



BE UNIFIED™

FAMILIES REGISTRATION GUIDE

September 2018





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Welcome Letter

Abu Dhabi World Games 2019 Family Services welcomes you!

Congratulations on your family member being selected to participate in the World Games! We look forward to celebrating with you at the Special Olympics World Games Abu Dhabi 2019 that will take place from 14 to 21 March 2019. Families are the number one source of love, support and encouragement to the athletes of Special Olympics, and will give the Games a great value and significance.

The Families Program Services Division is dedicated to making the family members of the athletes and participants feel at home and experience a pleasant and comfortable stay among their friends in Abu Dhabi, United Arab Emirates (UAE).

With an inviting environment and a variety of fun activities, Families will enjoy the sport competitions in addition to a variety of cultural opportunities that the UAE offers. Every moment will turn your stay in the UAE to an unforgettable experience!

This Registration guide is meant to help you with the registration process for the Families Program. It also helps provide necessary information about travel arrangements to the UAE.

We are looking forward to hosting more than 10,000 delegation members from over 170 nations. Athletes will compete in 24 sports. With the support of the athletes' family members and more than 20,000 volunteers we can make the Special Olympics World Games Abu Dhabi 2019 the most important and impactful sporting event of the year.

We are looking forward to welcoming you!

1. Games Dates

March 2019													
8	9	10	11	12	13	14	15	16	17	18	19	20	21
Host towns Visits for athletes													
				Sports divisioning									
						Opening Ceremony							
								Sports Competitions					
												Closing Ceremony	

2. Pre-registration Information

2.1. Families Program Registration Eligibility

The Families Program offers a range of services exclusively to Family Members of the Athletes and Participants involved in the Special Olympics World Games Abu Dhabi 2019. Individuals eligible to register and to be provided with the Families Program benefits are defined as any individual who is related to an athlete participating in Special Olympics World Games Abu Dhabi 2019, as follows:

1. The husband, wife, partner, child of the athlete
2. A blood relative of the athlete (i.e., mother, father, sibling, grandparent, uncle, aunt, nephew, niece, cousin and a relative related by marriage or a partner of a blood relative)
3. The athlete's legal guardian, foster partner or caregiver
4. An individual involved with the athlete in a parenting role

The categories of participants that will be welcomed into the Families Program include family members of:

- Competing Special Olympics athletes
- Athlete Officials
- Athlete members of the Law Enforcement Torch Run Final Leg Team
- International Global Messengers

2.2. Registered Families Program Member Benefits

Registered Family Members are provided with the following benefits:

Accommodation Assistance

The Local Organizing Committee (LOC) will provide to registered family members housing options at reduced rates at the Official Families Hotels. A weblink and relevant booking information will be sent to the National Family Coordinators once the official hotels are confirmed.

Access to the Families Program Welcome Center

The Families Program Welcome Center serves as the initial check-in area. This is where credentials and Welcome Packs will be distributed to all registered members.

Access to Free Transportation

The Families Program credential allows access to the free inter-venue shuttle service throughout the Games, which also connects the competition venues and the Official Families Hotels. This shuttle service will further be connected to the existing Abu Dhabi public bus network, so that credentialed family members not staying at the Official Families Hotels can access the service. Details on Families transportation options will be provided closer to the Games through the Family coordinators and the Families page on the website (www.abudhabi2019.org).

Access to Families Program Hospitality Areas

The Families Program credential allow access to Families and Honored Guests Lounges, which are available at competition venues and serve as places to rest, gather and network. Light refreshments will be served at lounges, and information desks will be available.

Designated Seating for Families within the Venues

The Families Program credential gives access to dedicated Families and Honored Guests seating areas at competition venues.

Engagement Activities

Family Members are invited to enjoy and participate in Family-related activities held in conjunction with the sporting competitions. The LOC is currently finalizing the benefits of the Families Members and further details will be provided through the National Family Coordinators.

Host Town Program

The Host Towns program is dedicated to Delegations only. Therefore Families will not be able to participate in the Host Town program.

