Glasgow 2018 European Championships
EMS User Guide for Member Federations

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Please follow the attached steps to access the Glasgow 2018 European Championships Event Management System (EMS) online portal accommodation module, which will allow each Member Federation (MF) to request the following:

Hotel accommodation, total number of rooms, meal packages and special requests.

Glasgow 2018 will communicate to the MF when access to EMS further modules (accreditation, travel and rooming list) will be available.

Access to the Championships Event Management System (EMS) online portal

Each Member Federation will receive an email containing the web link to the Championships EMS portal and their Member Federation unique log-in and password to access the system:

Dear Member Federation,
We are pleased to advise that the Glasgow 2018 European Championships Event Management System (EMS) online portal - Accommodation Module is now open. Glasgow 2018 welcomes accommodation requests to be submitted on line until Wednesday 2nd May 2018. Member Federations should request their accommodation as a matter of priority as rooms are limited and will be allocated strictly in order of booking receipt (i.e. "first come, first served"). Once you have completed your online booking process and upon receipt of your initial invoice you are requested to pay your 50% deposit within 10 working days to secure your booking. Failure to do so will result in your accommodation being released and you will need to complete the full booking process again.

To request accommodation please visit the Championships Event Management System:
https://www.glasgow2018ems.com/fedlogin.aspx

Username: **3820b898**
Password: **f5ec638d**

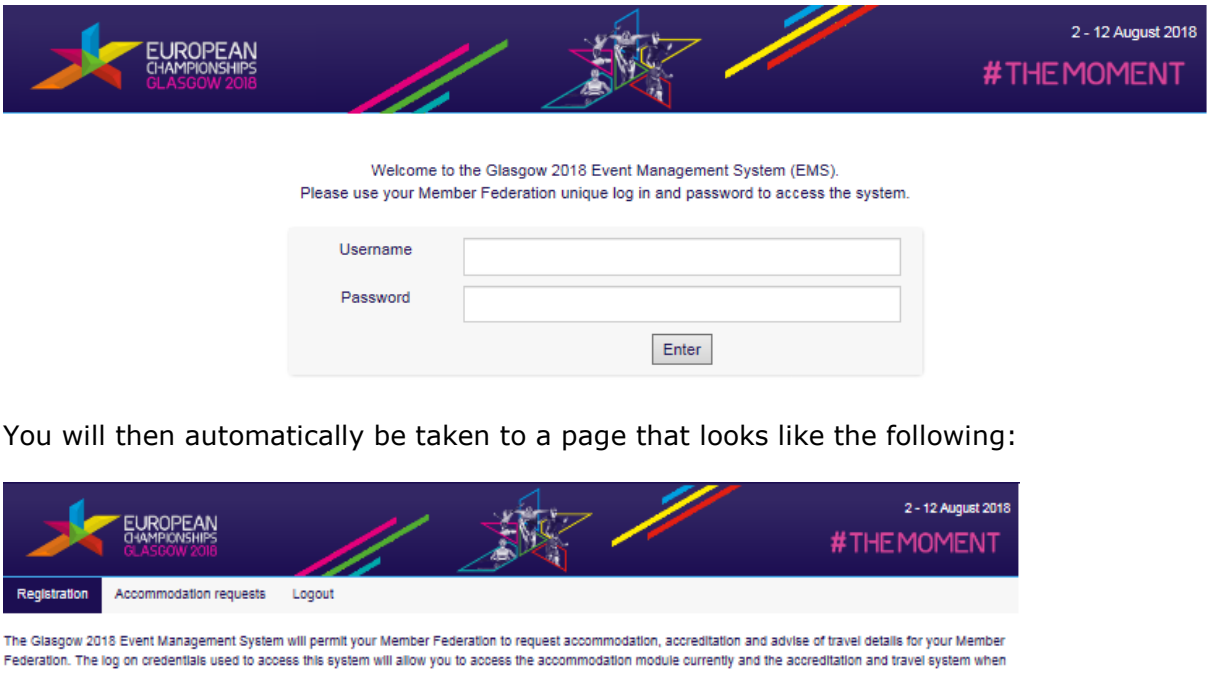
Kind Regards
Member Federations Relations
Glasgow 2018 European Championships

The log-in details should be used each time the Member Federation wishes to access the EMS.

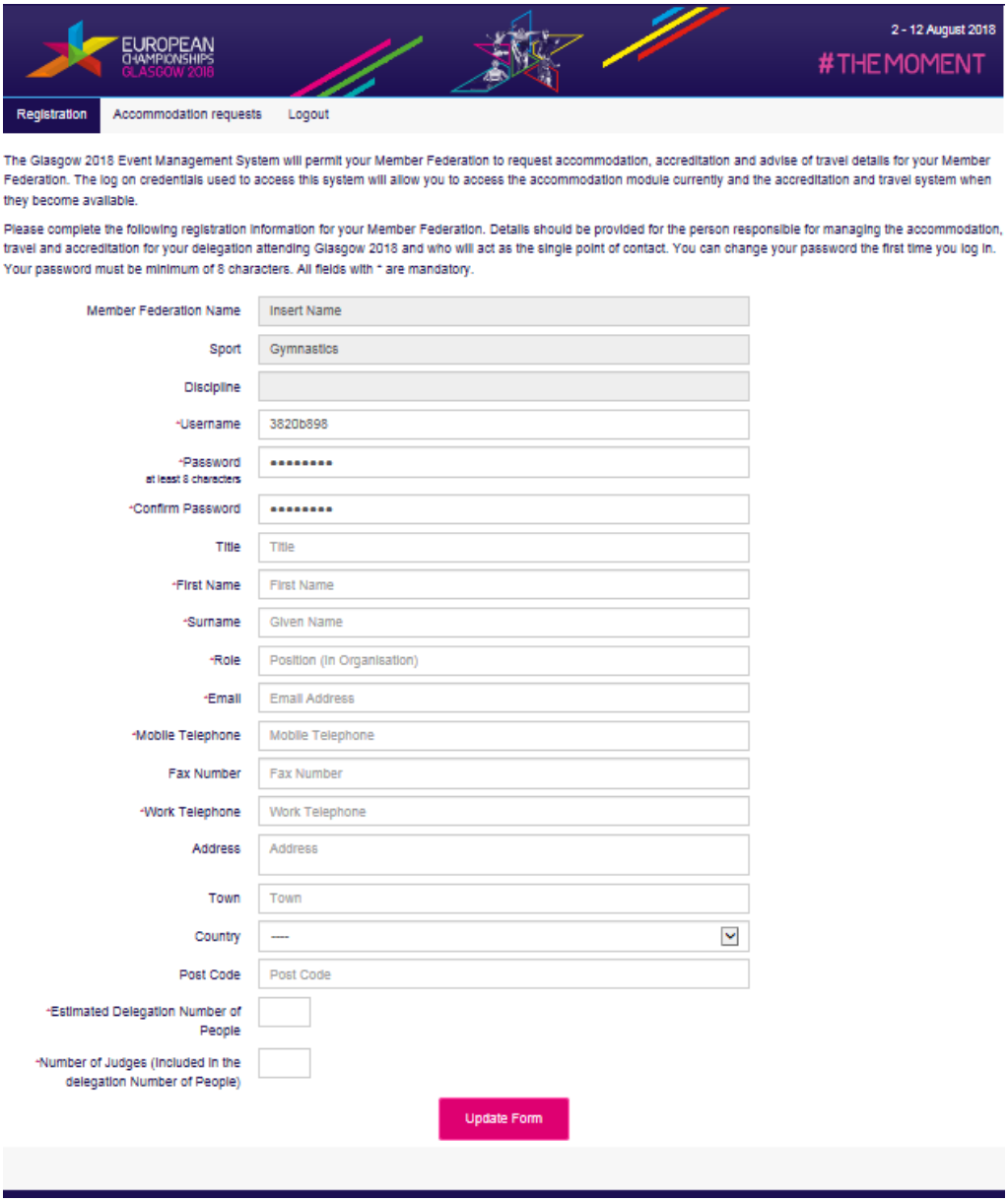
Accommodation requests can be submitted online until **Wednesday 2nd May 2018.** Member Federations should request their accommodation as a matter of priority as rooms are limited and will be allocated strictly in order of booking receipt (i.e."first come, first served").

