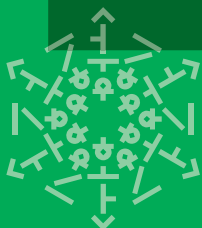
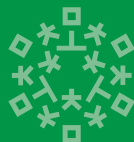
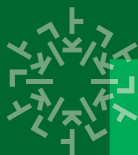


Passion.Connected.



PyeongChang 2018 Paralympic Family Guide



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Welcome Message from the IPC President



Andrew Parsons

IPC President

On behalf of the International Paralympic Committee, it is my great pleasure to welcome the whole Paralympic Family to the PyeongChang 2018 Paralympic Winter Games.

These Games mark the start of three successive editions of the Paralympics that will be held in Asia with Tokyo 2020 and Beijing 2022 already on the horizon. Such a platform presents the Paralympic Movement with a unique opportunity to grow in size and scale in Asia and we will do all we can to take full advantage.

The last time the Paralympics were held in South Korea was in 1988. They were historic Games as the Paralympics and Olympics came together as parallel events for the first time since the Tokyo 1964 Games. Since then the Paralympics have grown into the world's number one sport event for driving social inclusion.

Thanks to the work of the PyeongChang 2018 Organising Committee, Para athletes and participating National Paralympic Committees (NPCs) will find some outstanding venues to compete in here. All venues for the six sports are within one hour of the Paralympic Family Hotel and I hope this guide will provide you with all the details you require to have a thoroughly enjoyable Games experience here in PyeongChang.

Over the coming days I am confident that, thanks to the tremendous work of the NPCs and International Federations, you will witness sport of the highest calibre as around 650 of the world's best Para athletes compete in 80 medal events across six sports.

Enjoy the Games

Welcome Message from the POCOG President



LEE Hee-beom

President & CEO of the PyeongChang 2018 Organizing Committee

Welcome to Korea. Welcome to PyeongChang!

It is my pleasure to begin by welcoming all Paralympic Family members to the PyeongChang 2018 Paralympic Winter Games.

We had a dream. A dream to bring back the enthusiasm of the Paralympic Summer Games Seoul 1988 by hosting the Paralympic Winter Games in Korea. I still vividly remember the scene in Durban at the 123rd IOC Session when PyeongChang was announced as the host city of the 2018 Olympic and Paralympic Winter Games. It is impossible to describe how happy we all were when our third bid for the Games was finally successful.

Over the past seven years of preparations, things were not always easy, and we had to take painstaking efforts. I would like to extend my sincere appreciation to each and every one of you who contributed and helped us to reach this special moment.

The PyeongChang 2018 Winter Games will be an unforgettable festival of peace and harmony for the 7.5 billion citizens around the globe. Friendly smiles will greet you in every corner and at each venue of the host region.

This Paralympic Family Guide will provide you with useful information, including, but not limited to competition venues, accreditation, transportation and accommodation. In addition, the PyeongChang 2018 Passion Crew will assist you right near you to make sure that you experience a home away from home.

Again, I welcome you all to PyeongChang 2018. May I wish that you all leave with beautiful memories to be cherished for many years to come.



PyeongChang 2018 Paralympic Winter Games



Welcome to PyeongChang 2018!

We welcome you to PyeongChang, where you will experience the Paralympic spirit, the famed hospitality of Korea, and a single, unifying passion for sports.

People from all corners of the world will gather in PyeongChang, where long-awaited dreams come true, joy abounds, and the world comes together in friendship. The celebration for all is about to begin!

Passion. Connected



Slogan

PyeongChang 2018 hopes to initiate a world in which everyone is connected with a shared passion, opening new horizons for the continued growth of winter sports.

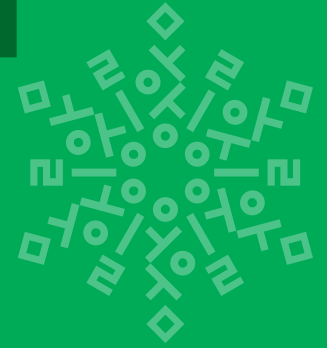
Emblem

The emblem symbolises a world open to everyone. It combines the image of ice and snow, winter sports stars (athletes), and people from all over the world, coming together in PyeongChang where heaven meets earth.