2.3. Non-Family Members Information

Non-family members, such as friends of Families Program participants, are welcome to attend the Games as spectators, but will not have the above-mentioned benefits that Family Members are given.

3. Registration Process

Families Program registration will be done only through an online system (SO Connect). The Families Program Services Department of the LOC will send the registration link to the National Family Coordinators who will be responsible for disseminating it to Families.

After the Family Members submit their forms online, they will receive an automated confirmation of receipt. Following validation by the National Family Coordinators, the Family Members will be considered registered.

All registration forms must be submitted by **December 31st, 2018**, as also indicated below.

If Family Members require assistance with completing the Registration Form, they should contact their National Family Coordinators assigned to them.

3.1. Registration Timeline

Families registration guide circulated (English version)	05 September 2018
Families registration opens	End of September 2018
Families registration closes	31 December 2018

3.2. General Registration Instructions

All Families Program participants must register online using SO Connect. No other methods of registration will be accepted.

Before you begin:

In order to complete the online registration, please have the following information ready prior to starting your registration:

- Contact information including address, phone number, email and emergency contact
- Information about the athlete you are related to (name, sport, etc.)
- Travel information, including flight information and arrival/departure dates
- Hotel information
- Digital photo to upload for your credential (see photo requirements listed below)

- Passport information and a photo-copy of the information page of the passport to upload



All required fields in the system must be filled out. Also all information must be completed in English.

Please ensure that ALL registration forms are 100% complete. If you need assistance in completing the online registration, please reach out to your National Family Coordinator who should be your first point of contact. In case you need additional information you can contact: familyservices@abudhabi2019.org.

Photo Requirements







- Load digital color image in JPG format and at least 300 DPI or 800 x 600 pixels
- Passport-size photos must be scanned and uploaded in JPG or PNG format
- Each individual image should be saved using the following naming convention: COUNTRYCODE_SURNAME_ FIRST NAME_DOB (e.g., JPN_OTA_04JUN1980)
- The headshot photo should NOT be cropped from the passport
- Photos must be clear of stamps

Headshot Photo Requirements

The headshot photo is used for credentialing. Please read the guidelines and follow the instructions below:

- Head should be positioned directly facing the camera
- Photo should capture from slightly above top of hair to middle of chest
- Eyes should be open and looking at the camera
- Eyeglasses should be worn if normally used by the individual
- Glare on eyeglasses can usually be avoided with a slight upward or downward tilt of the head
- Background must be **plain white**
- Must be a **colored photo**
- Include headpieces if worn daily for religious purposes; they should not obscure or cast shadows on the eyes or any other part of the face
- Medium – resolution photography and printing are strongly recommended
- Digitally printed photos should be produced without visible pixels or dot patterns
- Fine facial features should be discernible
- The entire face should be in focus
- Photo size must be 1.6 inches (4cm) x 2 inches (5cm)

Photo Examples

INCORRECT	CORRECT	SUGGESTIONS
<p>Head Not Facing Camera</p> 	<p>Head Facing Camera</p> 	
<p>Glare on Glasses</p> 	<p>No Glare on Glasses</p> 	<p>A slight downward tilt of the head will usually eliminate glare on eyeglasses. If this does not reduce the glare, try tilting the head slightly upward or rotating the glasses slightly upward or downward. The head should not be tilted by more than a few degrees to eliminate glare.</p> <p>Red Eyed conditions should be avoided. Red eye is caused by a direct reflection, through the pupil, from the retina of the eye when an on-camera flash is used, particularly for a subject who has adapted to a darkened environment. Red eye can be reduced by using an off-camera flash or by brightening the ambient lighting.</p>
<p>Background Not Plain</p> 	<p>Plain Background</p> 	<p>A distracting background should be avoided. Use a plain wall or a photographer's backdrop cloth as the background. The background color may be white or off-white.</p> <p>Ideally, the background will be out of focus so that minor markings or texture on the background are not apparent in the photo.</p>

4. Travel to the UAE

4.1. Accommodation and Travel Information

Family Members are responsible for making their own travel arrangements to and from Abu Dhabi, including visa processing, flight and accommodation booking.

Accommodation options at reduced/discounted rates will be sent out to the National Family Coordinators.