Log-in to the EMS portal

Insert your Member Federation's unique log-in and password in the boxes.



You will then automatically be taken to a page that looks like the following:



Please complete the requested fields to register your Member Federation in the EMS online portal.

Registration

To complete registration please complete the fields indicated below:

Title (Miss/Ms/Mrs/Mr)

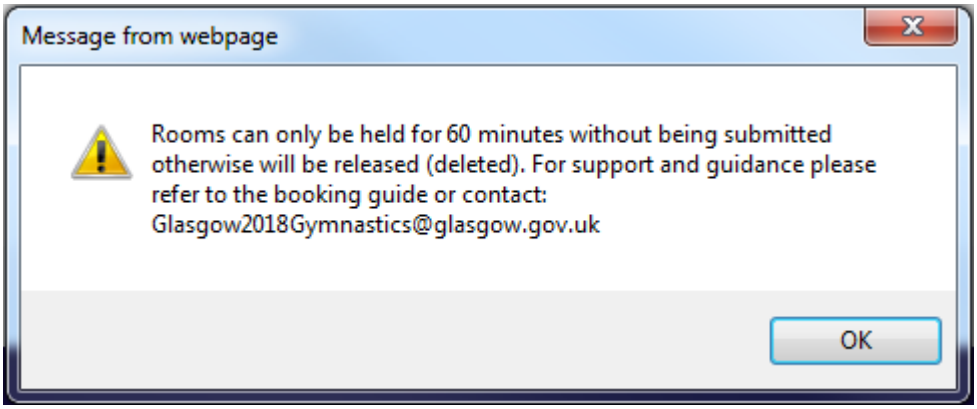
*First Name:
*Surname:
*Role:(job title)
*Email:
*Mobile telephone:
Fax Number:
*Work telephone:
Address:
Town:
Country:
Postcode:
*Estimated delegation number of people:
*Number of Judges (included in the delegation Number of People)

All the fields indicated with * are mandatory. If they are not completed the system will not allow further steps to be processed.

The EMS will allow you to change your password the first time you log in. Please make sure you take note of your new password for future access. The password needs to be 8 characters minimum.

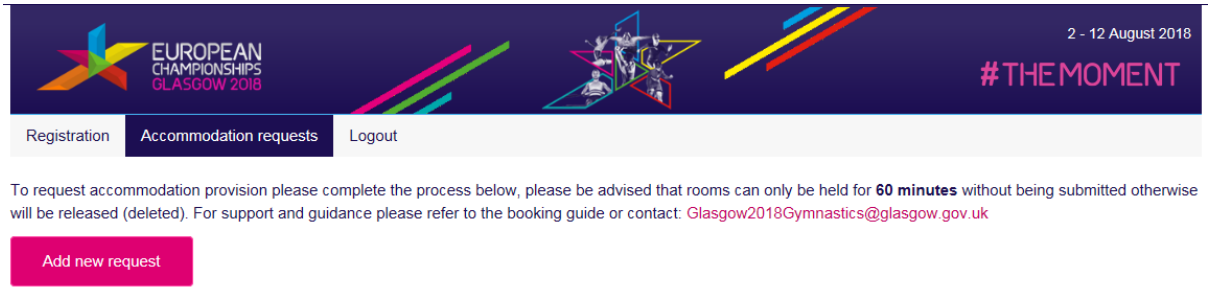
We request that you indicate the name and the contact details of the person responsible for entering data for your Member Federation.

Please be advised that rooms can only be held for 60 minutes without being submitted, otherwise the system will automatically time down the session and release the selected number of rooms. After 60 minutes of inactivity the process for the hotel reservation will need to begin again. An alert message window will open every time you add a new request.

