 8. Is there a coach's room?**

Yes, there are coach rooms for each team on the venue. One per each team.

- 9. How many athletes do the team rooms seat comfortably?**

Each dressing room will have enough space for 23 players.

- 10. Is there somewhere we can store our Hockey bags?**

Yes. There will be a special room for bags in case of necessity.



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JANUARY 29 - FEBRUARY 8



11. How are rooms assigned?

The rooms will be assigned following the FISU ranking used for the team draw.

12. Will OC provide snacks outside team room? If so, what kind of snacks?

The OC will provide snacks for IH teams during the practice and games. The athletes and team officials will be provided with boiled water, packaged tea, diversity of fruits, chocolate, candies and other tasty food.

Cross-country skiing

1. Will wax remover be available for sale at the venue? (we can't fly with it)

Wax remover will not be sold on the venue

2. Will wax benches be provided? How many per team?

One wax bench per cabin

3. Will snow cover include artificial snow?

There is a big chance.

4. When will course profiles be available?

Course profiles are ready and will be available after OC officially publishes it on the website.

5. When will the earliest transportation in the day be available to coaches and wax techs?

At 5:30 a.m.

6. Will there be training opportunities on January 27?

Trainings will be available after the official opening of AV on 25th of January 2017.
Official training starts on 29th of January 2017.