

ENTRY INFORMATION PACK

IWAS World Games 2020

Nakhon Ratchasima, Thailand | 20 – 28 February 2020

Dear IWAS Member Nations,

International Wheelchair & Amputee Sports Federation (IWAS) & Sports Association for the Disabled of Thailand under the Royal Patronage of His Majesty the King (SADT) are delighted to invite the athletes, coaches and team staff of the IWAS Membership to the IWAS World Games 2020 in Nakhon Ratchasima, Thailand. The Games will host a wide range of sports at state-of-the-art venues across Nakhon Ratchasima, one of the four major cities of Isan utilising the facilities purpose built for the 2008 ASEAN Para Games.

We look forward to welcoming your teams to Thailand and to another successful IWAS World Games.

Local Organisers Sports Association for the Disabled of Thailand under the Royal Patronage of His Majesty the King (SADT)

Supported By International Wheelchair & Amputee Sports Federation (IWAS)

Local Organising Committee President of SADT | Chukiatt Singsung
Vice Secretary General and Public Relations | Maitree Kongruang
Foreign Relation Officer - LOC IWAS Games 2020 | Chidchanok Nakmanee
Foreign Relation Officer - LOC IWAS Games 2020 | Ramida Ruchirattikan
Technical Director - IWAS Games 2020 | Dr. Paiboon Srichaisawat
Technical Committee - IWAS Games 2020 | Dr. Ann Mahakeeta

IWAS Executive Board representative | Dina Sotiriadi
IWAS CEO | Charmaine Hooper
IWAS Head of Operations (Maternity Cover) | Emma Lau
Sport Technical | Phil Galli

Location Nakhon Ratchasima, Thailand

Dates 20-28 February 2020

Sports Archery, Athletics, Badminton, Cycling, Powerlifting, Shooting, Sitting Volleyball, Swimming, Table Tennis, Wheelchair Basketball, Wheelchair Tennis, & Wheelchair Fencing.

Full programmes for athletes with physical impairments will be offered in all sports.

This is a preliminary sport programme and the LOC/IWAS reserves the right to remove any sports that are not viable due to a low number of entries and where combined events are not possible.

Age Groups Open and Masters categories will be offered with additional Youth age groups offered in some sports, detailed in the sport specific information below.

If a viable competition cannot be achieved in youth age groups, athletes will be moved to compete in the Open category. IWAS/LOC reserves the right to merge athletes into Open event whose events do not attract a viable number of entries.

Athletes must be aged at least 14 years of age to compete unless formally agreed prior to entry. Powerlifting competitors must be at least 15 years of age.

Registration Fee £200 per person (all members of the team)

Inclusive Day Rate £100 per person, per night (single occupancy supplement of £50 per night applies). Includes accommodation with full board catering, arrival and departure transport from Suvarnabhumi International Airport, Games time shuttle and Opening & Closing Ceremonies.

DRAFT SCHEDULE

	Wed	Thu	Fri	Sat	Sun	Mon	Tu	Wed	Thu
	20	21	22	23	24	25	26	27	28
Arrivals									
Team Manager's Meeting									
Opening Ceremony									
Closing Ceremony									
Departures									

		Wed	Thu	Fri	Sat	Sun	Mon	Tu	Wed	Thu
		20	21	22	23	24	25	26	27	28
Venue TBC										
Wheelchair Basketball	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
TheMall Nakhon Ratchasima										
Wheelchair Fencing	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Powerlifting	Classification									
	Training									
	Sport Technical Meeting									
	Competition									

		Wed	Thu	Fri	Sat	Sun	Mon	Tu	Wed	Thu
		20	21	22	23	24	25	26	27	28
His Majesty the King's 80 th Birthday Anniversary. 5 th December 2007 Sports Complex										
Athletics	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Swimming	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Wheelchair Tennis	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Cycling	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Sitting Volleyball	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Shooting	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Terminal 21 Korat										
Badminton	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Central Plaza Nakhon Tatchasima										
Table Tennis	Classification									
	Training									
	Sport Technical Meeting									
	Competition									
Suranaree University of Technology										
Archery	Classification									
	Training									
	Sport Technical Meeting									
	Competition									

ENTRY PROCEDURE & DATES

All entries must be managed on the IWAS World Games 2020 Management System by IWAS Members. Under no circumstance will entries received via email or communicated directly to the LOC, be accepted. Entries will launch on **Wednesday 15 October 2020**.