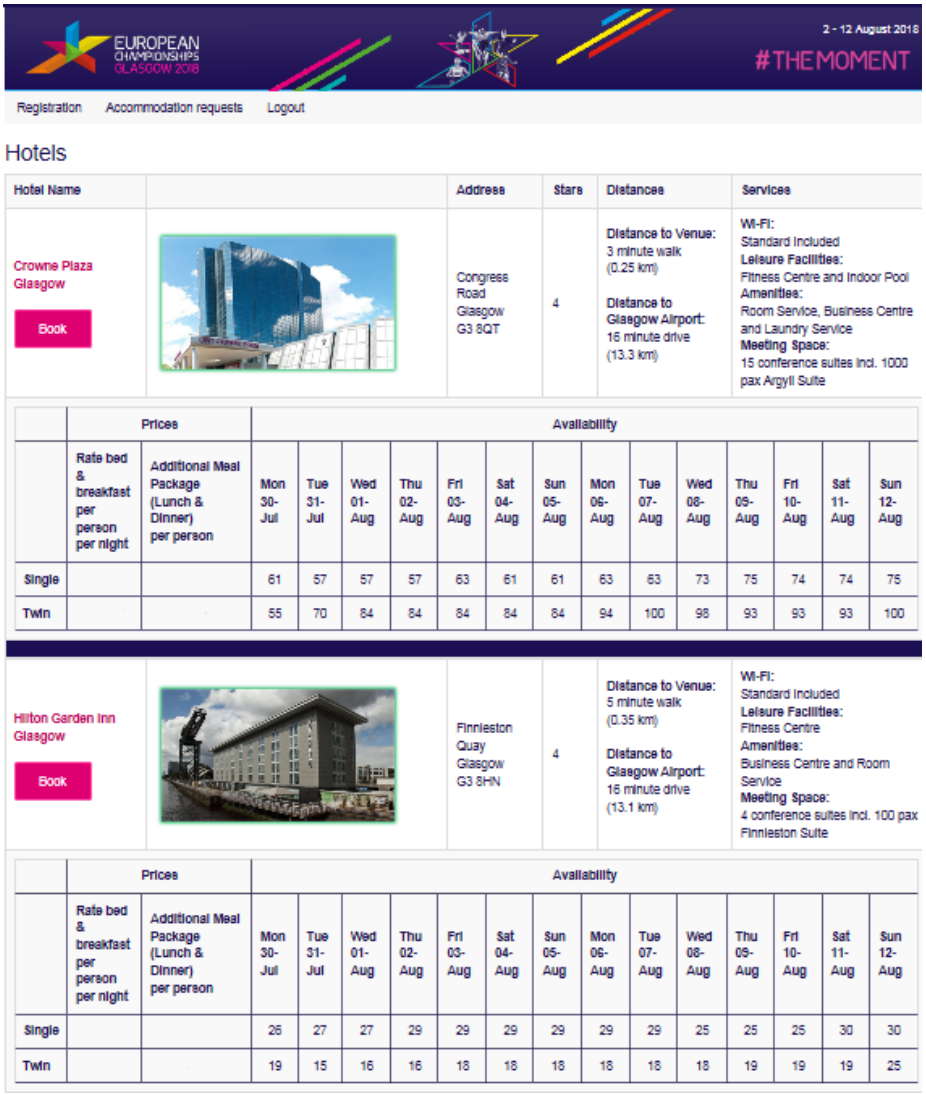


Requesting accommodation

To request your Member Federation's accommodation please click on the '**Accommodation requests'** tab on the following page:



Click to **Add a new request** and the portal will bring you to the page below, with the list of the hotels and the number of rooms available



For each official hotel selected you will be able to see:

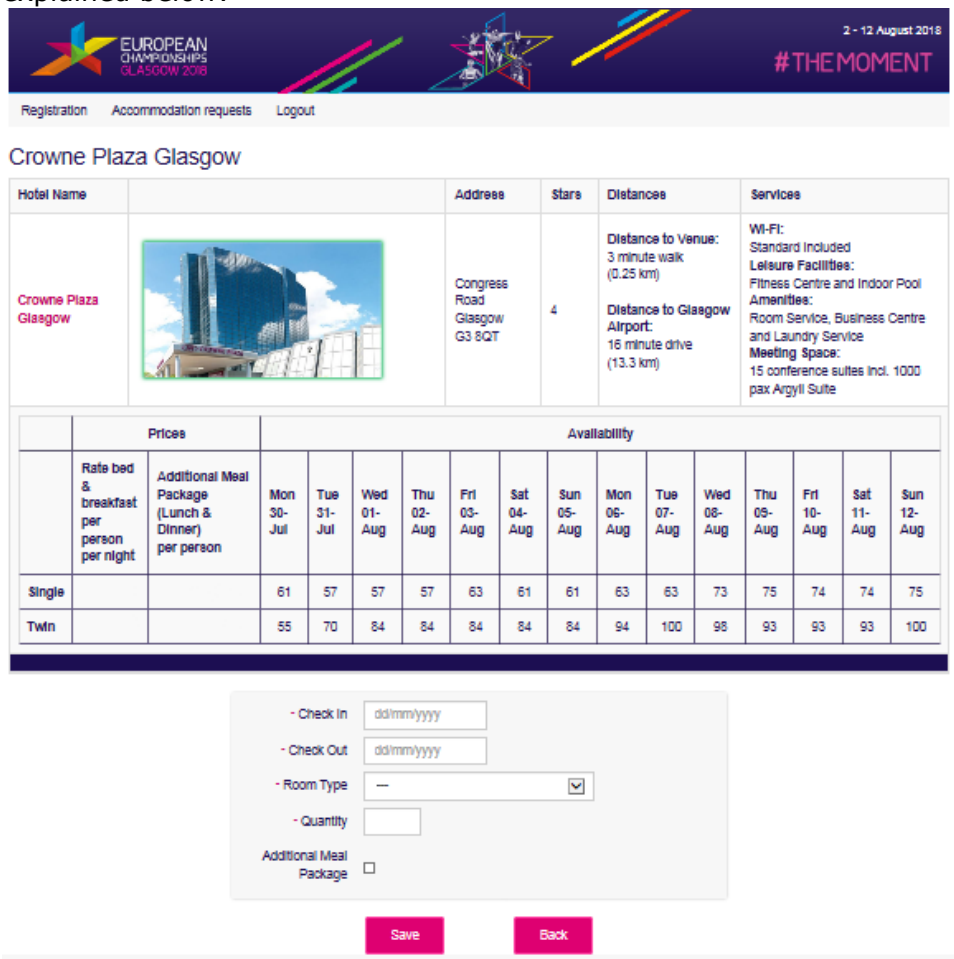
- Hotel Name/Address/Category(*)
- Distance to Venue/Distance to Airport
- Amenities
- Room Rates
- Additional Meal Package rate - (Lunch and Dinner per person)
- Number of rooms available by day and by room type (single/twins)

By clicking on the **Book** button the system will open up the specific hotel page that will allow you to insert:

- Check in date
- Check out date
- Room Type (Single or Twin room)
- Quantity (number of rooms)
- Additional Meal Package (please note all the rooms are B&B unless otherwise stated)

The Premier Inn, Pacific Quay will be the official hotel for Technical Officials. Please select this hotel when booking accommodation for your Federation's Technical Officials.

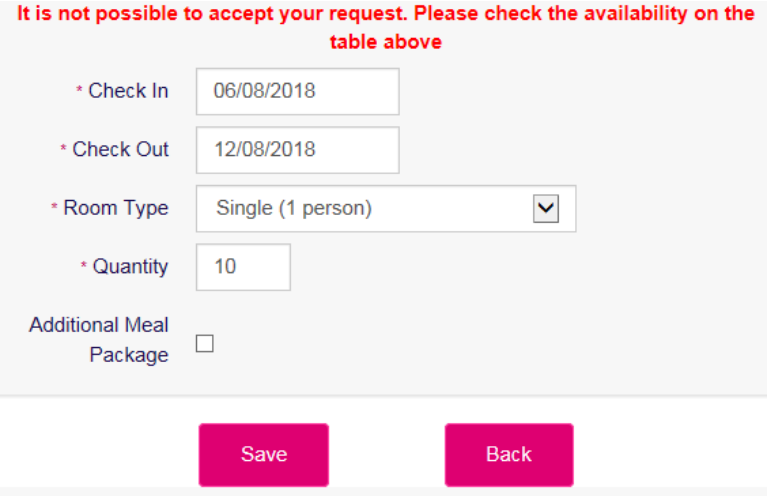
If your Federation has a specific need for a double room or double room single occupancy (with one bed) please contact Glasgow 2018 by email, adding the reservation number as a reference. All requests are subject to availability. Please see the process explained below:



If you want to go back and check the other properties please click **Back.**

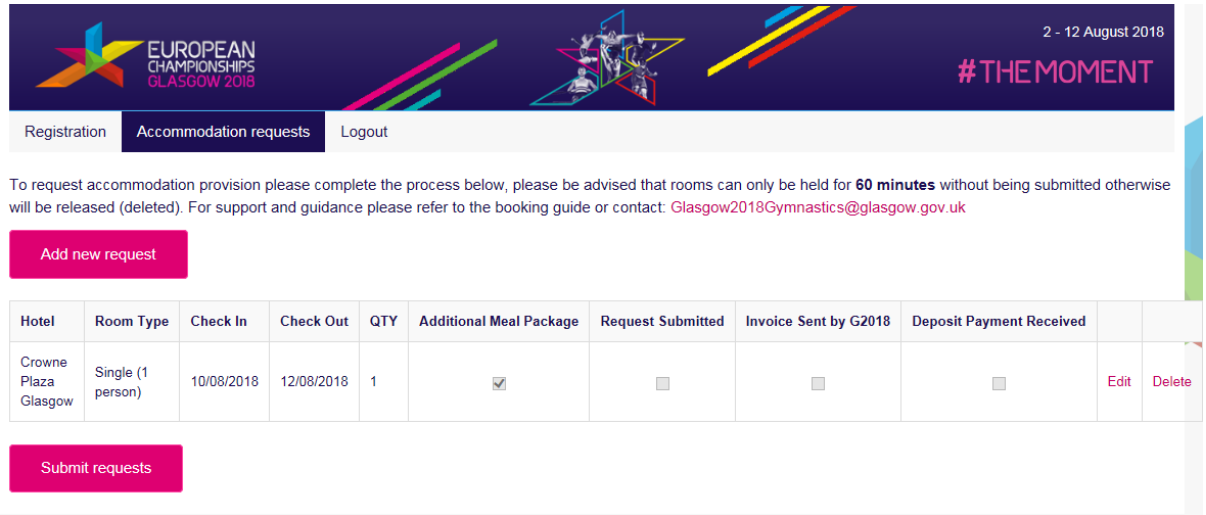
Should you want to proceed and reserve the rooms please click on **Save.**

If your desired number of the selected room type is not available on the dates indicated the EMS will show the following message:



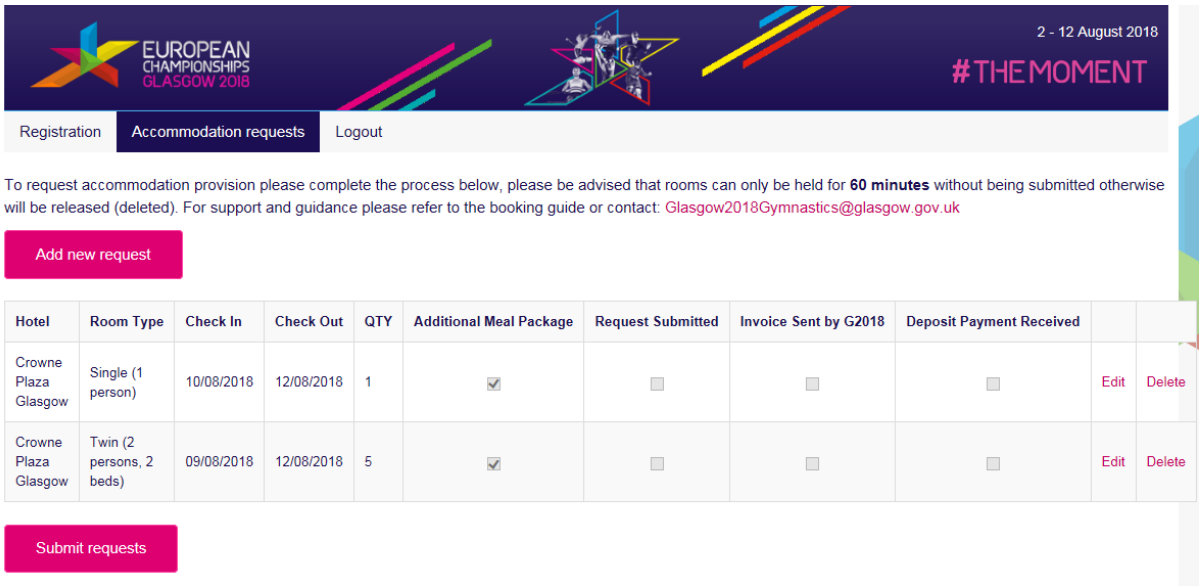
You will need to press **Back** to review the current availability and request the number of rooms available.

After you save the rooms selected the system will bring you to the following page:



At this point you can **submit a request** to Glasgow 2018 or **add a new request.** If you need more than one room type (single and twins) or the same room type but with different check in /check out dates please repeat the process as required.

The screen will display multiple room requirements like this:



On the above, the system will highlight your selection for:

- Hotel Name
- Room Type
- Check in date/Check out date
- Quantity(of Rooms)
- Additional Meal Package

You will also see two more options on the right hand side of the screen:

- **Edit**
- **Delete**

If you select **Edit**, the system will go back to the previous screen to select the dates, room type and number of rooms and you can update your requirements as required.

Clicking on **Delete** will remove the room type and quantity selected and you will need to start again with the reservation if required.

If you are satisfied with the selection completed you can click on **Submit requests** and proceed with the hotel reservation of the rooms selected.

Failure to do so will result in your accommodation being released and you will need to complete the full booking process again.