Mascot

Bandabi

The Asiatic black bear or 'ban-dal-ga-seum-gom' (bear with a half-moon mark on the chest) symbolises strong willpower and courage that the bear displays in Korean folklores. This bear has now been selected as the friendly mascot for the PyeongChang 2018 Paralympic Winter Games. 'Banda' is derived from 'ban-dal', Korean word for 'half-moon'. 'Bi' stands for celebration of the Games.



Paralympic Family Hotels

Addresses and Contacts

InterContinental Alpensia Hotel - Paralympic Family Hotel (PFH)

325, Solbong-ro, Daegwallyeong-myeon, PyeongChang-gun,
Gangwon-do, 25351, Republic of Korea

Telephone: +82-33-339-1225

Website: <https://www.ihg.com/intercontinental/hotels/gb/en/gangwon-do/kagha/hoteldetail>

Holiday Inn Hotel - Paralympic Family Hotel 2 (PF2)

325, Solbong-ro, Daegwallyeong-myeon, PyeongChang-gun,
Gangwon-do, 25351, Republic of Korea

Telephone: +82-33-339-1240

Website: <https://www.ihg.com/holidayinnresorts/hotels/us/en/gangwon-do/kagpr/hoteldetail>



Offices and Services

InterContinental Alpensia Hotel - Paralympic Family Hotel (PFH)

IPC

- | | |
|--------------------------------|-----------------------|
| • IPC President office | 7 th floor |
| • IPC CEO office | 7 th floor |
| • IPC Executive Support Office | 7 th floor |
| • IPC Meeting/Conference Room | 6 th floor |

POCOG

Paralympic Information Desk (PID)

- | | |
|--------------------|---|
| • Operating period | 4 March - 20 March |
| • Operating hours | 04 - 05 March 08:00 - 20:00
06 - 18 March 08:00 - 21:00
19 - 20 March 08:00 - 20:00 |
| • Telephone | +82-33-654-0800 |

The Paralympic Information Desk will provide Paralympic Family members with the following services and information:

- Competition schedule and results;
- Paralympic Family Guide distribution;
- Paralympic Family Assistant (PFA) related assistance;
- Live Sites and Medals Plaza programme.

Transport Desk

- | | |
|--------------------|---------------------|
| • Operating period | 4 March - 20 March |
| • Operating hours | 08:00 - 22:00 |
| • Telephone | +82-33-654-0801 ~ 2 |

The Transport Desk will provide the Paralympic Family with the following transport-related services and information:

- Transport schedules and services;
- Maps and transport guidance;
- T1/T2/T3 system support;
- T1/T2 self-drive registration assistance;
- T3 reservation service;
- Ceremonies and events transport information; and
- Lost and found support.

Arrivals and Departures Information Desk

- | | |
|--------------------|------------------------|
| • Operating period | 28 February - 20 March |
| • Operating hours | 09:00 - 18:00 |
| • Telephone | +82-33-654-0803 |

The Arrivals and Departures (A&D) Information Desk will assist clients with KTX train reservation support, departure shuttle arrangements, and any other information related to arrivals and departures.

Samsung Mobile Help Desk

- | | |
|--------------------|--------------------|
| • Operating period | 4 March - 20 March |
| • Operating hours | 09:00 - 18:00 |

The Samsung Mobile Help Desk, operated by the Worldwide Paralympic Partner, Samsung, will provide Paralympic Family members with assistance and troubleshooting related to mobile phones.

Olympic Family Medical Station Lobby level

The Paralympic Family Medical Station at InterContinental Alpensia Hotel(PFH) will provide high quality medical services for Paralympic Family members from 5 to 18 March for 24 hours a day.