The entry system can be accessed via www.iwas2020.org/Accreditation/login.aspx

For any questions about the entry system please contact the LOC on iwasgamesthailand@gmail.com

Please adhere to the following deadline dates to ensure a smooth entry process for all;

	Entry Stage	Deadline	Obligations	Notes
First Entries	Entry by Number	13 November 2019	Fees to be received by IWAS in full by 13 November 2019	Non-refundable. No visa invitation letters will be issued until this payment is received in full.
Final Entries	Entry by Name	25 December 2019	All fees due to the LOC to be paid in full by 25 December 2018	No accommodation or travel will be booked for teams until payment is received in full.

The closing date of 'Final Entries' is fixed, and entries received after this date will not be accepted.

ACCOMMODATION

Kantary Hotel & Serviced Apartments Korat (4*)

80th Anniversary Stadium: 6.1km
The Mall Korat: 3.3km
Terminal 21 Korat: 4.6km
Central Plaza: 10km
Klang Plaza: 3.9km
Suranaree University of Technology: 14.4km



Korapura Resort (4*)

80th Anniversary Stadium: 14.6km
The Mall Korat: 7.8km
Terminal 21 Korat: 4.8km
Central Plaza: 2.1km
Klang Plaza: 4.6km
Suranaree University of Technology: 21.9km



Sima Thani Hotel (4*)

80th Anniversary Stadium: 7.6km
The Mall Korat: 2.1km
Terminal 21 Korat: 3.8km

IWAS World Games 2020
Nakhon Ratchasima, Thailand



Central Plaza: 9.1km
Klang Plaza: 5.1 km
Suranaree University of Technology: 15.8km



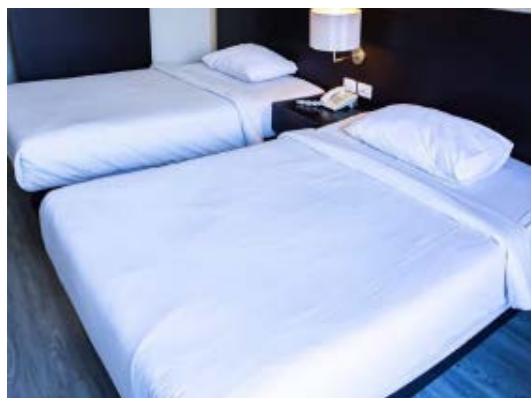
The Imperial Hotel and Convention Centre Korat (4*)

80th Anniversary Stadium: 14km
The Mall Korat: 7.6km
Terminal 21 Korat: 4.6km
Central Plaza: 1.9km
Klang Plaza: 3.8km
Suranaree University of Technology: 21.7km



City Park Hotel (3*)

80th Anniversary Stadium: 8.0km
The Mall Korat: 1.1km
Terminal 21 Korat: 2.8km
Central Plaza: 8.2km
Klang Plaza: 4.0km
Suranaree University of Technology: 16.2km



De V Loft Residence (3*)

80th Anniversary Stadium: 8.9km
The Mall Korat: 2.1km
Terminal 21 Korat: 1.9km
Central Plaza: 7.2km
Klang Plaza: 3.6km
Suranaree University of Technology: 17.2km



KS Pavilion Hotel (3*)

80th Anniversary Stadium: 8.2km
The Mall Korat: 1.3km
Terminal 21 Korat: 3.0km
Central Plaza: 8.4km
Klang Plaza: 4.2km