4.2. Visa Information

Family members are responsible for making all necessary arrangements to obtain visa, if this is required. If there is a charge for the visa, the individual is responsible for that cost. In addition, the LOC will not issue letters or any other support.

Citizens of the following countries can get a 30-day visit visa on arrival, free of charge and renewable for similar period.

1. Andorra	8. Malaysia	15. Singapore
2. Australia	9. Mauritius	16. Ukraine
3. Brunei	10. Monaco	17. United Kingdom
4. Canada	11. New Zealand	18. United States of America
5. Hong Kong	12. People's Republic of China	19. Vatican City
6. Ireland	13. Russian Federation	
7. Japan	14. San Marino	

Citizens of the following countries can get a 90-day multiple entry visa valid for 6 months free of charge, from the date of issue for a stay of 90 days.

1. Argentina	13. Germany	25. Poland
2. Austria	14. Greece	26. Portugal
3. Belgium	15. Hungary	27. Romania
4. Bulgaria	16. Iceland	28. Seychelles
5. Chile	17. Italy	29. Slovakia
6. Croatia	18. Latvia	30. Slovenia
7. Cyprus	19. Liechtenstein	31. South Korea
8. Czech Republic	20. Lithuania	32. Spain
9. Denmark	21. Luxembourg	33. Sweden
10. Estonia	22. Malta	34. Switzerland
11. Finland	23. Netherlands	
12. France	24. Norway	

Citizens of Gulf Cooperation Council (GCC) countries do not require a visa. They need to present their GCC country passport or national ID card at the point of entry into the UAE.

Expatriate residents of GCC countries need to apply for visa online and obtain the same before arriving in the UAE.

The above list and visa information may vary from time to time; therefore, it is advisable to check with your travel agency, the airline you are flying with or the [UAE embassy](#) before travelling to the UAE. Also please visit the [Ministry of Foreign Affairs](#) website for latest information on visa requirements.

Note that even if a country does not require a visa, the family member passport information will still need to be provided as part of the registration process.

Visas through Airlines

When booking through any of the following UAE-based airlines, check for the types of terms and conditions for entry permit or visa. Also enquire about documents you need to provide them. Follow the below links for more information:

- [Visa services of Etihad Airways](#)-Etihad Airways
- [Visa services offered by Emirates Airline](#)-Emirates Airline
- [Visa services of Fly Dubai](#)-Fly Dubai

Visas through Travel Agencies

Licensed travel agents in the UAE can arrange an entry permit, or visa, if you purchase the air ticket through them. You may also contact travel agencies in your country for tourism packages to the UAE who can arrange an entry permit, or visa, in collaboration with a tour operator in the UAE.

Visas through Hotels

Selected only hotels in the UAE may be able to aid in the visa application process at a cost. However, it is generally advisable to apply for a visa through the embassy, your local travel agent or the airline you intend to use for your travels.

For more information on visa application, please follow the instructions on this link: [visa information](#)

4.3. Etihad Airways

Etihad Airways is the Official Partner Airline for the Special Olympics World Games Abu Dhabi 2019, and is offering 10% discount to Families and Friends for bookings made before March 7, 2019 and travel between March 9 and 26, 2019.

Discount is available in Economy and Business classes from any direct flights into Abu Dhabi.

How to book: Log on to Etihad.com/AbuDhabi2019 and enter promo code **SOG2019**.

4.4. Arrival to the UAE Airports

The two official airports in the UAE are Abu Dhabi International Airport (AUH) and Dubai International Airport (DXB).

The distance between Dubai and Abu Dhabi is approximately 140 km and it usually takes between 1hr15mn and 1hr30mn by car.

How to reach Abu Dhabi City from Abu Dhabi airport:

Taxi

Getting around Abu Dhabi is easy, and taxis are reasonably priced and plentiful. They can be flagged down at the roadside, booked by phone through the TransAD hotline 600 535353 or via

the Abu Dhabi Taxi app available for both iOS and Android platforms. The cost of the trip from Abu Dhabi airport to the city center is approximately 85dhs (cost is only indicative and may change depending on final destination/route and traffic). While some taxis take credit cards, it is recommended to have cash (dirham) on hand.