For more information, please refer to the **Medical Services section (page 15).*

Holiday Inn Hotel - Paralympic Family Hotel 2 (PF2)

POCOG

Transport Desk

Lobby

- | | |
|--------------------|---------------------|
| • Operating period | 4 March - 20 March |
| • Operating hours | 09:00 - 18:00 |
| • Telephone | +82-33-654-0991 ~ 2 |

The Transport Desk will provide the Paralympic Family with the following transport-related services and information:

- Transport schedules and services;
- Maps and transport guidance;
- T1/T2/T3 system support;
- T1/T2 self-drive registration assistance;
- T3 reservation service;
- Ceremonies and events transport information; and
- Lost and Found support.

IPC Administration Offices

IPC administration office

Ski Rental House*

**Address : 325, Solbong-ro, Daegwallyeong-myeon, PyeongChang-gun, Gangwon-do, 25351, Republic of Korea*



Paralympic Family Medical Services

All accredited Paralympic Family members in the IPC, IF and NPC categories are eligible to receive medical services from 3 March to 21 March 2018, while in Korea for the Paralympic Winter Games PyeongChang 2018.

Medical services, including hospital and ambulance services, will be provided free of charge for acute illness and injuries (or acute exacerbations of pre-existing illness or injuries). Please note that treatment of stable pre-existing conditions will not be covered under this agreement.

Medical Services at Venues

Medical Services at Paralympic Family Hotels

POCOG will operate 24-hour medical station at the Paralympic Family Hotel. Primary care services will be provided by experienced physicians and nurses.

Venue	Location	Operating Period	Operating Hours
InterContinental Alpensia Hotel (PFH)	Lobby level	5-18 March	24 hours

Medical Services at Competition Venues

Members of the Paralympic Family will be treated at the medical stations at the PyeongChang 2018 competition venues. If emergency situations arise or a hospital transfer is required, Paralympic Family members will be transferred to the designated Paralympic Family Hospitals.



Medical Services at Non-competition Venues

Medical services will also be provided for the Paralympic Family at the following non-competition venues.

Event / Venue	Location		Operating Period	Operating Hours
Opening & Closing Ceremonies	PyeongChang Olympic Stadium	Athlete medical station	5-18 March	10:00 - 22:00
		Spectator medical station (near Area C, near Area B)	Opening&Closing Ceremony days	16:00 - 23:00
	PyeongChang Olympic Plaza	Common Domain	9-18 March	10:00 - 22:00
International Broadcast Centre/Main Press Centre (IBC/MPC)	1st floor east IBC		9 - 18 March	24 hours
Paralympic Village(PLV)	Residential Zone		Residential Zone	07:00 - 23:00 (Emergency services, imaging, laboratory - 24 hours)

Designated Paralympic Hospitals

Paralympic Family members who require medical services beyond the scope of the PyeongChang 2018 Medical Stations will be transported to the designated Paralympic Hospitals - Gangneung Asan Hospital or Wonju Severance Christian Hospital.

Any planned transfer will be coordinated by POCOG Medical Services. Please note that Hospital referrals can only be made by POCOG medical personnel.

Designated Paralympic Hospitals

Hospital	Address	Contact Number
Gangneung Asan Hospital	Bangdong-gil 38, Sacheon-myeon Gangneung-si Gangwon-do	+82-33-610-3114
Wonju Severance Hospital	Ilisan-ro 20, Wonju-si Gangwon-do	+82-33-741-0114

Notification of Hospital Admission

If a Paralympic Family member's hospital admission is not coordinated by POCOG, Paralympic Family members must notify the PyeongChang 2018 Medical Headquarters (MHQ) located in POCOG's headquarters as soon as possible. (+82-33-654-0800)

Paralympic Family members that go independently to Paralympic Hospitals will be required to advise the hospital staff of their Paralympic accreditation status.

Medical Coverage at Paralympic Hospitals

Paralympic Family members will receive medical coverage for any needed advanced diagnostic or in-patient treatment at the Paralympic Hospitals.

Other Hospitals

Paralympic Family members will also receive PyeongChang 2018 insurance coverage at other hospitals for:

- Accidental Hospitalisation
- Outpatient Treatment of Accidental Injuries
- Drug prescription from Outpatient Treatment of Accidental Injuries
- Accidental Death and Dismemberment

In the unfortunate case of severe accidents or death, POCOG will provide repatriation services for the Paralympic Family member.

