

# So you want to take on the World<sup>S</sup>?

1.



# 1. Introduction

## 1.1. Purpose

This document has been written with 2 purposes in mind

1. A thesis for my 4th Dan grading which I plan to complete in 2012
2. As a means of supplying information to anyone that is organizing a Tournament, be it at a National or International level.

If someone reads this document and finds some information in it that saves them time, money or improves the quality of future Tournaments then I will have achieved my goal.

## 1.2. Method

From late 2009 to March 2012, when the ITF Taekwon-Do World Championships 2011 occurred, I was a member of the group of people who assembled, to make the Worlds the best event ever. This document will try to accumulate as much information as I can find about this journey.

The first thing I did was to read through all the emails sent to or from me and documents that were attached to the emails. Also from notes taken at meetings and printed documents handed to me.

Once I had gathered my notes, I also asked most of Organizers to meet and discuss their areas. Many of the notes are their reflections and ideas that they put forward during these meetings

## 1.3. Limitations

Although I was willing to help in many areas, due to my profession as a software developer and interest in helping Taekwon-do through using computers, I was mainly involved with Registrations and data manipulation. I found this was a full time job, so did not always have a chance to record what was happening in other areas.

This document is limited in areas where I was unable to attend meetings of other groups or for various reasons documents were not sent to me or publically made available due to privacy issues. It is also limited in the amount of time that I was able to dedicate to writing this document. And of course it is limited in that I was unable to talk to or interview all the members of ITF and iTKD that attended as there were so many that helped with input.

## 1.4. Assumptions

I am assuming that the reader has some experience or understanding of Taekwon-do and an interest in organizing or being an assistant to an organizer for a Tournament. I am also assuming that, readers will refer to this document as a source of ideas and not an officially sanctioned ITF document or an iTKD document. This document is thoughts ideas and experiences.

## 1.5. Background

In 2009, the International Taekwon-do Foundation of New Zealand (as we were known then) won the bid to host the ITF Worlds Championship in 2011. Once we had won the bid, it was decided to hold the event in Wellington and a communication was sent out to assemble a Team to organize the event.

A group of Taekwon-do students in the Wellington Region came together with one goal in mind, to make the 2011 World championships the best ever, in quality and efficiency with the hope that the event would be so great it would never be repeated again. (Or at least to raise the standard much higher than past events)

One of the first things we decided to do was look at past events, how they were done and what we could improve on. We soon found out that whilst Tournament rules are officially documented there was not much on how to go about organizing them, and the pitfalls encountered along the way.

I remember one of the first meetings I attended where someone said, "there is No Manual"

I hope that this document will be a start of a collection of ideas that others will find helpful and improve on in the future, maybe into a standard document defining all areas of the Worlds Competition

## 1.6. Definition of Terms

I have divided the body of this document into sections, these are mainly based around the workgroup that organizing team were separated into. Nearly all members in the teams held full time jobs often reflecting they area they helped with.

For the purpose of this document the following terms shall be interpreted as below

- a) “ITF” refers to the International Taekwon-do Federation, our main headquarters and governing body for Taekwon-do
- b) “iTKD” refers to international Taekwon-do, formerly the International Taekwon-do Foundation of New Zealand or ITFNZ
- c) “Worlds” refers to ITF Taekwon-Do World Championships 2011 , the main Tournament event organized
- d) “Committee” or “Organizers” refers to the core group of people that volunteered their time to make the Worlds happen
- e) “VIP” Very Important People are the guests invited to be part of the event , often these are Taekwon-do students of high rank
- f) “Umpires” refer to the people responsible for judging the competition at the Worlds
- g) “Participants” refer to the competitors, coaches, team’s managers and supporters. Those involved with the competition
- h) “TSB Bank Arena” refers to the events centre that the Tournament was held at
- i) “Helpers” people who volunteered their time to help make the event possible
- j) “Stakeholders” people or groups that have an interest in the Worlds. Primarily they are iTKD and ITF, also the competitors , coaches, organizers and helpers
- k) “NESS” New Electronic Scoring System, this is the software designed to operate with the corner judge controls.

## 2. Planning and Organizing

The first thing I would like to mention in this section is that there was a HUGE amount of work done prior to the committee being involved with the worlds. This included winning the bid to host the world cup, of which Mr Banicevich was instrumental.

Once iTKD (ITFNFZ) had found that we had won the bid to host the worlds, it was discussed with the executive committee. ITF expressed concern that there would be a financial risk and risk to the image of Taekwon-do, due to NZ (New Zealand) not having any experience and competitors not wanting to travel so far. So after more discussion in NZ, it was felt to be a good idea to have a backup plan should we not be able to gain the support or funding we required in Auckland.

Nick Laurantos met with Wellington city council and took Ian Walton along to help answer questions.

The meeting was about 15 minutes long and after explaining that we had won the bid and were looking for a backup plan we were offered support of 100 thousand dollars, marketing support, advertising support, access to council resources, meeting rooms and the venue for a week. We hoped to promote the Worlds event to 600 competitors and supporters who would be in wellington for about 10 days. The wellington city council stated that they wanted the event in wellington however they did not want to enter into a bidding war. The meeting results were reported to iTKD.

Meanwhile work was progressing in Auckland, meetings with the Auckland city council went ahead and meetings with Vector Arena produced an offer of a heavily reduced price (about 25% of original cost) however much of the money and resources had been committed to the Rugby World cup and despite a large amount of work by Mark, the support was not forth coming from Auckland city council, the decision was made to move the event from Auckland to Wellington.

Steve Fox was recruited as project manager and encouraged to run the project like a business with a formal structure and corporate governance. A company was set up to run the event under with iTKD as the main shareholder, it was known as “ITF Taekwon-do World Champs Board”. Under the board other documents were produced such as

- Strategy map ( see appendix 1)
- Risk Register ( see appendix 2)
- Financial delegated authorities ( see appendix 3)
- Constitution

The next step was to appoint some independent directors; the main idea behind this was to have someone with experience in financial backing and financial risk management and also someone with community event experience at a large international level.

An email was sent out to invite people along and get involved, the hope was to have lots of experienced Taekwon-do event organizing people involved as well as parents and past competitors.

We invited people along to a meeting in Wellington to discuss being involved with the Worlds, this produced about 40-50 keen eager helpers, we planned to keep these helpers up to date once we had defined the main groups we would work in, unfortunately this took more time than anticipated so a few people lost interest in helping. The main idea that we learnt very early in the planning was that communication with organizers, helpers and other stakeholders was very important to get right.

We looked at the first idea of what would the vision be, how would we want to be treated and how will we treat others; we looked at ideas of long flights and travel complications. Would we pick people up from airports would the competitors have minders (this is where the liaisons idea came from). Once we had developed the vision we looked at structure and what groups or tasks people would fall into.

The next meeting was sorting out the groups that people expressed interest in; this was then streamlined into the following groups

- Management of Committee and Tournament
- Non Tournament Events – Sub Committee
- Technology Sub committee
- Tournament Sub committee
- Sponsorship and marketing

Although the intention was to work within these groups we tended to split into different groups according to the person that was performing the tasks. The following groups are detailed further in this document

- |                           |               |                          |
|---------------------------|---------------|--------------------------|
| • Country Liaisons        | • Sponsorship | • Non Tournament Events  |
| • Tournament Management   | • Security    | • Travel & accommodation |
| • Budgeting & Accounting  | • Media       | • Opening Ceremony       |
| • Volunteers and Helpers  | • Medical     | • Information Technology |
| • Registration & Weigh In |               |                          |

Many of the earlier meetings were focused on what skills people had and looking at previous events to find out what we could learn from them; this helped with risk management which helped produce the Risk Register document.

Brainstorming meetings were held and team leads stayed in one area as people moved around in groups to discuss ideas with different team leads. All ideas were recorded and no idea removed, later on as a group we removed non practical ideas and the more practical ones were developed into a functional plan for each team.

Group meetings were held once a month with individual teams meeting when ever required.

Because one of the aims of the committee was to have the best tournament ever we listed all the items we could hope for. This produced a budget in excess of one million dollars. In order to be realistic with the budget we then categorized each item on the budget as either

- Category A – These items were absolutely required. If we did not have them then the event would not function properly. These were items such as the hall, the mats and board holders.
- Category B – Are items that would be best to have. If we did not have them then the event would still happen but it would be a low quality effect, these were items such as Laptops, tablecloths and clipboards
- Category C – These are items that would be nice to have, for example welcome gifts for officials

The other side to the budget was that when we received sponsorship, funding and payment of fees, it was allocated to category A then B and finally C where possible. This was all approved by world's board as required.

As part of the categorizing we tried to work out what we felt the main stakeholders would require from the event.

When there are many stakeholders involved with an event it is best to understand as much as possible as soon as possible. Some areas we could have benefited from understanding earlier are

- Who has the advertising rights
- Who has sponsorship rights
- What are all the correct procedures / rules

An independent board was assembled with responsibilities given to them to manage such things as financial control, risk management, who can sign contracts

Ideally we need to have someone separate from the committee organizing the accommodation, they would be able to take on and management the risks of payments to hotels, we had to cover the booking deposits of the

hotels and motels and this caused undue stress to the committee as we did not always have the money to cover the payments.

Master Coos (Chairman of ITF Tournaments committee) visited New Zealand and made suggestions on planning and better floor layout.

We set out to hold a great event, some great outcomes of the event were

The effort of the volunteers and their assistance, the response of those that attended, seeing people smile and being happy with the event.

The innovational thinking about improving the Worlds

We need to clarify the rules on how things are done, in some things there are rules in other ways there are just accepted ways that things are done

New Zealand was revolutionary in the way we were thinking, new ideas and positive attitude, we are all very passionate and did extremely well with the small team we had. We kept people happy

Some challenges we faced along the way were

- The hosting agreement needs to be clear; there was no hosting agreement available to New Zealand when we won the bid we ended up using the previous Argentina agreement. This also had its own issues because the hosting agreement was translated from Spanish to English and the translation was not as clear as might have been possible. This led to a few incorrect assumptions that were made and planned for, which we only managed to clarify very close to the event. Payments due to be made to Umpires committee and Tournaments committee were unclear and we were not sure how this was supposed to be managed
- The 2011 Rugby World Cup meant that sponsorship was hard to organize especially once the recession hit. Most people wanted to sponsor the Rugby. In hindsight rather than asking for a set amount it would have been more beneficial to ask what they valued the relationship with the Worlds as and what that was worth.
- The New Zealand dollar appreciation in relation to the Euro, meant people needed more of their money to convert to New Zealand dollar to pay for expenses when they got here. This was also a “*what if*” scenario that we had to plan for, we budgeted for worst and best case scenarios, however we never expected for the conversion rate to get so high.
- Some people are VIP but they are not ITF VIP, this meant that people who thought they were entitled to turn up to dinners were not paid for
- The world recession possibly lost us about 150 competitors and 300 visitors (based on previous tournaments), this equated to a lot of anticipated but un-received revenue.
- Christchurch earthquake – although we had planned for it in theory, we never expected it to happen. Planning started 3 years from the event and the closer you get to the event the less likely it is to happen, so less than one month from the event was highly unexpected. In some ways we were very lucky it was so close to the event as people had already committed payment of fees, airline tickets and accommodation. Nevertheless natural disasters should be well planned for. As many of the organizers have day jobs which were affected by the earthquake it took up a lot of our time that we could have spent in finalizing details of the Worlds. This sort of interruption to the planning is also known as an Act of God
- Human trafficking is not a pleasant subject however it is a reality and a very serious threat to our organizations credibility. This was stopped by our work with immigration and the MEBSC and is discussed further in the Country Liaisons section.
- One of the Outcomes of the Planning group was the Work Flow process’s (See appendix 5)

And of course the list of tasks that this group faced were a lot more than the above challenges some others are listed below

- Meetings with the National Taekwon-do board
- Management contracts and other contracts that committee had entered into
- The timetable of the week of competition including meetings and ceremonies See appendix 6
- We found that we were doing a lot of corresponding and sponsorship requests, so the logo , business cards (See appendix 7), email signatures and letterheads were designed and distributed to the committee for use
- Draft checklists and timetables were made, these included
- Checklist of what was needed at each meeting
- Developed Project Plan or Gantt Chart (See appendix 8) used extensively in sponsorship requests
- Confirmed printer used is able to supply the requirements so far ( brochures, advertising , cards)
- As there was a group going to Argentina to watch what was going on , at this stage a fair amount of work was done in preparation for the trip These items included giveaways, brochures, forms to capture email addresses, shirts , videos for laptop and projectors
- Regular reviews of Project Plan and Gantt Chart to see if we could find any gaps
- Review of all the negative feedback from Argentina and decisions on how it was going to be mitigated
- Meetings became more formal with meetings being recorded
- We received a draft list of Responsibilities for the Organizing Committee
- A review meeting was held which included areas such as
- We found that the New Zealand Census was going to be held on the 9<sup>th</sup> of March, this may have meant that all competitors would need to fill the forms in so we wondered how we would help. Closer to the date we found that the census would not go ahead for that year.
- Developed vehicle management plan to accommodate delivery trucks to the venue, and parking requirements for VIP's and liaison Teams
- Decided to sell Tickets through Ticketek or Ticketmaster. Ticketmaster declined as they were not allowed to sell tickets for the TSB Arena so we went with Ticketek
- Decided that although there would be limited people on the floor for photography, competitors and supporters were allowed to record match's from the viewing seats
- It was decided to only have a Coaches fee for those people not booking accommodation through the worlds committee
- In order to print ID cards for Umpires they needed to be added to the registration site, the Umpire list was supplied by the Umpires Committee which means that the photo was not always supplied. These were requested from the Officials or sourced from Websites
- Information and updates supplied regularly to the National website and magazine
- The ITF web site was used to find countries with web sites and we requested that links be placed on their website to the Worlds website
- Seeding for Draws checked from Argentina 2009 results
- Draw complete and added to Website <http://www.itfnewzealand2011.com/draws.html>

#### Successes

- We had 3 years planning with a good amount of organizers although closer to the event we needed a lot more people than was available to help
- The invitational letters sent out to VIP and officials stated what was being paid for, this helped to stop any misunderstandings
- An Oceania tournament was being held in Wellington in the same venue as the Worlds, the idea was to use the Oceania as a trial run for many of the ideas to be implemented into the Worlds Tournament. This helped us to test many of the process that were successful in the Worlds
- As the Worlds Event was quite a big event for New Zealand and Wellington we did quite a bit of advertising and delivering of flyers to schools
- Following the Oceania event a few articles were written up for the local magazines and newspapers, much of the event ended up on YouTube

#### Future learning's

- Have face to face meetings with people where possible rather than meeting adhoc
- Set budgets and give to sub committees rather than having to clarify every cost
- Negate risks of upfront payments for accommodation, so that payment is not required when no money is available
- Applying for large sponsorship can take up lots of time, this equates to lots of volunteer hours and does not always guarantee a result, In future it would be more beneficial to focus on maybe twenty \$5,000 sponsorships rather than two \$50,000 sponsorships

There were lots of other things that happened along the journey for the organizing and planning section, over all I think we did a great job. We raised the standards in many areas and challenged the processes to get things streamlined in others



## 3. Sub groups

Each of the sub groups reported to the Planning and organising and other sub groups on a biweekly and then later weekly basis during the months leading up to the Worlds. The sub groups are explained in further details in the following sections

### 3.1. Country Liaisons

One of the strongest areas we had in the organizing of the Worlds was the country liaison teams. This was made of people that liaised between the event organizers and those visiting from another country. The Team leader for country liaisons was Mrs Lena Walton who was involved in the following tasks

- Locate a core liaison leadership group of people who would take a lead role in liaisons for countries, officials and VIP's,
- Write communications for the website
- Collate information into newsletters ( see appendix 11) and distribute via email or other media. A brief summary of information supplied in the newsletters is listed below

<p>First News Letter ( June 2010)</p> <ul style="list-style-type: none"> <li>○ Introduction to New Zealand</li> <li>○ About Wellington City and what it has to offer</li> <li>○ What a Country Liaison is</li> <li>○ Visa requirements mentioned</li> <li>○ After Party mentioned so that people can plan for it</li> <li>○ Competitor Registrations</li> <li>○ Travel &amp; Accommodation details with email address</li> </ul>	<p>Second News Letter (September 2010)</p> <ul style="list-style-type: none"> <li>○ Attractions that are in Wellington</li> <li>○ Tours in NZ available</li> <li>○ Introducing the TSB Arena</li> <li>○ Tourist attractions</li> </ul>
<p>Third News letter (October 2010)</p> <ul style="list-style-type: none"> <li>○ Online registrations opening soon</li> <li>○ Team accommodation details and costs</li> <li>○ More on TSB Arena</li> <li>○ The draw is mentioned and when its available</li> <li>○ Where to find the competition rules</li> </ul>	<p>Fourth News letter ( November 2010)</p> <ul style="list-style-type: none"> <li>○ Invitation Letters and NZ immigration requirements</li> <li>○ Visa Requirements</li> <li>○ Online registrations now open</li> <li>○ Anti doping policy mentioned</li> </ul>
<p>Fifth News letter (December 2010)</p> <ul style="list-style-type: none"> <li>○ An update from Umpires committee</li> <li>○ Spectator Accommodation &amp; venue tickets</li> <li>○ Umpire Contact Information</li> <li>○ Umpire Requirements</li> <li>○ Merchandise available</li> </ul>	<p>Sixth News Letter January (2011)</p> <ul style="list-style-type: none"> <li>○ Last payment date</li> <li>○ Team training available at the TSB Arena</li> <li>○ Spectator Information</li> <li>○ Special pre order merchandise offer</li> <li>○ Weta cave mentioned (a tourist interest)</li> </ul>
<p>Last News Letter (February 2011)</p> <ul style="list-style-type: none"> <li>○ Transport to and from airports</li> <li>○ Allowed carry on luggage</li> <li>○ Checked in luggage</li> <li>○ New Zealand Customs Requirements</li> </ul>	<ul style="list-style-type: none"> <li>○ ID Cards and stadium access</li> <li>○ After Party Tickets</li> <li>○ Drug Testing possibility during Worlds</li> </ul>

- Develop Communications Plan (See appendix 4 )
- Arrange and organize airport to hotel transfers for competitors, Officials and VIP's
- Organize meal outings for Officials and VIP's
- Organize VIP vehicles and roster VIP drivers
- Finding people to join the liaison team and train them so that everyone communicated the same information
- Partnered liaisons with countries, this depended on availability and if the liaison person spoke another language ( speaking another language was preferable but not essential)
- Working with New Zealand immigration and Customs to make the entry process much smoother for participants (see appendix 9 for information supplied)

- Sent Invitation letters to Competitors and Officials (see appendix 10)
- Answering questions from people visiting such as Team Manager or Team coach and then communicating through the assigned countries liaison
- Helping to liaison between countries and our travel & accommodation team

The first thing to do here was put the word out that we were looking for team members, also to approach individuals that have done this sort of work before or who had the required traits of courtesy reliability and eagerness. As they will be working with people from different cultures other factors such as age, maturity and languages spoken were taken into account when selecting the team.

About 5 months before the Worlds, the registration site was opened for Team Managers to register their competitors. This site was also used to register liaisons and helpers, mainly so that we could also produce ID cards for them. In future events it would be helpful to have the registration site running a lot earlier so that liaison people can register their details and Liaison team managers can retrieve liaisons details. After the Team managers had registered they were assigned a liaison.

Once the core team was assembled, a couple of people were trained as secondary team leads, these people then helped train the other remaining Country Liaison's. For some larger countries more than one liaison was required.

A training manual was developed to assist liaisons, this is another rather large document, however it contained information that liaisons kept available such as

- |  |  |
|--|--|
| • Key Responsibilities   | • Contact Details for                                |
| • Pre-Tournament tasks   | • Embassies and High Commissions                     |
| • Tournament Tasks   | • Taxis  |
| • Post Tournament Tasks  | • Swimming Pools                                     |
| • Hotel Accommodation  | • Emergency Services                                 |
| • Venue Floor Map  | • Pharmacies   |
| • Code of Conduct  | • Hospitals and after hours medical                  |
| • Event Timetable  | • Restaurants ( with price range)                    |
| • Airport Shuttle services                                       | • New Zealand immigration biosecurity                |
| • Maps of Wellington city showing                                | • Information about driving in New Zealand           |
| • Car parks  | • Accident compensation corporation information      |
| • Medical center's   | • Automatic Teller Machines (ATM) Money machines map |
| • Internet Cafes   | • Coach Tours available after the event              |
| • Restaurants  | • Public Toilets                                     |
| • A List of all the Liaison volunteers and their contact details |  |
| • Website links where all this information can be found          |  |

*Often there was multiple copies of each page so for example if someone asked where the restaurants in wellington were a printout was supplied and there were still spares*

The liaison team was also appointed to working with Immigration New Zealand. As a lead up to the Rugby World Cup, NZ immigration were happy to practice their process's on other events such as the Rowing World Championships 2011 and NZ Para Olympics and then on our event, to make the entry into New Zealand smoother for the Worlds participants. The information required was recorded by team managers on the registration site. The registration site was open 4 months prior to the event, in hindsight this was not enough time to allow communicating with the countries and recording of all the information required. It also meant that we did not really have much time to supply the information to Immigration New Zealand, as much of the time was lost during the Christmas break.

The MEBSC (Major Events Border Steering Committee) is a group made up of New Zealand government department's e.g.

- Tourism New Zealand
- New Zealand Immigration
- New Zealand customs
- Department of health
- Police

The purpose of this group is to coordinate and make visits to New Zealand better and they agreed to help us as practice for those visiting for the Rugby cup.

One of the benefits we gained was getting through customs early and they allowed a very special stamp in the passport of competitors, VIP, officials umpires and coaches.

They also had practiced on the New Zealand rowing championship and gave use feedback on what could and couldn't be brought into the country , which we passed on to our visitors.

Working with MEBSC had a lot of influence on the feel of the Worlds event; it allowed us to get up to 100 through customs in 10-15 minutes. Further information on the letters and work done with immigration can be found in the Liaison section

One of the main tasks required by New Zealand Immigration was to extract the data from the registration site and do mail merge to create invitation letters which were then sent to every participant , official and VIP. This took a huge amount of time to do and in the future would be beneficial to integrate directly into the registration site, so that organizers can download letters and not have to go through the mail merge process and keep track of who has a letter. The letters were different for VIP, Officials and participants and contained information such as

- Who the letter was being sent to ( e.g. the officials name)
- Who sent the letter ( ITF world Championships Board)
- Why they are being invited ( as an official)

One of the problems that New Zealand immigration was looking at was human trafficking, although it is not a pleasant subject it is a reality. Human trafficking incidents are not the sort of publicity that Taekwon-do would like to be associated with so it is important to negate these problems. Some countries initially added teams to the registration site of 40 – 50 people, and when pressed to supply details such as passport numbers these team numbers dropped considerably.

The invitation letters are also a good time to invite those people who the Worlds were supplying meals for, if they had any special dietary requirements, the few requirements requested were easily able to be assisted with.

When meals were being organized for the officials and VIP, we found it was easier to start at the hotels (which were close to the event center already ) and visit the restaurants closest to see if they could accommodate the numbers required, this meant more people were happy to walk if able.

From the list of Officials and VIP's recorded we were able to see how many gift bags were required; the gift bags had items such as

- |                 |                      |                               |
|-----------------|----------------------|-------------------------------|
| • Water bottles | • Ear plugs          | • Potato Chips or Muesli bars |
| • Juice         | • Aspirin or Panadol | • Hand wipes (antiseptic)     |

And were given to the officials to help make their stay comfortable, we found that many officials stored them in secure rooms which sometimes were locked (the secure room was often commandeered by the ITF board and no one was allowed in while it was being used). This made it hard for them to take advantage of the gift bags and in future we suggest having some of these items on the Jury table as well as in the gift bags. So they are more readily accessible.

We were fortunate enough to have sponsorship from Ford in the form of several cars and these were used to transport people to and from the airports and events such as dinners or meetings. The liaison team was responsible for keeping track of the cars, scheduling drivers, organizing who had to be picked up, where and when and then who took the car home to look after it at night, and of course returning people to airport after the event.

During the planning stage it was decided to send a small group of organizers to the Worlds in Argentina 2009, when we spoke to groups such as NZ Tourism the support was great and they supplied us with giveaway's and brochures to promote New Zealand as a tourist destination. We organized a stall to promote NZ and answer any questions. Video presentations were also shown

The liaison team managed to keep many of the people happy much of the time however we encountered a few things that caused unnecessary work along the way

The Ford cars supplied were used to transport officials and VIP 's. Shuttles and coaches were arranged for Country delegations. Guests and VIP were greeted at the airport and occasionally people missed flights and turned up later and needed assistance to the hotel from the airport.

Although a roster had been created for drivers, it was not always possible to have enough people responsible for driving the cars all the time, often as people had other commitments. When we were not able to find drivers the organizers often had to pick up the task which meant that they were taken away from other important jobs.

Most days started at 6:30 in the morning and didn't finish till very late at night, in future events if transport is available it would be better to have two people per car dedicated to driving so that they can share the work load. And this probably applies to many jobs performed by helpers.

Another area that could be improved on is organizing dinners or meetings and confirming who should be attending. Although the organizers had an idea of who was on the VIP list we really couldn't change it, and when people who were not on the list turned up, it caused undue stress trying to reorganize at the last minute. Conversely there were times when we organized catering for a set number of people and many people did not show up due to making other plans, this meant that we had excess costs and confusion and it stopped people who may have been eligible from attending the event from attending. Clarification on who is VIP and who is not and communication from people who make other plans would be beneficial in future events.

## 3.2. Sponsorship

As the tasks being completed by the committee got more complex some areas were handed to other people. Eight months prior to the Worlds, Terry was handed the job of Sponsorship.

One of the first things completed by the sponsorship team was the Sponsorship and Marketing Plan this helped to identify the areas that could be sold off in sponsorship. Ideally we were looking for a major sponsor who would supply the bulk of the sponsorship and would have naming rights. Following this we were looking at lesser sponsors that would want to have their name associated with the major sponsor and would be mentioned during events.

The Sponsorship plan was taken to the Worlds board and then to iTKD and signed off. The next step was to communicate with iTKD and see which corporate companies could be approached, we came up with a list of about 50 companies and each of them was approached.

The following are some of the challenges faced

- It is said that Taekwon-do in New Zealand is a minority sport with limited recognition; this means that most companies do not value the investment in backing such a sponsorship which was the main reason that lead to 49 of the 50 companies not being interested in sponsorship.
- The one company interested, Kia Motors had their marketing budget cut to a third and subsequently had to drop the sponsorship about 2 months prior to the Worlds.
- Another reason that we were unable to secure sponsorship was trying to market the event in a recession and companies already committing to the Rugby World Cup 2011.

One of the reasons that we were looking for sponsorship was to enhance recognition of Taekwon-do in New Zealand and globally, this would be done by gaining sponsorship and using the money from the sponsorship to pay for media coverage above what was considered News or general interest. This did not happen

Once the major sponsor pulled out, it was very difficult to get others interested again, and with two months until the Worlds, developing a back up plan was even harder and proved to be rather adhoc.

In future events sponsorship is something that needed to gain momentum right at the beginning when all the other plans are being developed, as is a solid back up plan.

We did manage to gain some finance from Merchandise stall rentals and from a percentage of goods sold as the Worlds merchandising. And of course there was a lot of work done in the budgeting and accounting team for funding.

Some learning's and ideas for future events:

- Start looking for sponsors much earlier, a couple of years is good. This will also give companies the opportunity to buy in and pay over 2-3 years should they choose to
- Engage with sponsorship consultants, they will bring experience and knowledge to the event. Generally they will take a 10-20% brokerage fee and depending on their experience it may even be worth paying a bit more
- Develop a good back up plan

Also incorporated into the sponsorship plan was the post event plan of offering two free months of membership to employees of the companies that sponsored the Worlds. This was to be offered to the main sponsor and to all the other people that have sponsored such as Noel Leemings who supplied the TV's and Coca Cola. It is estimated that this would supply a potential five thousand people who may have joined. To date nothing has been done about this legacy plan that im aware of.

Another area that needs to be clarified as early in the planning as possible is who has what rights in regards to sponsorship. It was difficult to know what to do when ITF gave sponsorship to Martial arts suppliers, the sponsorship payment gained was not given to the Worlds board and benefited the Worlds in no way.

Sponsorship when successful is very beneficial to the event however when not successful can be very stressful

### 3.3. Media

Although we did not receive the sponsorship we were aiming for we did still go ahead and appoint a professional media person, Dave Worsley. Dave was a great influence and help in providing media advice and contacts for media coverage. Terry who had been working with Dave also assisted in arranging interviews with competitors.

Media coverage for the Worlds started in 2008 when a demo was done for the Mayor of Wellington. See articles here <http://www.stuff.co.nz/dominion-post/news/4638620/Taekwondo-champions-show-style> <http://www.stuff.co.nz/national/695251>

There were at least 10 articles on the Stuff website. In the lead up and during the Worlds event we had a great amount of media coverage. This was shown on New Zealand's News channel programs such as TV1 News, TV3, Prime, Maori TV, TV1 Breakfast show and also the associated web sites. There were also articles in the martial arts magazines.

One of the areas that worked well as an add on was Web, with better planning we could have leveraged off this and sold advertising as there was a large number of people viewing the event.

See web site statistics in appendix 12

### 3.4. Tournament Management

This section refers to all the items and information required to run the actual competition. Team lead and floor manger for this was Ian Walton. It would take a huge amount of time to list all the tasks required to run a tournament of this size, below are some of the ones I have managed to capture and some other ideas that were raised during planning

- Working with the planning team, the TSB Arena confirmed was booked and contract documentation was all finalized
- Contacted people around the country to see what the costs involved were for using their mats, board holders and specialty machines, which included hiring, transport freight and potential repairs. This was compared against cost of buying.
- Looked at quality of Mats for using in the ring and in the warm up areas, this involved contacting other areas around New Zealand and finding what state the mats were in and if they were available to be used.
- Started to collate a list of equipment needed such as breaking machines, specialty machines, and power cables. This was used to feed into the budget.
- From the equipment list we were also able to identify items that could be paid for from funding applications
- The question was asked who supplies the Country flags, do we need to supply them and if not can we get some to decorate the venue ( it was later found that each Country supplies their own at Check in)
- We looked around to see what storage is available to store equipment in the weeks leading up to the event. The idea here was to have a central point to assemble all the mats and machinery that would be needed. After looking around in the local area we found a number of possibilities, however they all came with a high cost either financial or in extra work created. It was decided the best plan was to have the equipment delivered on the day that we needed to put it into the event centre or store it in a few private garages of the people that were organizing and helping.
- Quotes were requested to supply food for competitors and spectators (due to the venue having preferred suppliers we were limited to 2 companies) the food was supplied using the Kiosks that were part of the stadium and only one of the companies were allowed to use the kiosks. We requested that the costs be kept down and although the food supplied was slightly less than usual it was still quite high.
- A request was sent out to other regions to supply quotes for the building of power machines, there was little response so we looked to quotes from our region and after weighing up the options a supplier was selected and construction was underway

- As part of the planning we identified that communications would be very important, we organized hand held communication devices (walkie talkies) for the Organizing committee, this proved to be a huge benefit
- As we did not have open access to the TSB Arena, occasionally we organized walk through of venue. This gave the organizing committee a chance to look in each room in the TSB Arena to see what facilities were available. It gave us a chance to map out floor space and decide how security would work
- A spring loaded specialty machine was built and tested in the Oceania tournament to see if this would meet Worlds requirements
- Attached to the main TSB Arena building is a building called shed 6. This was utilized for a few purposes
  - A warm up area for competitors
  - A place to watch what was happening on each ring on TV
  - An assembly point for the Ring Marshalls
  - The official weigh in area
- Created stands to display the country codes of each point as the competition progressed. It was decided that these did not need to be used during preliminary bouts. The country codes were printed out on A4 paper and placed in clear plastic covers. To cover all possibilities at least 6 of each countries codes was needed for each ring
- It is a requirement for the Worlds that the centre ring is raised. The TSB Arena had some staging but after discussions with ITF we found that the amount of staging available was not sufficient to have the competition and the Jury table and other VIP's in the same area, so we sent out requests for extra staging. A local company was able to help and supplied staging that matched up with the TSB supplied staging. Just before the tournament when the extra staging was supplied it was decided to cut the size down.
- Copies of Tournament Rules printed for each Ring and main Table
- Received Emergency Evacuation Plan from the venue that the Tournament was held at, this helped us to know what our responsibilities are
- Right back at the beginning of our planning we contacted Master Katz (Chairman of ITF Umpire's Committee) and Master Coos (Chairman of ITF Tournaments committee). We were in constant contact with them and managed to ask many questions with which they helped us with. Both were invited to New Zealand to see how our planning was progressing
- The Oceania Tournament was the Test run for the Worlds; this is where we tested all the new equipment that was made such as the power machines and specialty machines. We also tested the weigh in system and barcode scanners, This was all over seen by Master Coos with recommendations for improvements being made. This monitoring also helped to gain confidence for ITF that New Zealand would succeed in a great tournament. Later in the year Master Katz was brought to New Zealand to look through all the details of planning.