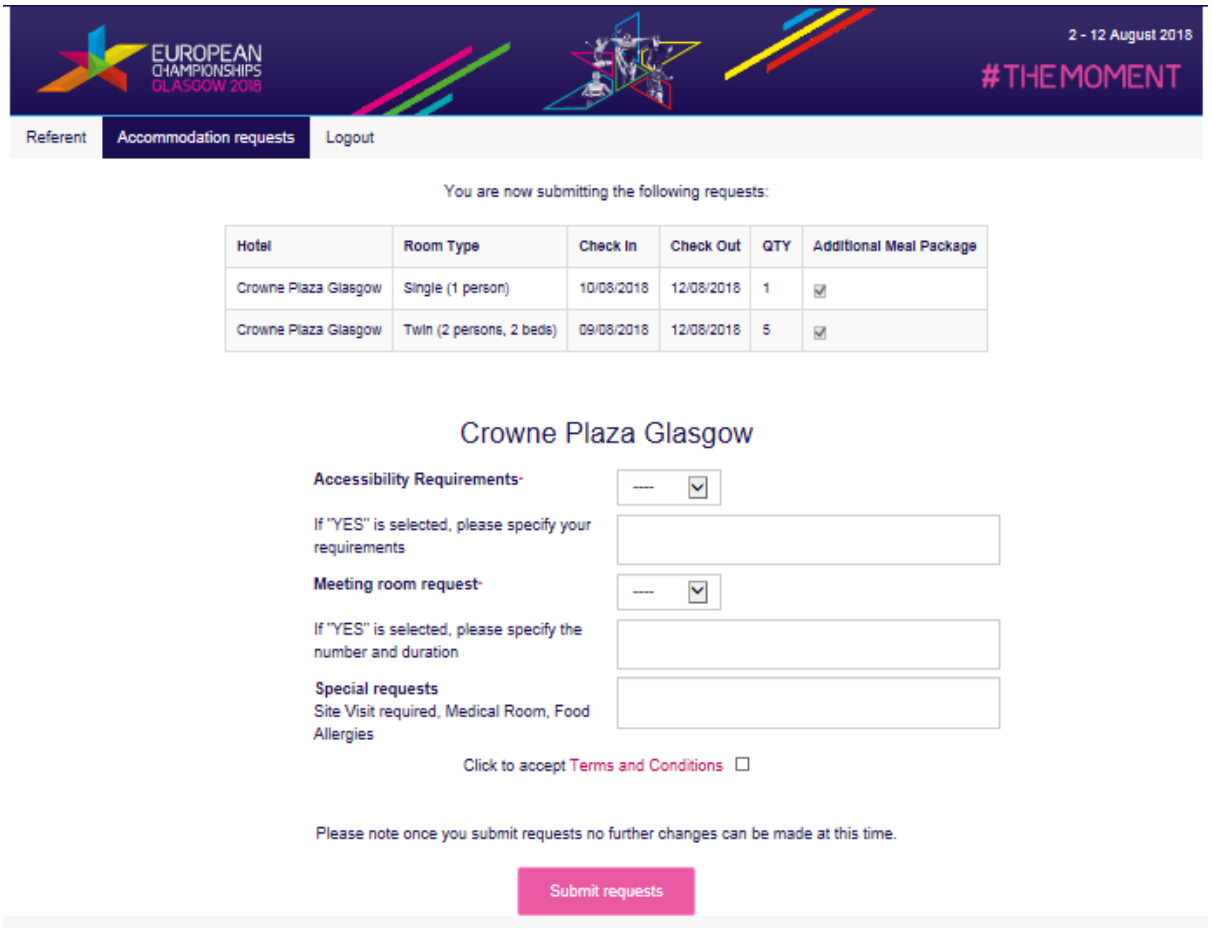
On the same page you will also see the following fields (columns):

- **Request Submitted**
- **Invoice sent by G2018**
- **Deposit Payment Received**

These fields will allow you to track the status of your reservation after you submit the request. The functionality of these fields will be explained in the **Hotel reservation status** section of this manual on page 15.

Special request

The first time you submit a request the portal will open the following page to allow you to select the special requirements needed by your team.



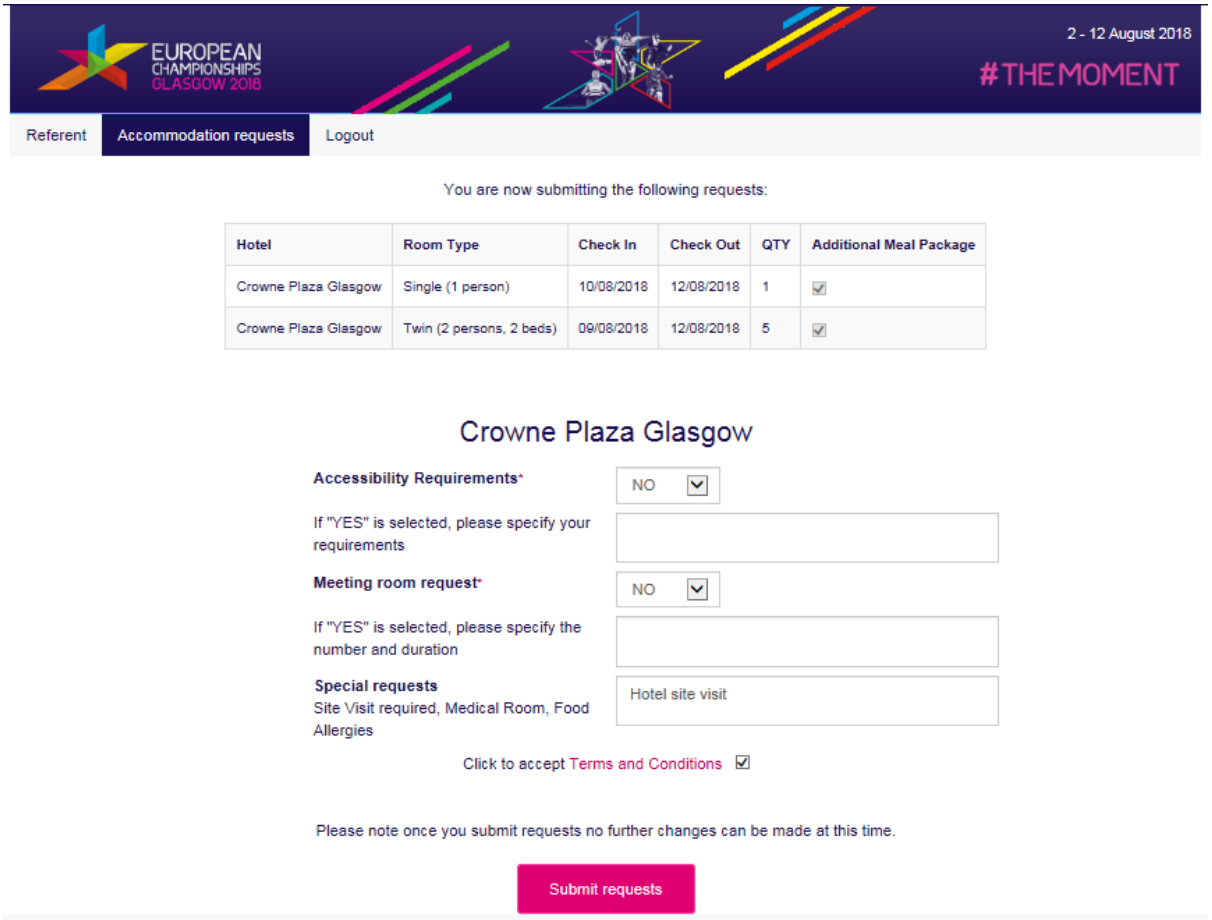
The portal will allow you to select

- Accessibility Requirements (YES/NO) - if YES you need to specify the requirements.
- Meeting Room (YES/NO) - if YES you need to specify the number of people, duration and dates.
- Special Request (site visit request, medical room, food allergies)

Special requests need to be reserved separately with the Accommodation Manager. The Accommodation Manager will confirm requests with the hotels and will be in contact to coordinate requirements individually with Member Federations.

Should you request hotel/venue site inspections in the process above, a Member Federation Relations team member will contact you to coordinate.