Ottobock Repair Service Centre

Repair Service Centre operated by Ottobock will provide repair services for Prosthetics, Orthotics and wheelchairs for Paralympic Family Members.

Centre	Operating Period	Operating Time
Paralympic Village(Main Centre)	2 - 21 March	08:00 - 21:00
Alpensia Biathlon Centre Jeongseon Alpine Centre Gangneung Hockey Centre	10 - 18 March	From 1 hour before the first competition Until 1 hour after the last competition

Arrivals & Departures

Arrivals

Round-trip transport services will be provided for accredited Paralympic Family stakeholders (inclusive of their accompanied baggage and equipment) between Incheon International Airport (ICN) or Yangyang International Airport (YNY) and official hotels on the T3 destination list from 28 February to 21 March 2018, according to the arrivals and departures information submitted to PyeongChang 2018.

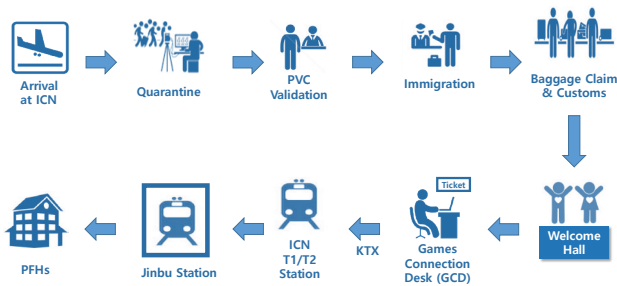
**Clients arriving through Gimpo International Airport will be provided with limited service such as provision of public transportation information.*

An Arrivals and Departures (A&D) Call Centre will be operated from 1 February to 20 March for 24 hours a day to assist with any changes made to the client's arrivals and departures information. To contact the help desk, please call +82-80-300-2017. Arrivals and Departures Desks will also be operated at the PFH to provide smooth service for the Paralympic Family.



Arrivals at Incheon International Airport (ICN)

Paralympic Family members will receive a warm welcome upon arrival at the Incheon International Airport. Games Connection Desks (GCDs) will be operated on site to provide arrival and departure transport related services, including KTX train ticket issuance and schedule information. Games Connection Desks will be located at Exit 3 at Terminal 1 (T1) and Exit 4 at Terminal 2 (T2) from 28 February to 20 21 March, and will be in operation 24 hours a day



The pictogram above shows the end-to-end journey for the Paralympic Family upon arrival at the Incheon International Airport. Clients will go through Quarantine, validate their PVCs and pass immigration through the Paralympic Lane. After picking up their luggage, they will move to the Games Connection Desk (GCD) to pick up their train tickets or be directed to the bus load zone. The KTX train station is adjacent to the airport and a KTX lounge will be in operation. The KTX train connects to Jinbu station in the Mountain Cluster and transport services will be provided from the station to the Paralympic Family Hotels and other official hotels on the T3 list.

V2 clients will receive dedicated protocol assistance from the aircraft gate, and direct T3 transport services will be provided from the Jinbu KTX station to the Paralympic Family Hotels.

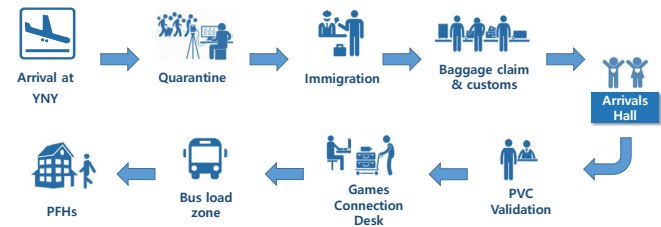
Please note that buses may be used instead of KTX trains for exceptional cases such as clients arriving outside of the KTX operation hours or when the train waiting time is longer than one hour.