Another part of tournament management was the supply of the trophies and medals. A document supplied by ITF, *I.T.F World Junior & Senior Tournament Rules and Regulations* gives a more detailed view of medal requirements however a summary can be seen in appendix 13. Tasks we looked at for medals were

- Looked around locally to find who could supply medals and at what costs
- Tried to find what the medal design should be. Would we be looking at stamped or forged options
- We considered the running a competition to find a design for the medal however a good one was submitted by one of our organizers John Raptis. This medal design went through a large number refinements and reviews with the organizing committee and with the company that was going to manufacture them
- Best Overall trophies were also designed , quotes needed to be sourced, designs checked and trophies made

There were a few challenges along the way

- The biggest challenge for Tournament Management was support, it takes a lot of man power to unload, assemble, and check 7 rings of mats let alone all the machinery, tables chairs and other things required in the venue. Although the response for helping was quite good over the whole tournament, there were not enough people helping to set up the venue and even less people helped with the clean up
- Finalise the floor plan early, best attempts were made to have the final floor plan signed off by Tournaments, however last minute requirement changes caused a lot of work.
- The number of spectators that attended the worlds was seriously underestimated, as was the belief that competitors and supporters would stay in their designated areas. By the second day of competition we had to send supporters back to their designated area and resize the VIP area to allow more paying viewers access to the venue
- More Security was needed in certain areas, when people were using sparring gear they were asked to sign for it however a few breaker boards were not signed for and consequently went missing. In the future all items used by competitors should be recorded.
- In future events we would recommend more security on clearing the floor. It was our initial plan that we would keep all non competitors off the main floor, after the first day it was decided that ITF Tournaments would allow competitors on the floor so long as they stayed behind a barrier that was placed on the floor, The barrier was made of tape laid out on the floor , This requirement should be clarified in future events See appendix 14
- We also had TVs showing what was happening on each ring in the warm up shed so that competitors could gauge when the end of the event was and when they are on next, however it would be better to have these higher as people tended to stand in front of them.

Overall the flow of the Tournament went very well. Despite our best attempts to plan for everything we encountered a few situations that required the organising committee to be flexible to the requirements of ITF and I believe that was managed very well by Ian and his team

### 3.5. Security

In a perfect world we would not need security and people would follow processes, it seems ironic that we would need security at a martial arts tournament however it's definitely a requirement at any big event such as the Worlds. Liaison and team leader for the security at the Worlds was Andrew Miller.

In reviewing security the following thoughts were put forward

- The first thing to sort out was when and where the security was required, this includes the days of competition and the meetings that support the Worlds.
- The key to having successful security is to incorporate it into planning as early as possible, however it is not really beneficial to engage or book any security with external companies until about six months prior to the event. Security is often planned around the commercial response or availability of labour sourcing. Security companies often won't book labour too far ahead as security workers tend to move between companies. The lead in time for the security company used was 2-3 weeks this was sufficient time to let them know the requirements.
- Organisers meetings during the planning were frequent and it was beneficial for security to be at many of the meetings so as to get a good insight as to what was required at the Worlds.
- The ID cards used were beneficial to security as the colour coding made it very simple for security to understand how it worked and who was allowed in what areas (see appendix 15). The Oceania tournament was used as a test run and it was great to see how all the aspects of security were bought together and how the cards worked. A side benefit of having the ID cards for security, was stopping people getting free meals when the breakfast and lunch's were supplied for officials.
- The majority of security was supplied by Wellington city council affiliated with and as part of the TSB Arena package that was organised by Wellington city council. The biggest benefit was that the TSB Arena security had a lot of experience with the venue and this meant fewer issues. The front of house staff also did a great job on the days of competition of directing or ushering people to the correct areas.



- Security companies are people based and occasionally people were unreliable and didn't turn up, this was not in our control and was up to the security companies to solve, the other side to this was that the security staff arrived at the time of opening which was much earlier than the competitors. This gave them enough time to find replacements. Opening time for events centre on all competition days was 7:30 am with most competitors arriving about 8:30 am.
- When the planning for security was done we also had to consider what requirements would be needed for VIP security and would we need to have extra security in case of protests.

#### Other considerations for security

- As we had been working closely with MEBSC we had anticipated the image damage that would be caused by people using the Worlds as a way to get a visa to get into New Zealand. This was a reality and we were able to supply information to Police as required.
- There were incidents of theft. These were on the last day of competition, most likely so as to not raise awareness during the event. This was also a huge disappointment for organisers given the huge amount of work put in.
- There was difficulty in keeping competitors and paying public separate, mainly due to an unexpected increase of viewers in the last 2 days of competition. The main objective here was to provide a comfortable area for public to enjoy the competition, a lot of time was spent moving competitors back to their designated area.
- There was also a problem with competitors giving their cards to people to enable access to the Tournament; this was spotted by security when the photo was being spot checked.

#### From all the work done by the security team there were a few real positive outcomes

- There was no loss of infrastructure, laptops did not go missing, and the TV's remained undamaged. Although we had back up plans to loose such items would have had a huge impact on the tournament.
- There were no safety problems during the Tournament; the TSB Arena was kept clean, well maintained and free of danger.
- Given the large number of public viewers and competitors there were no complaints
- The after party numbers were not anticipated to be as high as they were, and capacity was slightly over for the amount that was comfortable for the venue. Add in the influence of alcohol and this could have been a huge problem. This event was well managed by staff, organisers and security, and I'm happy to say there were no major problems.

Security's tasks happened pretty much behind the scenes of the event. It was a key part of keeping the event comfortable for all people thereby helping to maintain a good reputation of Taekwon-do in public events.

### 3.6. Travel & Accommodation

Imagine being on a 24 hour flight, arriving at an airport and having no real idea of the local area, possibly waiting for another hour to get through customs and find your luggage, trying to negotiate a taxi cab to the hotel and then arriving at the hotel only to find that you don't have a booking. This is the sort of experience that we would all like to avoid and we also wanted our guests to avoid, as part of this we coordinated all the accommodation

We were fortunate to have a professional travel agent join our committee. By day, Trisha worked in a travel agency and by night and weekends she helped us look after the bookings for 17 Hotels and a huge number of participants.

Here are some ideas that come out of the experience

- First we had to estimate how many rooms would be needed, this was based on how many people attended the Worlds in Argentina 2009
- Then we looked at which Hotels were within reasonable walking distance of the TSB Bank Arena
- Hotels were approached rather than motels so that a standard price including 3 daily meals could be negotiated
- When the Hotels were contacted we asked for the best rate. The deals we negotiated with the Hotels were able to be done due to the bookings being requested two years prior to the Worlds
- Formal letters were sent to all Hotels requesting the room prices in writing
- Hotels were then graded, such as 5 star or 4 Star and standard packages created as per the grid below
- Most Hotels were only willing to commit bookings of 20 rooms without payment; this was mainly to protect themselves against nonpayment. To be able to book the number of rooms we required, nearly all hotels wanted some sort of commitment to bookings and this was requested as a financial deposit.
- 10% was paid when booking the rooms (at least 18 months prior)
- 10% was paid 3 months before the Worlds
- The balance of full payment was requested and paid 6 weeks before the Worlds
- As the registration requirements changed the bookings at hotels were adjusted, this was managed by Trish and we were updated at Committee meetings
- Coordination with the countries team managers was ongoing, this was mainly to keep up to date with the ongoing booking changes required and how the people are placed in the rooms e.g. single bed/double bed
- During the time that all the bookings were being managed (which was ongoing for months) some people were told which Hotel they were booked into and they decided to contact the hotels directly, this caused a large amount of extra work and confusion with our travel manager. In future events it is advisable that guests are referred to the packages and not the Hotels so that better coordination can be managed
- It will be discussed further in the accounting section, however it's worth mentioning that it takes time to process payments and get the money together to the Hotels. Sufficient time should be given between the deadline for final accommodation and when the Hotels require full payments to secure the rooms as booked. For the March event, accommodation deposits were requested by 15<sup>th</sup> January with full payment due 22<sup>nd</sup> January. These dates may have been better set earlier in December
- It is preferable that all payments are made prior to visitor arrivals. Chasing people during the event that have not paid or that are trying to pay in foreign currency can cause extra unnecessary work or frustration for organizers. An example of this is the fluctuation of exchange rates between when the money is received and when it is deposited in the bank
- As information was made available it was published to the official website, reminders were sent out via emails to Team Managers and information was published in the Newsletters
- To help coordination between Travel and Liaison a Flight manifest was maintained. See Appendix 16. Some of this information we managed to record on the registration site and some was via email, I would suggest that in the future it is easier to capture it with each registration

Accommodation was sorted into 3 categories

- VIP - These were double bed single room accommodation and was covered by the Worlds budget
- Officials - Hotel deals were negotiated with twin share rooms with officials sharing two to a room. The cost for each official was covered by the Worlds budget. Some officials did not want to share or wanted to bring a partner. These people were able to negotiate a different package however the extra costs incurred were covered by the officials
- Participants - The following information was initially published on the official website in the General information document

Participants will be accommodated in quality hotels.

The packages are per person sharing a twin room and include breakfast and dinner (without beverage) and ID card.

For single rooms please contact the Tournament Organizer at [travel@ITFNewZealand2011.com](mailto:travel@ITFNewZealand2011.com). Additional costs will apply provided that single rooms are available.

The Hotel services begin on the day of arrival with dinner and finishes with breakfast on the day of departure. Every participant must book the Hotel through the Organizing Committee. A fee of US\$100.00 (per person) to obtain the ID Card will be incurred by those who do not follow this procedure.

The prices below are valid until 15th January 2011.

Hotel Package \$NZ per person	Budget 2 - 8 Person Multi-Share Room	3 ½ Star Hotel	4 ½ Star Hotel	5 Star Deluxe
<b>7 Nights</b> IN - Monday 7th March 2011 Out - Monday 14th March 2011	\$690	\$1125	\$1480	\$1760
<b>8 Nights</b> IN - Sunday 6th March 2011 Out - Monday 14th March 2011	n/a	\$1265	\$1670	\$1990

#### Accommodation Reservations:

The Hotel Accommodation reservations must be done from the “Registration” website. A user name and password will be sent to all the Federation representatives of each country.

#### Arrival Dates:

For those arriving -

- before Sunday 6th March 2011 or
- depart after Monday 14th March 2011 or
- do not make the accommodation reservations before 15th January 2011

Team Managers must contact the Organizing Committee for availability and new prices no later than 60 days before the Championships.

#### Accommodation Deposit:

To secure accommodation a deposit of 20% is required to be paid by 15th January 2011. Payment instructions and details will be sent to Team Managers shortly via their allocated Country Liaison Manager by the organizers.

**Injuries and Travel Insurance:** The Organizing Committee will not responsible for any injuries. All participants must arrange full Travel Insurance coverage and must ensure that accidental injuries occurring at the Tournament are covered under this policy.

The logistics of organizing hundreds of people for accommodation is not a small task, it requires great planning and communication skills, a willingness to help people and it would be great if you have a good knowledge and relationships with the local Hotels. By the end of the Worlds I believe that most people were happy with the quality of the accommodation and the Hotel management was happy to accommodate the visitors.

### 3.7. Budgeting and Accounting

It would be hard to run a successful Tournament without keeping an eye on the costs. And to keep all the income and expenses in order, Helen a professional accountant and Taekwon-do student, found herself volunteered for the role.

The following are some of the tasks looked at by budgeting and accounting

- After the initial meetings, all the other teams were asked to submit budgets. The budget listed items (mostly expenses) that we thought would be needed in our areas. Once the initial budgets were submitted, they were all merged in together to the main budget. Periodically we would review the budget and once it became more substantial we all sat in a meeting and went through each line in the budget and categorized the lines (as described in Planning and Organizing) . It was the focus to get the Category A items covered first.
- Bank accounts were opened and an American account was opened to receive entry fees.
- All the details for the Worlds accounts were loaded into MYOB ( Mind Your Own Business, an accounting software package)
- When each team wanted payment for the bigger items they were required to get a few quotes and then submit them to Accounting
- Funding requests were made to Trusts, these were for items such as protective equipment or Medical gear, request for funding can be made each financial year, so the earlier you apply in the planning stage the more likely you are to re apply to the trusts before the Worlds. The process here was to pick community Trusts and then focus on the familiar ones or the ones local to Wellington. When applying to Trusts they will require the quotes (as discussed above). Applications for funding is well worth the effort and likely to be more successful than sponsorship.
- Budget review – each time we received new information it was updated on the budget. When money came in such as funding it was added to the budget and reviewed. When a bill was received it was checked against the quote and added to the budget then reviewed.
- GST (Goods and Services Tax) Returns were filed
- Bank reconciliations performed regularly
- Accounts rebalanced
- Yearly accounts sent to iTKD and Worlds board
- Part of the accounting was paying scheduled deposits on time, by reviewing the budget regularly and we were able to see when funding and other income was received and if we were on target to meet outgoing payments.
- The budget was very helpful for applying for sponsorships, so that we could show the companies we approached that we were being professional
- During the lead up to the Worlds, the accounting model was changed to Accrual accounting
- Accounts rebalanced
- Worst and best case scenarios were looked at with budgeting. For example what would happen if
- The exchange rate dropped and we lost a large amount of money.
- no funding from trusts was available
- we had only 20 competitors
- All payments made, needed receipts written
- Bank fees were checked to make sure they were correct. This is important as many of the transactions had exchange rate fees
- Invoices were checked to make sure what was on them was what was received
- Accounts rebalanced – you may have noticed that this has already been mentioned, that is because the importance of rebalancing the accounts as often as possible cannot be stressed enough. It is this close monitoring that will stop the budget from becoming out of control.

Accounting was very stressful at the best of times, here are a few issues encountered along the way

- Reimbursements were made. Nearly all the organizing team members had to cover some sort of costs out of their own money. Receipts were kept and reimbursements were made. This was quite chaotic given that most were done during the week of the Worlds.
- Some people did not pay until they arrived at the venue, this needs to be looked at in future events. Payment is commitment, it is possible here that if some of the people did not pay up front they may have changed their minds and not competed
- A few countries paid all their fees in cash. This caused a large amount of stress as we never knew if they were going to pay or not and when they did pay we had organizers walking around with large amounts of cash that either had to be stored or taken to the bank directly.
- There was no safe available. Many times we found people had large amounts of cash on them and had to attend to other task as organizers. Having a safe available at the venue would have removed this stress
- Budgeting and Accounting needs tight control, especially when handling large amounts of cash. It may seem that having helpers with accounting would remove the stress but often it just adds to it by being concerned that the cash is not lost
- Not all countries had internet banking facilities. When this was the case other payment agreements were made with the Team Managers of the countries competing
- Some suppliers to the Worlds required daily payments, this meant going to Hotels and paying them each day that officials and VIP stayed and also paying daily for supplied official's meals.

Probably one of the biggest problems faced was when it was decided by Umpires committee that the umpires would be paid a fee in American dollars. This meant that large amounts of cash had to be managed counted out, separated into envelopes and signed off as paid. Because it was required in cash much of the payments that were paid at weigh in (which caused its own stress) was held rather than being taken to the bank. This cash was used then stored and used to pay Umpires fees. Often people were walking around with thousands of dollars in pocket.

In future events it would be beneficial if fees are being paid to Umpires to record their bank account details at registration and pay directly to accounts after the Worlds. Alternatively this can be counted out prior to the Worlds placed in envelopes and stored in a safe somewhere until needed at end of Tournament.

Also to legitimize the transaction it should be placed in bank accounts.

Unlike many other teams, the budgeting and accounting is not finished after the last day of competition. Most bills are sent in and paid within one month of the end of the Worlds, it takes up to 6 months for final funding and income to be received and it will take a year at least to close the books on the financial accounts.

Part of the closing of the accounts is going back to the Trusts that funding was requested from and proving to them what the money was spent on. If the money is not spent then the balance needs to be returned to the Trusts.

Keep tight control of finance, the best model here is that one person controls and consults to a lot of the team organizers.

The last thing to mention in this section is rebalance, always check the status of accounts before making a big decision.

The following information was initially published on the official website

Countries should arrive on 7th March 2011 (or before) for accreditation and final payments of the following fees:

- Competitor entry fee: US\$ 150.00
- Team entry fee: US\$ 100.00 per team
- Prearranged Sparring: US\$ 50.00 per team

1.1 The entry fee includes:

- Championship ID card subject to accommodation being booked via Event
- Organisers,
- Free entrance to the Stadium,

- Transport from Wellington Airport, Bus or Train terminal to hotel accommodation.
- Transportation to the TSB Bank Arena is easy walking distance from hotels.
- Medical assistance during competition days (for competitors)

**Please Note:** Registrations must be done through the “Registration” website, with the user name and password to be sent to all the Federation representatives of each country.

A Sample Budget has been provided in appendix 17. This is intended to show most of the line items that were included in the budget, some amounts have been removed

### 3.8. Non Tournament Events

The non-tournaments are anything that is not part of the main competition event. This however should not diminish from the importance of the meetings / events.

Many of the organizers have experience with organizing Tournaments, however few of us have organized a meeting for Taekwon-do at an International level, and as such we were a little unsure of what was required, how much we could budget for each meeting and how to structure it. So the first thing to do was answer these questions

The tasks that were part of nonevents are shown below with a guide at the end of how many people were involved

#### 1. Opening Ceremony

This, for non-tournament events was probably the highlight however it was also the most complex. This is mainly because it involved a large amount of protocol and coordination.

There is an opening ceremony protocol supplied by ITF (see appendix 18) which indicates the things that need to be covered, for example, how the people enter the events center, who performs the oath and where VIP will be standing in relation to competitors.

As we involved Iwi (New Zealand Maori people) there were protocols that needed to be followed such as who entered the events center first where the welcome would take place and how long the welcome would take.

And being such an important event to the Wellington region the City mayor was involve so there was protocols on what part was played and how long the mayor would be attending.

(The run sheet that was used is found in appendix 19)

*(VIPs = 40, Umpires = 60, Mayoral office = 3, Iwi = 10, Kapa Haka group = 20, Other seniors in organization = 7, kids = 50 (as sign carriers and in demo group), Media/music/sound set up = 2, venue set-up = 3)*

#### 2. Closing Ceremony

This was one that was looked at a bit late; no one had really spent a lot of time on it until a few weeks before it happened. In the future the closing needs to have as much attention in planning as the opening ceremony. The good part of the closing ceremony was that it was kept brief and we managed to cover all requirements. The closing ceremony protocol was followed (see appendix 18).

*(VIPs= 40, Umpires = 60, Masters = 4, seniors in organization = 2, our group, flag carriers = 3)*

#### 3. VIP Cocktail Meeting

The purpose of this meeting was to introduce our Taekwon-do VIP to the Wellington City VIP and other people. It was a great opportunity to promote Taekwon-do in New Zealand and of course internationally and to inform the Wellington City Mayor what they had helped to sponsor. The meeting had a nice relaxed atmosphere with a jazz band and a photographer to take promotional pictures. Most of this meeting was organized by the Wellington City Council and the mayor’s assistant’s. Our part was to help the VIP arrive where and when required. *(VIPs and guests = 100, Mayors office = 4)*

#### 4. Coaches and Managers meeting

##### Suggested requirements

- Theatre style seating for approximately 100 people
- Podium and microphone
- Table at the front with microphone
- Two computers/laptops
- Projector and screen
- Whiteboard and pens
- English/Spanish interpreter
- Printed copies of the tournament rules
- Printed copies of the draw
- Water jugs and glasses on table to side
- Helpers

This is an opportunity for coaches and managers to discuss with Tournament Directors and organizers, any issues about the event draw and the event itself and was one of the most challenging to organize; the reason being is that we were unsure of the requirements until the last moment. However once we had organized the center the meeting was held in and supplied the microphone and such, this meeting from an organizer view looked after itself.

*(Approximately 80 coaches and managers, and venue staff)*

#### 5. Umpires Workshop

##### Suggested requirements

- Theatre style seating for approximately 75 umpires
- Podium and microphone
- Table at the front with microphone
- Two computers/laptops
- Projector and screen
- Whiteboard and pens
- Printed copies of the tournament rules
- Printed copies of the draw
- Paper and pens
- Partial tournament ring set up with scoring system
- Water jugs and glasses on table to side
- English/Spanish interpreter

Originally we had organized the Umpires workshop to be held at a suite at the Wellington town hall, this we had hoped would enable us to allow competitors to practice in the events center. However as the umpires meeting was all about what happened in the rings it was changed to be held in the tournament center itself. The umpire meeting was a chance to remind the umpires of the rules and regulations used in competition and the equipment used. The meeting was closed to other people and happened at the same time as the weigh in

A sample timetable is as shown in appendix 20

*(Approximately 80, Umpires manager, venue people and multi-media people, caterers)*

#### 6. Congress

##### Suggested requirements

- Theatre seating for 120-140 people
- Podium seating for 11 members and 3 microphones
- Projector and screen
- Whiteboard and pens
- English/Spanish interpreter
- Catering – morning tea, afternoon tea and lunch
- Lollies/sweets for the guests
- Water jugs and glasses on table to side
- A small team of volunteer helpers (5)

The most formal of all the meetings, this is a chance for senior grades and VIP to get together and decide the future of Taekwon-do and how to promote it, and is likely to be the reason that the specifications for this meeting was very specific and therefore made the organizing of the event a lot easier. The venue used was a suite at the Wellington Town hall which was very spacious and comfortable. In past Worlds, Congress has been held on a half day and for 2011 it was allocated a whole day in the middle of the four days competition

*(Approximately 80, worked with Grand Masters, venue people, multi-media people and caterers)*

## 7. *After party*

This event had its own challenges.

The first challenge was to find a venue large enough to hold the 350 people we had planned for, it needed to be open on the Sunday that we planned the party and be able to cater for food and drinks.

We looked at past After party's and found that Juniors had been held separately from Seniors and it was mentioned that the Junior event was never as popular as the senior event, so we decided to trial having them in the same venue. It was decided that Seniors would require wrist bands to be able to buy alcohol and unfortunately there were a few juniors that managed to get the wrist bands from seniors, and they attempted to purchase drinks. This ultimately led to the After party closing earlier than planned. In the future it would be best to maintain Juniors and Seniors in a separate venue.

The after party was a very popular event and was very much underestimated in its popularity. It attracted about 500 people, which was a lot more than we had expected and a bit more than the venue allowed. Some door sales were available however they stopped fairly quickly and unfortunately some people who wanted to buy tickets at the door were turned away, I suspect that we could have got about 600 people had we managed to find a venue large enough.

The after party ticket price were set at \$25 per person but would have sold just as well at \$35

(Approximately 500, worked with venue staff and a large number loads of volunteers to sell tickets)

The biggest problem of non events was the uncertainty of the size of the job, also specifications continued to change often right up to the event itself. Other challenges along the way were

- having other people wanting to assist at the last minute and taking time to train or guide them.
- Understanding the Iwi protocol and how it worked. ( New Zealand Maori culture is not something we have all had experience with )
- Uncertainty of the budget , having no knowledge of past budget and not knowing how flexible the budget was
- Often it was difficult to get people to help volunteer their time so it meant committee members doing most of the work. Or people that said they would help decided not to
- Having unclear expectations of what was required well before the event and having requirements changed at very short notice before the event
- Being unable to have clear answers on what was required.

In the future I would suggest getting clarification on what is expected at each non event as soon as possible. Try to build a bigger team for non-events; 3-4 people with a team leader would be sufficient.

The non –events is not without its rewards. Once the requirements are sorted the meetings can run themselves quite smoothly. The opening ceremony involved a lot of the New Zealand Maori culture and this was quite moving and special for a lot of people, especially our overseas guest that had not seen much more than a haka. And of course there is a great sense of achievement in seeing a non-event meeting completed.



### 3.9. Opening Ceremony Demonstration

I have added this additional opening ceremony demonstration out of the Non Tournaments Events because there was a bit more involved in the organising of this than just hiring an entertainment company.

As well as being Team lead for the Medical team, Jake Pearson was responsible for organising a team of keen and energetic children for the demo in the Opening Ceremony. This involved making some tough decisions and the first one was who to use in the demonstration. After much discussion it was decided to give this part to younger students aged 8-18 rather than the more prominent athletes. This was for a few reasons

- Many of New Zealand's more competitive athletes would be competing in the Worlds and may have been apprehensive about having extra stress of doing a demo
- It would be hard to impress students from other countries of international standard by having our competitors perform in the demo as they would all be at the same level
- The children were keen to become a part of a once in a lifetime opportunity
- They are possibly the champions of the future and it was a great opportunity to have them involved in a Worlds event

This decision may have been different had we had International TV coverage

All the students gave up their time by doing extra weekly weekend training's to practice for the demo. This started 3 months prior to the Worlds and this just enough time to get all the details sorted.

Key considerations for organising the demonstration were

- The students were recruited over the summer break, this meant that potentially there were more people that may have been available to be a part but were away on pre-planned holidays
- There had to be a cut off of when new kids could become a part of the demo, otherwise it meant that students would try to join up in the last few weeks
- The demo was designed to be more entertaining than a technical demonstration
- Keep it simple, whilst children have a tendency to absorb much information short term, they may not remember all of it from week to week between trainings, do not place too much pressure on them
- The main concept required as Team lead for the demonstration was someone with a vision and the desire to execute that vision
- Have a practice station in the actual venue. We found that some small adjustments had to be made when doing the test run, such as how to get on and off stage
- It is most likely that some students will shine more than others when learning a new routine, so naturally some students ended up playing bigger roles and had more responsibility. This does not mean that other students were not valued but choices needed to be made and this was the other hard decision. To all those students that took part in the demo be it a small or large part I would like to say Thank you
- The students in the demo team were great to work with, an added benefit of having the younger students in the demo was that most stayed around after the demo to help out and also they were able to be sign bearers for the Countries when all the competitors walked into the TSB arena
- The success of the demonstration and appreciation was evident in the feedback that was received from ITF and the seniors who watched

### 3.10. Volunteers and Helper coordination

Prior to the Worlds we had the Oceania Tournament, and this is where Mr Chris Blackford contacted the organizers and asked how he could help, the response was “*can you help find some people*”, and this is where one of the hardest positions was created, a volunteer to find volunteers. This position then lead on to volunteer coordinator for the Worlds

First there was no scope of what was involved in the job, how many people would be needed and what they would be needed for. After talking to other organizers it was decided to create job descriptions so that helpers knew what was required of them and each organizer was asked to decide how many people were required and when they were required.

Although many of the organizers already had assembled their team they were always looking for other people to help.

Job descriptions were published to the website and forms created for people to enter their own details for contact (see appendix 21) List were made of who we needed and what tasks were required (See appendix 22 for example)

The forms were designed to send emails to organizers with the details however in the earlier stages a few of these emails were lost. In future events it would be helpful to have this list stored on the registration site as early as possible so that organizers can go back and browse the list.

Some lessons learned along the way

- Find the people first, compile a list of contacts
- Don't try to match everyone to a task straight away but rather get them to commit as much time as possible and then work with what you have
- Some people are happy to stay on the same job for a whole day or a whole week, others like change or will only do half a day
- Give people breaks when possible, this keeps them refreshed and more interested in doing the job requested of them
- Create rosters , spate them by Days then by Rings or other areas then fill in the names, using the people on the days they have indicated availability, this will quickly show up the shortfall of when people are needed, make sure all the helpers have access to the roster
- Not everyone is suitable for all jobs however everyone can help, don't turn people away
- People don't seem to volunteer until the very last minute
- Although it's nice for the people to have variety it's very hard to have people split across different rings, try and keep them on the same job if possible
- Use whatever resources are available such as <http://www.volunteernet.org.nz/> , this was a good source of helpers over all but not great for specialized jobs such as liaison.
- Use other media such as the registration site , Official web site, country Web site and even Facebook to promote help required
- Pair people up where possible, someone that has experience with someone that doesn't
- Find someone with lots of experience in ring marshalling, they can then become a ring marshal manager

A great way to promote interest is to have people visit the clubs in the local areas and get them to supply details.

As we had not been recording all the helper registration details online, occasionally we had to go back and ask further information of what experience the helper had, occasionally this also required follow up telephone conversations to gauge a person's suitability for a task.

Before and during the week of the Tournament we tried to have everyone meet so that we could go over any issues that may have arisen, this was not always practical as many people just turned up when they were ready. What did help with this was having meals supplied at the Chicago Bar which was also part of the same TSB Arena building. This meant getting people into the same area at the same time.

The most stressful time of coordinating volunteers was the first half hour of competition, when people needed to get competitors into the rings and people needed to be settled into the jobs. Added to this was the stress of Chris and other organizers being asked to do tasks outside of their areas. This may have been because as the organizers we were seen as the people that made the decisions.

Things that may have helped negate the stress is, having the ring numbers clearer for Ring marshals, maybe having the ring numbers on T shirts, this also means that a helper we be on the same ring all the time unless willing to swap shirts. Having the fluorescent T-shirts made finding ring marshals and helpers easy and having the ring numbers on the back of the ring marshals clipboards also helped, this meant that the ring marshals could hold the clipboard up and the numbers easily seen

Walkie Talkies were supplied to organizers however not all people had them on the first day and for the volunteer coordinator this is crucial in communication.

Once the event started it became apparent that some people were great in their assigned jobs and it meant Chris was able to focus on helping were needed. It meant that he was more accessible to other organizers and able to assist them when people that had offered to help did not show up.

Being prepared and thinking ahead are very important traits of the volunteer coordinator, often preparation for the next day is done very late the night before. Draws can be placed on the Ring marshals clipboards, on the wall for public display, on the umpires table and on the jury table all the night before. It is advantageous to have spare copies as occasionally other people will ask for copies of a division

Just after the opening ceremony and before competition it is beneficial to read on the microphone, what the first event on each ring is so that competitors can get organized.

Jobs people required for

- Time keepers – their sole purpose was to watch the times in bouts, these need to be responsible attentive adults
- Ring Marshalls – are responsible for getting the correct competitors to the correct place at the correct time. Often they work in pairs, one person collects the competitors in the warm up shed and ticks them off on the clipboard, and then they lead them into the competition area. This is also part of the security as people were not allowed on the floor without a ring marshal. Once the ring marshal brings the competitors in, the second ring marshal checks the names again and organizes competitors to go on when required. At the same time the first ring marshal is organizing the competitors for the next division. When a division is finished the ring marshal makes sure the competitors leave the floor
- Medal ceremony people – these help carry medals into the presentation area, usually 3 people are required, younger people are ok for this
- Runners & helpers – do lots from getting coffee and filling lolly trays to helping find organizers
- Drivers – must be mature, reliable and able to drive VIP when required
- NESS helpers- these helpers should be well trained in assisting officials with the NESS system
- Interpreters – where required
- Machine operators – these people assist those running power and specialty in moving the machines around as required for competition

It is worth noting here that the Tournament Director has final say in everything, so it is beneficial to have a good working relationship between these people and the volunteer coordinator, and an even better understanding of their requirements

One of the things the organizers tried to do was to keep all people not competing off the floor, we did this by having people stay outside the arena, and we later found that this wasn't necessary as long as a line was placed on the floor in the arena (see appendix 13). Clarifying this point prior to the tournament would have saved our helpers a lot of time trying to keep people off the floor and warning people they would be disqualified. So long as they stay behind the line entry to the competition floor was allowed.

For future events to make the volunteers process faster we would

- Ask Team leads to coordinate all helpers with volunteer coordinator. Occasionally a team lead would request a helper then find one themselves but not let Chris know, this caused a little confusion
- Get ID Cards done as quick as possible, as some people volunteered very late in the process it was a bit of a rush getting ID cards done

After the first morning of competition once all the helpers got through start up problems, everything was a lot smoother.