Once you have completed your special requests, you are now ready to **Submit requests**, but not before accepting the **Terms & Conditions.**



Terms & Conditions

Before submitting your booking to our accommodation team, please take note of the following important booking information.

Upon receipt of your invoice, you are kindly requested to pay your 50% deposit within 10 working days to secure your booking. Failure to do so will result in your accommodation being released and the full booking process would need to be completed again. This may mean that your first choice of accommodation is no longer available.

Please note that no changes can be made to your accommodation booking until your deposit has been paid in full. Once payment is received the accommodation portal will be reopened and changes can be made to your booking up to 23:59hrs GMT on 2nd May 2018.

Should you make any changes within this period that would result in a reduction to the overall cost of your booking then this will be reflected in your final invoice and any final payments due.

A new final invoice will be sent to you, within 7 working days of the 3rd May 2018, which will show your booking details, deposit paid and the final amount due to be paid.

All bedroom and meal rates are inclusive of VAT @ 20%. Should there be a change by UK Government to this amount this would be reflected within your final invoice.

Transport will be included with your booking from/to the airport.

Please take note of the following important **cancellation information** connected to your reservation.

- From time of booking to the May 2nd 2018: No charge to Member Federation.
- May 3rd – May 30th 2018: 50% of the agreed invoice total.
- June 1st – July 2nd 2018: 75% of the agreed invoice total.
- From July 3rd 2018: 100% of the agreed invoice total.

Please note that all cancellations should be received in writing by 23:59hrs GMT on the dates shown above. Any cancellations received after this time will be classed as arriving the following day and will be subject to additional fees (see above). Please ensure that you consider the time difference between the UK and your country of residence if submitting a cancellation request.

If you have added meal packages to your booking these will also be included within your cancellation charges, so please ensure you give accurate information at the time of booking.

You are strongly advised to take out travel insurance to cover you for any circumstances which might prevent you from fulfilling your accommodation terms and conditions.

Note that if a member of your federation is declined a visa to enter the UK or are refused accreditation for any reason you will still be responsible for payment, as per the cancellation terms provided above.

All accommodation contracts are between the Member Federation and CSE who are Glasgow 2018 accommodation partner.

Submit request

Once you click to **submit requests** you will automatically receive an email reservation summary of your request/s with the following message:

Dear Member Federation,

Many thanks for submitting your accommodation request for Glasgow 2018 European Championships .

Book ID:**F012120171212130007**

Hotel	Room Type	Check In	Check Out	Qty	Additional Meal Package
Crowne Plaza Glasgow	Single (1 person)	10/08/2018	12/08/2018	1	Yes
Crowne Plaza Glasgow	Twin (2 persons, 2 beds)	09/08/2018	12/08/2018	5	Yes

The Gymnastics Accommodation Manager will review your requirements and will provide an invoice for 50% of the total cost of your Member Federations total booking.
Once in receipt of your invoice your Member Federation has 10 working days to pay the invoice balance.
Should payment not be received your accommodation will be released and you will be required to re-start the booking process.

If you have highlighted any special requests when booking, a member of the Glasgow 2018 team will be in contact to discuss your requirements in more detail.

Changes can be made to your booking until 2nd May, 2018 at no cost after this date cancellation process will be applicable.
Should you require to make a change after your invoice has been issued please email Glasgow2018Gymnastics@glasgow.gov.uk

Should you require any further information regarding Glasgow 2018 please contact the Gymnastics Member Federations Relation Team on: Glasgow2018Gymnastics@glasgow.gov.uk

Kind Regards
Member Federations Relations
Glasgow 2018 European Championships

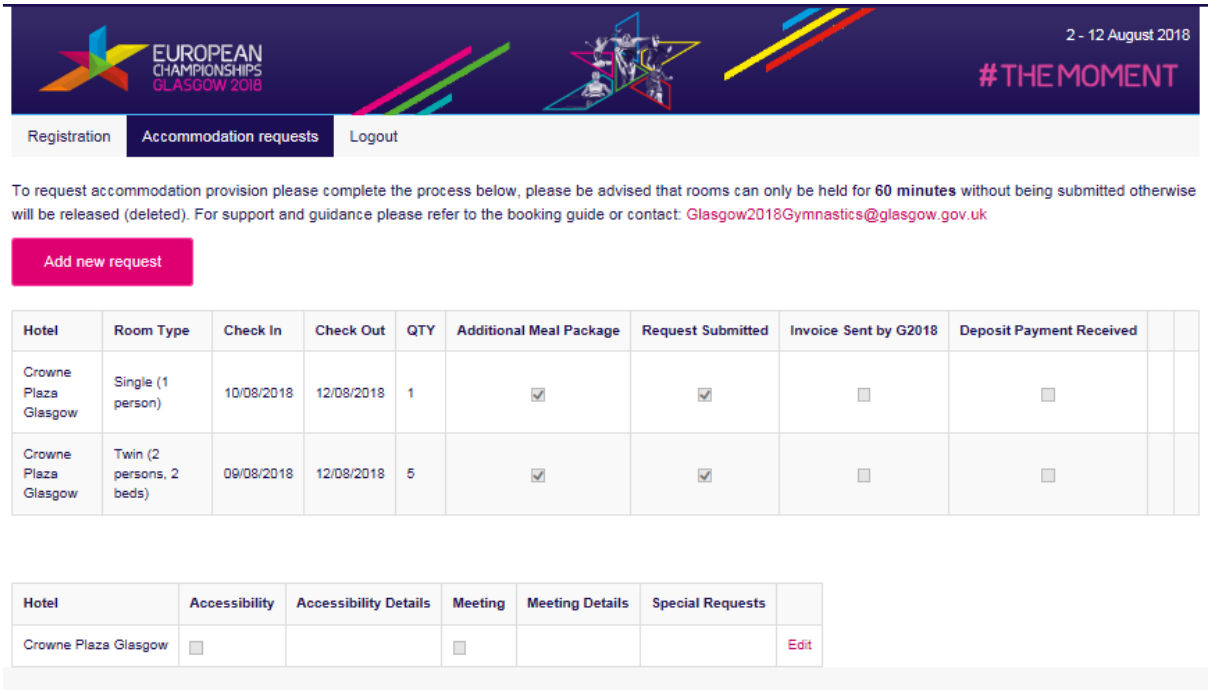
Once in receipt of your invoice, your Member Federation has 10 working days to pay the invoice balance.

Cancellation

Should payment not be received your accommodation will be released and you will be required to re-start the booking process. The cancellation of your accommodation will be sent to the Member Federation via correspondence.

New request

Should you require to add new rooms it will possible to access the portal with the same ID and password (or, if you changed it, with the new password you have set)



From here, please click on **Add new request** and repeat the process to complete your reservations.

Please note the portal will not allow you to cancel the rooms already reserved when the **Request Submitted** box is ticked and the request is pending.

The portal will only allow you to add new rooms.