The estimated time from airport arrival to the Paralympic Family Hotels is as follows:

Transportation	Mountain Cluster
KTX	183 ~ 238 min (KTX travel time: 113 ~ 143 min)
Bus	220 ~ 240 min (Bus travel time: 180 min)

Arrivals at Yangyang International Airport (YNY)

If arriving at the Yangyang International Airport (YNY), a direct bus service will transfer the Paralympic Family members from the airport to the Paralympic Family Hotels. For late night arrivals or when less than 4 people arrive, substitutional vehicles such as minivans will be provided.



Mishandled Baggage (Lost, Delayed or Damaged)

At the airport

Airlines are responsible for repair, compensation, or return of mishandled (lost, delayed or damaged) baggage at the airport. In case of damaged baggage, Paralympic Family clients are to report to the relevant airline company. They will be asked to show the damaged baggage in order to file a claim for compensation.

In the case of lost or delayed baggage, Paralympic Family members will need to report to the Lost Baggage Report Centre located at the baggage claim area at the airport. The airline's delivery service will be responsible for delivering any delayed baggage from the airport to the accommodation.

Arrivals and Departures Desks

The Arrivals and Departures Desks at the Jinbu KTX Station and Paralympic Family Hotel (PFH) will assist PF clients with any follow up related to mishandled baggage during the arrivals and departures process.

Customs

The electronic clearance system (UNI-PASS), administered by Korea Customs Service (KCS), enables paperless handling of all customs procedures including import/export declarations and provides expedited customs services to Paralympic Family participating in the PyeongChang 2018 Paralympic Winter Games.

Starting from January 2018 and throughout the Games until March 2018, a KCS customs clearance support team will be available at each of the customs offices used most frequently by Paralympic Family to ensure smooth and fast customs clearance for them 24 hours a day.

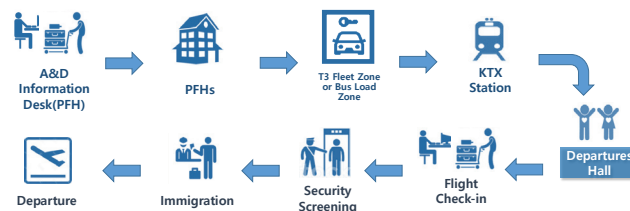
Departures

The departure service for Paralympic Family members will be identical to arrivals, in the reverse order. Clients are requested to share their final departure information at the Arrivals and Departures Desks at the Paralympic Family Hotel (PFH) or through the A&D Call Centre (+82-80-300-2017), no later than 72 hours prior to departure for smooth provision of departure transport services.

Paralympic Family Members with T1 and T2 privilege will be able to travel to the airports on their dedicated vehicles. Please note that additional vehicles

(including T3 vehicles), will not be provided for extra luggage. For T3 clients, T3 transportation service will be provided to the Jinbu KTX train station. The clients whose flight departure time falls between 24:00 - 13:00 will be afforded a bus service to ICN. Bus service will also be provided when KTX is not available on peak departure period(18 - 21 March). Please check at the Transport Desks for more information on this service.

It is recommended that Paralympic Family Members arrange to leave their accommodation in time to arrive at the airport 3 hours prior to flight departure time. Please consult at the Arrivals and Departures Desks for recommendations on departure times from the hotels.



Airport check-in

Online check-in is recommended to speed up the process through the airport and it is suggested that Paralympic Family members check the availability of online check-in services on their chosen airline's website.

Airport security procedures

Please ensure that any liquids being carried in hand baggage are in containers of 100ml or less and can fit in a clear plastic bag (provided at the airport) when presented to airport security staff.

Paralympic Family Transport Services

Paralympic Family Transport Services

Transport Code	Description
T1	Dedicated vehicle, driver and Paralympic Family Assistant
T2	Shared dedicated vehicle, driver and Paralympic Family Assistant
T2 Working Groups	Shared dedicated vehicle and driver
T3	Games client transport system
TM	Media Transport Service available to Paralympic Family
TP	Paralympic Family accredited clients will be entitled to travel free of charge on the following Paralympic Public Transport Systems: <ul style="list-style-type: none"> - Public Transport Systems of the Host Cities - Paralympic Transport Connections - Transport System for Spectators

T1 and T2 Services

Date of Service	Activation	Hours of operation
4 - 20 March	Within 24 hours of the client arrival	10 consecutive hours a day Between 06:00 and 24:00

T1 and T2 service will be available from 4 to 20 March 2018 and will enable Paralympic Family clients to travel to all destinations within the Paralympic Territory (*further defined in page 27).