IWAS World Games 2020
Nakhon Ratchasima, Thailand



Suranaree University of Technology: 16.4km



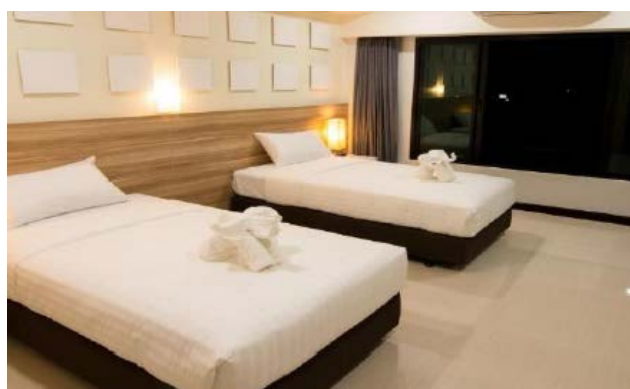
Kwanruen Park Hotel (4*)

80th Anniversary Stadium: 6.9km
The Mall Korat: 4.1km
Terminal 21 Korat: 4.0km
Central Plaza: 6.8km
Klang Plaza: 2.4km
Suranaree University of Technology: 15.2km



Som O House Hotel (2*)

80th Anniversary Stadium: 7.7km
The Mall Korat: 2.9km
Terminal 21 Korat: 5.5km
Central Plaza: 8.3km
Klang Plaza: 5.9km
Suranaree University of Technology: 18.0km



V-One Hotel Korat (3*)

80th Anniversary Stadium: 14.4km
The Mall Korat: 5.0km
Terminal 21 Korat: 3.5km
Central Plaza: 3.6km
Klang Plaza: 4.5km
Suranaree University of Technology: 20.1km



The Zenith Residence Hotel (3*)

80th Anniversary Stadium: 11.3km
The Mall Korat: 4.5km
Terminal 21 Korat: 2.9km
Central Plaza: 4.3km
Klang Plaza: 3.5km
Suranaree University of Technology: 19.6km



Limited wheelchair accessible rooms are available in the hotels; if possible, accessible rooms will be allocated to large teams and/or those with the most wheelchair users. A minimum of one room with an accessible bathroom will be available in each hotel for communal use only. For those who are unable to manage in their allocated rooms, shower facilities are also available in the sport venues changing facilities.

Accommodation and full board (breakfast, packed lunch and dinner) costs are included in the Inclusive Day Rate. The last meal covered by this rate is breakfast on departure day.

Single occupancy rooms will be chargeable at a £50 per person, per night supplement.

Hotel bookings are made by the LOC based solely on the information provided on the system, therefore it is the responsibility of the teams to ensure the accommodation requirements are entered correctly.

TRANSPORT

Transfers to and from Suvarnabhumi airport will be provided on the arrival and departure days detailed on the draft schedule.

Shuttle transport will also be provided for teams to travel between the hotels and sport venues throughout the Games. A schedule will be communicated upon arrival.

The cost of all travel detailed above is included in the Inclusive Day Rate.

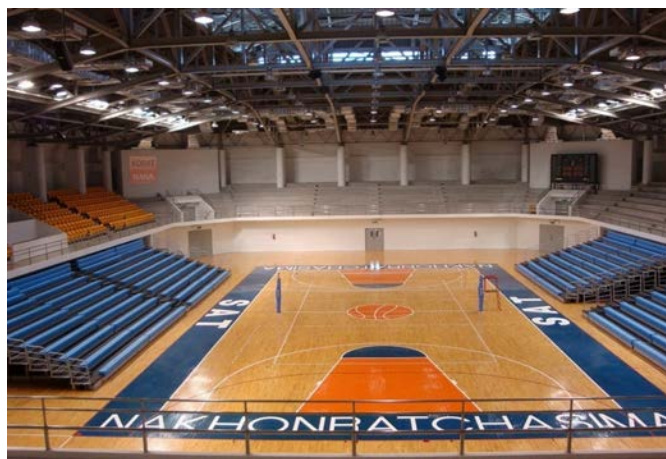
Airport transfers are arranged by the LOC based solely on the information provided on the system. It is the responsibility of the teams to ensure the arrival and departure information is entered correctly on the entry system.