For cancellations, you will need to email Glasgow 2018 and charges may apply, as indicated in Terms & Conditions.

Accommodation reservations confirmation

Within 10 days of receiving the invoice, you will need to complete the reservation process with the payment. Payment details can be found on the invoice.

Deposit payment

After completing the payment of 50% of the total amount on the invoice the Accommodation Manager will update the EMS and you will be able to see it on the initial EMS landing page under Accommodation Requests tab (The Deposit Payment Received is ticked).

You will receive an email to confirm the payment. The Member Federation should keep a receipt of the email for your records.

Hotel Reservation status

With regards to the **status of your reservation**, after you have received the confirmation email from the EMS you will be able to see rooms requested in the previous session with 4 columns after the quantity of rooms:

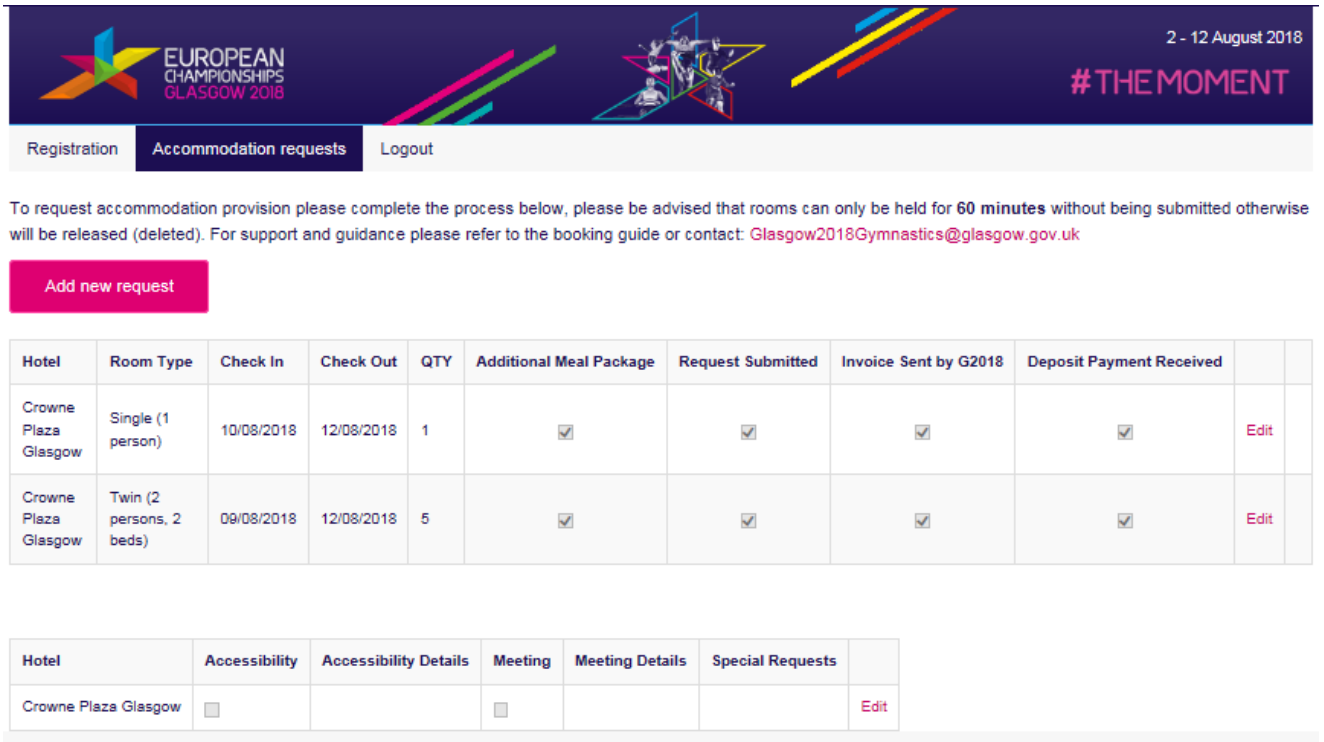
- Additional Meal Package
- Request Submitted
- Invoice sent by G2018
- Deposit Payment Received

Additional Meal Package (*ticked:* if you have requested the Additional Meal Package to include lunch and evening meals per day at the indicated rate. *Not ticked*: the rate will be only bed and breakfast)

Request Submitted (*ticked:* you have submitted the request, reserved the rooms and your request was communicated to the Accommodation Manager)

Invoice sent by G2018 (*ticked*: The Accommodation Manager has sent you the invoice for the 50% deposit on the total amount that needs to be paid within 10 days from receiving it)

Deposit Payment Received (*ticked*: You have completed the payment, the Accommodation Manager has received the payment of the 50% invoice and your reservation is secured with Glasgow 2018 in the hotel requested).