Paralympic Family clients with T1 privilege will receive a dedicated vehicle with P2 VAPP and Paralympic Family clients with T2 privilege will receive a dedicated vehicle with P2 VAPP for shared use.

Each T1 and T2 vehicle will have a dedicated professional driver and a Paralympic Family Assistant (PFA) working shifts of ten consecutive hours including a one-hour break. Clients may adjust the service time within the time frame of 06:00-24:00 upon prior notice.

If additional service hours are needed, an additional driver may be provided for up to six extra hours upon request in advance and if available. Clients should make requests for drive time change or additional drivers through the client's Paralympic Family Assistant (PFA), at least two hours before the end of service, one day prior to the request date.

Self-Drive Policy

T1 and T2 clients who meet the self-drive requirements will be eligible to drive their vehicles. Clients who wish to self-drive can complete the procedure at the Transport Desks located in the Paralympic Family Hotels or submit the required documents to PyeongChang 2018 Transport by e-mail (sangchul.cho@pyeongchang2018.com). Vehicles must be handed over and returned at the T1/T2 parking areas located near the Paralympic Family Hotels. T1/T2 vehicles will only be allowed to drive within the Paralympic Territory.

Driver Qualifications	Required Documents
A valid international driver's license* <i>*Korean driver's license for Korean citizens</i>	One copy of International driver's license (Korean driver's license for Korean nationals) <i>*International licenses must be issued under the International Convention on Road Traffic (Vienna or Geneva Convention)</i>
Age 21 or older (as of 1 January, 2018)	One copy of driver's license (to confirm driving experience)
More than 1 year of driving experience (as of 1 January, 2018)	A copy of vehicle rental agreement

Paralympic Territory

The Paralympic Territory refers to the areas of the PyeongChang 2018 Host Cities (PyeongChang, Gangneung and Jeongseon) as well as cities and counties within the Gangwon Province, where official Games accommodation sites are located. Please note that Incheon and Seoul are not included in the Paralympic Territory. As an exception, T1 and T2 vehicles will be allowed to travel to Incheon International Airport at the time of departure.

T3 Service

T3 service will be available from 8 days before the Opening Ceremony (1 March 2018) until two days after the Closing Ceremony (20 March 2018). All T1, T2, and T3 entitled clients will have access to the T3 service.

The T3 transport system consists of On-demand and Bookable T3 Service. T3 service will be operated between Games facilities including competition and non-competition venues and official accommodation sites for T3 clients.