VISAS

The IWAS World Games 2020 Entry System will use the information submitted during Entry by Name to create an athlete ID. This will be used as your visa when entering Thailand please ensure you print and bring these for your entire team.

SPORT FACILITIES

HIS MAJESTY THE KING'S 80TH BIRTHDAY ANNIVERSARY, 5TH DECEMBER 2007 SPORTS COMPLEX
Athletics, Cycling, Shooting, Sitting Volleyball, Swimming, Wheelchair Tennis



THE MALL KORAT
Powerlifting & Wheelchair Fencing



SURANAREE UNIVERSITY OF TECHNOLOGY
Archery



TERMINAL 21
Badminton



CENTRAL PLAZA
Table Tennis



SPORTS PROGRAMME

The LOC/IWAS reserves the right to make changes to the below schedules/events/age groups based on entries received.

ARCHERY	
Status	World Archery sanctioned
Classification Dates	20 & 21 February 2020
Training Dates	20 & 25 February 2020
Sport Technical Meeting	22 February 2020
Competition Dates	23 – 27 February 2020
Venue	Suranaree University of Technology
Competition Rules	World Archery rules & regulations will apply
Entry Process	The Games Entry System must be used for logistical information and registration. WAREOS must be used for sport entries, as normal.
Events	Men's Individual W1 Men's Individual Compound Men's Individual Recurve Women's Individual W1 Women's Individual Compound Women's Individual Recurve Team (Compound & Recurve) Mixed Team (Compound & Recurve)
Age Groups (if applicable)	Open

ATHLETICS	
Status	World Para Athletics approved
Classification Dates	20 – 21 February 2020
Training Dates	22 February 2020
Sport Technical Meeting	22 February 2020
Competition Dates	23 – 27 February 2020
Venue	His Majesty the King's 80th Birthday Anniversary 5 th December 2007 Sports Complex
Track	Outdoor – Synthetic Mondo Track 8 Lanes

Competition Rules	World Para Athletics Rules & Regulations will apply World Para Athletics Point Score System will be in use for combined events
Events	All events for athletes in WPA physical impairment classes on offer (including RaceRunning) International Dwarf Athletics Federation classes will be offered for the following events; Shotput, Javelin, Discus (combined ages): IDAF Class 3 60m, 100m & 200m (combined ages): IDAF Class 1, 2 & 3
Age Groups (if applicable)	Under 20 (U20): Any athlete of 14-19 years on 31 December in the year of the competition Open: All athletes of any age are eligible to compete; Masters: Any athlete who has reached his/her 35th birthday.

BADMINTON	
Status	Badminton World Federation approved – no ranking points apply
Classification Dates	20 – 21 February 2020
Training Dates	22 February 2020
Sport Technical Meeting	23 February 2020
Competition Dates	24 – 27 February 2020
Venue	Terminal 21 Korat
Competition Rules	Badminton World Federation Rules & Regulations will apply
Events	Singles, double and mixed events offered for all classes (WH/SL/SU/SS)
Age Groups (if applicable)	Open

CYCLING	
Status	UCI Approved
Event	C1 Event (Track & Road)
Classification Dates	21 & 22 February 2020
Training Dates	21 - 23 & 25 February 2020
Sport Technical Meeting	22 February 2020
Competition Dates	23-24 & 26-27 February 2020
Venue	His Majesty the King's 80th Birthday Anniversary 5 th December 2007 Sports Complex
Competition Rules	UCI Rules & Regulations will apply Veledrome: 333.33m Road: 10.5km
Events	Road Race – ITT 21km (MC1 – MC5, MH4 & MH5) Road Race – RR 21km (MC1 – MC5, MH4 & MH5) Road Race – ITT 10.5km (MH1 – MH3) Road Race – ITT 21km (WC1 – WC5, WH4 & WH5) Road Race – RR 21km (WC1 – WC5, WH4 & WH5) Road Race – ITT 10.5km (WH1 – WH3) Male and Female Track Events – TS (MC1 – MC5) Male and Female Track Pursuit (MC1 – MC5) Male and Female Track Scratch Race (MC1 – MC5)
Age Groups (if applicable)	Open