Flexibility is also a key, occasionally when free time permitted Chris was able to do some commentary on the microphone for the tournament.

The highlights of volunteer coordination was hearing how everyone in ITF and iTKD found their jobs to run easily and no one seemed to be aware of the chaos that went on behind the scenes when trying to organize 100 or so volunteers.

### 3.11. Registrations and Weigh In

#### *Registration*

For many years I have been writing and evolving a piece of software called Tournament Manager which has been through a number of rewrites and at the lead up to the worlds was in version 5, hence the software was known as TM5. TM5 was designed to allow entry of competitors against divisions with the end result being to produce the draws, record the wins and summarise the results. I joined the organising team mid 2009 to see if they were interested in using TM5 to do the draws. With a professional background as a Web designer and application software developer I was interested to see what else I could help with

One of the first things that the organisers did in the planning process was to travel to Argentina to promote New Zealand but also to see what happened at a Worlds Tournament. I did not travel to Argentina as the budget was limited but my contribution was to help record the findings. The process for recoding the information was

- Ask all the organisers to think of questions they wanted answered when the Argentina 2009 Worlds happened
- I then collated all the questions into a booklet with the book broken into areas
- Each person that went to the Argentina was given an area to look at, and questions to answer in regards to what they saw at the Tournament, the details were written into the books supplied
- Questions were also given to the competitors to fill in however these were not made available whilst they travelled so were emailed and completed via email The organizers returned and gave me their booklets which I then collated everyone's answers together
- We had a meeting specifically to review the results of the questions

One of the things that came out of the Argentina review was the long waits that people had when going through the Weigh in process. There was only one door into and out of the weigh in area, people had to wait in corridors and the system was all paper based which meant that when a competitor went to weigh in someone had to check the name against the list by searching numerous pieces of paper, once all the details were marked down onto the paper they were then checked and signed off by Team managers., We checked to see if there was already barcode software in place, there was not.

As TM5 already had a barcode check in system it was decided to extend it to doing weigh in's, which really just meant recording two weights if required and the times of the weigh ins.

In addition to TM5 I worked with David Blackwell who had developed at that stage a website that was used to produce ID cards. This was reworked as the Registrations site <http://www.tkdhosting.com/worlds> See appendix 23

By looking at the Workflow in Appendix 5 you can see that the information flow starts with the Registration site. The registration site at that stage did not exist as it was only designed for producing cards, however after

discussion with the organisers and David Blackwell we agreed on further developing the ID card website to allow Team Managers to register and manage their own teams

Although we managed it well, we ended up with a number of pieces of software in the final solution

- A web site to record registrations and produce ID cards for
  - Competitors , including the divisions that they were entered into
  - Team Managers, Coaches and Supporters
  - VIP , Grand masters , Masters and Officials
- TM5 was used to do the weigh in and weigh in reporting, this was going to be used for producing the draw as well but was decided it did not at that stage offer enough flexibility in randomising draws
- Excel spread sheets were used to do the Draw and randomize competitors
- NESS was used for scoring

There were a number of tasks and challenges associated with Registrations, some are

- There was no previous model for registrations sites, this meant that as we progressed in our planning process we had to add extra fields and change the design adhoc, this included information on separate tabs such as
- International Flight arrival details into NZ
  - Domestic Flight details into Wellington.
  - Flight details leaving Wellington
  - Flight details leaving NZ
  - Whether transfers were required from airport to Hotel and Hotel to airport.

For a sample of the information recorded for competitors see appendix 24

- We were lucky enough to be allowed to test the registration site process on the Oceania's, this helped to smooth out a few ideas however it also meant that straight after finishing the Oceania Tournament we had to have the Worlds registration site running.
- Feedback was collated after Oceania, we looked at what worked well and what didn't work well, and also we decided to further develop software
- The registration site was open 4 months prior to the event, in hindsight this was not enough time to allow communicating with the countries and recording of all the information required. It also meant that we did not really have much time to supply the information to other stakeholders such as Immigration once the site was closed
- Tasks performed when developing and activating the registration site are as follows
  - Review what we had learned from the Oceania Tournament
  - A flow diagram was drafted for the Online registration system (see Appendix 5) and the process reviewed
  - Opened the website for testing by Organizing team, a huge amount of feedback was provided from this testing (a big thank you to Mr Steve Fox for his valuable feedback)
  - Integrity checks- There are rules in place to say how many competitors from each country are allowed for each Division See appendix 13. These needed to be clarified and enforced on the website in coding.
  - The registration site was also opened up to a few ITF Grandmasters and Masters who checked on progress of the data being recorded, any issues or change requests they had were fixed or explained as required. Their comments also helped us to enhance the registration site
  - Once all the testing had been done the Invitation was sent to all Countries inviting Team managers to register
  - Team managers registered and once confirmed password sent back
  - Last minutes changes made to website, this was done to allow grouping of people such as Helpers , Media Etc
- Each competitor needed to be verified against the ITF database. This meant that someone had to log in to the ITF database search by Name, Country, Black Belt Number or other value confirm that the details entered into the ITF Online database was the same as entered into the registration site and then tick each competitor as being correct. Once a competitor was verified, if the Team manager changed the details then the competitor was unverified and the details would need to be checked again. (see

appendix 24) Because there is no way to automate the process each person was checked manually and this took a huge amount of time. It is worth mentioning that one day after the registrations closed, every competitor was verified. The main causes of not being able to verify competitors were

- Names entered incorrectly into registration site
- Black belt Numbers entered incorrectly into registration site and ITF Database
- Grading results not being entered into ITF database so showing incorrect rank
- Not being able to search for details in ITF database
- The maximum number of competitors per country per event needed to be checked, also for Teams. This was not part of the original code and was added in after a few registrations were done so reports were created to show discrepancies.
- Official's registration page was developed; this was to allow creation of ID cards. We originally hoped that this information could be gathered through the registration site but the ITF Tournaments umpire committee requested they were contacted directly by emailing a filled in Excel spreadsheet. The summary was then emailed to me and I then had to add all officials to registration site, often requesting photos from the officials via emails. I suggest that in the future this is added to the registration site, the information requested can be found in Appendix 25.
- The registration site also had various exports, this allowed both
  - the ITF to run their own tests on the data
  - and the organizers to test importing the data into TM5 for weigh ins or the excel spreadsheets for draw testing
 Sample extract can be seen in Appendix 26
- Once the Registrations were closed a report was sent back to all Team managers to confirm Competitors details. See Appendix 27

We looked at format of the ID cards. This went through a number of changes and reviews in design and was left till very late in planning, the problem with that was having to incorporate the template into the website, this was without a doubt the most stressful part of my job and left the remaining tasks to be completed within 2 weeks

- Adding the card format to the website export
- Exporting all the cards to PDF format ( never under estimate this on a slow internet connection)
- Sending PDF files to Printer
- Receiving printed bundled cards
- Testing the barcode on each card to make sure it would work
- Adding Lanyards to the cards
- Cross checking the cards against the final list of Grandmasters/Masters, Competitors, Umpires, Coaches, Liaison, Helpers, Officials, Organizers, Team Manager, Media, Medical, VIP and Supporters (again this should not be underestimated)
- Grouping cards by countries and getting ready to give to Team Managers

In the future events I strongly suggest agreeing on the final design of the ID cards as soon as possible.

What we did do well with the ID cards was to colour code them, this made the job of security staff a lot easier.

In addition to the registration cards we also produced using a printer and basic laminator some ID cards for Media and Visitors

The NESS Files that were needed to run the scoring system had their own challenges to produce

- Firstly we had to verify that the format was understood
- We Purchased a small printer to test print outs on. It was sufficient for testing but not adequate when running a tournament.

Other ideas worth noting

- Linked the merchandising websites to the registration site
- From mid December 2010 to mid January 2011 we decided to put a stop on all code changes to the registration website this was mainly because all the organizers are voluntary workers and had planned to take time off over Christmas and New Years

## *Weigh In*

One of the main areas that we wanted to improve on in the 2011 Worlds was the weigh in process. In the past this has been slow and very paper orientated. A competitor would approach the Weigh in desk with their card and two forms of ID which would then be compared then the name would be looked up on a piece of paper and once found the competitor would be weighed and the result written on a piece of paper

As the ID cards were entered into a website each competitor / umpire / VIP had a ID which was then interpreted as a barcode on the cards. See appendix 15

Theses barcodes were used to scan each competitor's card and reduce the time taken and errors made in the look up process. We decided to run the process with four aisles, two for men and two for women, the competitor had already been verified against the ITF database so only required one other form of ID they then entered the weigh in and scanned their id card which automatically found their details on the computer, the weigh in was done and details entered into the laptop which was connected to the main computer.

I was monitoring the main computer and once all competitors were weighed in the Country report was printed and the Team Manager checked and signed it. This was the replacement for the weight manifest used in Argentina See Appendix 28

The weigh in machines used were digital and as required by ITF a test weight of 1kg and 5 kg was available to check the weights should there be any discrepancies

In future events I suggest that the same Barcode techniques be used in checking out sparring gear and breaker boards and be used for recording meals for officials. The idea here is that when someone wanted to borrow some sparring gear they would need to present their ID card and have the barcode scanned. On Returning the borrowed items the card would also be scanned to say who returned it

### 3.12. Information Technology

IT (Information Technology) is an important part of tournaments these days and for the Worlds 2011 the Team lead for IT was Andy Wong.

Some of the tasks that Andy was involved in were

- Created list of what IT requirements we had for the Worlds (e.g. laptops printers). This was important as we needed the list so we could approach sponsors
- Researched what scoring equipment we needed to use
- Looked at the Argentina Website for ideas
- Created Facebook account and assigned Administrators to add content
- Registered the Official web site URL [www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com) the basic website structure is shown below, See Appendix 29 for sample pages

- Home
  - About New Zealand
  - Culture
  - About Wellington
  - Visitor Information
  - Organized NZ Tours
- Tournament
  - Draws
  - Schedule
  - Anti-Doping
  - Visitor's Visa
  - Umpire Information
  - Transportation
  - Accommodation
  - Newsletters
  - Country Liaison
- Live
  - TV
  - Results
- Team Registration
  - Confirmed Entrants
  - Sponsorship
- Merchandise
- Contact Us

- Set up email accounts for the Team leaders (*these may not be active or monitored now*)

Allocated User	Email Account
Nick Lourantos	Chairman@ITFNewZealand2011.com
Steve Fox	Tournament@ITFNewZealand2011.com
Lena Walton	CountryLiaison@ITFNewZealand2011.com
Ian Walton	Facilities@ITFNewZealand2011.com
Craig Hannah	Entries@ITFNewZealand2011.com
Helen Miller	Finance@ITFNewZealand2011.com
Sheryl Chase	Function@ITFNewZealand2011.com
Andy Wong	IT@ITFNewZealand2011.com

- Requested, developed and deployed material for the official website
- Added volunteer forms to web sites, this allowed people who wanted to help out to enter their name and contact details
- Developed the Logo
- The Official website was translated form English to Spanish (with help from the local Spanish embassy)
- Looked for people to proof read and fact check information going on to website and in outgoing emails
- As all the members of the committee worked in different places we looked at ways of sharing information on common documents , Google documents and Drop Box seemed to be the easiest
- Regular reviews of the website and looked at what information could be added



- As we had no experience with the NESS system we did testing and trialed different file imports. Also set up the training meetings for NESS Operators and created a NESS Manual for operators of what we knew of the software
- Laptops secured for use , these were purchased and then sold for a very low price, they were old but good enough to run software on
- In a special deal with a local retailer we managed to purchase the TV's we required to display the results to the public these were later sold at the same price to Committee members and people that helped out
- Added Bank Account details to website for payments
- National Anthems sourced so that they could be played at Medal presentations

In the earlier stages of planning, Andy's main focus was preparing for the trip to Argentina. Business cards were made, (See appendix 7) email accounts were created (as mentioned in the Planning and Organising section) and a basic web page was designed for viewing so that when the team that went to Argentina to promote the Worlds 2011 had something to show the people that were interested. The main focus of the web page was What is happening, When its happening and Where.

The trip to Argentina was to research what worked well and what we felt needed improvement. And also what areas were IT required and offered in. There were many ideas that we got from the trip but the main ones we found that concerned IT that we felt we could improve on were

- Managers and Umpires meeting – little or no IT support was offered for computers which meant that when things were not working there was no one to offer help
- Visual displays - a huge projector screen was available but nothing was displayed on it till the last day of competition
- Weigh In – this was a paper process with no computers , which meant that a lot of time was spent looking for names on pieces of paper scattered across the table
- The NESS system was ( at that stage) very fragile and it appeared that very few people were able to support the system or had knowledge of fixing the hardware which caused a bit of down time in the competition
- Competition results were slow to be published and on occasion were not accurate with what Team Mangers said they would be ( as most counted their own results)

We also looked at things like what was the lighting like, what audio equipment was available and what Media was involved.

Once everyone had returned from the trip we looked at ways that we could improve what we saw and the following ideas were looked at and implemented

- No lists were available on what ITF required at their meetings eg Laptop, Projector, Microphone, We asked what was required and supplied IT requirements and when this included IT we made sure that someone sat at the meeting or event to support IT. This meant that people only needed to arrive at the venue and plug a USB drive into the already running laptops and they could start their meeting
- Each Ring had two TV's one facing in each direction, this allowed viewers in front of the ring and viewers behind the ring to see the same information from the NESS system. In the warm up area (Shed 6) we had 2 TV's, one showed the NESS and the other showed the action on the ring.
- For the visual displays we had everything running from the start of day one competition. We were fortunate to receive enough funding to hire a contractor from SKY TV, who was not only familiar with sports events but familiar with TSB Arena. We showed the contractor the floor plan and where the TV cables could be placed and could not be placed (such as under the ring Mats). He arrived on the set up day and /he placed all the cables he required and set everything up and tested it
- As part of the ID card creation we incorporated a Barcode into each card (see appendix 15) so that weigh in process was a lot more streamlined and accurate and removed more of the possibility for human error. The Barcode system was well tested days before the weigh in and in the months leading up to the Worlds ( see further discussion on this in the Registrations and Weigh In section)
- So that we were better able to support the NESS system and its developer Dr Wilke, we had a team of helpers who were trained in the use of NESS (NESS operators). The age range was from 12 years old

to much older and the only requirement was that the NESS operators were comfortable with computer technology. In a few cases, the younger operators were a lot more comfortable with the computer technology. Each jury table had four NESS operators trained. One person to operate NESS, one person to watch the operator and 2 people taking a break so they stayed refreshed. This meant that the Jurors on the table were able to spend more time monitoring the competition rather than the computer screen and it freed up Dr Wilke and Andy Wong to walk around and monitor the NESS.

- NESS Operators were allowed to be at the Umpires Course that did not take part but sat at the back and listened to how the rules were applied in competition. They were also given copies of the rules and they studied them at home. This helped them to be more familiar and confident in their job
- During the entire competition there was only one ring that had to change to the paper scoring system and this was only for one bout while the NESS hub hardware (which had overheated) was replaced. And this leads me to the next point.
- Back Up plans - where possible everything had a back up, and often the back up plan, had back ups. E.g. there were 2 Extra TV's should the ones in the competition area fail. And if required we could have used the ones in the Warm up area (Shed 6)
- There were 4 spare laptops. All laptops were built exactly the same with the same Operating system and the NESS was installed on all, they were well tested during the training sessions for the NESS Operators
- Paper scoring sheets were printed and placed in box's under each jury table should the NESS scoring system fail for some reason (as mentioned above).
- Information management was a lot more cleaner and controlled. We had one person to count the results, once the results were approved they were added to a Blog and the Blog used programmed code to send the details to the Worlds Official website, iTKD's website and to Facebook. This was faster more accurate and removed possibilities of great human error

And of course IT, like other sections was not without its own challenges; one of the biggest ones was maintaining the information flow on the Official website. New information changed constantly especially in the 3-4 weeks prior to competition, lots of people were looking at the website for information (see appendix 29 for website statistics). All effort was made to maintain the website in English and Spanish, not an easy task for people that do not speak Spanish and although it was tested we found that the Internet translators (web sites that try to translate text) were not very accurate

In future events it's suggested that the information updating and translation becomes one person's job and not included as part of the IT Team leads tasks.

Some other ideas worth noting

- In past Tournaments the competitors have had lots of questions which were not answered until the Coach's attended the Coach's and Managers meetings, however through the use of Facebook and the Official website a lot more information was passed on before the Worlds, and competitors as well as Team managers were able to ask questions and get answers. Teams reported before during and after the Worlds that they were well informed of what was happening
  - When we went to find past websites they were not easily accessible, The Worlds 2011 website will be available at <http://www.itfnewzealand2011.com/> for about two years, after this time it will be archived to <http://www.itfnewzealand2011.com>
  - Drop Box was used for file sharing between Organisers in New Zealand and with ITF overseas. <https://www.dropbox.com/> Files that were stored here are NESS draw, ID Cards, Reports, Officials Cards, Schedule
- Live Web casting was free on internet and was appreciated by all that used it. In the future we suggest that more work is done around selling advertising on the Live Web casting pages ( see Appendix 29 for statistics)

We started off in IT with many ideas, each area was looked at as a whole process and a single task, we asked the question what value does this add to the Worlds and over the years of planning we refined what was delivered. The final result from Andy and the IT Team, was well managed, with a lot of positive feedback.

### 3.13. Medical

Taekwon-do is a contact sport and although we use protective gear and promote touch contact only, it is very rare that a large Tournament will go without some Medical services being required.

With 8 years' experience as a Doctor and many more as a student and instructor of Taekwon-do, Dr Jake Pearson took the Team lead role for the Medical Team.

Up until about 3 months prior to the Worlds, Dr Pearson was not in New Zealand so much of the initial work was done via Email and with the help of others organizers. This meant that Dr Pearson was late into the planning stage however was still able to get everything organized. The first step here was to ask for quotes from Medical services in the area and after receiving a few quotes it was decided to work with the Wellington Free Ambulance which has been used before with Wellington Tournaments.

When providing the Medical Services the following ideas need to be considered and challenges met

- Have at least 2 people on site at all times. We had ambulance officers that were able to look after all the injuries and we also had a paramedic who has a higher level of training and is able to administer medication such as Morphine ( this proved to be an excellent move as there was an incident of a turning kick injury where the competitor required morphine to be administered intravenously to stabilize before being sent to hospital)
- Prior to the Worlds, clarify the plan for transport to hospital for non-urgent injuries. These are things such as nose bleeds that may cause further complications such as septal haematoma if not checked properly or a foot fracture that may need xray's to check properly.

These things are not urgent (i.e. not life or limb threatening) so it is not absolutely necessary to call an ambulance out. Occasionally we had to use people from the liaison team to take injured people to hospital and liaison people were not prepared for this as they were transporting other VIP's during the day. Competitors need to know before the event starts if they can rely on the tournament transport or need to organize their own transport such as Taxi's. (this can be problematic for foreign visitors) I suggest in the future that a driver be dedicated to this task.

- An ambulance was available on site at the Worlds but this was primarily for storing medical equipment and for emergencies. It should not be relied on to transport injured competitors except in the most severe cases. An ambulance when called out may take some time
- A large part of the doctor's time in the Worlds was spent providing clearance for bandaging and strapping to current injuries. This was largely unanticipated. The main reason that this needs to be checked is to make sure that the bandaging applied does not give the competitor any advantage. In Worlds 2011 no one was stopped from competing however a couple of students were asked to reduce the amount of bandaging applied as it seemed excessive for the injury. This injury checking can be very time consuming and can take Doctors away from serious injuries, it also requires the doctors to have adequate back up support in the form of ambulance officers. The injury checking was more important in power breaking and sparring and less so in specialty and patterns
- Important qualifications for the doctors used for a worlds event are
  - Experience in sports medicine
  - Experience in large event coverage
  - Familiarity with Taekwon-do

The reason we used the doctors selected is because they met all these criteria and this proved to be favorable with ITF

- When selecting the room used for Medical here are some important factors to consider
  - It should be a reasonable size and able to have at least two beds and a work table. Even better would be a room that allows the beds to be separated by a screen if required
  - Sterile hand basin
  - Good lighting
  - Well sign posted for competitors to find

- Also consider how easy it is to get in and out of room and take people to ambulance if required.
- Consideration was given by the Medical Team to providing other services such as physiotherapy or massage however it was decided to concentrate on the medical services and point people in the right direction for these other services. A list was created and supplied to Team Managers for all countries which listed where the following could be found and their contact details
  - Physio therapists
  - Massage therapists
  - Dentists
  - Hospitals
  - After hours medical Centre's
  - Pharmacies

The following is a summary of the medical input required at ITF Taekwon-Do World Championships held in Wellington 9-13 March 2011.

- There were 28 competitors recorded as being seen for "minor" injuries. Many more were provided with ice or simple wound dressings.
- More major injuries were as follows:
  - 3x significant concussions, including one repeated episode in 16yo competitor - sparring
  - 1x fractured wrist - sparring
  - 2x severe bruising around eye, no fractures identified - sparring
  - 1x small laceration above eye requiring closure - sparring
  - 1x hamstring strain - sparring
  - 1x foot sprain requiring xray and crutches - power
  - 1x foot fracture requiring hospital admission - power
- 25 competitors were provided clearance for use of supportive bandages/strapping or dressings for legitimate medical reasons where no competitive advantage was to be gained.
- 2x officials were seen for medical-related complaints.

The following recommendations are suggested for future events

- Due to language and or cultural issues as well as variability in expertise of attendant medical staff, junior competitors suspected of sustaining a concussion should not be allowed to compete in sparring again for the duration of the tournament
- If the person that is Team lead for Medical is not a student of Taekwon-do then they should find a student or someone that has competed in Tournament's before and discuss with them what the common and potentially serious injuries are likely to be
- As with all the organizing teams make sure you have as much support as able, be aware that a Tournament with 6-7 rings of competition is not the same as watching a single rugby game, you are likely to be needed in more than one place at once
- Competitors should be required to state any and all medical conditions and past injuries on their tournament entry forms and at least should cover
  - medical conditions
  - medications
  - allergies
- If in doubt in regards to dressings applied to injuries particularly if language is a barrier to communication, then play on the safe side

Overall the service that were supplied by Dr Pearson and his Medical Team were as expected at a world class competition, injuries were seen to straight away and injured competitors made to feel comfortable when required. This should be emulated in future events

## 4. Summary

When I look back at all the people involved, the work and time input into the Worlds I think I can confidently say we did a great job.

If I was to summarize the Worlds, for me it can be explained in what I call the 3 P's

- Planning
- People
- Printers

### Planning

We had over 3 years from when we won the bid to host the Worlds until the Worlds itself. And yet somehow when I look back it seemed like such a short time, it has taken at least 6 months to collate the information in this thesis and I'm sure if I had more time I would be able to expand further on what is written, Time just slips away. The main point here is, don't delay planning, start Now!

The core parts as I see it, of planning an event such as the Worlds are

- **Decide on what the event will be, in this case it was fairly clear**  
The ITF XVII Senior Taekwon-Do World Championships and the ITF XI Junior Taekwon-Do World Championships.
- **Select the Time and Date and Location.** This changed a little along the way, at one stage it was going to be in Auckland and then it was shifted to Wellington. As both Cities had International Airports this wasn't really a problem for competitors from other countries. The other main factor that changed is it was decided to allow a full day for Congress in the middle of competition, which meant that the stay was an extra day longer for most visitors. 9-13th March 2011
- **Agree who the main Stakeholders are** Establish who are the main stakeholders in the event and build partnerships and relationships with them. Also identify what roles they would play before during and after the event. Once we had done this we were able to freely communicate with those from iTKD and ITF and other stakeholders. This idea should also be applied to Organizers, VIP and Seniors involved.
- **Determine special needs or requirements.** This is where most of the time was spent and involved asking many questions such as ;
  - What rules and regulations apply
  - Who makes what decisions
  - Who is responsible for what and how can we help them

Getting the requirements correct was very important, these were things such as , How the format of the opening ceremony was structured, Reciting the oath correctly in the opening ceremony, Making sure the correct number of competitors per division was allowed in the draw, Addressing Seniors with the correct protocol, making sure the software for weigh in alerted on the correct weight boundaries.

- **Set the goals.** Once the goals are set we also need to look at how the success of the event would be measured. I felt the main goals were
  - To run a successful Tournament  
*This event was not only successful in that we managed to get through the week without any major problems, but we also were able to create new standards and process and improve on previous tournament. I hope that future organizers are able to use the innovations that we developed and improve on the mistakes that we made*
  - To promote Taekwon-do in New Zealand as a great sport and enhance our membership  
*Whilst we did manage to do some promotion of Taekwon-do in New Zealand I believe that little has been done to leverage off the success of the event. In Hindsight I believe that this should have*

*been more of a goal in our planning, rather than just a hopeful result. I am hopeful that some more effort will be put into this area in the future.*

- To show the rest of the world that New Zealand is capable of running a top quality event, and will be seen as a great destination for future events.

*Obviously I cannot speak for all the competitors and officials however I can say that we received a huge amount of positive feedback a sample can be seen in Appendix 30*

*I believe that we have indeed set New Zealand as a great destination for future events.*

- **Document everything.** When we reviewed progress at meetings it was not only by talking to organizers in a group but by viewing minute meetings and documents created. And we were able to tick tasks off as being completed as we progressed  
Items such as Gantt Charts (appendix 8) and Work flow charts (Appendix 5) were not necessarily followed on the days of the tournament but often we would review them after talking to Seniors from ITF or iTKD and this would prompt discussion and allow us to find places where we needed to do more work. There were literally hundreds of documents by the time we finished the Tournament some of which are shown in the Appendix section
- **Test processes** Part of the reason that areas in the worlds performed so well was our testing. We used the wellington Regionals and our first test, then we used the Oceania as the next test and the feedback we got from these events were used to refine the processes. In many cases once we had refined the process's in each of the organizing team's we would then open up discussion at the meetings and ask for feedback
- **Finalize details, Execute Plan and respond.** Once you have spent all that time planning and testing you will eventually need to run the event, the two main points that I found amongst the Organizing team as they ran the Worlds was how well they executed the plans they had put in place and how well they responded to problems that arose during the event. Occasionally this meant completely throwing out a plan or process and creating a new one to accommodate the stakeholders as required. For example resizing the floor plan to ITF's requirements on the day before the tournament started
- **Follow up and wrap up loose ends.** The after Party is often a celebration of the end of the Worlds, however it does not stop there for Organizers. Some areas where follow needs to be done
  - Closing the accounts, This will take some time depending on the time of year the event is run
  - Confirming fund applications and making sure that all funding is spent or allocated as agreed
  - Making sure all certificates and awards are received

Saying Thank You – This one is probably the most important in my opinion. It is not necessarily thanking just the VIP and Helpers, but sending letters or whatever else is agreed upon to all the supporters.

*At the time of writing this I believe that we still have yet to thank the Sponsors for the Worlds event 2011*

## People

People are the driving force behind a successful Tournament and not necessarily the ones that are being paid such as caterers. It was worth noting that to the best of my knowledge there was no one involved in the organising team of the Worlds 2011 that was paid for it. Yes expenses were reimbursed and occasional meals were paid for during the competition week, but most people did it simply for the love of Taekwon-do. And it is that enthusiasm that should be encouraged in all steps of planning the event.

Also most people did it in their spare time, which is to say they had a full time job and many have families with growing children and of course we all wanted to attend the large range of other Taekwon-do events which occurred in New Zealand such as camps grading's and seminars.

Working with so many people can be very challenging and there are a few things that need to be remembered along the way

- **Keep an open mind at all times.** Most people are willing to help, but not everyone is a successful business person or experience as a tradesperson, this doesn't mean that their ideas are wrong but sometimes the idea as suggested may not be practical. Often when planning something it takes a lot of courage to stand up in front of peers and suggest something and it is very easy for someone to cut the idea down. When someone suggests an idea the answer should never be "No" a better idea would to add it to the list and work on it later. The idea may later spark a variation of the idea that will work. Often if given time the person who suggested the idea will see its not practical and change it themselves
- **Communicate as much as possible.** A shortfall in communication or a simple misunderstanding is a sure way to kill enthusiasm. Try to keep communication simple and open to all stakeholders.
- **Recruit early.** The sooner you find someone to help you the faster progress will go. It is very common for people to hold back until the last minute an example of this was seen when the registration site was opened, people did not register competitors straight away and often waited till the last week to finalise teams. Also when we were looking for helpers many people contacted the Helper Team Manager in the last two weeks and others just turned up on the day of competition
- **Someone has to be boss.** In any structure there is someone that has to make the final decision, we may not always like the decision or agree with it but it is a decision and sometimes better than no decision at all. Often we may not always understand all the reasons or have all the experience that the decision maker has. If a decision is made give it a chance and support it, it can always be re-evaluated later.
- **Clarify the roles.** So as to not have people doing the same job in different ways it is best to understand what a person's role is and what tasks are and are not involved with that role.
- **It is an international Event.** This is important to remember as many cultures bring many different ways and what may be acceptable in one country may not be liked by another. Seek to understand as best as you can, however make sure you display your countries culture to the Worlds, as we were able to do in the opening ceremony.
- **Always ask for help.** Without the people that volunteered we would never have managed to run the event. Many people helped out and I found all members of ITF and iTKD excellent in responding to our questions.
- **Build relationships and partnerships.** By working with stakeholders you will naturally build relationships, these should be maintained along the way not only as a way to say thank you but in case they are willing to help with future events. Remember many of these people are giving up their time as well
- **Say Thank you.** (No explanation required)

People can make or break an event. During the 3 years I was involved in the organising team, our foundation was rebranded and restructured to iTKD. We shared happy moments, we created new friends and we lost friends. But the enthusiasm for creating the best event ever never changed

## Printers

It may seem strange that printers are listed as a core part of a Tournament but this is really more of an idea than a specific item.

During the Oceania Tournament ( Our test run for the worlds) we had a lot of printing to do prior to the Tournament and a medium size printer was purchased which we all felt would be adequate for the job, simply put, it was not. The printer printed about 3 pages a minute and went through a number of ink cartridges. When it came time to print the draw for Oceania after the weigh in was completed and quite late at night, I was able to use the printer from work. This printed about 30 pages a minute however the draw was large and we had 7 regions to print for. Printing took a few hours and this was part of the cause of a lot of stress on Organisers and Liaison team members as it was late at night and we had planned to get a full copy of the draw to Team managers that night.

We reviewed this and I suggested a much bigger printer was needed and made available to all the organisers, after further discussion we decided that for the Worlds, the printing would be done by a commercial printing company, the same one that did all our ID cards and other required printing, and they did a great job and printed the draw very fast. The problem here was that we didn't address the problem of the original printer which we decided to use for printing other things at the Worlds.

When the Worlds got under way, people realised that there was still a few documents that needed printing out and because we wanted to cover all areas, people would ask for several copies and they wanted it immediately. The 3 page per minute printer was not going to handle the demand and the fix to this was using the printer that was in the office of the TSB Arena. This meant that we would have to find the file on the laptop being used by the organisers, copy it to the USB portable drive and run to the office and print it out. The office was not always staffed so occasionally we had to run around the venue to find an office person then stop them from the job they were doing and go back to office and print whatever was required.

The other option to this was going the commercial printers which was about 5 minutes drive away and of course not very practical

The point here is even when you think you have addressed a problem it may still be a problem, or it may have introduced a new one. What we could have done was used the commercial printers to do all the agreed printing and also hired or borrowed a much larger printer which would be available in the main venue. In the overall scheme of things this was very much a minor problem, but it was a time waster for a few organisers

It is certainly the unexpected that will cause the most problems so be prepared to think fast and go the extra mile. A good pair of running shoes will help

## A Final Thought

The Worlds is not just a Tournament. It is a test of the competitors..... it is a time to show case the art to the public..... a chance to promote your countries culture and hospitality and it is a way to bring all the countries of the world together in a common goal, enjoying Taekwon-do.

It is an opportunity to bring together all the countries and maybe one day all the branches of Taekwon-do and that would be a great achievement. Not only for New Zealand but for any country

“So you want to take on the worlds?”