Bus

Public buses operated by DOT (Department of Transport) are available to cater to the needs of the community in different parts of the Emirate of Abu Dhabi, including the airport. One single bus ride costs 2dhs. You can download their application "Moovit" and have access to a city-wide bus map.

How to reach Abu Dhabi City from Dubai airports:

Taxi

Dubai Taxi is operated by DTC (Dubai Taxi Corporation). There is plentiful of taxis at the exits of all terminals. While some taxis take credit cards, it is recommended to have cash (dirham) on hand. The cost of the trip from Dubai airport to Abu Dhabi city is approximately 350dhs (cost is only indicative and may change depending on final destination/route and traffic).

Public Buses, Tram, Metro

Dubai Public buses, Trams, and Metro are operated by RTA. You can access RTA services using "Nol card" which is a smart card that enables you to pay for the use of various RTA transport modes. You can also book and plan your trips via the "RTA Mobile app". The Tram and Metro do NOT connect Dubai and Abu Dhabi, however public buses do.

You can find more information about the bus stations in Dubai and the service routes to Abu Dhabi by visiting this link: [Dubai buses](#)

A journey planner is also available in the RTA website to help you plan the connection between different locations in Dubai (including airports) and Abu Dhabi. You can find this in the following link: [RTA trip planner](#)

Flying with Emirates Airlines

If you are flying to Dubai with Emirates airlines, there is complimentary coach services for Economy Class passengers holding a flight ticket. Visit the below link for shuttle timing and pick-up/drop-off points: [Emirates shuttle service](#)

All business and first-class travelers receive complimentary chauffeur drive that also includes transportation between Dubai and Abu Dhabi.

Careem

Careem is a popular transportation provider in both Abu Dhabi and Dubai. The Careem phone App enables users to book rides within a matter of seconds from anywhere by matching them with Captains to take them where they want to go. The process is quite simple: When you wish to book a ride, open the app and input your pickup and drop-off locations, then send the request by tapping a single button. Nearby Captains see this request, accept your booking, and immediately starts driving towards you. The rate between Dubai airport and Abu Dhabi City is between 380dhs and 480dhs (cost is only indicative and may change depending on final

destination/route and traffic). It is advisable to contact Careem as they may also offer different rates from trips between Dubai airport and Abu Dhabi.

Please visit the below link for information regarding transportation options from Dubai airport: [Traveling to/from airport](#)

5. Medications in the UAE

If you are on permanent medication prescriptions, please make sure you either bring the required quantities or the relevant doctor's prescription to cover your stay in Abu Dhabi as some of the medications cannot be purchased without a valid prescription. You can find more information on the medications by visiting this link: [Clearing customs](#)

6. Other useful information

Please visit the following websites for additional information about the UAE:

<https://government.ae/en/information-and-services/visiting-and-exploring-the-uae/what-to-do-in-the-uae/explore-the-uae-by-emirate->

www.visitabudhabi.ae

<https://abudhabiculture.ae/en>

www.abudhabairport.ae/

www.visitdubai.com/en/events

www.dubaiairports.ae

www.fujairah tourism.ae

<http://ajman.travel/>

<https://en.rasalkhaimah.ae/>

<https://www.visitsharjah.com/>

<https://www.uaq.ae/en/visitor.html>

7. Communication

All communication to Family Members will go through their National Family Coordinator, as the LOC will be sending updated information to them. In addition, updated information will be provided on the **Special Olympics World Games Abu Dhabi 2019** webpage, where a section for Families will be available. Family Members are requested to check the webpage regularly for updates.

Access to the webpage will be sent to the National Family Coordinators of each Delegation, who will be responsible for disseminating the information once Family Members are registered and verified.

If you have any questions or need assistance with Registration, please contact your National Family Coordinator for a direct reply.

The World Games Families Program also accepts questions at familyservices@abudhabi2019.org

We will try to answer your queries as quickly as possible.

#HereToParticipate #AbuDhabiPrepares #SpecialOlympicsAD

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