POWERLIFTING	
Status	World Para Powerlifting Sanctioned
Classification Dates	22 & 23 February 2020
Training Dates	21 - 26 February 2020
Sport Technical Meeting	23 February 2020
Competition Dates	24 - 26 February 2020
Venue	MCC Hall, The Mall Korat
Competition Rules	As per WPP0 Rules & Regulations
Age Groups	Under 20s & Open – minimum age of 15 years old as per WPP0 Rules
Events	<p>Women</p> <p>Up to 41.00 kg Up to 45.00 kg Up to 50.00 kg Up to 55.00 kg Up to 61.00 kg Up to 67.00 kg Up to 73.00 kg Up to 79.00 kg Up to 86.00 kg Over 86.00 kg</p> <p>Men</p> <p>Up to 49.00 kg Up to 54.00 kg Up to 59.00 kg Up to 65.00 kg Up to 72.00 kg Up to 80.00 kg Up to 88.00 kg Up to 97.00 kg Up to 107.00 kg Over 107.00 kg</p>

SHOOTING	
Status	World Shooting Para Sport Approved
Classification Dates	20 & 21 February 2020
Training Dates	20 - 22 February 2020
Sport Technical Meeting	20 February 2020
Competition Dates	21 - 27 February 2020
Venue	His Majesty the King's 80th Birthday Anniversary 5 th December 2007 Sports Complex
Competition Rules	World Shooting Para Sport Rules & Regulations will apply
Events	<p>Men</p> <p>R1-10m Air rifle - SH1 R7-50m rifle 3 positions - SH1 P1-10m Air pistol - SH1</p> <p>Women</p> <p>R2-10m Air rifle - SH1 R8-50m rifle 3 positions - SH1 P2-10m Air pistol - SH1</p> <p>Mixed</p> <p>R3-10m Air rifle Prone - SH1</p>

	R4-10m Air rifle Standing - SH2 R5-10m Air rifle Prone - SH2 R6-50m rifle Prone - SH1 R9-50m rifle Prone - SH2 P3-25m Air pistol - SH1 P4-50m Air pistol - SH1 P5-10m Air pistol - SH1 P6-10m (Mixed Team) Air pistol - SH1
Age Groups (if applicable)	Open

SITTING VOLLEYBALL	
Status	World ParaVolley Sanctioned – competition for teams ranked 11 and higher
Classification Dates	20 & 21 February 2020
Training Dates	20 & 21 February 2020
Sport Technical Meeting	21 February 2020
Competition Dates	22-17 February 2020
Venue	His Majesty the King's 80th Birthday Anniversary 5 th December 2007 Sports Complex
Competition Rules	World ParaVolley Rules & Regulations will apply
Classification	Classification application in progress
Events	Male and Female competition for teams ranked 11 and above in the World
Age Groups	Open

SWIMMING	
Status	World Para Swimming approval in progress
Classification Dates	20 & 21 February 2020
Training Dates	21 & 22 February 2020
Sport Technical Meeting	22 February 2020
Competition Dates	23 – 27 February 2020
Venue	His Majesty the King's 80th Birthday Anniversary 5 th December 2007 Sports Complex 50m Long Course/8 Competitive Lanes
Competition Rules	World Para Swimming Rules & Regulations will apply
Classification	Classification application in progress
Events	All events/distances for swimmers in for WPS physical impairment classes will be on offer
Age Groups	As per World Para Swimming Rules & Regulations (vJan 2018) athletes must be the following age on the first day of competition under age groups; Male: 12-16 years of age Female: 12-15 years of age Open: Athletes of all ages are eligible to compete Masters: Athletes 35 years or over on the day of competition