I give the last word here to Lao Tzu

*Do the difficult things while they are easy and do the great things while they are small. A journey of a thousand miles must begin with a single step.*



## 5. Recommendations and Improvements

This document is by no means a manual for running a Tournament, it is more a reflection of ideas and thoughts and information that I was able to gather after the Worlds has finished.

During my involvement with the Worlds 2011 I found all the Organizers, ITF Seniors and iTKD members very enthusiastic to make the Worlds 2011 the best event ever, we were told that we raised the standards in many areas, however there is always room to improve

Moving forward my recommendations (which some people may already be looking at) are

- Work towards a standard manual for Worlds events with as much information as possible in it and in an easy to use format. This would include things that have mentioned previously in this document such as
  - Weigh in protocol
  - Divisions used, showing matching Ness Numbers and weight boundaries
  - Sample floor plans
  - Reports required e.g when registrations closed, before weigh in, after weigh in (maybe standard templates created)
  - Code of conduct
  - Standard information to supply visitors
  - Ness File format
  - Rules on creating draw's showing where seeded competitors are placed
  - Opening and closing ceremony procedure

This information is all available but in many different documents, a single point of reference would be good to have. This document needs to be well maintained and would be good to be interpreted into different languages where possible, the minimum being English and Spanish

- Each country where possible and practical should adopt the same rules as used in a worlds Tournament into their own National events, this will not only give the competitors a solid understanding of the rules but will allow officials to practice the same rules. It is obviously not practical to have all the rules the same for everything, e.g. the heights for specialty cannot be used at a children's tournament, however I suggest looking at using the same divisions weights and protocol if not already used
- Review what happened at the Worlds 2011 and look at what was done well and not done well. This is where we started and it seemed to work well.
- Remain open to ideas. After you have reviewed past events feel free to adopt the ideas used and keep an open mind to new and evolving ideas. Discuss these ideas with people from different backgrounds and with different experiences. For example, a junior student competing and a parent supporting will have similar experiences in some areas and different in others. The worlds 2011 put many innovative ideas into practice and it would be great to see someone develop them further.
- Encourage the enthusiasm. If given the chance there will be many people that will help offer and be keen to help, don't take on too much yourself and let them help where they can. After the event if the idea used can be developed further then encourage people to do so. An example of the is in the Computer technology used, there were a few systems used along the way and it would be great to see these incorporated into a single package, this is something I have been looking at for many years.
- Think past the event –
  - What can you do to promote Taekwon-do in your area and leverage from the success of the event?
  - How will the art of Taekwon-do benefit from the Tournament?
  - What new ideas came up through the organizing process that can be developed further?
  - How will this information be recorded or passed on to the next event?

One of the first comments I remember when I was first involved with the Organizing team was *"there is no manual"*. Write what you have learned down

## 6. Acknowledgements

Given the size and effort put into the event, I think it would be great to acknowledge the people that gave up their time to help out. This list does not include those registered as

- Team Managers (22)
- Coaches (154)
- Competitors (521)
- Supporters (236)

Thank you very much to:

**All the Sponsors** (See Appendix 31)

### External Contacts

Wellington City Council  
Positively Wellington Tourism

SPARC  
Tourism New Zealand

New Zealand Trade & Enterprise  
New Zealand Major Events

### Organisers

Ian Walton (4th Dan)  
Lena Walton (4th Dan)  
Craig Hannah (3rd Dan)  
Helen Miller (3rd Dan)

Sheryl Chase (1st Dan)  
Terry Harkin (1st Dan)  
Nick Lourantos (1st Dan)

John Raptis (1st Dan)  
Andy Wong (1st Dan)  
Chris Morton (1st Dan)

Chris Blackford  
Steve Fox  
Andrew Miller

### Umpires

Abelardo Benzaquen (Master)  
Mahesh Bhana (Master)  
Zbigniew Bujak (Master)  
Rodolfo Carrera (Master)  
Per christian Garnes (Master)  
Gennadi Han (Master)  
Carlos Loreface (Master)  
Peter Lue (Master)  
Omar Merodio (Master)  
James Rimmer (Master)  
Jorge Rogers (Master)  
Rocky Rounthwaite (Master)  
Raul Sanchez (Master)  
James Tjin-a-ton (Master)  
Frank Vanberghen (Master)  
Marcelo Vatrano (Master)

Wojciech Zdanuczyk (6th Dan)  
Mark Banicevich (5th Dan)  
Alessandro Boscari (5th Dan)  
Jan Creslovnik (5th Dan)  
Grant Eccles (5th Dan)  
Niklas Enander (5th Dan)  
Anibal Granada (5th Dan)  
Omid Hassanipour (5th Dan)  
Hasan Ibrić (5th Dan)  
Rod Johnson (5th Dan)  
Ken Leahy (5th Dan)  
Kim Maxim (5th Dan)  
Yugay Nikolay (5th Dan)  
Kane Raukura (5th Dan)  
Annick Van driessche (5th Dan)  
Harry Van schaik (5th Dan)

Azucena Zorzon (Master)  
Hallgeir Betele (6th Dan)  
Ronald Binzel (6th Dan)  
Snorre Edvardsen (6th Dan)  
Luis Gato - gato (6th Dan)  
Sven Heinrich (6th Dan)  
Odd arne Larsen (6th Dan)  
Philip Lear (6th Dan)  
David Mcnairn (6th Dan)  
Stefano Minotti (6th Dan)  
Gassem Mitri (6th Dan)  
Kenneth d Rattet (6th Dan)  
Kevin Reinelt (6th Dan)  
Jose luis Rosales (6th Dan)  
Martin Schellens (6th Dan)  
Steve Weston (6th Dan)

Chan Wai-hung (5th Dan)  
Darren Ward (5th Dan)  
Christine Young (5th Dan)  
Gromov Yury (5th Dan)  
Gwyn Brown (4th Dan)  
Ho-ying Chan (4th Dan)  
Rose Cherrington (4th Dan)  
Chetan raj Giri (4th Dan)  
Vicente Ibañez (4th Dan)  
Lasse Kuusisto (4th Dan)  
Manuela Lohwasser (4th Dan)  
Hakan Magnusson (4th Dan)  
Simon Mallinson (4th Dan)  
Joleen Masters (4th Dan)  
Alexandre Michaud (4th Dan)  
Vince Pygott (4th Dan)

### Helpers and Demonstration Team

Jordan Adams  
Steve Adams  
Brett Agnew  
Sonya Bimler  
Tony Bishop  
Jordan Blackford  
Danielle Blackford  
David Blackwell  
Charlotte Blair  
Rob Braakhuis  
Julia Braakhuis  
Jakob Braakhuis  
Hayden Breese  
Sabrina Brumme  
Julie Burton  
Mikaela Burton  
Dave Butchers  
Helen Caley

Mary Daborn  
Joanne Davidson  
Rebecca Doogan  
Robyn Ferrier  
Sarah Fisher  
Andrew France  
Stacey Glendinning  
Jasmine Governor  
Katrina Grubner  
Joshua Gudsell  
Peter Gudsell  
Sarah Gudsell  
Josphe Hannan  
Andrew Hardwick  
Melonie Harrison  
Debbie Hart  
Awesome Helper  
Mark Hinge

Kelvin Lange  
Nick Lee  
Linda Lee  
Andrew Legg  
Felicia Leung  
Simon Lloyd-Evans  
Sian Lucas  
Don Martin  
Kieran Martin  
Lily Mason-McKay  
Xavierche Mata  
Nga Mata  
Sasha Millar  
Ashleigh Miller  
Ray Mulder  
Hung Nguyen  
Alex Nicholson  
Simon O'Hara

Anthony Ryan  
Shannon Ryan  
Jeanette Rybinski  
Matthew Rybinski  
Stephen Scrimshaw  
Tomonori Shibata  
Shannon Steven  
Scott Sutherland  
Landon Swanson  
Taran Swanson  
Natasha Szalkowski  
Andrew Szalkowski  
Ximena Tanco  
Shiau-Choot Tang  
Julie Thompson  
Nick Thurston  
Shibata Tomonori  
Isabella Tortora Brayda

Aidan Campbell  
Lisa Campbell  
Katrina Canton  
Louise Chan  
Luke Cherrington  
Andrew Chora  
Jack Chu  
Jeeny Chu  
Joel Chu  
Wilson Chu  
Victor Coda  
Alex Corkill  
Andrew Craig  
Georgia Craig

Barbara Inglis  
Alana Inglis  
Fiona Inkster  
Natasha Iotua  
Hillary Jenkins  
Matthew Kan  
Elvis Kan  
Kevin Kan  
Jesse Karl  
Andy Karl  
George Konia  
Cameron Langdon  
Thai Luu  
Jemma Luu

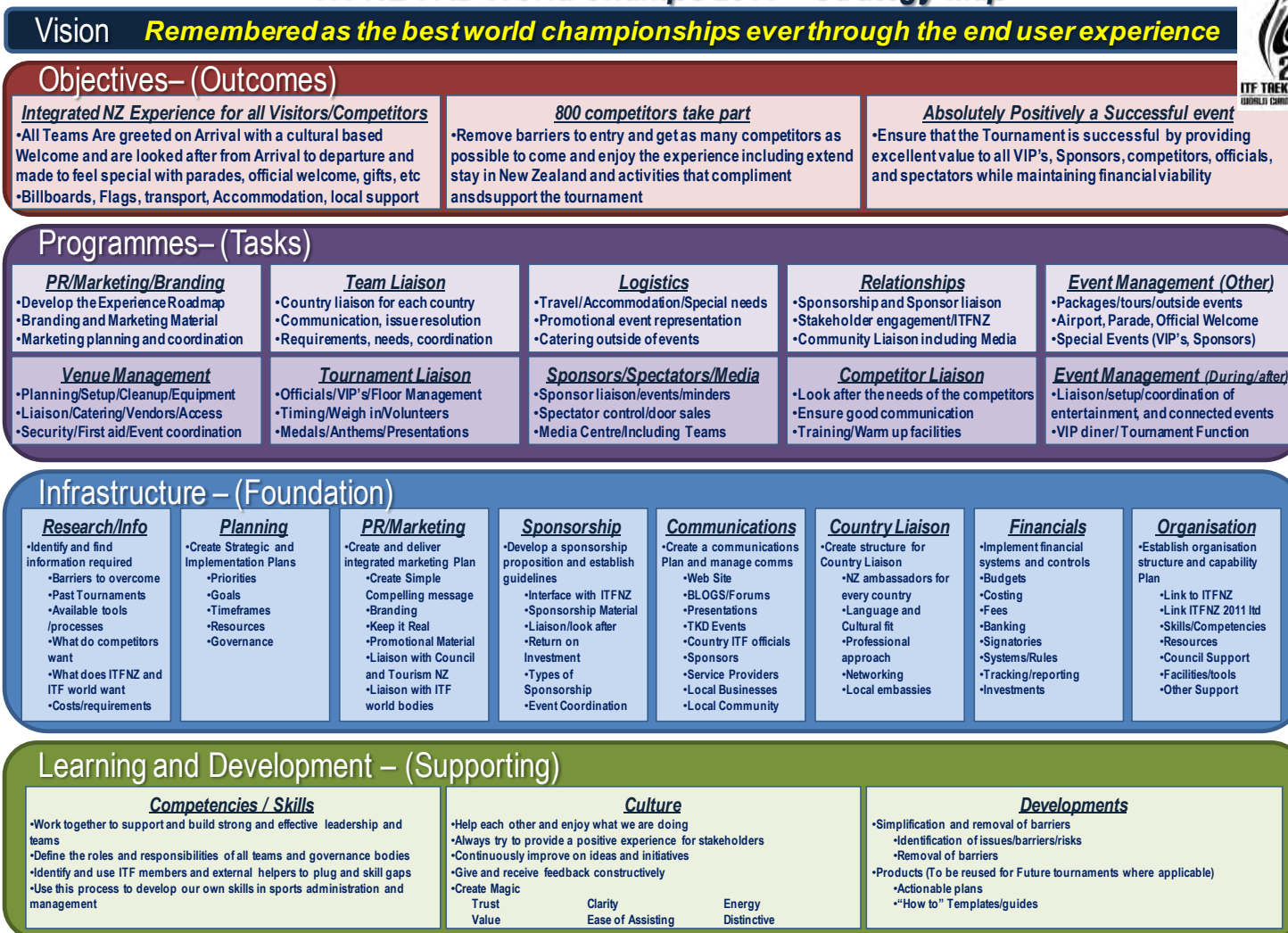
Deborah Olesen  
Alice Onland  
Sherezad Panthaki  
Fiona Parrant  
Geordie Parrant  
Frank Pearson  
Suzanne Philips  
Beryl Pimblott  
Ian Possineskie  
Daniela Ravera  
Sonya Robinson  
Joshua Robinson  
Richard Rogers  
Taizo Sugaya

Nicola Tse  
Marcus Tso  
Michael Tso  
Brice Valles  
Steve Vassiliadis  
Danielle Vignati  
Louie Vogt  
Joan Vogt  
Ben Wylie-van Eerd  
Matthew Yang  
Nicholas Yang  
Thomas Yang  
June Yang

## 7. Appendices

### 1. Strategy Map

#### ITF NZ TKD World Champs 2011 – Strategy Map



## 2. Risk Register

Risk Register for the TKD Worlds 2011									
The risks on this register are those things that we believe could stop or limit us from achieving our objectives.									
		<b>Risk Description</b> - What will stop the objectives or deliverables being met... resulting in... (Include cause and effect)	Current Controls IN place	<b>Consequence</b> (rating with controls in place)	<b>Likelihood</b> (rating with controls in place)	Next risk review date	Risk Owner	<b>Treatment options</b> - further things that could be put in place	Treatment owner
Financial	1	There is a lack of funding where we would be unable to host part or all of the world Champs	-Formal Budgeting of items by priority to ensure that essentials are covered first -Working with SPARC, COUNCIL and MENZ for core funding -Already have @50% of funding pledged	High	Possible	Monthly	Nick Lourantos (Organiser)	-Secure Backstop or underwriting of any shortfall -Get additional sponsorship -A Levy on ITF participants -Higher fees or levy on Accomodation	Nick Lourantos (Organiser)
Financial	3	The current economic crisis world wide will reduce the number of competitors making the tournament less viable	-Marketing of the event at International tournaments over the next two years -Country Liason roles to encourage people to Attend -Promotion of NZ to attract participants -Formal Budgeting of items by priority to ensure that essentials are covered first -Working with SPARC, COUNCIL and MENZ for core funding -Already have @50% of funding pledged	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)	-Scale back the tournament for officials and rings -Increase NZ Participation	Nick Lourantos (Organiser)
Financial	4	There is a sudden increase in costs or a loss of a funding source such as a major exchange rate change or the collapse of a sponsor leaving a last minute shortfall	-Governance at Board and Committee level to avoid expenditure before money is available and to manage suppliers to avoid surprises. -Constant communication with all sponsors -Securing of Funding from Sponsors ASAP to avoid a sudden loss close to the event	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Financial	5	The tournament ends up running at a deficit causing future funding issues for ITF NZ	-Governance at Board and Committee level to manage the budget. -Prioritisation of funding so that highest priority items are covered first to avoid last minute must haves.	Moderate	Possible	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)

Financial	6	There is a lack of control on expenditure resulting in higher levels of expenditure going outside of budget or funding allocation	-Delegations Framework -Governance and oversight by the Worlds 2011 Board '-Project manager and Chairmans control of the overall project.	Low	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
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Operational	7	The contracts for services do not give the services expected which causes ill feelings with competitors or stakeholders	-Maintain control and oversight on all services -Correct any misconceptions early -Build and maintain strong relationships with all suppliers	Low	Unlikely	Monthly	Nick Lourantos (Organiser)		Stephen Fox (Project Manager)
Operational	8	Equipment failure during the tournament causes delays or injury	-All equipment to be checked -All Hazards identified and mitigated -Safety Officer to be appointed -Medical Staff on site	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Ian Walton (Tournament event Team Leader)
Operational	9	The timing or scheduling of events does not allow enough time and causes further delays or the need to have competitors stay for extra time.	-Programme of events tightly coordinated and managed -Event schedule to be signed off as appropriate	Low	Possible	Monthly	Nick Lourantos (Organiser)		Stephen Fox (Project Manager)
Operational	10	Logistically not all of the items can be sourced in time for the tournament causing delays or extra costs	-Running the Nationals 6 months before the worlds to iron out some of the issues and get things ready	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Stephen Fox (Project Manager)
Operational	11	Inturpretation or language issues causes frustration or dissatisfaction against the event causing problems for the (Organiser)s and for ITF	-Country liason roles will be in place before the tournament to identify any specific issues relating to each country	Low	Possible	Monthly	Nick Lourantos (Organiser)		Lena Walton (Country Liaison Team Leader)
Operational	12	The Flags or Anthems are mucked up causing embarassment or delays	-Countries to provide flags and anthems to (Organiser)s in advance and system will be set up and tested in advance.	Moderate	Possible	Monthly	Nick Lourantos (Organiser)		Lena Walton (Liaison Team Leader)
Operational	13	The delivery of equipment is late resulting in delays to the setting up of the venue	-Running the Nationals 6 months before the worlds to iron out some of the issues and get things ready	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Ian Walton (Tournament Team Leader)
Political	14	Teams or individuals are unable to get a Visa to come to New Zealand in time for the Tournament	-Early discussions and assistance from NZ immigration in line with MENZ	Moderate	Possible	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Political	15	There is a conflict within ITF which causes lower attendance or a boycott of the event		High	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)

Political	16	There are issues with the type of sponsor or a conflict between sponsors that causes organisational problems within ITFNZ	-Sponsorship and marketing plan -Central control of all agreements by Chairman	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Geo-Political	17	Problems between different countries causes problems for the tournament.		Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Geo-Political	18	Terror threat results in cancellation or postponement of the event		High	Unlikely	Monthly	Nick Lourantos (Organiser)	-Discussion and coordination with Police	Nick Lourantos (Organiser)

Strategic	19	Lack of governance results in a loss of control and a poor tournament.	-Worlds Board established -Agreement with ITF on Governance of event	High	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Strategic	20	The vision is not able to be realised resulting in a bad experience and embarrassment for ITFNZ		High	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Strategic	21	There is a lack of leadership in organising the event causing a poor result	-Project Team Established -Professional Project Management of the event -Project Team core has successfully run previous Nationals Events and will also be running Nationals in 2010 -Committee using other world events as learning and development guides	High	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Strategic	22	Future development of TKD in NZ is not realised which could cause future funding issues and a loss of the opportunity	-Plans for TKD development being established as part of submission to SPARC and MENZ	Moderate	Possible	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Stds & Compliance	23	The ITF rules are not followed resulting in issues for the event and for ITFNZ	-ITF provide management of this area	low	possible	Monthly	Nick Lourantos (Organiser)		Ian Walton (Tournament Team Leader)
Stds & Compliance	24	The behaviour or safety during the event are compromised by individuals causing embarrassment or losses	-On Site Security -Tight Control of access to the venue and competition area	low	possible	Monthly	Nick Lourantos (Organiser)		Ian Walton (Tournament event Team Leader)
Stds & Compliance	25	Compliance with sponsors requirements are not followed resulting in having to pay back the sponsorship causing a financial loss to ITFNZ	-Sponsorship liason -All specific requirements communicated and managed	low	possible	Monthly	Nick Lourantos (Organiser)		Stephen Fox (Project Manager)

Legal & Regulatory	26	There is a crime committed against a participant or a tem resulting in a bad experience and reputation for NZ and the event.		Low	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Legal & Regulatory	27	One of the Competitors or officials breaks the law giving the event a bad name and causing embarrassment to sponsors and ITF		Low	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)

Health	28	The pandemic worsens and causes less people to come or border closures cancelling the event	-Watching Brief	High	Possible	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Health	29	The medical services are inadequate which results in injuries not being treated appropriately	-Medical Services have already been defined and budgeted to a high standard	Low	Unlikely	Monthly	Nick Lourantos (Organiser)		Ian Walton (Tournament Team Leader)
Health	30	Health insurance issues with overseas competitors not having any medical insurance and not covered by NZ ACC	-Country Liasons to ensure teams have travel cover for the tournament	Low	Possible	Monthly	Nick Lourantos (Organiser)		Lena Walton (Liaison Team Leader)
Image	31	A bad experience or poor organisation results in a bad reputation for ITF NZ	-High levels of Governance and project management	Moderate	Possible	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Image	32	Poor sportsmanship or behaviour could give TKD a bad reputation as happened at the Olympic's		Moderate	Possible	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Image	33	Some event in NZ or with the organisation liaison turns competitors off coming to NZ		Low	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)
Image	34	Poor media liason results in a bad image or reputation for TKD	-Professional media liason services have been secured	Moderate	Unlikely	Monthly	Nick Lourantos (Organiser)		Nick Lourantos (Organiser)



### 3. Financial Delegated Authorities

1. The table below sets out the specific financial Delegated Authorities from the Board by group and any conditions or limitations
2. Limitations on amounts are on a per transaction basis and are GST exclusive.
3. All transactions must be within available funding and not result in the budget for that expenditure item being exceeded.

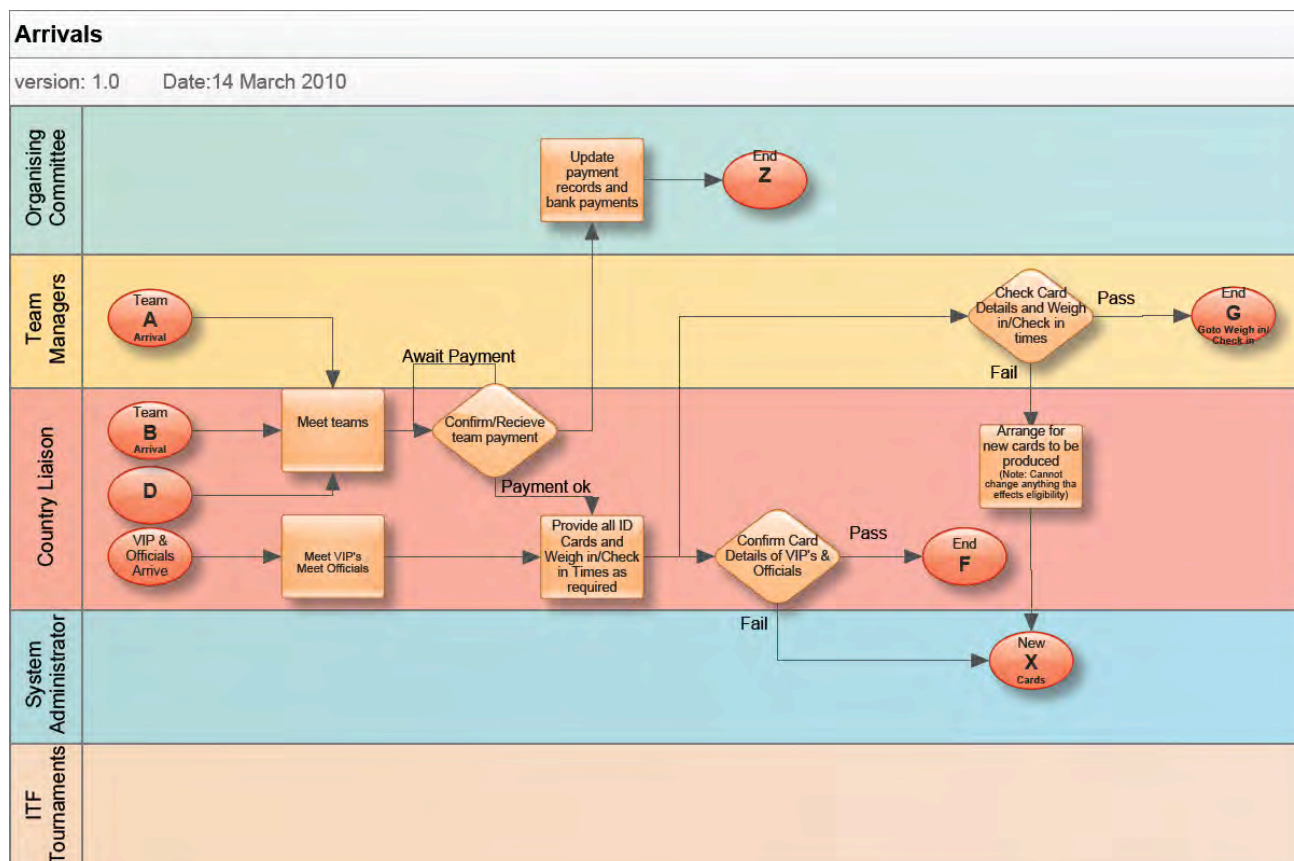
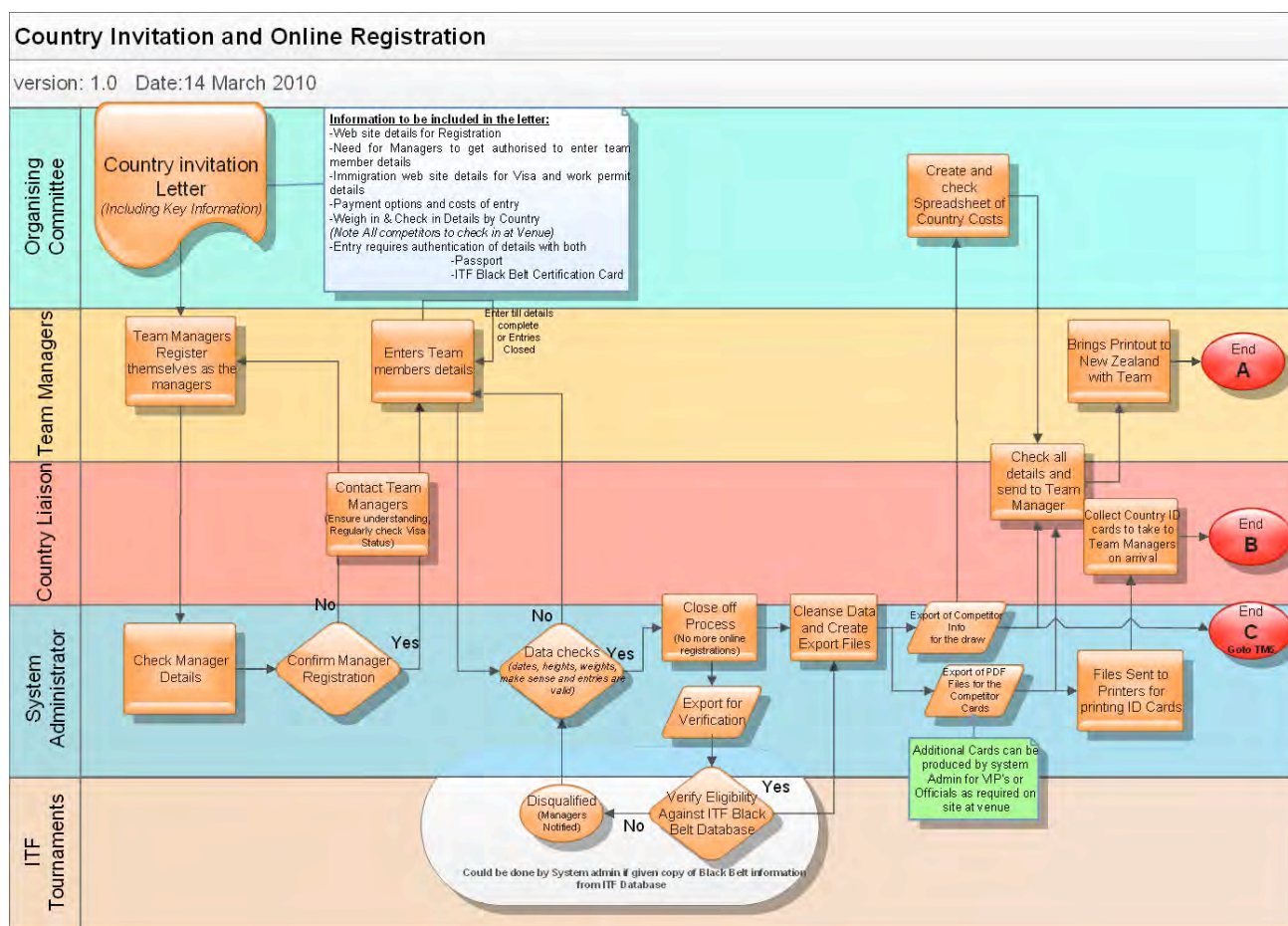
Description	Chair	Event Manager	Finance Manager	Team Leaders	Other Personnel
<b>3.1 Financial – Operating</b>					
All operating expenses within own approved budget codes (except those listed below)	\$10,000	\$5,000	\$2,500	\$1,000	\$500 Under specific delegation from Team Leader
Travel – domestic	\$2,500	\$1,000	\$500	Nil	Nil
Travel – international	\$10,000	\$5,000	Nil	Nil	Nil
IT services					
Engaging Authorised Persons into a Contract	\$10,000	\$5,000	Nil	Nil	Nil
Advertising & marketing	\$10,000	\$5,000	\$1,000	Nil	Nil
Legal	\$10,000	\$5,000	Nil	Nil	Nil
Remuneration of Employees	\$10,000	\$5,000	Nil	Nil	Nil
<b>3.2 Financial – Capital (disposal &amp; tangible items over \$500)</b>					
IT hardware	\$10,000	\$5,000	Nil	Nil	Nil
IT software	\$10,000	\$5,000	Nil	Nil	Nil
Tournament equipment – mats and special and power holders	\$10,000	\$5,000	Nil	Nil	Nil
Other assets	\$5,000	\$2,000	Nil	Nil	Nil
<b>3.3 Financial – other</b>					
Open / Close accounts	Nil	All	All	Nil	Nil
Co-sign cheques	No limit	No limit	\$10,000	Nil	Nil
Write off bad debts	\$1,000	\$500	\$250	Nil	Nil

### 4. Communications Plan

TKD Worlds 2011 Communications Plan

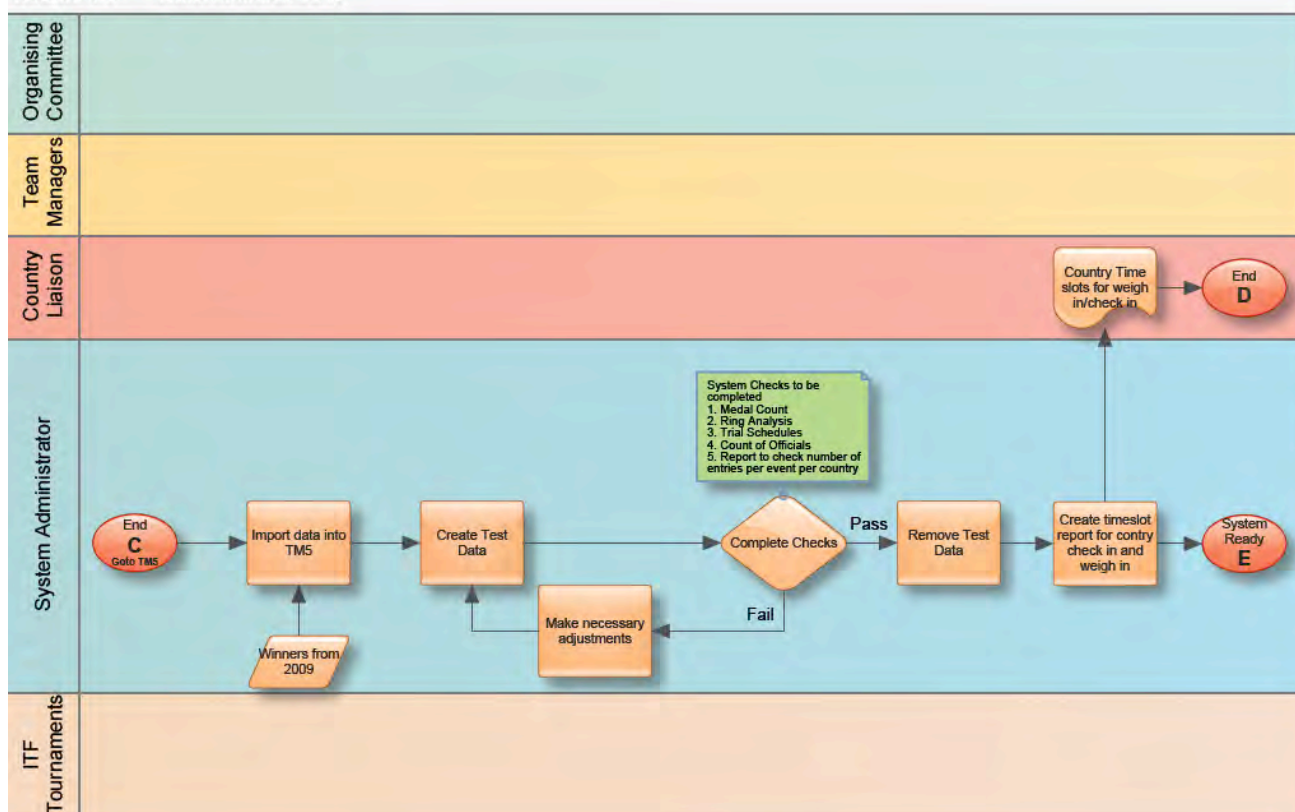
Who is responsible	Audience/Stakeholders	Key messages /communications	Method/Channel	Frequency
Lena Walton	Competitors	Information about the Tournament Information relating to accommodation and NZ/Wellington Calendar of events Other information of interest	Website/Brochures/handouts/Face to face Website/Brochures/handouts/Face to face Website Facebook	Monthly updates + Tournaments Monthly or as required if changed bi-monthly or if changed Monthly
Lena Walton	Team Management	Detailed Tournament details/rules/requirements Travel and accommodation information Contact details Special requirements	Email/Website Email/Website Email/Website Email	Monthly updates Monthly or as required if changed bi-monthly or if changed As required
Lena Walton	Officials	Tournament details Travel and accommodation information Special requirements	Email Email/Website Email	Monthly Monthly updates As required
Nick Laurantos	VIP's	Travel and accommodation information Special requirements	Email/Website Email	As required As required
Nick Laurantos	Worlds20011 Board	Monthly briefing of members	Face to face	Monthly
Nick Laurantos	ITF/NZ management	Briefings as required	Face to face	As required
Nick Laurantos	ITF Members	General information relating to the Worlds	Website	Monthly updates
Stephen Fox	Organising Committee	Organisational information Tasks/actions/decisions	Face to Face/Email Face to Face/Email	bi-weekly updates bi-weekly updates
Nick Laurantos	Council liaison		Face to Face/Email	As required (probably Monthly)
Team Leader	Sponsors	Tournament information as required	Face to face/ website/email/publications	Monthly
Team Leader	Spectators	General information relating to the Worlds	Website/newspapers	As required