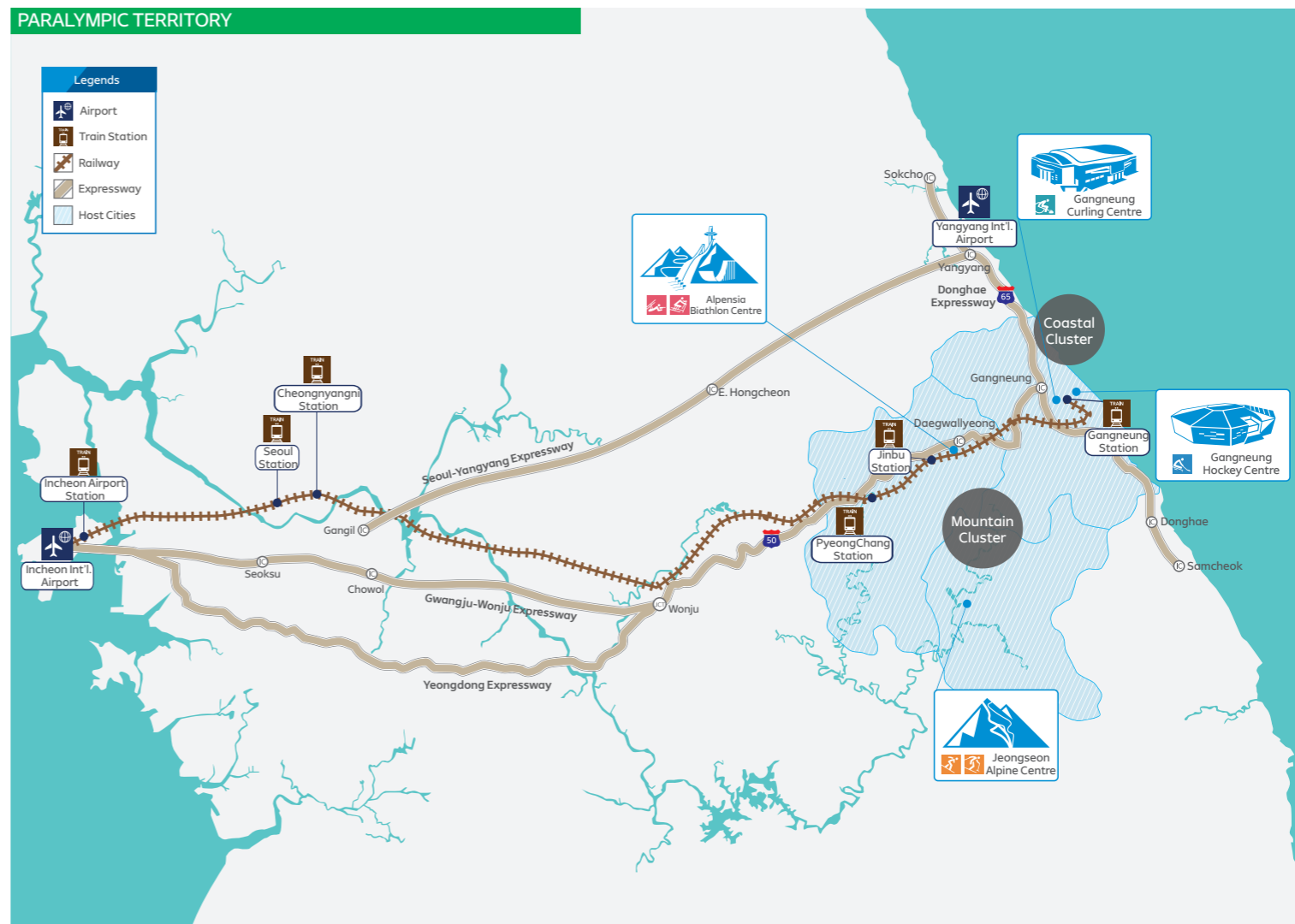
*See **T3 Destination List** in page 29 for a comprehensive list of T3 destinations.

T3 Service

Date of Service	Service Types	Hours of operation
1 - 3 March	Bookable	07:00-19:00
4 - 18 March	On-demand & Bookable	24 hours *Bookable service only from 23:00 to 07:00
19 - 20 March	On-demand & Bookable	07:00 - 21:00

Guidelines

- T3 service is a taxi-style service operating to T3 Destinations on a non-regular basis. The service consists of **On-demand service** and **Bookable service**.
- For **On-demand service**, T3 vehicles will be staged at designated T3 load zones of competition and non-competition venues. Please refer to the **PyeongChang 2018 On-demand T3 venues** below for the locations and operation hours (page 29).
- **Bookable service** can be used by making a reservation through the T3 Call Centre or by visiting the Transport Desks at PFHs, Paralympic Village and competition venues at least four hours prior to the requested time of usage.



- T3 service will be provided only for one-way trips and only to locations on the **Official T3 Destinations List**. The T3 vehicle will return to the staging location after completing a service.
- Reserved vehicles will wait 15 minutes for their client. There will be the client's name at the front passenger seat, so please find your name and take the car. If the client has not arrived at the pre-booked load zone within that timeframe, then the reservation will be cancelled.