TABLE TENNIS	
Status	ITTF Sanctioned
Event	Factor 40 – Open Event
Classification Dates	20 & 21 February 2020

Training Dates	22 – 24 February 2020
Sport Technical Meeting	24 February 2020
Competition Dates	25 – 27 February 2020
Venue	Central Plaza Nakhon Ratchasima
Competition Rules	ITTF Rules & Regulations apply
Events	Maximum 6 athletes per country, per class Team events – maximum 2 team per country, per class No restrictions on open -competitors must be entered in Team and/or Individual event
Age Groups	In accordance with ITTF Rules & Regulations

WHEELCHAIR BASKETBALL	
Status	International Wheelchair Basketball Federation Sanctioned
Event	IWBF 3x3 World Championships
Training Dates	22 & 23 February 2020
Classification Dates	22 & 23 February 2020
Sport Technical Meeting	24 February 2020
Competition Dates	25 – 27 February 2020
Venue	TBC
Competition Rules	As per IWBF 3x3 Rules & Regulations (available on IWBF website)
Entry Process	Interest Forms to be sent to IWBF before Wednesday 15 October 2020. Teams will need to register for the IWAS World Games in cooperation with IWBF entry process.

WHEELCHAIR FENCING	
Status	IWAS Wheelchair Fencing Sanctioned
Event	IWAS Wheelchair Fencing Satellite Competition IWAS Wheelchair Fencing U17 and U23 World Championship
Classification Dates	22 February 2020
Training Dates	22 & 23 February 2020
Sport Technical Meeting	23 February 2020
Competition Dates	24 – 26 February 2020
Venue	The Mall Korat
Competition Rules	As per IWAS Wheelchair Fencing Rules & Regulations
Entry Process	Ophardt to be used as normal for sport specific information in addition to logistical information gathered on the Games Entry System
Programme	IWAS Wheelchair Fencing Satellite Competition Male & Female: Individual Foil, Epee & Sabre (Category A & B combined, depending on entries) IWAS Wheelchair Fencing U17 and U23 World Championship Male & Female: Individual Foil, Epee & Sabre
Age Groups	IWAS Wheelchair Fencing Satellite Competition Open IWAS Wheelchair Fencing World Championship U17 & U23

WHEELCHAIR TENNIS	
Status	ITF approved
Classification Date	22 February 2020
Training Dates	21 & 22 February 2020
Sport Technical Meeting	22 February 2020
Competition Dates	24 – 27 February 2020
Venue	His Majesty the King's 80th Birthday Anniversary 5 th December 2007 Sports Complex
Competition Rules	As per ITF Rules & Regulations
Age Groups	Open
Events	Singles (Quad, Male & Female) Doubles (Quad, Male & Female)

CLASSIFICATION

Classification opportunities, where available, are indicated in the above information. Sports with classification approval pending will be communicated immediately upon receipt of appointments from the IF.

Classification assessments must be requested and scheduled directly with sport specific International Federations, following their application procedures, as normal.

Classification slots are determined by the IF. IWAS or the LOC have no control over athletes selected for classification or the appointment slot provided. IWAS will share the classification schedules when received from the IFs.

Athletes with classification booked must arrive at least the day before their scheduled slot.

ATHLETE REPLACEMENT/SUBSTITUTION

Nations can replace/substitute competitors of the same gender, class and event for those that have had to withdraw for any reason up to two weeks (06/02/2020) before the start of the Games.

The LOC/IWAS/Technical Delegates reserve the right to refuse any substitution or replacement after this time.

INSURANCE

Teams/competitors must provide insurance for their own accident and liability. IWAS or the LOC accepts no liability and assumes no responsibility for loss or theft of materials or personal belongings during the Games.

All participants have the duty to observe safety regulations and other rules of the facilities provided.

All teams are required to sign the waiver provided in the 'Event Files' section and return to IWAS (games@iwasf.com) before the start of the Games.