## 5. Work Flow Process



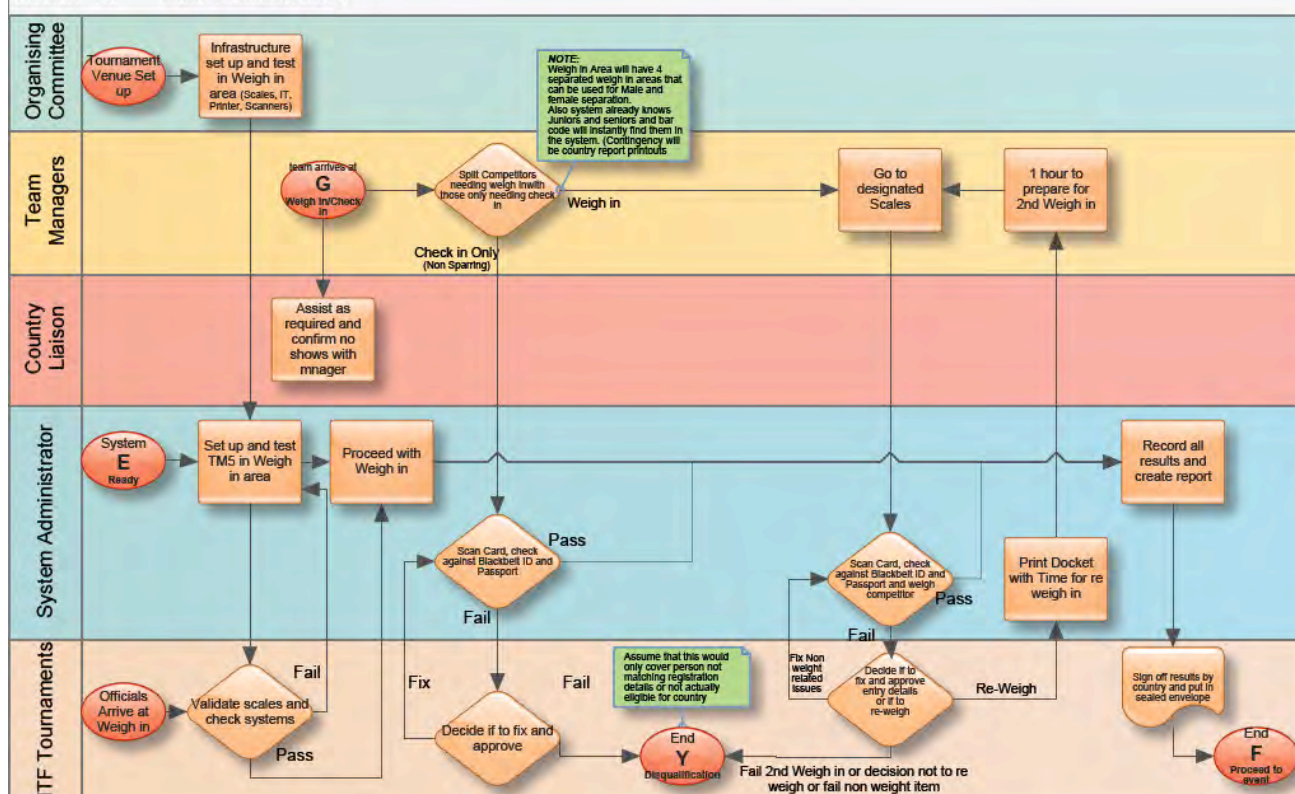
## Pre Tournament System Preparation

version: 1.0 Date:14 March 2010



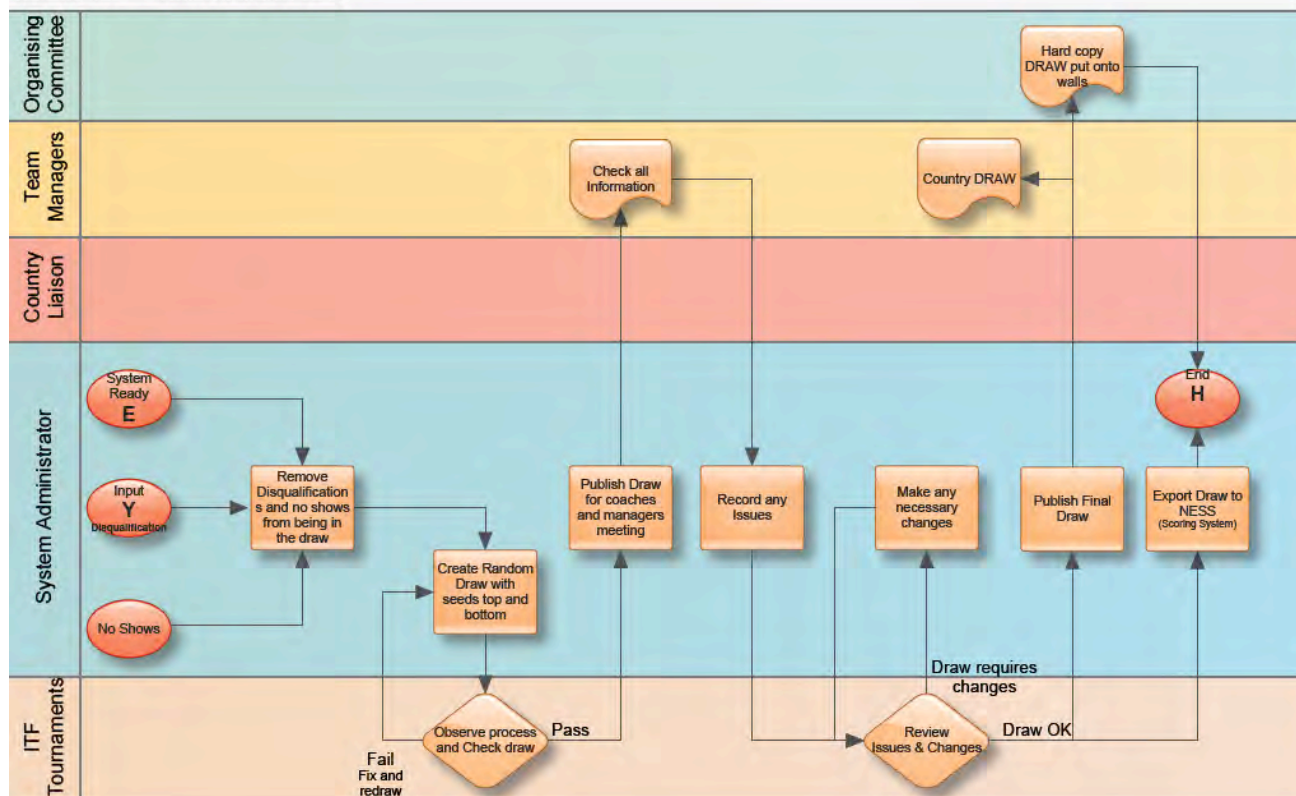
## Weigh in and Check in (Note: all competitors must check in)

version: 1.0 Date:14 March 2010







version: 1.0      Date:14 March 2010



## 6. Timetable

 <b>International Taekwon-Do</b> <b>World Championships 2011 - New Zealand</b>		<b>Individual Competition</b>				<b>Day 1 - Wednesday March 9th 2011</b>		
		<b>Ring 1</b>	<b>Ring 2</b>	<b>Ring 3</b>	<b>Ring 4</b>	<b>Ring 5</b>	<b>Ring 6</b>	<b>Ring 7</b>
		<b>Individual Sparring</b>	<b>Individual Pattern</b>	<b>Individual Pattern</b>	<b>Individual Sparring</b>	<b>Individual Sparring</b>	<b>Individual Specialty/Sparring</b>	<b>Individual Power</b>
<b>8:30</b>		<b>OPENING CEREMONY</b>						
<b>Morning</b>	Individual Sparring 24101-0 Junior Female Microweight < 45 kg 5 Competitors	Individual Patterns 14250-0 Junior Male 1st Dan 43 Competitors	Individual Patterns 14260-0 Junior Male 2nd Dan 28 Competitors	Individual Sparring 24105-0 Junior Female Hyperweight > 60 kg 12 Competitors	Individual Sparring 24104-0 Junior Female Heavyweight >55 kg -60 kg 20 Competitors	Individual Special Technique 14400-0 Junior Male 30 Competitors	Individual Power 14300-0 Junior Male 28 Competitors	
	Individual Sparring 24102-0 Junior Female Lightweight > 55 kg -60 kg 20 Competitors							
<b>Afternoon</b>	Individual Sparring 24103-0 Junior Female Middleweight > 50 kg -55 kg 15 Competitors			Individual Patterns 14270-0 Junior Male 3rd Dan 9 Competitors				
	<b>Split Lunch</b>							
<b>Red Ceremonial</b>								
<b>Afternoon</b>	Individual Sparring 14104-2 Junior Male Heavyweight > 63 kg -70 kg Group 2 10 Competitors	Individual Patterns 24250-1 Junior Female Group 1 1st Dan 17 Competitors	Individual Patterns 24250-2 Junior Female Group 2 1st Dan 16 Competitors	Individual Sparring 14104-1 Junior Male Heavyweight > 63 kg -70 kg Group 1 10 Competitors	Individual Sparring 14105-1 Junior Male Hyperweight > 70 kg Group 1 11 Competitors	Individual Sparring 14105-2 Junior Male Hyperweight > 70 kg Group 2 11 Competitors	Individual Power 24300-0 Junior Female 24 Competitors	
	Individual Patterns 24260-0 Junior Female 2nd Dan 12 Competitors		Individual Sparring 14102-0 Junior Male Lightweight > 52 kg -58 kg 24 Competitors	Individual Sparring 14103-2 Junior Male Middleweight > 58 kg -63 kg Group 2 14 Competitors	Individual Sparring 14101-0 Junior Male Microweight < 52 kg 22 Competitors			
	Individual Sparring 14103-1 Junior Male Middleweight > 58 kg -63 kg Group 1 14 Competitors	Individual Patterns 24270-0 Junior Female 3rd Dan 5 Competitors					Individual Special Technique 24400-0 Junior Female 19 Competitors	
<b>19:30</b>		<b>Red Ceremonial</b>						

 <b>International Taekwon-Do</b> <b>World Championships 2011 - New Zealand</b>		<b>Individual Competition</b>				<b>Day 2 - Thursday March 10th 2011</b>		
		<b>Seniors</b>						
		<b>Ring 1</b> Individual Sparring	<b>Ring 2</b> Individual Pattern	<b>Ring 3</b> Individual Pattern	<b>Ring 4</b> Individual Sparring	<b>Ring 5</b> Individual Sparring	<b>Ring 6</b> Individual Specialty/Sparring	<b>Ring 7</b> Individual Power/Specialty
<b>Morning</b>	<b>9:00</b>	Individual Sparring 25101-0 Senior Female Microweight < 52 kg 18 Competitors	Individual Patterns 15250-0 Senior Male 1st Dan 20 Competitors	Individual Patterns 15270-0 Senior Male 3rd Dan 18 Competitors	Individual Sparring 25104-0 Senior Female Heavyweight > 63 kg - 70 kg 15 Competitors	Individual Sparring 25102-0 Senior Female Lightweight > 52 kg - 58 kg 20 Competitors	Individual Special Technique 15400-0 Senior Male 16 Competitors	Individual Power 15300-0 Senior Male 24 Competitors
		Individual Sparring 25103-0 Senior Female Middleweight > 58 kg - 63 kg 14 Competitors	Individual Patterns 15260-0 Senior Male 2nd Dan 15 Competitors	Individual Patterns 15270-0 Senior Male 4th - 6th Dan 18 Competitors	Individual Sparring 25105-0 Senior Female Hyperweight > 70 kg 9 Competitors		Individual Special Technique 25400-0 Senior Female 15 Competitors	
<b>Afternoon</b>								
	<b>Lunch Break</b>							
<b>Medal Ceremony</b>								
<b>Afternoon</b>		Individual Sparring 15103-0 Senior Male Middleweight > 63 kg - 71 kg 21 Competitors	Individual Patterns 25280-0 Senior Female 4th - 6th Dan 10 Competitors Individual Patterns 25250-0 Senior Female 1st Dan 19 Competitors	Individual Patterns 25260-0 Senior Female 2nd Dan 17 Competitors Individual Patterns 25270-0 Senior Female 3rd Dan 12 Competitors	Individual Sparring 15102-0 Senior Male Lightweight > 54 kg - 63 kg 21 Competitors	Individual Sparring 15105-0 Senior Male Hyperweight > 80 kg 21 Competitors	Individual Sparring 15104-0 Senior Male Heavyweight > 71 kg - 80 kg 21 Competitors	Individual Power 25300-0 Senior Female 17 Competitors
					Individual Sparring 15101-0 Senior Male Microweight > 54 kg 13 Competitors			
<b>18:30</b>								
<b>Medal Ceremony</b>								

International Taekwon-Do				Tem Competition		Day 3 - Saturday March 12th 2011								
World Championships 2011 - New Zealand				Juniors										
Ring 1 Prearranged Sparring		Ring 2 Team Patterns		Ring 3 Team Sparring		Ring 4 Team Sparring		Ring 5 Team Power		Ring 6 Team Special Techniques		Ring 7		
9:00	Pre Arranged Sparring Juniors m/f 54500-0 10 Teams		Team Patterns 64200-0 Junior Male 9 Teams		Team Sparring 74100-0 Junior Female 8 Teams		Team Sparring Junior Female		Team Power 74300-0 Junior Female 8 Teams		Team Specialty 74400-0 Junior Female 7 Teams			
Morning														
Medal Ceremony														
Lunch Break														
Afternoon			Team Patterns 74200-0 Junior Female 7 Teams		Team Sparring 64100-0 Junior Male 11 Teams		Team Sparring Junior Male		Team Power 64300-0 Junior Male 7 Teams		Team Specialty 64400-0 Junior Male 7 Teams			
Medal Ceremony														
Afternoon														

International Taekwon-Do World Championships 2011 - New Zealand				Tem Competition Seniors		Day 3 - Sunday March 13th 2011								
Ring 1 Prearranged Sparring		Ring 2 Team Patterns		Ring 3 Team Sparring		Ring 4 Team Sparring		Ring 5 Team Special Techniques		Ring 6 Team Power		Ring 7		
9:00		Pre Arranged Sparring Seniors m/f 55500-0 15 Teams		Team Patterns 65200-0 Senior Male 8 Teams		Team Sparring 75100-0 Senior Female 9 Teams		Team Sparring Senior Female		Team Specialty 65400-0 Senior Male 10 Teams		Team Power 65300-0 Senior Male 13 Teams		
Morning														
Medal Ceremony														
Lunch Break														
Afternoon				Team Patterns 75200-0 Senior Female 8 Teams		Team Sparring 65100-0 Senior Male 14 Teams		Team Sparring Senior Male		Team Specialty 75400-0 Senior Female 9 Teams		Team Power 75300-0 Senior Female 10 Teams		
16:30														
Medal Ceremony														
Afternoon														

## 7. Business Cards & letter head



**Craig Hannah**  
MANAGEMENT TEAM

eml: documentation@ITFNewZealand2011.com  
mob: 64-21-536-554  
fax: 64-4-388-9832

add: PO Box 15-055, Miramar  
Wellington 6022  
New Zealand


web: www.ITFNewZealand2011.com

**Craig Hannah**  
[www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com)





**10 - 13 March 2011, TSB Arena, Wellington, New Zealand**



**Mr. Someone Somebody**  
PO Box 1045 E 4691  
100 Queens Street, London  
UNITED KINGDOM

Dear Someone Somebody,



## 8. Project Plan

ID	Task Name	Duration	Start	Finish	Predecessors	Resource Names
1	<b>Country/Team/Competitor Liaison</b>	<b>689 days?</b>	<b>Wed 1/07/09</b>	<b>Sun 1/01/12</b>		
2	<b>Airports welcomes</b>	<b>385 days?</b>	<b>Mon 21/09/09</b>	<b>Mon 7/03/11</b>		
3	Decide on Interview Dates	1 day?	Mon 21/09/09	Mon 21/09/09		Team Liaison Team
4	Create JD	1 day?	Thu 1/10/09	Thu 1/10/09		Team Liaison Team
5	Online Registration/Applications	1 day?	Sun 1/11/09	Sun 1/11/09	4	Website Administrator
6	Auto Response	1 day?	Mon 2/11/09	Mon 2/11/09	5	Website Administrator
7	Email Update	1 day?	Tue 3/11/09	Tue 3/11/09	6	Website Administrator
8	Application Close Dates	1 day?	Sat 1/05/10	Sat 1/05/10	7	
9	Interview Applicants	22 days?	Tue 1/06/10	Wed 30/06/10	8	Liaison Manager
10	Communicate Outcomes	1 day?	Thu 1/07/10	Thu 1/07/10	9	Liaison Manager
11	<b>Assign Country liaison for each Country</b>	<b>155 days?</b>	<b>Mon 1/02/10</b>	<b>Wed 1/09/10</b>		
12	Online Registrations of Countries (expressions of interest)	1 day?	Mon 1/02/10	Mon 1/02/10		Web Administrator
13	Finalise Country Attendance	1 day?	Wed 1/09/10	Wed 1/09/10		Web Administrator
14	Approach Embassies for Interpreter	1 day?	Sun 1/08/10	Sun 1/08/10	10	Assigned Team Liaison
15	Assign Interpreter	1 day?	Mon 2/08/10	Mon 2/08/10	14	Assigned Team Liaison
16	Outline Training Requirements	1 day?	Thu 1/10/09	Thu 1/10/09		Liaison Manager
17	Assign Trainers	1 day?	Thu 1/07/10	Thu 1/07/10	16	Liaison Manager
18	Train Liaisons	154 days?	Sun 1/08/10	Tue 1/03/11	17	Liaison Trainers
19	Assign Liaisons	1 day?	Sun 1/08/10	Sun 1/08/10		Liaison Manager
20	Find out travel arrangements	1 day?	Wed 1/12/10	Wed 1/12/10		Assigned Team Liaison
21	<b>Meet Team</b>	<b>47 days?</b>	<b>Sat 1/01/11</b>	<b>Mon 7/02/11</b>		
22	Find Team point of Entry into NZ	1 day?	Sat 1/01/11	Sat 1/01/11	20	Assigned Team Liaison
23	Send Liaison Person to Point of Entry into NZ	1 day?	Mon 3/01/11	Mon 3/01/11	22	Liaison Manager
24	Meet Team	1 day?	Mon 7/03/11	Mon 7/03/11		Assigned Team Liaison
25	<b>Airport Transfers</b>	<b>1 day?</b>	<b>Sat 1/01/11</b>	<b>Sat 1/01/11</b>		
26	Research Coach/Shuttle Costs	1 day?	Sat 1/01/11	Sat 1/01/11		Team Liaison Team
27	Research Contract/Payment Requirements	1 day?	Sat 1/01/11	Sat 1/01/11		Travel Co-Ordinator
28	Numbers of Shuttles/Coaches	1 day?	Sat 1/01/11	Sat 1/01/11		Team Liaison Team
29	Book Shuttles/Coaches	1 day?	Sat 1/01/11	Sat 1/01/11		Travel Co-Ordinator
30	<b>Accommodation</b>	<b>689 days?</b>	<b>Wed 1/07/09</b>	<b>Sun 1/01/12</b>		
31	Look at numbers from previous World Champs	1 day?	Wed 1/07/09	Wed 1/07/09		Carolyn Baigent
32	Assign Travel Co-Ordinator	1 day?	Wed 1/07/09	Wed 1/07/09		Country Liaison Team
33	Assess Venues and appropriate accommodation	1 day?	Wed 1/07/09	Wed 1/07/09		Travel Co-Ordinator
34	<b>Finalise Numbers for Countries</b>	<b>221 days?</b>	<b>Sun 1/11/09</b>	<b>Wed 1/09/10</b>		
35	Online Registrations of Countries (expressions of interest)	1 day?	Sun 1/11/09	Sun 1/11/09		Web Administrator
36	Finalise Country Attendance	1 day?	Wed 1/09/10	Wed 1/09/10		Web Administrator
37	VIP Deds versus Standard Deds	1 day?	Wed 1/07/09	Wed 1/07/09		Travel Co-Ordinator
38	Assign Hotel Ratings	1 day?	Thu 2/07/09	Thu 2/07/09	37	Travel Co-Ordinator
39	Arrange Contracts/Negotiate Pricing	1 day?	Sat 1/08/09	Sat 1/08/09	38	Travel Co-Ordinator
40	Publicise accommodation availability via website	1 day?	Mon 1/02/10	Mon 1/02/10	39	Web Administrator
41	Confirm Numbers with Hotels subject to contract requirements	1 day?	Wed 1/12/10	Wed 1/12/10		Travel Co-Ordinator
42	Deposits for Accommodation Paid	1 day?	Sun 1/01/12	Sun 1/01/12		Travel Co-Ordinator
43	<b>Travel</b>	<b>168 days?</b>	<b>Wed 1/07/09</b>	<b>Mon 1/02/10</b>		
44	Look at numbers from previous World Champs	1 day?	Wed 1/07/09	Wed 1/07/09		Carolyn Baigent
45	Assign Travel Co-Ordinator	1 day?	Wed 1/07/09	Wed 1/07/09		Team Liaison Team
46	Assess Travel Options	68 days?	Wed 1/07/09	Thu 1/10/09		Travel Co-Ordinator
47	<b>Finalise Numbers for Countries</b>	<b>1 day?</b>	<b>Mon 21/09/09</b>	<b>Mon 21/09/09</b>		
48	Online Registrations of Countries (expressions of interest)	1 day?	Mon 21/09/09	Mon 21/09/09		Web Administrator
49	Finalise Country Attendance	1 day?	Mon 21/09/09	Mon 21/09/09		Web Administrator
50	Arrange Travel Packages	23 days?	Tue 1/09/09	Thu 1/10/09		Travel Co-Ordinator
51	Advertise Travel Packages on website	1 day?	Mon 1/02/10	Mon 1/02/10	50	Travel Co-Ordinator
52	<b>Welcome Kits</b>	<b>420 days?</b>	<b>Wed 1/07/09</b>	<b>Tue 1/02/11</b>		
53	Brainstorm Possible Contents	1 day?	Wed 1/07/09	Wed 1/07/09		Team Liaison Team
54	Source Pricing	1 day?	Sat 1/08/09	Sat 1/08/09		Team Liaison Team
55	Determine Priority	1 day?	Mon 1/11/10	Mon 1/11/10		Team Liaison Team
56	Agree Contents	1 day?	Mon 1/11/10	Mon 1/11/10		Team Liaison Team
57	Gain Approval on Bags and contents	1 day?	Thu 1/10/09	Thu 1/10/09		Team Liaison Team
58	Source Items for Bags	1 day?	Mon 1/11/10	Mon 1/11/10		Team Liaison Team
59	Confirm orders to providers	1 day?	Mon 1/11/10	Mon 1/11/10		Team Liaison Team
60	Payment of orders to providers	1 day?	Mon 1/11/10	Mon 1/11/10		Team Liaison Team
61	Receipt of Pieces	1 day?	Tue 1/02/11	Tue 1/02/11		Team Liaison Team
62	Create Working Bag	1 day?	Tue 1/02/11	Tue 1/02/11		Team Liaison Team
63	Create Bags	1 day?	Tue 1/02/11	Tue 1/02/11		Working Bag Team
64	<b>Special team requirements (including team needs during tournament)</b>	<b>134 days?</b>	<b>Sun 1/08/10</b>	<b>Tue 1/02/11</b>		
65	Gather any special requirements	1 day?	Sun 1/08/10	Sun 1/08/10		Assigned Team Liaison
66	Liste with Hotels and Venues of Events	1 day?	Wed 1/09/10	Wed 1/09/10		Assigned Team Liaison
67	Confirm Requirements	1 day?	Tue 1/02/11	Tue 1/02/11		Assigned Team Liaison

Project: C:\Documents and Settings\m Date: Tue 18/10/11

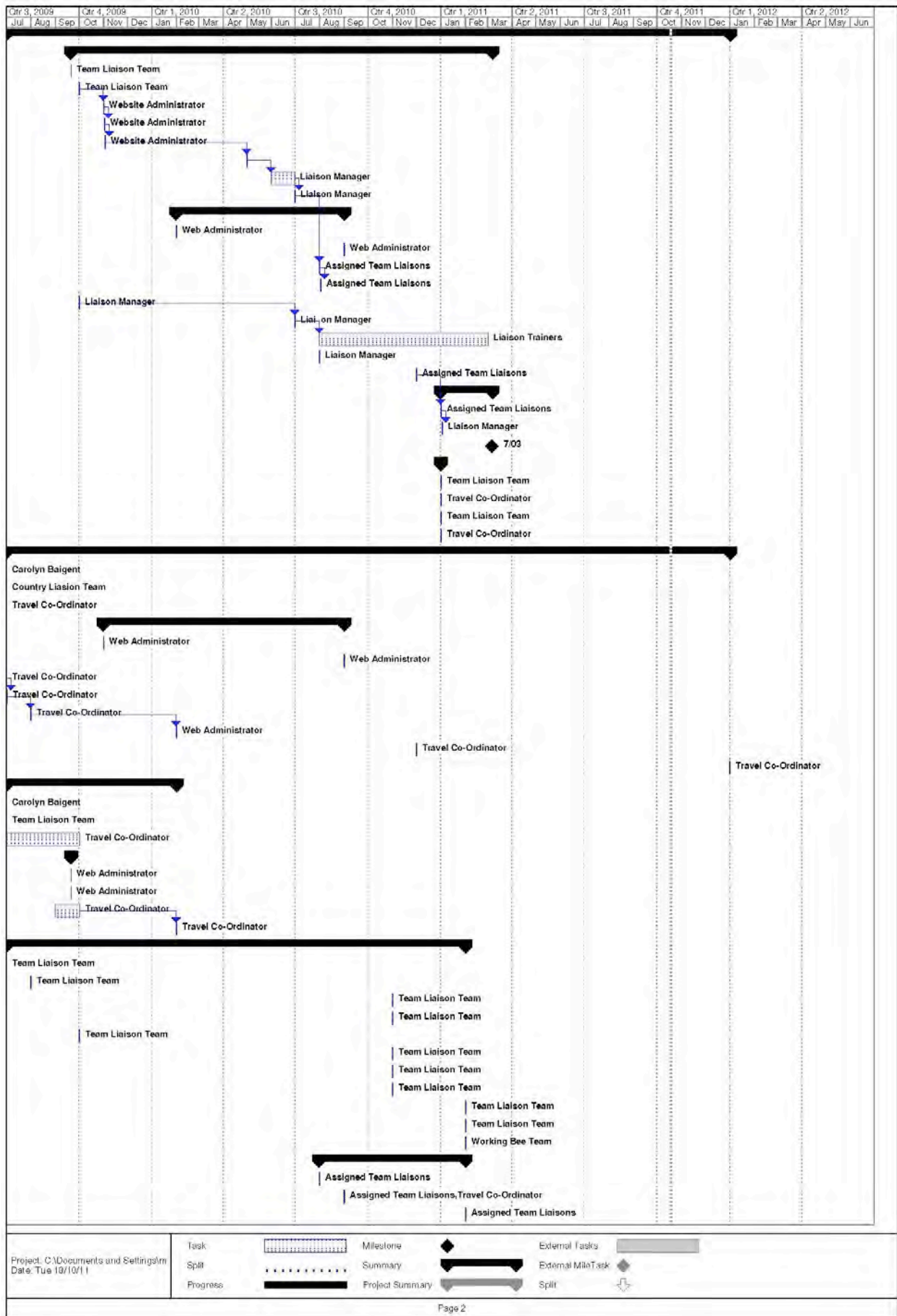
Task: Milestone: External Tasks:

Split: External Mile task:

Progress: Project Summary:

Split:

Page 1





## 9. Immigration Report (Sample)

AUSTRALIA	
Federation Name	ITF Taekwon-Do Australia
Team Manager	Paul Harper
Address	c/o: Mr Paul Harper 14 Clow Avenue Upper Ferntree Gully VICTORIA 3156 AUSTRALIA

\* Indicates Attended Argentina 2009

### Competitors

ITF No	Full Name	Passport	M/F	DOB	ITF Number	Invitation Number	Argentina
32049	Adam Purser	N4999418	M	29/09/1996	AU-2-358	NZ529	
42403	Amber Hughes	M5296964	F	25/01/1987	AU-2-355	NZ516	
43022	Annabel Ellison	N2813664	F	7/12/1993	AU-1-1070	NZ503	*
32019	Ashley Thornton	707036613	M	1/06/1992	AU-1-1041	NZ539	*
16699	Bianca Bin	M7600629	F	3/08/1994	AU-3-134	NZ493	
16510	Carlie Dann	M6544320	F	4/05/1988	AU-4-65	NZ500	
32029	Carysse Shean	M8004918	F	3/05/1992	AU-2-313	NZ535	*
48944	Cecilia Love	M8315091	F	11/04/1995	AU-1-1097	NZ521	
16513	Charles Van Beelen	L4197511	M	25/02/1956	AU-4-66	NZ544	*

### Umpires / Official

Invitation No    Passport No

Umpire    Steve Weston

### Others

		Invitation No	Passport No
Coach	Frans Christensen	NZ499	N2190241
Coach	George Gabrielides	NZ507	N3723363
Coach	Paul Harper	NZ510	L4670525
Coach	Spiridon Carlotis	NZ497	L3765312
Supporter	Anna Harper	NZ511	N2104655
Supporter	Deborah Byrne	NZ496	N2263024
Supporter	Gabby Love	NZ522	M8311311
Supporter	Gail Hayden	NZ513	M1453161
Supporter	Iptissam Faddoul	NZ504	M6732502
Supporter	Isobel Spurr	NZ536	AB111991

## 10. Invitation Letter



31st May 2010

Open Letter to all ITF National Associations:

**Subject: Official invitation to the ITF World Championship New Zealand 2011**

This letter serves as an official invitation to your National Association to send your delegations to the most prestigious Taekwon-Do event in the world.

The ITF XVII Senior Taekwon-Do World Championships and the ITF XI Junior Taekwon-Do World Championships will take place in Wellington, New Zealand on the 9th - 13th March 2011.