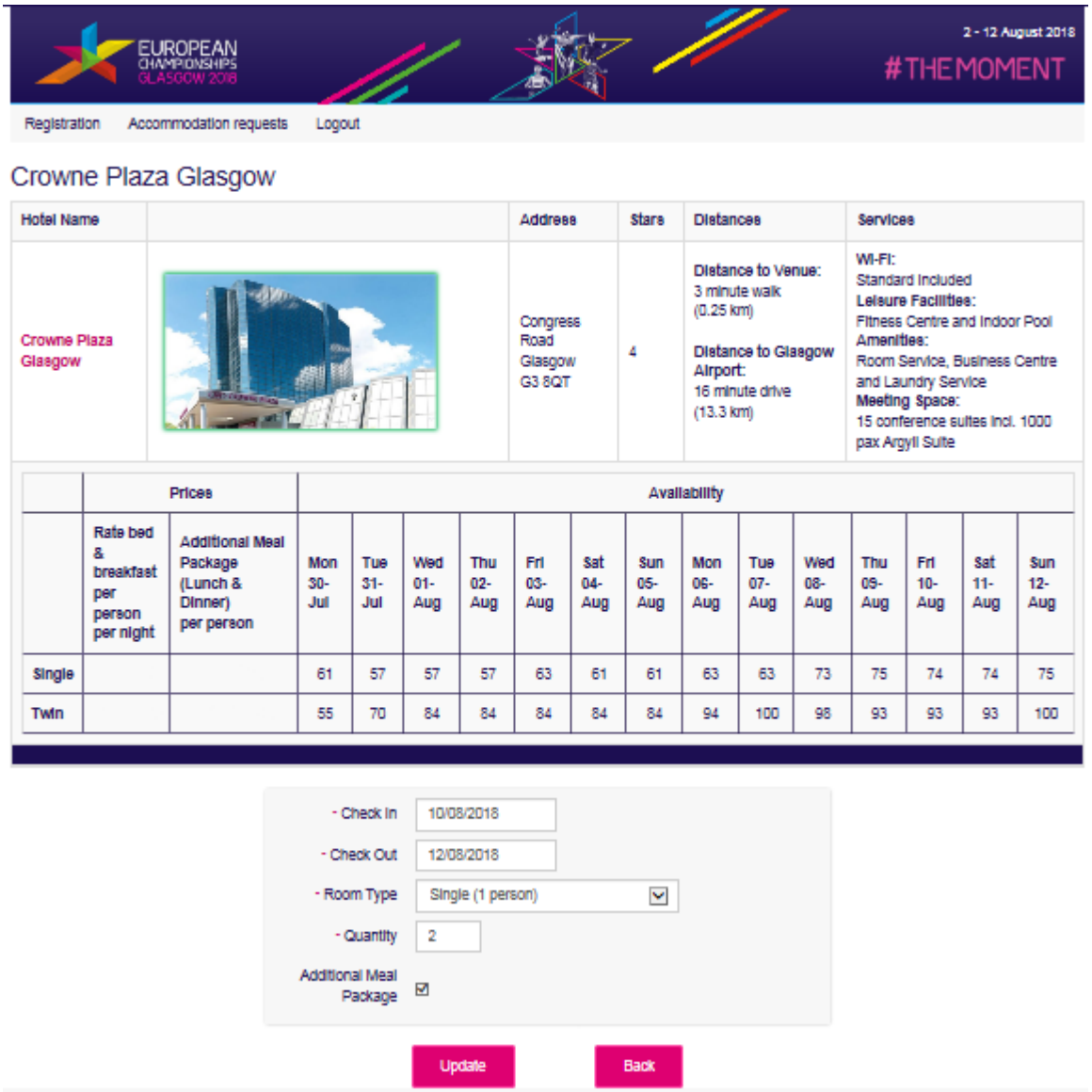

EUROPEAN CHAMPIONSHIPS GLASGOW 2018
2 - 12 August 2018
#THEMOMENT
Registration
Accommodation requests
Logout
To request accommodation provision please complete the process below, please be advised that rooms can only be held for 60 minutes without being submitted otherwise will be released (deleted). For support and guidance please refer to the booking guide or contact: Glasgow2018Gymnastics@glasgow.gov.uk
Add new request
Hotel | Room Type | Check In | Check Out | QTY | Additional Meal Package | Request Submitted | Invoice Sent by G2018 | Deposit Payment Received
Crowne Plaza Glasgow | Single (1 person) | 10/08/2018 | 12/08/2018 | 1 | Edit
Crowne Plaza Glasgow | Twin (2 persons, 2 beds) | 09/08/2018 | 12/08/2018 | 5 | Edit
Hotel | Accessibility | Accessibility Details | Meeting | Meeting Details | Special Requests
Crowne Plaza Glasgow | Edit

Changes in accommodation reservations confirmation

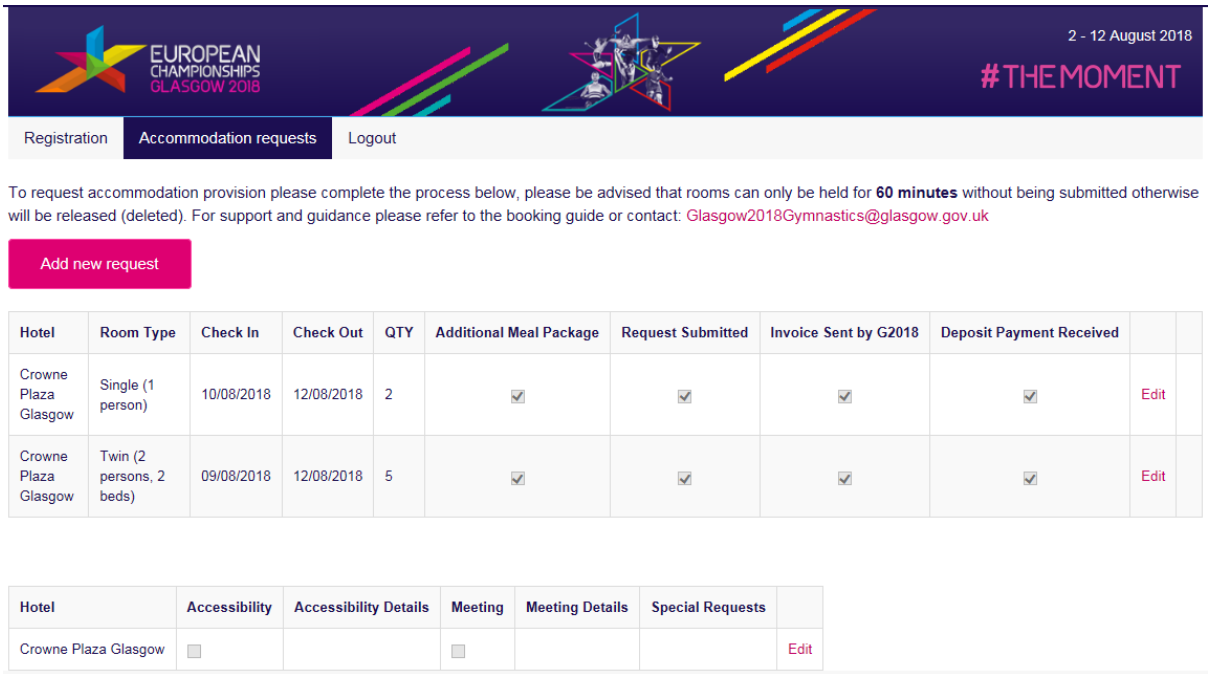
Changes in accommodation requests can only be done after you have completed the payment of 50% of the invoice and the Accommodation Manager has updated the EMS system accordingly.

Looking at the screen included above, you can see that, for each of the room type reserved on the right hand side of the page, there is an option labelled **Edit**. By selecting **Edit**, the portal will bring you back to the previous page, where you can change the number of rooms or the dates.

You need to confirm the changes by pressing the **Update** button.



Once you update, the EMS system will register the changes and in the next screen you will be able to see the amended rooms/dates for the hotel. Please see in the screen below, the changes from 1 single room to 2 single rooms.



The reduction of the rooms shown above results in a reduction to the overall cost of your booking and will be reflected in your final invoice and any final payments due.

A new final invoice will be sent to you within 7 working days of the 3rd May 2018, which will show your booking details, deposit paid and the final amount due to be paid.

Contacts

Please see the contact details for Glasgow 2018 below:

Aquatics	Glasgow2018Aquatics@glasgow.gov.uk
Cycling	Glasgow2018Cycling@glasgow.gov.uk
Gymnastics	Glasgow2018Gymnastics@glasgow.gov.uk
Rowing	Glasgow2018Rowing@glasgow.gov.uk
Triathlon	Glasgow2018Triathlon@glasgow.gov.uk
Golf	Glasgow2018Golf@glasgow.gov.uk
EMS Assistance	Glasgow2018EMS-MF@glasgow.gov.uk

We look forward to welcoming you to Glasgow 2018!

Kind regards
Member Federations Relations
Glasgow 2018 European Championships