VACCINATIONS

Please ensure you have checked with your doctor prior to travelling whether you require any medical vaccinations in order to travel to Thailand.

ACCREDITATIONS

A recent passport sized photo, with a clear, light coloured background must be uploaded to the entry system for every member of the delegation. Accreditations will be available upon arrival to the Games.

ATHLETE LICENSING

Athletes competing in World Para Swimming, Athletics, Powerlifting & Shooting approved competitions must have a valid, Current, Review or Confirmed international classifications to be eligible to have their results recognised by IPC, for purposes of rankings, records and qualification for future events, prior to the start of competition.

For the other sports with ranking points/qualification criteria, athletes must be licensed with their relevant International Federation prior to the Games to allow their results to be recognised.

However, please note, it is **not a requirement** to have an athlete license to compete at the Games.

ANTI-DOPING

The IWAS Anti-Doping Code, in compliance with the World Anti-Doping Agency (WADA) Code, will apply to all sports. Athletes can be tested at any time, during or out of competition.

For more information on the IWAS Anti-Doping Code, please visit the IWAS website.

SPORT TECHNICAL MEETINGS

Sport Technical meetings will be held at the times communicated in the sports programmes above.

It is mandatory for a representative of each team to attend these meetings to ensure the most current information is received. A maximum of two representatives can attend, as well as a translator, if necessary.

The location of these meetings will be communicated upon arrival.

Only sport specific matters will be raised and resolved in this meeting. Logistical matters relating to accommodation, transport, finances etc. can be dealt with at the Team Manager's Meetings.

TEAM MANAGER MEETINGS

The Team Manager's Meetings will address all logistical issues (accommodation, transport, catering, Ceremonies etc.) excluding sport. It is mandatory for a representative of each team to attend these meetings to ensure the most current information is received.

Team Managers must ensure that their country flag and anthem for medal presentations and ceremonies have been confirmed during this meeting.

The time and location of these meetings will be communicated upon arrival.

A maximum of two representatives can attend, as well as a translator, if necessary.

PAYMENT INSTRUCTION

Registration fees must be made to IWAS in Sterling (GBP/£) by bank transfer at the details below;

National Westminster Bank PLC., PO Box 54, 22 Market Square, Aylesbury, Bucks HP20 1TR, UK	
Account Name: IWAS	
ACCOUNT NO.	50848801
SORT CODE	60-01-31
SWIFT/BIC	NWBKGB2L
IBAN	GB59NWBK60013150848801

The following payment reference **must** be used for all bank transfers: **WorldGames *NATION*** as well as the invoice number supplied.

Please retain proof of payments as this may be requested prior or on arrival.

Inclusive Day Rates are charged by the LOC and therefore the bank details will differ from the Registration Fee invoice, due to IWAS. Please ensure the payments are made to the corresponding payment details on the correct invoice.

Inclusive Day Rates must be made to the Local Organising Committee in Sterling (GBP/£) by bank transfer at the details below;

Krungthai Bank Sport Authority of Thailand (Hua Mark)	
Account Name: Sports Association for the Disabled of Thailand	
ACCOUNT NO.	985-5-72197-7
SWIFT/BIC	KRTHTHBK

No accommodation will be booked for teams until payment is received **in full**.

CONDITIONS OF PAYMENT

Registration fees received in First Entries are non-refundable. Exceptional circumstances will be dealt with on an individual basis.

All fees incurred on the bank transfer, including fees in domestic and foreign intermediary banks, **must be covered by the payer.**

Under no circumstances will monies owed by Members be exchanged at the Games. All monies owed must be paid by bank transfer in adherence to the deadline dates communicated.

CONTACT

Should you need any further assistance, please use the following email addresses:

IWAS: games@iwasf.com (registration fee payments, memberships etc.)

LOC: iwasgamesthailand@gmail.com (entry system queries, sport specific queries, arrival/departure changes following close of entries, inclusive day rate payment questions, visa queries etc.)