Wellington is the capital city of New Zealand situated in the center of the country where it is an ideal location to plan your extended New Zealand holiday.

The competition will be held in the purpose-built sports stadium TSB Bank Arena in the downtown waterfront area of Wellington. The stadium is located within easy walking distance to hotels, shopping, restaurants and entertainment.

Please visit the official website at [www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com) for all details including the planned tournament schedule.

We would like you to join all our International Taekwon-do family and share one unforgettable New Zealand experience.

Yours in ITF Taekwon-Do



Master Evan Davidson  
President  
International Taekwon-Do New Zealand



Mr Nick Lourantos  
Chairman  
ITF Taekwon-Do World Championships New Zealand




ITF Taekwon-Do World Championships 2011 Limited  
PO Box 15 055, Miramar, Wellington 6022, NEW ZEALAND  
Phone: +64 (0) 439 452 Email: [tournament@ITFNewZealand2011.com](mailto:tournament@ITFNewZealand2011.com)

## 11. Newsletters



# NEWSLETTER UPDATE

www.itfnewzealand2011.com JUNE 2010

## Welcome

Welcome to the first issue of a regular 2011 ITF World Championships newsletter that will provide information and updates. The tournament will be in the capital city of New Zealand, Wellington from 9-13 March 2011. New Zealand is proud to have this opportunity, and invite you to join us whilst we showcase our nation and rich culture to the world.








Vietnam vs Jamaica in the Women's team sparring

## New Zealand (Aotearoa)

New Zealand's place in the South Pacific region, and our love of the outdoors, sport, and the arts, make our culture unique. The Māori people are the indigenous people of Aotearoa (New Zealand) and first arrived here in waka hourua (voyaging canoes) from their ancestral homeland of Hawaiki over 1,000 years ago. Today, Māori make up over 14 percent of the national population. The Maori language and culture have a major impact on all facets of New Zealand life.

New Zealand is also known as the land of adventure tourism. All around the country there are many outdoor activities, such as horse back or motor cross riding, white water rafting, mountain climbing, tramping and camping through world famous national parks, the north island thermal wonderland, swimming off pristine beaches, and swimming with dolphins off our idyllic coastline.



## Upcoming Newsletters

Watch this Space!

- Competitor registration information
- Competition venue details
- The tournament schedule
- Other events such as the Umpires Course and Congress
- Hotel options
- New Zealand bio-security and border control information
- World Championships clothing for sale
- Holiday options





Keyword: ITF

PO Box 15 055, Miramar,  
Wellington 6022, NEW ZEALAND

Fax: 64 4 388 9832  
Email: Tournament@ITFNewZealand2011.com  
www.ITFNewZealand2011.com



## Competitor Registration

We expect online registrations will open in August. Competitor registration must be carried out by country team managers. The cost for each competitor is US\$150. Team managers please ensure you visit and familiarise yourselves with the registration page on the 2011 World Championships website, at [www.itfnewzealand2011.com/tournament](http://www.itfnewzealand2011.com/tournament)

## Travel & Accommodation

We have booked many Wellington hotels for 8 nights, from in Sunday 8 March to Monday 14 March 2011. If countries want alternative arrival and departure dates we would be grateful if you could inform us, so that we can notify the hotels accordingly.

We have available a range of packages to suit the requirements of our visiting countries. If you wish to discuss accommodation options, or to secure a hotel booking, please contact our travel representative by email at [travel@itfnewzealand2011.com](mailto:travel@itfnewzealand2011.com)

Our travel representative can assist with all of your travel requirements, and, for those that may want to stay in New Zealand after the World Championships, we can arrange for coach tours of the North and/or South Island. There is more information with regards to touring New Zealand on the World Championships website [www.itfnewzealand2011.com](http://www.itfnewzealand2011.com)

## Wellington City

Wellington is New Zealand's capital city, and is also known as our arts and culture capital. Wellington is an exciting, compact city with a population of around 400,000 people. The city has a special blend of heritage buildings, museums and galleries, fine food and live entertainment, making it a great place to visit.

The central city, only 2 kilometres wide, is nestled between the beautiful Wellington harbour and the hills. Wild, untouched landscapes can be found within minutes of your city hotel. Downtown Wellington is divided into four distinct quarters, making it easy for visitors to experience the different personalities of the city. The fashions, flavours and faces change with every quarter.

Wellington is home to many of New Zealand's most significant heritage attractions. Among these are the national museum Te Papa, Parliament and the National Archives, which displays the original Treaty of Waitangi.

Within short travelling distances North of Wellington visitors can experience historic Greytown and the Martinborough wine country and vineyard tours. Or visitors can experience a ferry ride across the Cook Strait to the South Island, arguably one of the most beautiful ferry adventures in the world.

## Country Liaison

To enhance your experience at the 2011 World Championships, your country will soon be assigned a Country Liaison person. The purpose of a Country Liaison is to provide each country with one point of contact with regards to assistance with the tournament, and their stay in Wellington. A Country Liaison assigned to your country will be in touch with your team manager soon.

## Visa Requirements

Some countries will require a visa for entry into New Zealand. A visa application will need to be lodged at your nearest New Zealand immigration office as early as possible to avoid delays. A Country Liaison person will be making direct contact with Country Team Managers shortly to assist with Visa matters. In addition, Immigration New Zealand has branches located all across the world with dedicated staff waiting to assist you. All New Zealand immigration branches located overseas have an individual page within the main New Zealand immigration website, [www.immigration.govt.nz](http://www.immigration.govt.nz). These pages contain both branch-related and region-specific information. Not all countries will require a visa. You may not require a visa if you are travelling on a passport issued by a visa free country. A complete list of visa free countries can also be found on the New Zealand immigration website. We recommend you check these before submitting a visa application.

While you wait for a Country Liaison person to make contact, you can access more information with regards to the application criteria and procedure, on the New Zealand World Championships website [www.itfnewzealand2011.com/visa](http://www.itfnewzealand2011.com/visa)

## After Tournament Function

Before you arrange your travel and accommodation, we are pleased to be able to inform you that there will be an after tournament party held on Sunday night of 13 March. More information will follow. For now, we encourage you to stay in Wellington for the Sunday night celebrations!




## SPONSORS













# NEWSLETTER UPDATE

7th September 2010

www.itfnewzealand2011.com

## Welcome

Welcome to the second issue of the 2011 ITF World Championships newsletter. This newsletter will cover venue information, tour options, 10 great things to do in Wellington, and a spotlight on Te Papa, the National Museum of New Zealand. The tournament will be held in the capital city of New Zealand, Wellington from 9-13 March 2011 we hope you will continue your stay with us and experience our diverse landscapes, culture and attractions in our home of New Zealand (Aotearoa).

## Attractions in Wellington

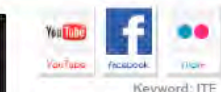
Wellington is New Zealand's capital city and offers everything from culture to coffee; music to movie-making. Wellington's sights and sounds will leave you wanting more. If you're into the outdoors we've got action-packed adventure activities to picturesque walks around the beautiful harbour and hills.

Here is a list of 10 great things to do in Wellington...

1. Visit Te Papa, NZ's National Museum. You can explore their interactive exhibitions of history, art, NZ culture, and natural history at your leisure, or join one of their fun and informative one-hour guided tours of the highlights of their collection.
2. Visit the Mount Victoria Lookout. The panoramic view over the city, the harbour and Cook Strait is one of Wellington's best. Drive to the lookout, or walk along the waterfront and then wend your way up winding hillside streets and paths through the Town Belt.
3. Ride the historic Wellington Cable Car. The Cable Car leaves from Lambton Quay and climbs up the steep slope to Kelburn. At the top you can visit the Cable Car Museum, enjoy a gentle stroll back to the CBD through the peaceful Botanic Gardens, the historic Bolton Street Cemetery and NZ's Parliament buildings.
4. Go virtual star gazing at the Carter Observatory. While you're exploring the Botanic Gardens, make sure you call into the Carter Observatory and check out their state of the art full-dome digital theatre and multi-media space experience.
5. Experience NZ's native bush and bird life, only minutes away from the CBD, at Zealandia. The Karoni Sanctuary Experience. Enjoy the native bird life while you explore the walking tracks running through this 225 hectare native forest reserve. You'll also get a chance to see tuatara (native lizards), and NZ's unique weta in its natural habitat.
6. Get an introduction to Wellywood at the Weta Cave in Miramar. See props, characters, and costumes made for films by Weta Workshops.

## Registration

Registration details are still to be confirmed while in consultation with the ITF. We will release these as soon as they are finalised.



Keyword: ITF



## TSB Bank Arena, the venue



The TSB Bank Arena will be the home to the 2011 ITF World Championships from the 9th - 13th March 2011. It is Wellington's premier indoor sporting venue and is capable of hosting a wide range of indoor events. The 5th Oceania Championships 2010 were held at the TSB Bank Arena and the facilities for the competitors and teams were world class and included elevated stadium seating for teams and visitors to get a great view of all the competitors on the floor.

TSB Bank Arena is located in the heart of Wellington City and is situated right on the stunning Wellington waterfront on Queens Wharf. The venue is easy walking distance from almost all accommodation in central Wellington. The TSB Bank Arena is right next to some fabulous shopping on Lambton Quay or a number of great cafes and restaurants located in this area. If you have a little bit of downtime there are also a number of Wellington attractions also able to be visited in this area.

## Attractions in Wellington (cont)

7. Get a feel for our city by taking a tour. Visit the i-SITE Visitor Centre in Civic Square and find out the wide range of tours on offer by experienced and knowledgeable local guides. With options including city highlights, gourmet food tours, and 4WD trips around the rugged south coast, there's something for everyone!
8. Shop and people watch on Cuba Street. Have a cup of coffee in one of the many cafes, watch the buskers, and take a look through the eclectic range of shops.
9. Enjoy some fresh local food. Sample some of Wellington's restaurants, we've got everything from fine dining to cheap and cheerful, and can offer a wide range of cuisines from around the world. Make sure you get along to the City Market at Chaffers Dock on Sunday to enjoy good food from local artisan producers.
10. Enjoy the nightlife! Head to Cuba Street or Courtenay Place for bars, restaurants, and dancing.



## The Maori Creation Story of New Zealand

The creation of New Zealand is told in the story of the demigod Maui, the son of Ranginui, the Sky Father, and Papatuanuku, the Earth Mother. Maui and his brothers were fishing in their mighty waka (canoe) in the vast ocean and caught a large fish. The fish struggled fiercely, so they beat and slashed it and the fish writhed in agony which created the hills and valleys. When the fish died it became the North Island, its head became Wellington. The translation for Wellington is Te Upoko o te Ika a Maui in Maori and means 'the head of Maui's fish'.



## Travel and Tours in New Zealand

If you're travelling with a group of 20 or more and want to take some time out and see some more of our beautiful country before you head back home, contact our travel representative at: [Travel@ITFNewZealand2011.com](mailto:Travel@ITFNewZealand2011.com)

Our travel representative has plenty of great ideas for tours and places to visit, and is happy to work with your group to construct a tour that suits YOU. Over the next few months we will feature some of the popular tours that our travel representative can organise. This month we're starting with a sample itinerary that takes you to Rotorua, famed for its thermal activity, beautiful lake, and Maori culture.



3 day tour - Wellington-Rotorua-Auckland - hot pools, mud baths, geysers, a buried village and some Maori culture!

If you can't stay for long after World Championships is over, but want to have some fun and experience some of New Zealand's Maori culture and varied landscape before you head back home, this is the perfect option. This tour includes coach travel from Wellington to Rotorua, 2 nights' accommodation in Rotorua, coach travel to Auckland and 1 night's accommodation in Auckland.

The trip to Rotorua takes you across the volcanic plateau where you get spectacular views on Mt Ruapehu, and through Taupo. If you have time to stop for an extra day, you can visit Huka Falls, explore some of the wonderful walks, and soak in the hot pools.



There's certainly no shortage of things to do in Rotorua. You can get your adrenaline fix by going bungee jumping or riding the luge, marvel at the geysers, brightly coloured sulphur lakes and mudpools at the geothermal parks, explore the village buried when Mount Tarawera erupted in 1886 and get an introduction to Maori culture and craft by taking a cultural tour at Whakarewarewa Village - make sure you stay for the hangi (meal cooked in a traditional earth oven) at lunchtime! On the road between Rotorua and Auckland you can stop off and explore the Waitomo Caves, you can either walk through the caves or go on a blackwater rafting tour.

Once in Auckland you can explore all that New Zealand's largest city has to offer before flying home to share your adventures with your friends and family.

Indicative price:  
NZD \$800.00 per person  
(approx USD \$550.00/EUR 400.00)

## Spotlight on Te Papa

Te Papa is the National Museum of New Zealand located on Wellington's waterfront just a 5 minute walk from the TSB Bank Arena. The collections cover five areas including art, history, Pacific, Maori and the natural environment.

The collections are dynamic, innovative, educational, interactive and fun. A must see is The Treaty of Waitangi which is New Zealand's founding document. The Treaty is an agreement, in Maori and English that was made between the British Crown and about 540 Maori rangatira (chiefs). The two main exhibitions in March 2011 are Brian Brake, Lens on the World and Enriching Fashion, an eye for detail. The museum and exhibitions are all free to visitors of Te Papa.



## SPONSORS







# NEWSLETTER UPDATE

8th October 2010 www.itfnewzealand2011.com



## 2011 ITF TAEKWON-DO WORLD CHAMPIONSHIPS NEW ZEALAND

### Welcome

Welcome to the third issue of the 2011 ITF World Championships Newsletter. This newsletter we're bringing you some advance information on competitor registration and team accommodation options available in Wellington. We're also continuing to feature some of Wellington's best attractions. This month we've got the spotlight on Zealandia: The Karon Sanctuary, New Zealand's leading eco-attraction.

**Online Registration - opens 30th October 2011**

Tournament registration and hotel accommodation reservations for the 2011 ITF Taekwon-Do World Championships will open on 30th October 2010. Each country's Federation representatives can expect to receive details of the official registration website url, username, and password in mid-October. Details of the official registration website will also be uploaded to the 2011 ITF Taekwon-Do World Championships website at the end of October: <http://www.itfnewzealand2011.com/>.

Please remember that registration for the 2011 ITF Taekwon-Do World Championships must be done through the official registration website and that all Junior and Senior World Championship competitors, coaches, and officials must register before the site closes on 10th February 2011. Please make sure that all of your delegation is registered by this date. We don't want anyone to miss out!

**Competitor and team entry fees for the Junior and Senior World Championships are as follows:**

Individual competitor fee: US\$150.00

Team entry fee: US\$100.00 per team

Prearranged sparring: US\$50.00 per team

**The entry fee includes:**

- An event ID card (subject to accommodation being booked via the official registration website)
- Free entrance to the Stadium
- Transport on arrival in Wellington from airport, bus, or train terminal to hotel accommodation

Competitors born in 1983 may compete as either a Junior or Senior, but must select which class category they will compete in when completing their online registration. The competitor must then compete in individual and team matches according to the class category selected when registering.



**Competition Draw**

The draw for the competition will take place on 15th February 2011 and will be emailed on 1st March 2011 to the country's Team Manager or Head Coach. Team Managers and Head Coaches, please make sure you check and download the draw before the event!



**Competition Rules – Where to Find Them!**

Competition at the 2011 ITF Taekwon-Do World Championships will be conducted according to the ITF Competition Rules as defined at:

[http://www.tkd-itf.org/pub\\_web/ver\\_eng/comp\\_rules.html](http://www.tkd-itf.org/pub_web/ver_eng/comp_rules.html)

**Registration** Official registration website will also be uploaded to the 2011 ITF Taekwon-Do World Championships website at the end of October: [WWW.ITFNEWZEALAND2011.COM](http://www.ITFNEWZEALAND2011.COM)





Keyword: ITF

## Team Accommodation in Wellington

Our organising committee have been working hard to ensure that quality accommodation options within easy walking distance of the stadium are available for all competitors, coaches, and officials. They've put together options ranging from backpacker accommodation to 5 Star hotels, so we're sure there's something available to suit everyone's budget!

Accommodation can be booked using the official registration website from 30th October 2010. Accommodation booked using the official registration website includes breakfast and dinner (without alcoholic beverage). Your booking will include dinner on the day of arrival and breakfast on the day of departure.

If you book accommodation through the official registration website before 10th February 2011 and pay a 20% deposit before 15th January 2011 accommodation prices (per person) will be:

Dates:	Budget (2-8 person multi-share room)	★★★★ Hotel (twin share)	★★★★★ Hotel (twin share)	★★★★★ Deluxe (twin share)
<b>7 Nights</b> In: 7 <sup>th</sup> March 2011 Out: 14 <sup>th</sup> March 2011	NZ\$690	NZ\$1125	NZ\$1480	NZ\$1760
<b>8 Nights</b> In: 6 <sup>th</sup> March 2011 Out: 14 <sup>th</sup> March 2011	n/a	NZ\$1265	NZ\$1670	NZ\$1990

Please contact [travel@ITFNewZealand2011.com](mailto:travel@ITFNewZealand2011.com) for further pricing details if you wish to:

- Book single room accommodation
- Arrive before Sunday 6th March 2011 or depart after Monday 14th March

**Remember: Individuals who choose not to book accommodation through official registration website will be charged a fee of US\$100 to obtain the event ID card.**

## Spotlight on Zealandia: The Karori Sanctuary

Karori Sanctuary is New Zealand's leading eco-attraction. Just a 10 minute drive from central Wellington you will be able to experience the exhibition Zealandia showing the last 1000 years of natural history in New Zealand. Karori Sanctuary plays host to many of New Zealand's endangered birds, reptiles and insects in 225ha (550 acre) of natural environment. There are many enjoyable easy walking tracks and some that can really get the blood pumping. Walk along and see tui birds playing in trees, kaka birds feeding, or even a tuatara lizard sunbathing. There are also day and night tours available at Karori Sanctuary, the night tours offer you a chance to see our rare kiwi birds foraging.

For more information visit [www.visitzealandia.com](http://www.visitzealandia.com)



SPONSORS

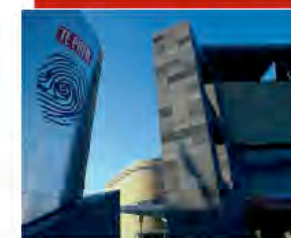


## The Venue: TSB Bank Arena

The TSB Bank Arena will be the home to the 2011 ITF World Championships from the 9th - 13th March 2011. It is Wellington's premier indoor sporting venue and is capable of hosting a wide range of indoor events. The 5th Oceania Championships 2010 were held at the TSB Bank Arena and the facilities for the competitors and teams were world class and included elevated stadium seating for teams and visitors to get a great view of all the competitors on the floor.



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# NEWSLETTER UPDATE

10th November 2010 [www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com)

## 2011

### ITF TAEKWON-DO

### WORLD CHAMPIONSHIPS

### NEW ZEALAND




## Welcome

Welcome to the fourth issue of the 2011 ITF World Championships Newsletter. This newsletter contains some important information from Immigration New Zealand that will help make the Visitor's Visa application process for international competitors run more smoothly. We have also provided some details of the anti-doping policy that will be followed at 2011 ITF World Championships.

## Invitation Letters

**Required by All International Participants, Officials and Supporters**

Immigration New Zealand has been working with the 2011 ITF World Championships organisers to ensure that the paperwork required by international competitors, officials, and supporters travelling to Wellington for the 2011 ITF World Championships is processed by Immigration officials as quickly and efficiently as possible.

To assist with this goal, Immigration New Zealand have advised that:

- All individuals travelling to New Zealand as competitors, coaches, team managers, team doctors, or supporters must be issued with an Invitational Letter from 2011 ITF World Championships Organising committee.
- The Visitor's Visa application fee will be waived for all Visitor's Visa applicants who have been issued with an Invitation Letter

The Invitation Letter needs to be sent to Immigration New Zealand with Visitor's Visa applications, and all 2011 ITF World Championships competitors, officials, and supporters, whether from a visa required country or a visa free country, must present the Invitation Letter from 2011 ITF World Championships with their passport on arrival in New Zealand.

Invitation Letters will be issued to individuals or to the Team Manager 2011 ITF World Championships after the team's registration has been submitted, accepted and verified. Immigration New Zealand will only accept hardcopy Invitation Letters. Once a registration has been verified an Invitation Letter will be posted to the individual team member/supporters or to the Team Manager.

If a Country has a Team Manager responsible for co-ordinating the entire Team, a single Invitation Letter which contains a list of the names of every team member, official, and supporter who will be travelling to New Zealand as part of the group will be sufficient. If the Team Manager is not able to co-ordinate everyone in the National Team, then each individual will require an individual Invitation Letter.

The Online Registration page is open, so the sooner your team registers, the sooner we can issue the Invitation Letter, and the sooner you can apply for your Visitor's Visa!

## Time Frame NZ Visitor's Visas to be lodged with Immigration New Zealand by 1 December 2010


Immigration New Zealand have advised that all applications for NZ Visitor's Visas from competitors, supporters, coaches, team managers, team doctors, and medical teams travelling to the 2011 ITF World Championships must be lodged with the nearest Immigration New Zealand office by 1 December 2010. Start applying for your Visiting Visa now!





Keyword: ITF

10th November 2010 [www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com)



## Who Needs a Visitor's Visa to Enter New Zealand?

You do **NOT** need a Visitor's Visa to enter New Zealand if your passport is valid for at least 3 months beyond the date you intend to leave New Zealand and:

- You are a British citizen, or hold a British passport and can produce evidence of the right to reside permanently in the United Kingdom, and your stay in New Zealand will be not be longer than 6 months; or
- You are travelling on a United Nations (UN) laissez-passer; or
- Your passport is issued by one of the following countries, and your stay in New Zealand will not be longer than 3 months:

Andorra	Hungary	Poland
Argentina	Iceland	Portugal *
Austria	Ireland	Romania
Bahrain	Israel	Qatar
Belgium	Italy	San Marino
Brazil	Japan	Saudi Arabia
Brunei	Korea (South)	Singapore
Bulgaria	Kuwait	Slovak Republic
Canada	Latvia * * * *	Slovenia
Chile	Liechtenstein	South Africa
Cyprus	Lithuania * * * *	Spain
Czech Republic	Luxembourg	Sweden
Denmark	Malaysia	Switzerland
Estonia * * * *	Malta	United Arab Emirates
Finland	Mexico	United States of America * *
France	Monaco	Uruguay
Germany	Netherlands	Vatican City
Greece * * * * *	Norway	
Hong Kong * * *	Oman	

- Portuguese passport holders must also have the right to live permanently in Portugal.
- Including nationals of the USA.
- Residents of Hong Kong travelling on Hong Kong Special Administrative Region or British National (Overseas) passports.
- Visa waiver does not apply to people travelling on alien's (non-citizen's) passports issued by these countries.
- Greek passport holders whose passports were issued on and after 1 January 2008.
- (Greek passports issued before 1 January 2008 are not acceptable for travel after 1 January 2007, see A2.10.50.)

**IMPORTANT:** Your passport must be valid for *at least 3 months* beyond the date that you intend to leave New Zealand

## What to do if you need a Visitor's Visa

- Make sure that you or your team have registered as a competitor, official, or supporter on the 2011 ITF World Championships Online Registration page at:  
<http://www.tkdhosting.com/worlds/>
- Make sure that your passport is current and valid for at least 3 months after the date you intend to leave New Zealand
- Download a copy of the Visitor's Visa/Permit Application (INZ 1017) from Immigration New Zealand's website:  
<http://www.immigration.govt.nz/NR/rdonlyres/3CEE1C20-BA66-45ED-ABE7-7697DDC12F73/0/1017.pdf>

If you need assistance with completing the form, please refer to the Visitor's Visa/Permit Application Guide (INZ 1018) on Immigration New Zealand's website:  
<http://www.immigration.govt.nz/NR/rdonlyres/AC468617-95B4-48ED-9CBA-586A97836AFE/0/1018.pdf>

- Visitor's Visa applicants from China must also complete the Supplementary Application Form for Chinese Visitors, Students and Workers available on Immigration New Zealand's website:  
<http://www.immigration.govt.nz/NR/rdonlyres/4CC926EE-57FE-4D33-BDA2-10CABD580DBB/0/1027.pdf>



10th November 2010



www.ITFNewZealand2011.com

- Visitor's Visa applicants from Croatia who were born before 1974 must also complete the Additional Information Required for Croatian Nationals form. Please contact [CountryLiaison@ITFNewZealand2011.com](mailto:CountryLiaison@ITFNewZealand2011.com) if you require this form.
- Visitor's Visa Applicants from Afghanistan, Algeria, Bosnia/Herzegovina, Ethiopia, Serbia, Montenegro, and Cambodia must also complete the Supplementary Form, and the Family Declaration. Please contact [CountryLiaison@ITFNewZealand2011.com](mailto:CountryLiaison@ITFNewZealand2011.com) if you require this form.
- Send the completed form(s), and your Invitation Letter, plus 2 passport sized photos (head and shoulders) to your nearest Immigration New Zealand Office before 1 December 2010:  
<http://www.immigration.govt.nz/migrant/general/formsandfees/officeandfeescalculator/>
- You do not need to pay the fee, as this has been waived for the athletes, their support crew, and officials
- The following Immigration New Zealand offices have assigned Immigration Officers dedicated to assist with Visitor's Visa applications for the 2011 ITF World Championships: *Bangkok, Beijing, Dubai, Hong Kong, Ho Chi Minh, Jakarta, Manila, New Delhi, Shanghai, Singapore, Nuku'alofa, Apia, Suva, Sydney, London, Moscow, and Pretoria.* If your receiving office is not included in this list, you will need to contact the nearest New Zealand Embassy or Consulate:  
<http://www.immigration.govt.nz/migrant/general/formsandfees/officeandfeescalculator/>

If you will be travelling through Australia en route to the World Champs, please refer to <http://www.immi.gov.au> to determine whether you will need an Australian Transit Visa

There are Offshore Immigration Officers who are dedicated to assist you for the Taekwon-do World Championships. They can help you with any visa or entry related enquires, please contact these officers, using the above document 'Designated INZ Branch Officers'. If your receiving office is not included in this document you will need to contact the nearest New Zealand Embassy or Consulate. You can find this information at:  
[www.immigration.govt.nz/migrant/general/formsandfees/officeandfeescalculator/](http://www.immigration.govt.nz/migrant/general/formsandfees/officeandfeescalculator/)

### What to Do When You and Your Team Arrive in New Zealand

All participants, whether from a visa required country or a visa free country must present the Invitation Letter from 2011 ITF World Championships with their passport on arrival in New Zealand. This will assist with processing, and will mean that your passport will be stamped with the commemorative 2011 ITF World Championships logo. What a great souvenir!

### ! Anti-Doping

On the 30th June, 2010, the International Taekwon-Do Federation-ITF joined the fight for clean sport and a fundamental right to participate in doping-free sport in accordance with integrity, the second Tenet of Taekwon-Do and the strategic development of our organization. In accordance with being an official Code Signatory, and in furtherance of the International Taekwon-Do Federation's continuing efforts to eradicate doping in the sport of Taekwon-Do ITF, all Athletes competing at the XVII Senior Taekwon-Do World Championships and the ITF XI Junior Taekwon-Do World Championships being hosted in Wellington, New Zealand in March 2011, will be subject to Testing by International Taekwon-Do Federation - ITF, or the Anti-Doping Organization appointed to complete Testing at the World Championships

The ITF Anti Doping rules are available on the official ITF website in the Competition section here:

[http://www.tkd-itf.home.pl/pub\\_web/ver\\_eng/antidoping\\_rules.html](http://www.tkd-itf.home.pl/pub_web/ver_eng/antidoping_rules.html)

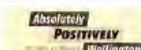
The Prohibited List can be found on the World Anti Doping Agency (WADA) Website here:

<http://www.wada-ama.org/en/World-Anti-Doping-Program/Sports-and-Anti-Doping-Organizations/International-Standards/Prohibited-List/>

These rules apply to all athletes participating in the World Championships and as such it is the responsibility of every participating athlete to ensure that the know what constitutes an anti-doping rule violation and the substances and methods which have been included on the Prohibited List.



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## NEWSLETTER UPDATE



6th December 2010

www.ITFNewZealand2011.com

### Welcome

Welcome to the fifth issue of the 2011 ITF World Championships Newsletter. This newsletter contains details of the 2011 ITF World Championships official merchandise that is available for advance order now. We're also bringing you some important information for umpires and a reminder to book accommodation before the end of the year.

### ! Important Umpire Information from Master Katz

Having a great team of Umpires will be a key factor in the success of the upcoming 2011 World Championships. We welcome those who are qualified to Umpire at a World Championships to now read the following message from Master Katz carefully.

1. All information relating to the Competition Area such as Ring Councils and the list of Umpires that will be participating in the Competition Area will be handled by the ITF Umpire Committee.
2. The 2011 World Championships Organising Committee will take care of all other issues for the Umpires outside the Competition Area (ie) Accommodation, Meals, Invitation Letters, Travel or Visa Queries.
3. The ITF Umpire Committee have created an application form called 2011 World Champs Umpire Registration. This form is now available on the [www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com) website and under the Umpire News section of the ITF official site [www.tkd-itf.org](http://www.tkd-itf.org)
4. All Umpires will need to complete and send this form to all Members of the ITF Umpire Committee (email addresses listed on the red panel →).
5. The ITF Umpire Committee will select the Umpires and send a letter of confirmation to each National Governing Body within 72 hours of the form being received.
6. The selection of Umpires will be made from this form only, not from the Officials Registration site. Those who have already registered as an Official on the online Registration site, will be contacted and asked to complete this form.
7. Please understand that submitting this form does not mean that you have been automatically approved.
8. The ITF Umpire Committee will publish the list on [www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com)

*Can all National Governing Bodies confirm with the ITF Umpire Committee that they have received and are aware of this communication.*

*We hope your preparation for March 2011 is going well and we look forward to hosting you in New Zealand soon.*

### Spectator Accommodation and Venue Tickets

All local and international supporters who book accommodation through [Travel@ITFNewZealand2011.com](mailto:Travel@ITFNewZealand2011.com) will receive free entry to the TSB Stadium for the duration of the 2011 World Championships. All supporters who live locally, or make their own accommodation arrangements will need to purchase tickets for entry to the Stadium from Ticketek New Zealand.

Tickets will be available for purchase online at :

<http://premier.ticketek.co.nz>

or at any of Ticketek's New Zealand outlets shortly.



### Points of Contact

**Master Katz**  
[akatz@saleslaboratories.com](mailto:akatz@saleslaboratories.com)

**Mr Kurt Ottesen**  
[freedomdefense@hotmail.com](mailto:freedomdefense@hotmail.com)

**Master Sandy Dunbar**  
[ADunbar@aol.com](mailto:ADunbar@aol.com)

**General Travel Queries**  
[Travel@ITFNewZealand2011.com](mailto:Travel@ITFNewZealand2011.com)

**Also visit:**  
[www.ITFNewZealand2011.com](http://www.ITFNewZealand2011.com)



Keyword: ITF



3rd December 2010

www.ITFNewZealand2011.com

## Umpire Numbers

To ensure that there are sufficient umpires on hand to keep the tournament running smoothly, all competing countries that have 5 or more competitors attending, must bring the following number of "A" class qualified umpires:

- Countries with more than 50 competitors must bring 2 umpires, and may (no obligation) bring up to 2 additional umpires
- Countries with 30-50 competitors must bring 2 umpires, and may (no obligation) bring 1 additional umpire
- Countries with 16-29 competitors must bring 2 umpires
- Countries with 5-15 competitors must bring 1 umpire
- Countries with 1-4 competitors may bring 1 umpire (no obligation)
- Countries that do not bring the required number of umpires will be required to pay a fine of US\$1000 for each missing umpire
- Countries who do not have a suitably qualified umpire available, may request an umpire from a different country in order to avoid the fine

## Umpire Accommodation

- Umpires attending in fulfilment of the above requirements will have hotel accommodation (twin share) and meals from Tuesday 8th March 2011 to Monday 14th March 2011 provided by the Event Organiser
- Umpires who require a single room, or plan to be in Wellington before the 8th or after the 14th, should contact Travel@ITFNewZealand2011.com.

## Umpire Workshops

Umpires must attend the umpire workshop/meeting at 15:00-18:30 on Tuesday 8th March 2011. Umpires attending this workshop should be dressed appropriately as per ITF Umpire Rules. Umpires who fail to attend the umpire workshop/meeting will be removed from the umpire list, and will be required to pay their own expenses.

## Confirm Accommodation Bookings by 1 January 2011

The organising committee have pre-booked a range of hotels for the duration of the World Championships, but will be under pressure to start releasing unbooked rooms at the beginning of January. If your delegation and supporters haven't already done so, please contact Travel@ITFNewZealand2011.com as soon as possible to secure your hotel accommodation.

**Don't delay - March is usually a month when accommodation in Wellington is in heavy demand. Booking accommodation after 1st January may result in your delegation having to travel further to the Stadium, pay a higher tariff, or your delegation's booking being split across several different hotels.**

Your Team Managers will be contacted to confirm when your deposits and full payment will be required for your Hotel accommodation.

## Order Your 2011 ITF World Championships Official Merchandise Now!

**T-Shirts**  
Modern & sporty  
KIDS, men's & women's sizes  
Huge range of colours & styles  
NZ\$34.95

**Champs Jacket**  
Available in kids & adults sizes  
Any colour you like, as long as it's black  
Matching pants available  
NZ\$89.95

**Polo Shirts**  
Kids, men's & women's sizes  
Wide range of colours  
including hot pink!  
NZ\$44.95

**Singlet**  
Kids, men's & women's sizes  
White with black accents, great  
for wear under your Delegation  
NZ\$34.95

**Also Available:**  
Boonies  
Drink Bottles  
Baggies

**Sports Bag**  
30W x 30H x 25D (HxLxW)  
NZ\$34.95

**Caps**  
White or Black - Any design available  
NZ\$24.95

**Why Order in Advance?**

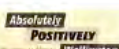
Official Event Merchandise is in high demand. To ensure you have what you need, order now. Don't wait until the last minute to find out you're out of stock. Order now to avoid disappointment.

**Official Merchandise Available Now!**

Go to the official merchandise website: [www.itfnewzealand2011.com](http://www.itfnewzealand2011.com) to view the full range of merchandise. You can also order directly from the ITF New Zealand 2011 website. Don't miss out on the official merchandise. Order now!

**Advance orders must be received by 31 January 2011**

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# NEWSLETTER UPDATE

12th January 2011

www.ITFNewZealand2011.com

## Welcome

Welcome to the sixth issue of the 2011 ITF World Championships Newsletter. This newsletter contains reminders about due dates for accommodation and registration fees, information about pre-tournament training times at the stadium, ticket pricing details for spectators, and a spotlight on one of Wellington's small but popular attractions – the Weta Cave.

## Payment Dates – Accommodation

If your team have booked accommodation through Travel@ITFNewZealand2011.com please remember that team managers need to arrange to pay the deposit and full payment to the Travel Account by the following dates:

- All deposits are required by 15 January 2011 to confirm your booking
- Unless a prior agreement has been made with Travel@ITFNewZealand2011.com then full payment needs to be made by 22nd January 2011

The deposit and full payment for accommodation must be made in New Zealand dollars to the Travel Account. Team Managers should contact Travel@ITFNewZealand2011.com for account details, and for advice on arranging a telegraphic transfer to the Travel Account.

If your Delegation and supporters haven't already booked accommodation, please contact Travel@ITFNewZealand2011.com now to pay and secure your hotel accommodation. Accommodation is filling fast, and we want to make sure that everyone travelling to Wellington for the 2011 ITF World Championships has suitable accommodation close to the TSB Bank Arena!

## Competitor's Entry Fees and Registration Payments

These fees are due by the 10th February 2011. We will not be taking any cash at Registration time. Team Managers please ensure your fees are paid into the following account.

**Bank: ANZ Bank**  
**Account Name: International Tae Kwon Do**  
**Account Number: 210666-USD01**  
**International Swift: ANZBNZ22**

If you have not registered your Delegation members who are travelling to NZ, Team Managers please arrange to do this as soon as possible. Only those registered on the website will be able to get an Invitation Letter.



## Team Training Available at TSB Bank Arena

7th and 8th March

Once your team have arrived in Wellington and settled into their accommodation, we know that team coaches will want to get their teams together for some final training sessions.

We've arranged for the TSB Bank Arena to be available for training during the following times on 7 and 8 March:

- Monday 7 March: 12:00-16:00
- Tuesday 8 March: 10:00-16:00

Come along to the TSB Bank Arena at these times and train with your team and familiarise yourself with the tournament venue. We look forward to seeing you there!

Contact your Country Liaison to arrange a suitable training time slot.



Keyword: ITF



12th January 2011

www.ITFNewZealand2011.com

## Spectator Tickets on Sale Now

Spectator tickets are now available for purchase at Ticketek. You can purchase single day tickets online at <http://premier.ticketek.co.nz> over the counter at any of Ticketek's New Zealand outlets, or by calling 0800 TICKETEK or 0800 842538. Adult tickets are only \$15, and there are great discounts for family groups, children under 11, and seniors.

If you're planning on attending 2 or more days of the tournament, you can save money by purchasing a multi-day discount pass. The multi-day pass is valid for all competition days, and can be purchased over the counter or over the phone — sorry, online booking is not available for the multi-day pass.

Ticket pricing for adults, children under 11, family groups, seniors, and students are as follows:

	Single day ticket	Multi-day discount pass
Adult	\$15.00*	\$35.00*
Child (2-11 years)	\$10.00*	\$15.00*
Family (2 Adults & 2 Children)	\$35.00*	\$55.00*
Concession (Senior 65+)	\$10.00*	\$15.00*
Student (with valid ID)	\$10.00*	\$15.00*

\* Transaction fees will apply

**Remember:** If you have booked accommodation during the tournament through [Travel@ITFNewZealand2011.com](mailto:Travel@ITFNewZealand2011.com), you don't need to purchase spectator tickets. You will receive free entry to the TSB Bank Arena for the duration of the 2011 World Championships!

## Book Spectator Tickets by 21 January and Win!

If you purchase tickets online using your Visa card by 21 January, you'll go in the draw to win \$150.00 worth of official tournament clothing! See the Ticketek website for details: <http://premier.ticketek.co.nz>

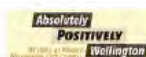
## Official Merchandise – Order Before 31 January and Save!

Official 2011 ITF World Championships merchandise is on sale now at <http://www.itfnz.sapius.co.nz/shopping.html>

Order your official merchandise before 31 January to receive the pre-tournament discount. We'll make sure your order is packed and ready for you to collect when you arrive at the stadium in March. No hassles – no shipping!

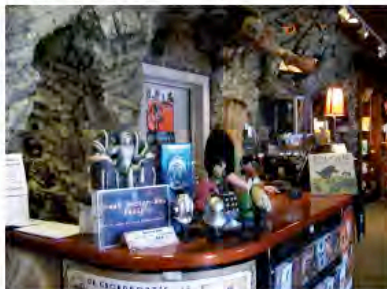
A more limited selection of full-price merchandise will be on sale during the tournament, so order now and save \$5!

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## Spotlight on The Weta Cave

Weta Workshops make models, props, costumes, creatures, vehicles, weapons, and armour for the local and international film industry. Located on a quiet suburban street in Miramar, the Weta Cave is a one room mini-museum designed to give the public a taste of the work that is produced by the creative people employed at Weta Workshops.



If you love models and miniatures, you'll enjoy browsing their collection from the films that Weta have helped make. They have full-sized armour and swords, sci-fi ray guns, tiny models of characters from the Weta films, and a life-sized sculpture of an Uruk-Hai from the Lord of the Rings trilogy.



The staff at the Weta Cave are extremely knowledgeable and can show you around and answer any questions. There's also a 20 minute DVD presentation that provides a behind the scenes look at the work done by the talented people who work at Weta Workshops. Entry to the Weta Cave is free, so jump on the No 2 Miramar bus and go take a look.

The Weta Cave 1 Weta Street, Miramar - Wellington  
ph: +64 4 380 9381 Open Daily 9am-5:30pm

## NEWSLETTER UPDATE

19th February 2011

www.ITFNewZealand2011.com

### Welcome

Welcome to the final issue of the 2011 ITF World Championships Newsletter. This newsletter contains information about reminders about stadium entry and Event ID Cards for delegations who have not booked travel through the official travel site, information on drug testing, and information about NZ's Customs requirements for delegations travelling to NZ for World Championships.

### Transport from Wellington Airport to Hotels

Your Team Managers would have uploaded your Delegation's travel itinerary onto the Registration website, or advise your team's Liaison person when you arrive in NZ and Wellington. We want to ensure that all Delegations are met at the airport when they arrive in New Zealand, and that suitable transport is on hand at Wellington Airport to transport all delegations to their accommodation.

### Event ID Cards & Stadium Access

The cost of Event ID Cards has been included for all Delegation members who have booked accommodation through [travel@ITFZealand2011.com](mailto:travel@ITFZealand2011.com). The Event ID Card will show the passport-sized photograph provided on the Registration Site, and will provide competitors, coaches, officials, and supporters with access to the stadium during event and team training times. Competitors, coaches, and officials must wear their Event ID Card while on the competition floor. Supporters must wear their Event ID Card to access the team seating area in the stadium.

Individuals or delegations who have made their own accommodation arrangements outside the ITF Hotels will need to pay a US\$100 supplement for every person who needs an Event ID Card. Competitors, coaches, and officials will need to purchase the Event ID Card in order to access the competition floor, but supporters may choose to simply purchase tickets to the stadium through Ticketek at: <http://premier.ticketek.co.nz>. Tickets purchased through Ticketek only provide access to public areas of the stadium, and to the public seating. Supporters who wish to sit with their team in the team seating area, must pay the US\$100 supplement to receive the Event ID Card.

### Tournament after Party!

Come and join us at Foxglove @9pm on Sunday 13 March to celebrate and relax after the competition is over. Tickets are NZ\$25 per adult (18+) or NZ\$20 per junior (under 18).

Tickets to the After Party will be on sale at the tournament, or Team Managers can contact your Liaison.



International  
Taekwon-Do

### Carry-on luggage:

- Passport
- Visas
- Hard copy of tickets inbound and outbound
- Invitation letter
- Insurance
- Do book
- Sparring gear
- Medication
- Medication certificate of exemption
- Liquid restrictions 100ml maximum in 200mm by 200mm sealable plastic bag
- Valuables
- Keys
- One change of clothes and undergarments
- Check carry-on luggage is below maximum weight

### Checked in luggage:

- Any clothes required — Wellington's temperature for March ranges between 10-17 Celcius
- Toiletries/all aerosols have lids or safety locks on
- Check baggage weight/piece for all airlines for all checked in luggage
- Make sure all luggage is labelled with your name, home address, and destination address
- No dangerous or prohibited items



Keyword: ITF



19th February 2011



www.ITFNewZealand2011.com

### Drug Testing during the Tournament

The 2011 ITF World Championships will be run in accordance with the World Anti Doping Program. Representatives from Sport and Recreation New Zealand ("SPARC") may be present at the TSB Arena to carry out drug testing during the 2011 ITF World Championships. Event placings may be subject to completion of drug testing of the top 3 placeholders in the event, random testing may also occur.

All competitors should check the World Anti Doping Agency (WADA) website for the latest list of prohibited substances:

<http://www.wada-ama.org/en/World-Anti-Doping-Program/Sports-and-Anti-Doping-Organizations/International-Standards/Prohibited-List/The-2011-Prohibited-List/>

Competitors with documented medical conditions that require the use of a prohibited substance should request a Therapeutic Use Exemption ("TUEC") no less than 30 days before competition begins. Athletes wishing to request a TUEC should refer to WADA's International Standard for Therapeutic Use Exemptions for the appropriate documentation:

[http://www.wada-ama.org/Documents/World\\_Anti-Doping\\_Program/WADP-IS-TUE/2011/WADA\\_ISTUE\\_2011\\_EN.pdf](http://www.wada-ama.org/Documents/World_Anti-Doping_Program/WADP-IS-TUE/2011/WADA_ISTUE_2011_EN.pdf)

Athletes should apply for their TUE's through their own country's Anti Doping Agency.

### New Zealand Customs Requirements – Declare all Food, Outdoor Equipment, and Personal Medication

In order to protect New Zealand's farming and horticultural industries, NZ Customs Service and Biosecurity New Zealand have very strict requirements about bringing any food or items which may have soil attached into New Zealand. Please remember that you MUST declare ANY FOOD that you are carrying, including confectionery and pre-packaged food items, on your passenger arrival card when you arrive in New Zealand. If you are bringing walking shoes or boots, a tent, or any other equipment that has been used outdoors and may still have soil attached, you MUST declare this on your passenger arrival card. If you fail to declare any food items or outdoor equipment, you will receive an instant NZ\$400 fine.

Sample copies of the passenger arrival card can be found here:

<http://www.biosecurity.govt.nz/enter/personal/passenger-arrival-card>

Information about items that you need to declare can be found here:

<http://www.biosecurity.govt.nz/files/enter/personal/declare-or-dispose-brochure.pdf>

Any prescription medicines or controlled drugs must also be declared when you arrive in New Zealand. If you are carrying prescription medicines or controlled drugs you should:

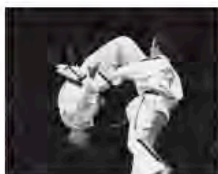
- carry a note from your doctor outlining what the medication is, the medical condition it is for, and the quantity you are expected to require for the duration of your
- carry all the medication in their original containers
- Team medics should prepare an itemised list of all medication they are bringing

Remember that some medicines that can be purchased over the counter in your home country must have a prescription in New Zealand. Please check whether your medication requires a prescription in New Zealand on Medsafe's website:

<http://www.medsafe.govt.nz/regulatory/DbSearch.asp>

Further information regarding the importation of medicines can be obtained either from Medsafe at <http://www.medsafe.govt.nz> or by phoning +84 9 257 5704.

Further information regarding the importation of controlled drugs can be obtained from the Ministry of Health at <http://www.moh.govt.nz> or by phoning +84 4 819 8355.



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19th February 2011



www.ITFNewZealand2011.com



## 2011 ITF World Champs Tour of Wellington



The Organisation Committee in association with Fuji Mae NZ Ltd is excited to be able to offer a limited amount of small personalised Tours around our beautiful capital city.

For five days only you'll have the opportunity to be personally picked up from your hotel and taken on a 2.5 hour tour of Wellington in a luxury 12-seater van.



The Tour will encompass the following highlights:

- Showing you where to eat, drink and get necessary items.
- First look at the venue
- Amazing views of Wellington from the surrounding hillside
- A brief history of Wellington
- A visit to Peter Jackson's World famous Weta Cave, home of the Lord of the Rings Trilogy, Chronicles of Narnia, District 9 and Avatar.
- The New Zealand Souvenir factory shop for all your souvenir requirements
- The rugged Wellington Coastline
- Visit to Fuji Mae's retail shop regarded by many as the best Martial Arts shop in Australasia, get a preview of the boards used for this years' event and an exclusive special tour discount.
- Visit to the 2010 Winner of the best Coffee roaster of the year award – CariBean – Jamaican Café

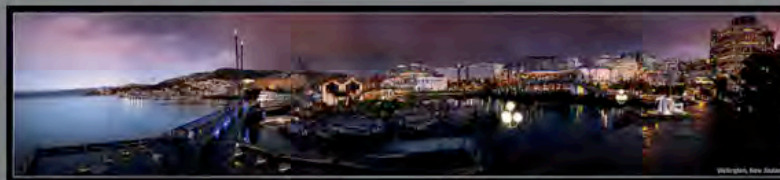
Your friendly driver is Mr. René Kunz IV Dan and previous NZ Team Member to Poland and Germany so you can talk Taekwon-Do with him!

Seats are **very limited** so please confirm your preference for time and day as soon as possible to your Country Liaison to avoid disappointment.

Cost is NZ\$20 per person

Tour Dates – Monday 7th, Tuesday 8th, Friday 11th, Monday 14th March

Pick up times from Hotel – 8.30am, 11.30am & 3.00pm



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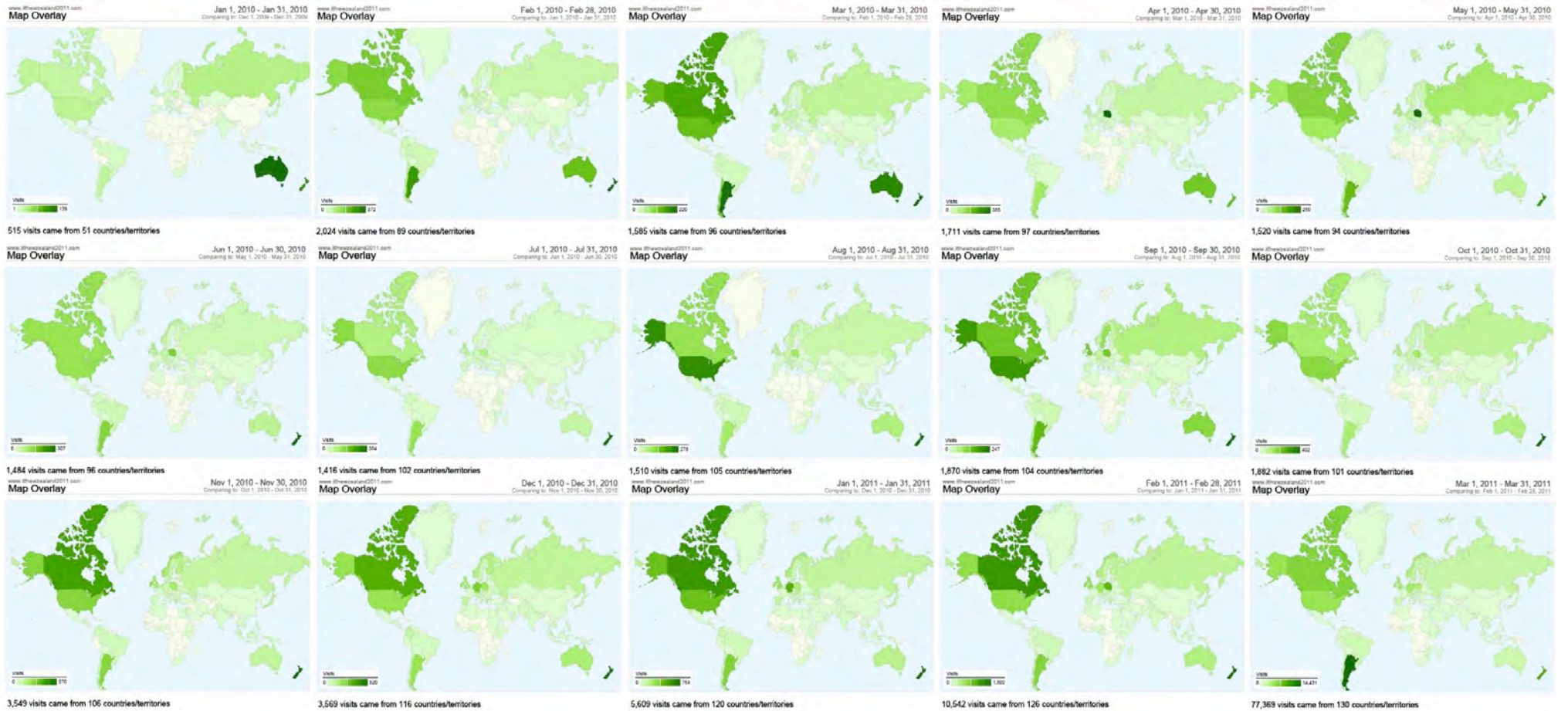




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taekwondo 2011								2	6	9		5	31	79	
taekwondo world championship 2011						2	6	4	5	10				62	470
taekwondo world championships	4												50	120	
tkd world championships in new zealand							3	7							
Countries (visits)															
Argentina	23	274	217	126	139	134	142	85	140	110	242	188	343	663	14431
Australia	139	200	187		40	54	50	70	105	92				350	
Canada	21	178	146	152	110	114	92	104	125	118	391	326	575	1138	6409
Chile	2	71	93	45	44										
Finland										28	113	122			
Germany	4	42			38	40	25		36	41		243	466	498	4256
Ireland	18	50	58	31	50	39	33		39	45	207	160	221	531	3285
Italy	11						21	41							
Japan										25	91				
Netherlands						32	25	27	51					322	
New Zealand	114	372	220	210	190	307	384	278	247	402	570	520	764	1500	9506
Norway					18	43				24	158	97	169		3258
Poland		32	30	385	250	141	92	89	123	133	171	176	206	874	4001
Russia	32	45	38	55	76		15	34	59	97					1930
Sweden							8	37	91						
United Kingdom	10	91	60	45	63	62	63	48	121	82	157	139	251	526	3884
United States	25	153	120	117	83	113	157	223	181	168	247	193	407	593	5281
Hungary												44	167		
Pages (views)															
About New Zealand	90												247	510	
Accommodation				93	125	148	137	169			384	325			
Country Liaison	99	247													
Events				49	198	178		217	216	208					
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### 13. Divisions

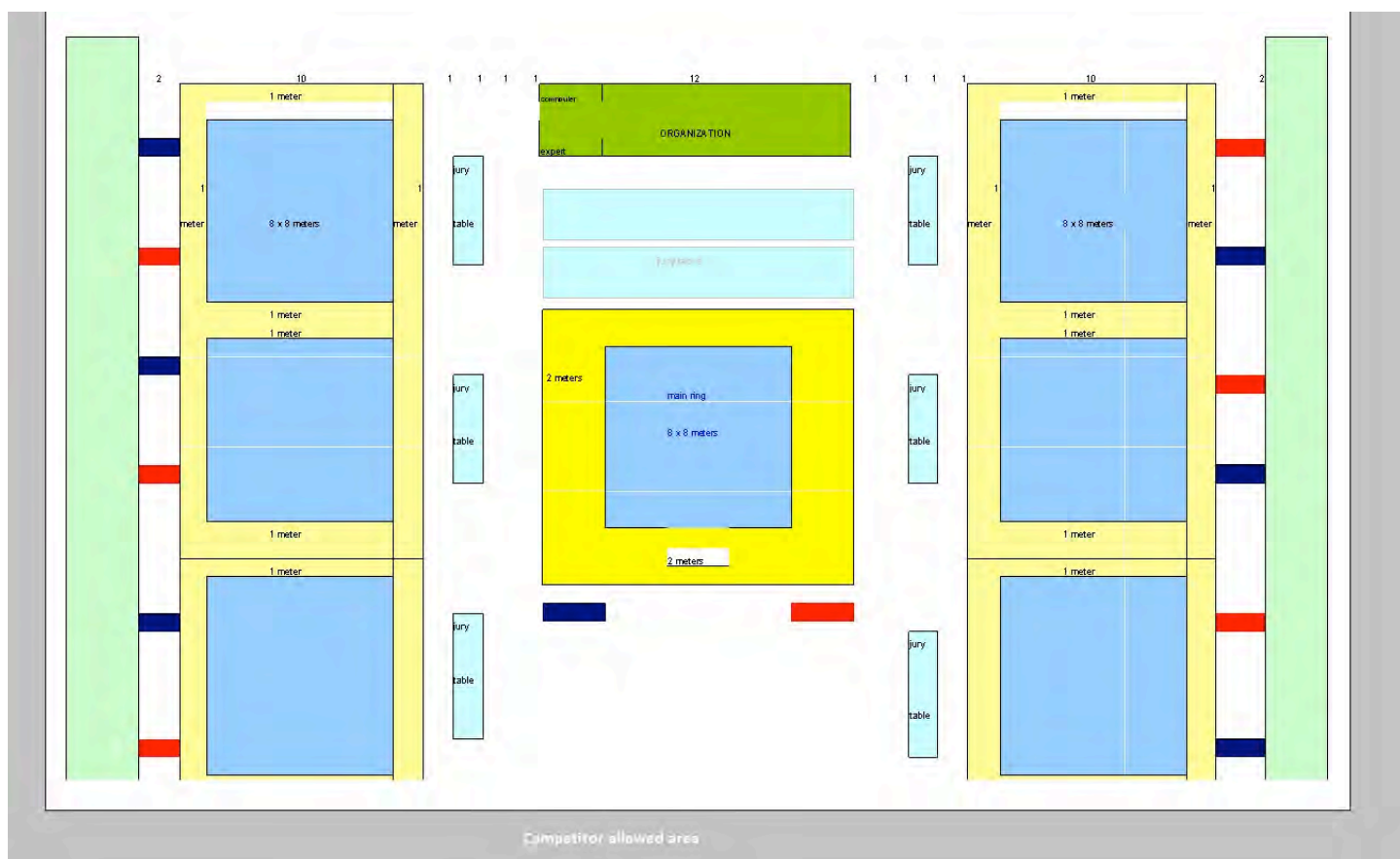
Junior Championships Individual					Competitors Per Country						Medals		
Age	Gender	Event	NESS	Description	Min	Max	Min Rank	Max Rank	Min Weight	Max Weight	Gold	Silver	Bronze
Junior	Male	Sparring	14101	Male Junior Micro <=52kg	0	3	1st	3rd	0	52	1	1	2
Junior	Male	Sparring	14102	Male Junior Light >52kg To <=58kg	0	3	1st	3rd	52.01	58	1	1	2
Junior	Male	Sparring	14103	Male Junior Middle >58kg To <=63kg	0	3	1st	3rd	58.01	63	1	1	2
Junior	Male	Sparring	14104	Male Junior Heavy >63kg To <=70kg	0	3	1st	3rd	63.01	70	1	1	2
Junior	Male	Sparring	14105	Male Junior hyper over 70kg	0	3	1st	3rd	70.01	999	1	1	2
Junior	Male	Patterns	14250	Male Junior 1st Dan	0	3	1st	1st	0	999	1	1	2
Junior	Male	Patterns	14260	Male Junior 2nd Dan	0	3	2nd	2nd	0	999	1	1	2
Junior	Male	Patterns	14270	Male Junior 3rd Dan	0	3	3rd	3rd	0	999	1	1	2
Junior	Male	Power	14300	Junior Male Power	0	3	1st	3rd	0	999	1	1	2
Junior	Male	Specialty	14400	Junior Mens Special	0	3	1st	3rd	0	999	1	1	2
Junior	Female	Sparring	24101	Female Junior Micro <=45kg	0	3	1st	3rd	0	45	1	1	2
Junior	Female	Sparring	24102	Female Junior Light >45kg To <=50kg	0	3	1st	3rd	45.01	50	1	1	2
Junior	Female	Sparring	24103	Female Junior Middle >50kg To <=55kg	0	3	1st	3rd	50.01	55	1	1	2
Junior	Female	Sparring	24104	Female Junior heavy >55kg to 60kg	0	3	1st	3rd	55.01	60	1	1	2
Junior	Female	Sparring	24105	Female Junior hyper over 60kg	0	3	1st	3rd	60.01	999	1	1	2
Junior	Female	Patterns	24250	Female Junior 1st Dan	0	3	1st	1st	0	999	1	1	2
Junior	Female	Patterns	24260	Female Junior 2nd Dan	0	3	2nd	2nd	0	999	1	1	2
Junior	Female	Patterns	24270	Female Junior 3rd Dan	0	3	3rd	3rd	0	999	1	1	2
Junior	Female	Power	24300	Junior Female Power	0	3	1st	3rd	0	999	1	1	2
Junior	Female	Specialty	24400	Junior Female Specialty	0	3	1st	3rd	0	999	1	1	2
Senior Championships Individual					Competitors	Per Country						Medals	

[illegible]

Senior	Female	Patterns	25250	Female Senior 1st Dan	0	1	1st	1st	0	999	1	1	2
Senior	Female	Patterns	25260	Female Senior 2nd Dan	0	1	2nd	2nd	0	999	1	1	2
Senior	Female	Patterns	25270	Female Senior 3rd Dan	0	1	3rd	3rd	0	999	1	1	2
Senior	Female	Patterns	25280	Female Senior 4th-6th Dan	0	1	4th	6th	0	999	1	1	2
Senior	Female	Power	25300	Senior Female Power	0	1	1st	6th	0	999	1	1	2
Senior	Female	Specialty	25400	Senior Female Specialty	0	1	1st	6th	0	999	1	1	2

Junior Championships Team					Competitors Per Country							Medals	
Age	Gender	Name	NESS	Description	Min	Max	Min Rank	Max Rank	Min Weight	Max Weight	Gold	Silver	Bronze
Junior	Male	Sparring	64100	Junior Male Team Sparring	5	6	1st	3rd	0	999	6	6	12
Junior	Male	Patterns	64200	Junior Male Team Patterns	5	6	1st	3rd	0	999	6	6	12
Junior	Male	Power	64300	Junior Male Team Power	5	6	1st	3rd	0	999	6	6	12
Junior	Male	Specialty	64400	Junior Male Team Specialty	5	6	1st	3rd	0	999	6	6	12
Junior	Female	Sparring	74100	Junior Female Team Sparring	5	6	1st	3rd	0	999	6	6	12
Junior	Female	Patterns	74200	Junior Female Team Patterns	5	6	1st	3rd	0	999	6	6	12
Junior	Female	Power	74300	Junior Female Team Power	3	4	1st	3rd	0	999	4	4	8
Junior	Female	Specialty	74400	Junior Female Team Specialty	3	4	1st	3rd	0	999	4	4	8
Junior	Mixed	Prearranged	54500	Junior Mixed Prearranged	2	2	1st	3rd	0	999	2	2	4
Senior Championships Team					Competitors Per Country							Medals	
Age	Gender	Name	NESS	Description	Min	Max	Min Rank	Max Rank	Min Weight	Max Weight	Gold	Silver	Bronze
Senior	Male	Sparring	65100	Senior Male Team Sparring	5	6	1st	6th	0	999	6	6	12
Senior	Male	Patterns	65200	Senior Male Team Patterns	5	6	1st	6th	0	999	6	6	12
Senior	Male	Power	65300	Senior Male Team Power	5	6	1st	6th	0	999	6	6	12
Senior	Male	Specialty	65400	Senior Male Team Specialty	5	6	1st	6th	0	999	6	6	12
Senior	Female	Sparring	75100	Senior Female Team Sparring	5	6	1st	6th	0	999	6	6	12
Senior	Female	Patterns	75200	Senior Female Team Patterns	5	6	1st	6th	0	999	6	6	12
Senior	Female	Power	75300	Senior Female Team Power	3	4	1st	6th	0	999	4	4	8
Senior	Female	Specialty	75400	Senior Female Team Specialty	3	4	1st	6th	0	999	4	4	8
Senior	Mixed	Prearranged	55500	Senior Mixed Prearranged	2	2	1st	6th	0	999	2	2	4

## 14. Floor Plan



## 15. ID cards (Sample Only)



## 16. Flight manifest

	FLIGHT	ARRIVAL	FLIGHT	ARRIVAL	NUMBER OF	HOTEL
		Auckland		Wellington	PEOPLE	
<b>THURSDAY 3 MARCH</b>						
Finland			NZ843	14.30 pm	3	West Plaza Hotel
<b>FRIDAY 4 MARCH</b>						
Ireland	To be advised		NZ427	10.00 am	18	Bay Plaza Hotel
<b>SATURDAY 5 MARCH</b>						
Jamaica			QF47	14.00 pm	1	Travelodge
Switzerland			QF47	14.00 pm	2	West Plaza Hotel
<b>SUNDAY 6 MARCH</b>						
Canada	NZ83	06.00 am	NZ415	09.30 am	101	Holiday Inn
Brazil	AR1182	08.10 am	QF4974	13.35 pm	6	Abel Tasman Hotel
Jamaica	?	?	A320	13.35 pm	2	Travelodge
Belgium			QF47	14.00 pm	13	West Plaza Hotel
Finland			BA7347	14.00 pm	2	West Plaza Hotel
Australia			QF37	14.25 pm	14	Amora Hotel (Formerly Duxton)
Sweden			QF37	14.25 pm	5	Travelodge
Sweden			BA7358	14.25 pm	3	Travelodge
Wales			NZ842	23.20pm	1	Novatel Hotel
<b>MONDAY 7 MARCH</b>						
Australia			DJ68	00.30am	16	Amora Hotel (Formerly Duxton)
Austria	NZ1	07.05 am	?	10.00 am	1	Novatel Hotel
Scotland	NZ1	07.05 am	?	10.00 am	18	Novatel Hotel
Cook Islands			NZ419	12.30pm	6	
Japan			NZ419	13.00 pm	6	Trinity Hotel
Norway			QF47	14.00 pm	19	Bolton Hotel
England	NZ38	11.10 am	NZ439	14.30 pm	3	Novatel Hotel
England	NZ38	11.10am	?	15.00 pm	2	Novatel Hotel
Ireland			DJ56	15.20 pm	1	Bay Plaza Hotel
<b>TUESDAY 8 MARCH</b>						
Trinidad & Tobago			DJ68	00.30 am	4	Downtown Back Packers
Italy			QF47	14.00 pm	7	James Cook



## 18. Opening & Closing Ceremony

### ITF Taekwon-Do World Championships

#### OPENING & CLOSING CEREMONY

##### OPENING CEREMONY

###### 1. Receiving the President of the International Taekwon-Do Federation.

The ITF President and host city VIP (Mayor) is received at the entrance of the stadium by the President of the National Taekwon-Do Organisation hosting the event and by the head of the Tournaments Organising Committee, if not the same person. A formal 'Bow' is made at the entrance. Other high ranking officials, Grandmasters, Masters, Board members etc will enter behind the ITF President and Host City VIP. They are all escorted to the VIP seating and Rostrum area.

###### 2. The parade of the participants

The parade of the participants then follows. Each Country delegation must be preceded by a name board bearing its name and must be accompanied by its flag. The delegations parade in alphabetical order according to the language of the host country. The host country brings up the rear of the Parade.

Once in position, all officials and competitors are then given the formal attention and bow command to the ITF President and the VIP members.

###### 3. The speech by the host President or Head of the Organising Committee.

The host country President or the head of Organising Committee gives an address, and then adds these words: "I have the honour of inviting ....., President of the International Taekwon-Do Federation, to speak."

###### 4. The speech by the ITF President

The President of the ITF then gives a speech which he ends with, "I have the honour of inviting ... (the Host City VIP or Mayor) to proclaim open the ..... Senior and .....Junior ITF Taekwon-Do World Championships".

###### 5. The Host City VIP (Mayor) declares the Tournament open

The Host City VIP (Mayor) proclaims the International Tournament open by saying: "I declare open the .....Senior and .....Junior ITF Taekwon-Do World Championships in .....(Name of City – Country)

###### 6. The presentation and raising of the ITF Taekwon-Do Flag

The ITF Taekwon-Do flag, is unfurled horizontally, and brought into the stadium and hoisted on the flagpole erected in the arena.

###### 7. The taking of the oath by a competitor

The flag bearers of all the delegations form a semicircle around the rostrum. A competitor of the host country mounts the rostrum. Holding a corner of the ITF Taekwon-Do flag in his left hand, and raising his right hand, he takes the following solemn oath: "In the name of all the competitors I promise that we shall take part in these ITF Taekwon-Do World Championships, respecting and abiding by the rules which govern them and in the true spirit of sportsmanship, for the glory of ITF Taekwon-Do and the honour of our teams".

###### 8. The taking of the oath by an Umpire.

Immediately afterwards, an umpire from the host country mounts the rostrum and, in the same manner, takes the following oath: "In the name of all the umpires and officials, I promise that we shall officiate in these ITF Taekwon-Do World Champs with complete impartiality, respecting and abiding by the rules which govern them and in the true spirit of good sportsmanship."

###### 9. The national anthem of the host country

The national anthem of the host country is then played.

###### 10. The artistic programme

This is followed by the artistic programme designed and developed by the organising committee for the opening ceremony.

##### CLOSING CEREMONY

1. The closing ceremony will take place in the stadium after the end of all competition. The Flag bearers of the participating delegations and the name-board-bearers enter the stadium in single file. Behind them march the competitors, without any distinction of nationality.
2. The flag bearers form a semi-circle behind the rostrum.
3. The President of the International Taekwon-Do Federation and the host country VIP/Mayor mount the rostrum.
4. The President of the host country National Taekwon-Do Association then joins the President of the International Taekwon-Do Federation and Mayor on the rostrum and hands to the ITF President the ITF Taekwon-Do flag. They are then joined by the delegate of the country/city hosting the next ITF Taekwon-Do World Championships.
5. The ITF President then entrusts the flag to the organiser or delegate of the host country/city of the next ITF Taekwon-Do World Championships. (This flag is allowed to be displayed within the host country at the discretion of the President of the National Taekwon-Do Association of that country).
6. After an address by the host country ITF Taekwon-Do President or the Chairman of the Organising Committee, the President of the International Taekwon-Do Federation then gives the closing speech of the World Championships, which he ends with these words:

"I declare the .....ITF Senior and .....Junior World Championships closed and, in accordance with the rules and regulations of the Federation, I call upon all members of our International Taekwon-Do Federation countries to assemble two years from now at ..... to celebrate with us the next senior and Junior ITF Taekwon-Do World Championships."

7. A fanfare sounds; a farewell song then resounds.

## 19. Opening Ceremony Run Sheet

TIME (am)	TASK	DURATION (minutes)	PEOPLE REQUIRED
<b>Prior to the Opening Ceremony</b>			
From 7.30	Competitors arrive and organise into country groups in Shed 6. Liaisons, please marshal your countries in alphabetical order. Each team, starting with the A's will march in from Shed 6, around past main entrance and in through the door by ring 6.	40	Liaisons marshalling in Shed 6, demo kids carrying country signs
8.00	Kaumaturua, Kapa Haka group, demo group, Kate Lineham to be briefed	20	Sheryl Chase
8.10	Competitors to start filing out to form up across rings 4 to 5 – Dave Worsley announces upon entry, competitors march in through door at ring 6. Liaisons please work in with your teams.	15	Mr Walton, Mr Blackford
8.10	Her Worship the Mayor and VIPs to be assembled in allocated rooms to be briefed	15	Sheryl Chase, Master Davidson
8.20	Mr Grant Eccles to escort umpires in to be seated facing stage at ring 3	5	Mr Eccles
8.25	Master Paul McPhail and other VIPs to stage to be seated	3	Mrs Walton, Master McPhail
8.28	Kaumaturua and Mayor (and others) to assemble on stage (welcoming party), VIPs (visiting party) to assemble at stadium entry at ring 6 ready to start at 8.30	2	Sheryl Chase, Mrs Walton
<b>Opening Ceremony</b>			
8.30	<b>Powhiri - Kaumatua welcome of the President of the International Taekwon-Do Federation (visiting party)</b> Run sheet for Powhiri below	20	
8.50	Master of Ceremonies New Zealand ITF President Master Evan Davidson	5	Master Davidson
8.55	<b>Address by the ITF Acting President Grand Master Trajtenberg</b>	5	GM Trajtenberg
9.00	<b>Unfurling of the flag</b>	4	Master Davidson Mr McLellan Mr Ng
9.05	<b>Demonstration Team has the stage</b>	7	Mr Pearson
9.12	<b>Flag bearers from each country to form semi-circle in front of stage and flag pole</b>	2	Master Davidson
9.14	<b>Taking of the oath by a New Zealand competitor</b>	2	Mr Trotter Mrs Silvina Carasi
9.16	<b>Taking of the oath by an umpire</b>	2	Mr Eccles Mrs Silvina Carasi
9.18	<b>New Zealand national anthem</b>	5	Kate Lineham
9.23	Ngati Poneke Kapa Haka group	10	Sheryl Chase
9.33	Master Davidson to call all competitors together to bow Master D to call all countries to attention and bow (together) Countries to file out of stadium, New Zealand to lead out first – through door on ring 6 again	5	Master Davidson
9.38	Master Davidson to release umpires and then VIPs escorted out		

### Run Sheet Powhiri

Start 8.30am	<ul style="list-style-type: none"> <li>From stage, Conch (shell) sounds 3 times</li> <li>From stage, Tangata wero – Maori warrior moves from stage towards visiting party at entrance (ring 6)</li> <li>Places teka (green branch or twig) on the floor – Maori warrior is asking our visitors “do you come in peace?”</li> <li>Maori warrior steps back</li> <li>Grand Master Trajtenberg scoops up the teka, palm upwards, and stands half way up while keeping his eyes on the warrior – GM Trajtenberg, with this gesture, is replying “yes, we come in peace”</li> <li>Maori warrior slaps his thigh and turns to stage</li> <li>From stage, a karanga (a call of welcome) is extended from mana whenua (people of this land – the welcoming party)</li> <li>From visiting group, a kai karanga in reply to the call of welcome</li> <li>Guided by kai karanga, the visiting party moves slowly forward towards the stage – there is an interchange of karanga as the party slowly moves forward</li> <li>Meanwhile the kapa haka group will begin a Toi a mai – this is symbolic of the mana whenua (welcoming party) pulling our visitors ashore on their waka (canoe)</li> <li>A further karanga to call the visiting party onto stage, the visiting party will be led onto stage by a Maori speaker</li> <li>On stage, the parties exchange hongi – this is the touching of the nose and clasping of hands - men first, followed by women</li> <li>Visiting party shown to their seats by kai karanga – who does a further karanga asking everyone to settle, be seated</li> <li>Maori speaker from mana whenua (welcoming party) does a speech of welcome followed by a waiata (song)</li> <li>Maori speaker from visiting party does a speech in reply followed by a waiata (song)</li> <li>Second speaker - Master Davidson speaks on behalf of the visiting party – 2 minutes</li> <li>Second speaker – Her Worship the Mayor speaks on behalf of the welcoming party – 2 minutes</li> <li>Mana whenua then close Powhiri welcome with a short prayer and a waiata (Whakaria mei)</li> </ul>
End 8.50am	

## 20. Umpires Meeting Timetable sample

3.00 pm – 3.05 pm	Welcome and opening
3.05 pm – 3.15 pm	General World Championships rule introduction
3.15 pm – 4.00 pm	Patterns <ol style="list-style-type: none"> <li>1. Procedure</li> <li>2. Scoring criteria</li> <li>3. Practice with electronic scoring system</li> </ol>
4.00 pm – 4.30 pm	Special Techniques and Power <ol style="list-style-type: none"> <li>1. Procedure</li> <li>2. Role of umpires</li> <li>3. Real time practice, pose scenarios</li> </ol>
4.30 pm – 4.45 pm	Break
4.45 pm – 5.45 pm	Free Sparring <ol style="list-style-type: none"> <li>1. Procedure</li> <li>2. Reminder talk regarding when points should be scored, hand signals for referees</li> <li>3. Fourth round (first point) procedure</li> <li>4. Demonstration/reminder of how to use electronic equipment               <ol style="list-style-type: none"> <li>a. Jury software for those with prior e-scoring experience</li> <li>b. Scoring boxes for those with no experience</li> <li>c. Real time practice with sparrers, pose scenarios</li> </ol> </li> </ol>
5.45 pm – 6.10 pm	Pre-Arranged Sparring <ol style="list-style-type: none"> <li>1. Procedure</li> <li>2. What judges should look for when scoring</li> </ol>
6.10 pm – 6.20 pm	General questions from the day
6.20 pm – 6.30pm	Issue certificates, closing

## 21. Country Liaison or Helper Information required

The form used for initial contact in 2011 was basic

The image shows a web form with the following fields:
 

- Name \***: Split into 'First' and 'Last' sub-fields.
- Email \***: A single text input field.
- Comment \***: A large text area for additional information.
- Submit**: A button at the bottom of the form.

The information required that can be added to future forms is

### Personal Information (Example)

- |   |                  |
|---|------------------|
| • Confirmed (Yes/No)                    | Yes              |
| • Region or Country                     | New Zealand      |
| • First name & last name                | John Smith       |
| • Gender                                | Male             |
| • Location                              | Wellington       |
| • Telephone (include full country code) | +64 07 555 5555  |
| • Email address                         | JonSmith@hotmail |
| • Date of Birth                         | 7 August 1970    |

### Tournament Details

- |                      |   |
|----------------------|---|
| • Rank ( if student) | 1 <sup>st</sup> dan   |
| • Available Day 1    | Full Day  |
| • Available Day 2    | No  |
| • Available Day 3    | Half Day  |
| • Available Day 4    | Full day  |
| • T Shirt Size       | Large   |
| • Drivers License    | Car and Truck   |
| • Languages Spoken   | English, French   |
| • Experience         | Have experience with breaking machines, can also help set up and clean up |

## 22. Volunteers – Part of the Liaison Group

### **For VIP's ( includes the Grand Masters, ITF Tournament, other named Masters and Sponsors )**

#### Liaisons (2)

- Lena Walton plus one other.
- We both will get the Worlds Liaison Handbook and review information we need to cascade to the VIP's.
- Familiarize ourselves with the VIP schedule.
- Arrange transport via Drivers (airport/ hotel, events) confirm event locations and ensure that itinerary is communicated to Masters Davidson and McPhail.
- The two of us will work in the back ground and either Master Davidson or Master McPhail will front it for the VIPs.

#### Translator (1)

- In case one is required.

#### Drivers (10)

- Pick up VIP's from Wellington Airport and transport to Intercontinental Hotel
- If required transport them from Intercontinental Hotel to TSB Bank Arena
- Transport them to any event that is held away from the intercontinental Hotel. Including any sightseeing excursions or dinners away from the Hotel.
- Transport them to Wellington Airport or wherever their exit port is out of Wellington.
- Pick up any morning tea / fruit / snacks throughout the day for VIP's.
- Pick up any equipment (ie) stationary / cables / bolts that the Worlds Management Team may require.
- Be available to the Liaison Management Team as required.

#### Coffee Run People (6)

- These people will collect order and deliver coffee orders for VIP's 2 or 3 times a day every Tournament day.
- They will have set times when the runs will happen (ie) 10am, 11.30am & 2pm. Subject to daily event schedule.
- Be ready to escort the VIP's to the lunch venue – Chicago.
- -----Be available to the Liaison Management Team as required.

### **For Officials**

#### Liaisons (2)

- Officials attending will become apparent after the 30<sup>th</sup> October when online registration opens.
- They both will get the Worlds Liaison Handbook and review information we need to make the Officials aware of.
- They need to be aware of where and when the Umpire and Workshop meeting will take place
- They are responsible for allocating the recovery packs.
- Liaising with the non-tournaments Team to verify where the Officials Meeting room will be at the venue or at the Intercontinental Hotel.
- Co ordinating their Team of 16 x Liaison Ring Minders.
- Organizing Transport (to and from) any event that is away from the Intercontinental Hotel.

#### Liaison Ring Minders (16)

- 2 x Ring Minders for each ring. They can roster off half a day each or a day each.
- Ensure the Officials have water and recovery packs available.
- Take the Officials to the lunch venue – Chicago.
- Communicate any problems / issues to one of the two Officials Liaisons.
- Be available to the Liaison Management Team as required.

#### Translator (1)

- In case one is required.

### **Meet and Greet Liaisons (10-15 Auckland, 5 in Christchurch) None required in Wellington as Liaisons and Drivers will meet them on arrival at Wellington Airport)**

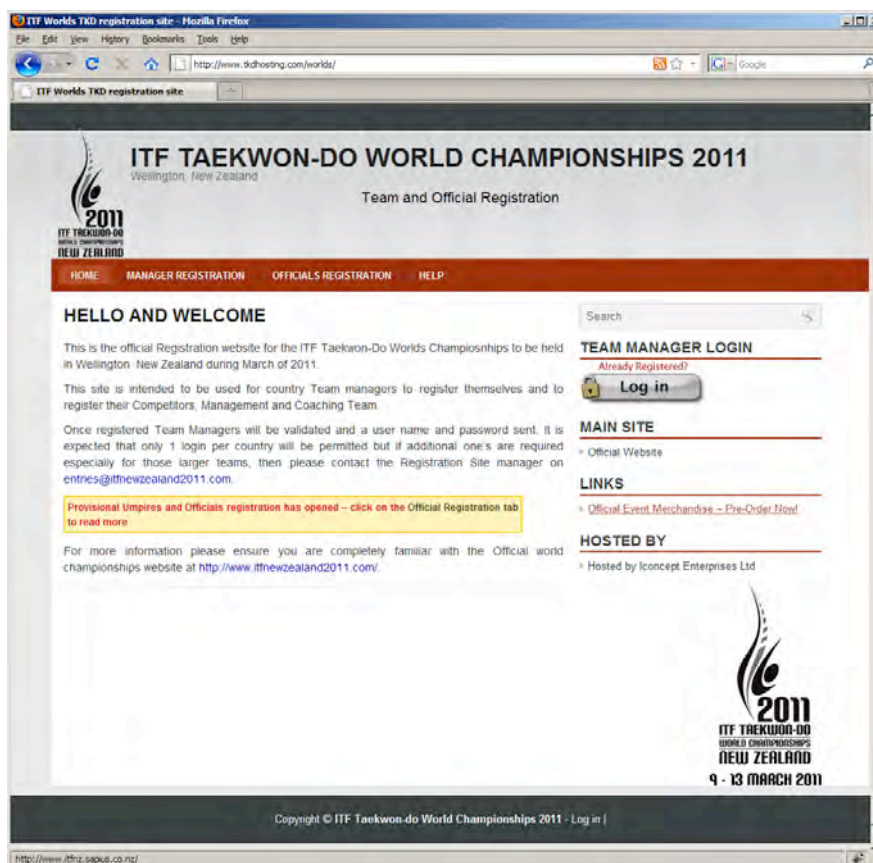
#### Meet & Greet Liaisons (15 or 20)

- Andrew Miller from Security for the Management Team to verify from Border Control what training requirements the Meet and Greet Liaisons need to go through before they board the plane and bring the Country delegations and luggage through to customs and into NZ.
- Lena Walton will prepare a schedule delegation arrival times and send it to all M&G Liaisons.
- M & G Liaisons will be wearing the official Worlds Shirt to identify themselves.
- M & G Liaisons will schedule who will be on "pick up" duty.
- Depending on arrival times Lena Walton and M&G Liaisons to arrange to transfer the delegations from Auckland International airport to Auckland Domestic Airport.
- Should all / any M & G Liaisons be attending the Champs in Wellington – they too will be available to the Liaison management Team as required.

#### Translator (1)


- In case one is required.

## 23. Registration Site



## 24. Competitor Information

Entrants (Competitor)													
showing 50													
Photo	ITF ID	ID	First Name	Last Name	ITF Num	Role	Country	Rank	Pass?	Letter Sent	NZ Checked	Entrant Error	View
	29402	C406	Kane	Baigent	NZ-2 -271	Competitor	NZL	2nd Dan	N	No	Yes		
	22009	C407	Shane	Black	NZ-1 -795	Competitor	NZL	1st Dan	N	No	Yes		
	21866	C408	Christopher	Broughton	NZ-1 -756	Competitor	NZL	1st Dan	N	No	Yes		
	21826	C426	Matthew	Brunton	NZ-1 -693	Competitor	NZL	1st Dan	N	No	Yes		

ITF USER ID	39718	ITF Black Belt number	NZ-2-291
First Name	Dane		
Last Name	Canton		
Gender	Male		
Main Role:	Competitor		
DOB (d/m/y)	1 January 1989		
Tournament Age: 22			
Compete as a	Senior		
Email	lord_kiseragi@hotmail.com		
Passport			
Country	NEW ZEALAND		
Rank	2nd Dan		
Weight	75.00 kg		
now to 2 decimal places (kg)			
ID Photo			
		Tournament Events	Worlds 2009 result
		Sparring	No 2009:
		Patterns	Yes 2009:
Selected Division: Male Senior 2nd Dan (ITF Div #15260)			
		Pre-Arranged	No
		Power	No
		Special Technique	No
		Team Events	No

## 25. Umpire Information required

### Personal Information

- Confirmed (Yes/No)
- Country New Zealand
- First name & last name
- Gender
- Address
- City
- Province/State
- Postal Code
- Telephone (include full country code)
- Email address
- Date of Birth

### ITF Degree Certification

- Country Code
- ITF Degree
- ITF Degree Number
- Umpire A (Identification Number)
- Umpire B (Identification Number)

### World Championship Experience

- Jury President
- Center referee
- Corner Umpire
- Power Breaking
- Special Technique
- Electronic System

### World Championship Experience

- Jury President
- Center referee
- Corner Umpire
- Power Breaking
- Special Technique
- Electronic System

### (Example)

Yes

John Smith  
Male  
12 Smith Street  
Tauranga  
Bay of Plenty  
6001  
+64 07 555 5555  
JonSmith@hotmail  
7 August 1970

NZ  
4  
111  
601  
425

2011 Wellington New Zealand  
2011 Wellington New Zealand  
None  
2011 Wellington New Zealand  
None  
2011 Wellington New Zealand

2008 Pan American Championships, Florianopolis, Brazil  
2004 ITF World Cup, Orlando, Florida  
None  
2004 ITF World Cup, Orlando, Florida  
None  
None



## 26. Registration Site Extract

ITF USERID	Barcode ID	itf_num	role	fname	lname	dob	weight	M/F	rank	countr	Patt	Sparr	Pow	spec	preA	team	Team Spar	Team Pat	Team Power	teams pec	Pat_seed	Spar_seed	Compete As	Tour Age
29402	C406	NZ-2-271	Competitor	Kane	Baigent	9/04/1988	74	M	-2	NZL						65000	65100		65300	65400			Senior	22
22009	C407	NZ-1-795	Competitor	Shane	Black	2/04/1992	76	M	-1	NZL						65000	65100	65200	65300	65400			Senior	18
21866	C408	NZ-1-756	Competitor	Christopher	Broughton	8/10/1987	62.9	M	-1	NZL	15250	15102				65000		65200			1st		Senior	23
21826	C426	NZ-1-693	Competitor	Matthew	Brunton	2/07/1993	62.8	M	-1	NZL		14103											Junior	17
39737	C427	NZ-1-1011	Competitor	Joshua	Campbell	25/04/1996	50	M	-1	NZL		14101											Junior	14
39718	C409	NZ-2-291	Competitor	Dane	Canton	1/01/1989	75	M	-2	NZL	15260												Senior	22
49365	C477	NZ-1-1132	Competitor	Matthew	Chan	16/10/1993	73	M	-1	NZL	14250			14400		64000	64100	64200		64400			Junior	17
21785	C417	NZ-1-815	Competitor	Amanda	Cleland	17/04/1987	76	F	-1	NZL		25105	25300			75000	75100		75300				Senior	23
21818	C397	NZ-1-874	Competitor	Samantha	Couling	24/12/1993	49	F	-1	NZL		24102				74000		74200					Junior	17
22052	C418	NZ-2-254	Competitor	Alexandra	Couling	22/05/1988	52	F	-2	NZL	25260												Senior	22
32805	C428	NZ-1-980	Competitor	Mitchell	Craig	6/01/1995	68	M	-1	NZL		14104				64000	64100		64300				Junior	16
42725	C429	NZ-1-891	Competitor	Michael	Davis	21/08/1993	57	M	-1	NZL		14102			54500								Junior	17

## 27. Team Mangers Report



### NEW ZEALAND

**Federation Name** International Taekwon-Do  
**Team Manager** Angela Bartrop  
**Address** Christchurch 8053  
 New Zealand

2011  
ITF TAEKWON-DO  
WORLD CHAMPIONSHIPS  
NEW ZEALAND  
9 - 13 MARCH 2011

ITF No	Full Name	Passport	M/F	DOB	ITF Number	J / S	Patterns				Sparring					Power	Specialty	Team				Pre Arranged
							I	II	III	IV+	Micro	Light	Middle	Heavy	Hyper			Patns	Spar	Power	Spec	
47817	Joshua Jamieson		M	3/02/1997	NZ-1-1088	J					Y											
21826	Matthew Brunton		M	2/07/1993	NZ-1-693	J							Y									
39737	Joshua Campbell		M	25/04/1996	NZ-1-1011	J					Y											
49365	Matthew Chan		M	16/10/1993	NZ-1-1132	J	Y										Y	Y	Y		Y	
32805	Mitchell Craig		M	6/01/1995	NZ-1-980	J								Y				Y	Y			
42725	Michael Davis		M	21/08/1993	NZ-1-891	J					Y											Y
39753	Simon Davis		M	5/05/1995	NZ-1-1027	J					Y											Y
29399	Hamish Duncan		M	9/05/1993	NZ-1-973	J								Y	Y			Y	Y	Y		
47814	Hunter Edwards		M	20/07/1997	NZ-1-1090	J	Y											Y				
49372	Corey Hunter		M	2/12/1993	NZ-1-1139	J								Y				Y	Y			
22077	Mitchell Leong		M	11/12/1996	NZ-2-308	J		Y			Y							Y				
47821	Ryan McNie		M	7/02/1997	NZ-1-1089	J	Y											Y				
22078	Robert Meleisea		M	1/07/1996	NZ-2-306	J							Y									
21938	Aramai Tahau		M	27/09/1993	NZ-2-278	J		Y						Y			Y	Y	Y			

## 28. Weigh In manifest Report

### Worlds Weigh In For New Zealand

Member No	Grade No	First Name	Last Name	Date of birth	Weight	Weight in 1	Weight in 2	Required	Checked In
29402	NZ-2-271	Kane	Baigent	09 Apr 1988	74				8/03/2011 11:27:10 a.m.
22009	NZ-1-795	Shane	Black	02 Apr 1992	76				8/03/2011 11:21:26 a.m.
21866	NZ-1-756	Christopher	Broughton	08 Oct 1987	62.9	62.96		>54 <= 63	8/03/2011 11:17:03 a.m.
21826	NZ-1-693	Matthew	Brunton	02 Jul 1993	62.8	62.2		>58 <= 63	8/03/2011 11:18:09 a.m.
39737	NZ-1-1011	Joshua	Campbell	25 Apr 1996	50	51.96		>1 <= 52	8/03/2011 11:25:51 a.m.
39718	NZ-2-291	Dane	Canton	01 Jan 1989	75				8/03/2011 11:24:44 a.m.
49365	NZ-1-1132	Matthew	Chan	16 Oct 1993	73				8/03/2011 11:22:12 a.m.
21785	NZ-1-815	Amanda	Cleland	17 Apr 1987	76	78.24		>70 <= 250	3/8/2011 11:17:38 AM
21818	NZ-1-874	Samantha	Couling	24 Dec 1993	49	49.12		>45 <= 50	8/03/2011 11:17:33 a.m.
22052	NZ-2-254	Alexandra	Couling	22 May 1988	52				8/03/2011 11:20:16 a.m.
32805	NZ-1-980	Mitchell	Craig	06 Jan 1995	68	69.56		>63 <= 70	8/03/2011 11:24:12 a.m.
21940	NZ-3-124	Melissa	Timperley	03 Sep 1992	52				3/8/2011 11:20:24 AM
22132	NZ-4-46	Mark	Trotter	18 Aug 1984	53.9	52.62		>1 <= 54	8/03/2011 11:20:18 a.m.
29418	NZ-2-287	Carl	Van Roon	06 Mar 1984	79.9	79.12		>71 <= 80	8/03/2011 11:23:54 a.m.
47888	NZ-1-1115	Samantha	Young	29 Jan 1993	54				3/8/2011 11:20:43 AM

Signed \_\_\_\_\_



## 29. Website Pages

Welcome to the Official Website of ITF Taekwon-Do World Championships 2011



**2011 ITF TAEKWON-DO WORLD CHAMPIONSHIPS NEW ZEALAND 9 - 13 MARCH 2011**

Home About New Zealand Tournament Live Results Team Registration Sponsorship Merchandise Contact Us

Federations



**Important Notices**

- Confirmed Entrants
- UPDATED** Tournament Draws
- Tournament VIPs
- Tournament Umpires
- Umpires Meeting
- Coaches & Managers Meeting
- Latest Newsletters
- Umpire Information
- UPDATED** Tournament Rules
- Sparring Gear Rules
- Accommodation
- Team Registration

To all Competitors, Officials, Supporters and Sponsors

*Thank you all for your attendance and support at the recent ITF Taekwon-Do World Championships held here in New Zealand. It was an absolute pleasure for the Organising Team and many volunteers to have hosted you all. We hope your visit will be a lasting one with fond memories of New Zealand.*

*We hope to see you again and wish all ITF Federation Members the best of luck at the next World Championships in Spain.*

*To our Sponsors, thank you so very much. The event would not have been possible with your kind support.*

*Finally to all the many volunteers, you did New Zealand proud. Thank you for the last 3 years of support, attendance of many meetings and very late nights.*

Kind Regards,  
ITF Taekwon-Do World Championships 2011 New Zealand Organising Team



Wellington Time  
29-11-2011 Tue 9:39:17 PM

**Medal Tally**



available on Results page

**TKDACTION**

TKDACTION 2011 Nationals - Sunday Pick of the Pick: Images (142)...  
106 days ago - reply - retweet - favorite

TKDACTION AN won best region!!! Yay!!  
107 days ago - reply - retweet - favorite

TKDACTION Nationals winding down just waiting to hear the awards & best region:)

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Federations



**9 - 13 March 2011 ITF Taekwon-Do World Championships**

**0 Days To Go**

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**Live Results Feed**

TKDACTION.COM - 2011 WORLD CHAMPS RESULTS

**2011 ITF World Champs Results**

3/24/2011

Last Modified: 10:53 a.m. (GMT +12) 18/03/2011

**Best Overall Awards**

Senior Male Individual	New Zealand	Carl van Rooy
Senior Female Individual	Russia	Ekaterina Kozlovskaya
Senior Male Team	New Zealand	
Senior Female Team	New Zealand	
Junior Male Individual	Poland	Michal Wieleba
Junior Female Individual	New Zealand	Kara Timmer
Junior Male Team	New Zealand	
Junior Female Team	New Zealand	

**Medal Tally**

Country	Gold	Silver	Bronze
New Zealand	20	12	10
Argentina	9	3	13
Poland	8	13	8
Slovenia	7	4	3
Germany	3	8	9
Canada	3	5	9
United States	2	5	8
Russia	2	1	1

**Sponsor**

**NEW ZEALAND MAJOR EVENTS**

**SPARC**  
Sport & Recreation  
New Zealand

**Absolutely POSITIVELY**  
All Ways to Forward Wellington

**TKDACTION**

**NZCT**  
New Zealand Community Trust

**THE LION FOUNDATION**

**Pub Charity**

### **30. Feed Back (as Received)**

*I have no words to express my gratefulness for all the hospitality and efficiency of this Wonderful World Championships done in New Zealand!*

*Many many thank's for your dedication and super job!*

Best regards,  
Pablo Trajtenberg  
President ITF

*I cannot thank you enough for your hospitality and the excellent way you hosted the World Championships in Wellington. It is normal that I find fault with something in every World Championships but I am hard pushed for New Zealand. Congratulations. I compliment your whole Organisation on their friendliness and endeavour to look after everyone. The Mayor gave us a hearty and prestigious welcome and then was gracious enough to visit our event. Your opening ceremony was very emotional and I thank the indigenous people who made it such a success. While you all were very welcoming, I feel that special thanks are due to Mr. And Mrs. Lourantos who provided that special evening which will be fondly remembered in our memories. My faith in the Taekwon-Do community as a whole has been refreshed and I will always have a special feeling for the Taekwon-Do people of New Zealand. Many thanks and "Lang may yer lums reek" with the spirit of the Taekwon-Do of Gen. Choi Hong Hi.*

Yours in Taekwon-Do  
GM Tom MacCallum

*Just arrived home one hour ago and want to say JUST COMPLIMENTS. you did it an excelent work, and you deserved all what you earned in this Championships. For sure all of you give a hard work for the next organizer This WC will remind in my memory and also all what you did it for make feel comfortable during the WC*

THANK YOU  
Warmest Regards  
GM Hector Marano

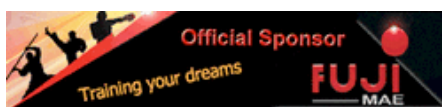
*Just back from Auckland 2 days holiday,  
Many compliments the full successful World Championship New Zealand 2011,  
Thank you very much your hospitality of the arrangements in Wellington, This is a wonderful trip of my life!  
Please take care my friends and hope to see all you soon*

Best Regards,  
Alfred Yu

*Just back home after a 35 hours trip and would like to take the opportunity to thank all of you once more for a fantastic organized WC 2011.  
Everything has been great from the arrival to the departure, hotels, sport stadium , hospitality etc.  
You have set an example for the future events to be organized  
Once more many many compliments!!!*

Yours in Taekwon-Do  
GM Willem Jacob Bos  
ITF Board Director

### 31. Sponsors



Feel the difference



Fishware

Tournament Manager