T3 Call Centre is available for T3 reservation, lost and found, T3 transportation service information and will operate from 1 March to 20 March. The T3 Call Centre's operation hour for 4-18 March will be 24/7. Before and after the period will be 07:00-21:00. For faster reservation process, please prepare your PIAC card or accreditation number. To contact, please call +82 80-300-2018 (USIM Phone, domain phone, Hotel phone/Collect call) or +82 02-300-2018 (Roaming phones/Calling party pay).

PyeongChang 2018 Official T3 Destination List

<Mountain Cluster>

T3 Destinations	On-Demand	Bookable
Competition Venues		
Biathlon Centre (Alpensia)	○	
Alpine Centre (Jeongseon)	○	
Non-Competition Venues		
PyeongChang Olympic Plaza/ POCOG Headquarters	○	
Paralympic Village (PLV)	○	
PFHs/IBC/MPC	InterContinental Hotel (PFH) IBC	○
	Holiday Inn Hotel&Condo (PF2) MPC	○
Jinbu Station	○	
Paralympic Hospitality Centre (PHC)	○	

Official Accommodation Site	Yongpyong Villa Condo		○
	Kensington Flora Hotel		○
	Yongpyong Tower Condo		○
	Park Roche		○
	Yongpyong Dragon Valley Hotel	○	
	Yongpyong Greenpia Condo		○
Others	PyeongChang Sky Terra House		○

<Coastal Cluster>

T3 Destinations	On-Demand	Bookable	
Competition Venues			
	Gangneung Hockey Centre	○	
	Gangneung Curling Centre	○	
Non-Competition Venues			
	POCOG Gangneung Office(Uri Building)		○
	POCOG Gangneung Office(TOC)		○
	Gangneung Art Centre		○
	Gangneung Station	○	
	Yangyang Airport		○
Official Accommodation Site	St. John's Hotel	○	

On-demand T3 Venues

On-Demand T3 Service Venues				
Division	Venue	Operation Period	Hours of Operations	
Mountain	Comp. Venues	Alpensia Biathlon Centre	On competition days	From 1 hour before the first competition Until 1 hour after the last competition
		Jeongseon Alpine Centre		
	Non-Comp. Venues	PFH, IBC*	4-20 Mar 2018	(3. 4 ~ 18) 07:00 ~ 23:00 (3. 19 ~ 20) 07:00 ~ 21:00
		PF2, MPC		
		Paralympic Village		
		Paralympic Hospitality Centre	9-18 Mar 2018	18:00-24:00
		PyeongChang Olympic Plaza	4-18 Mar 2018	07:00~23:00
Jinbu Station	4-18 Mar. 2018	07:00-23:00		
	Dragon Valley Hotel	4-20 Mar. 2018	(3. 4 ~ 18) 07:00 ~ 23:00 (3. 19 ~ 20) 07:00 ~ 21:00	
Coastal	Comp. Venues	Gangneung Hockey Centre Gangneung Curling Centre	On competition days	From 1 hour before the first competition Until 1 hour after the last competition
		Gangneung Station	4-18 Mar. 2018	07:00-23:00
	Non-comp. Venues	Saint John's Hotel	4-20 Mar. 2018	(3. 4 ~ 18) 07:00 ~ 23:00 (3. 19 ~ 20) 07:00 ~ 21:00

*Operating hours can be changed according to the situation, and Bookable T3 service will be available on out of operating hours.

Paralympic Public Transport System

With an aim to supplement the transport systems dedicated to each client and to ensure convenient movement to diverse locations, all accredited client groups will have access to the following shared Paralympic Public Transport Systems

1. Shared Connection Service (TC System)
2. Transport Service for Spectators (TS System)
3. Free Access to the Public Transport Systems

Shared Connection Service (TC System)

To further enhance the transport systems dedicated to each client group and the existing public transport systems, connection services to be shared by all accredited clients and workforce ("Paralympic Transport Connection") will be available from seven days prior to the Opening Ceremony (2 March 2018) until one day after the Closing Ceremony (19 March 2018).

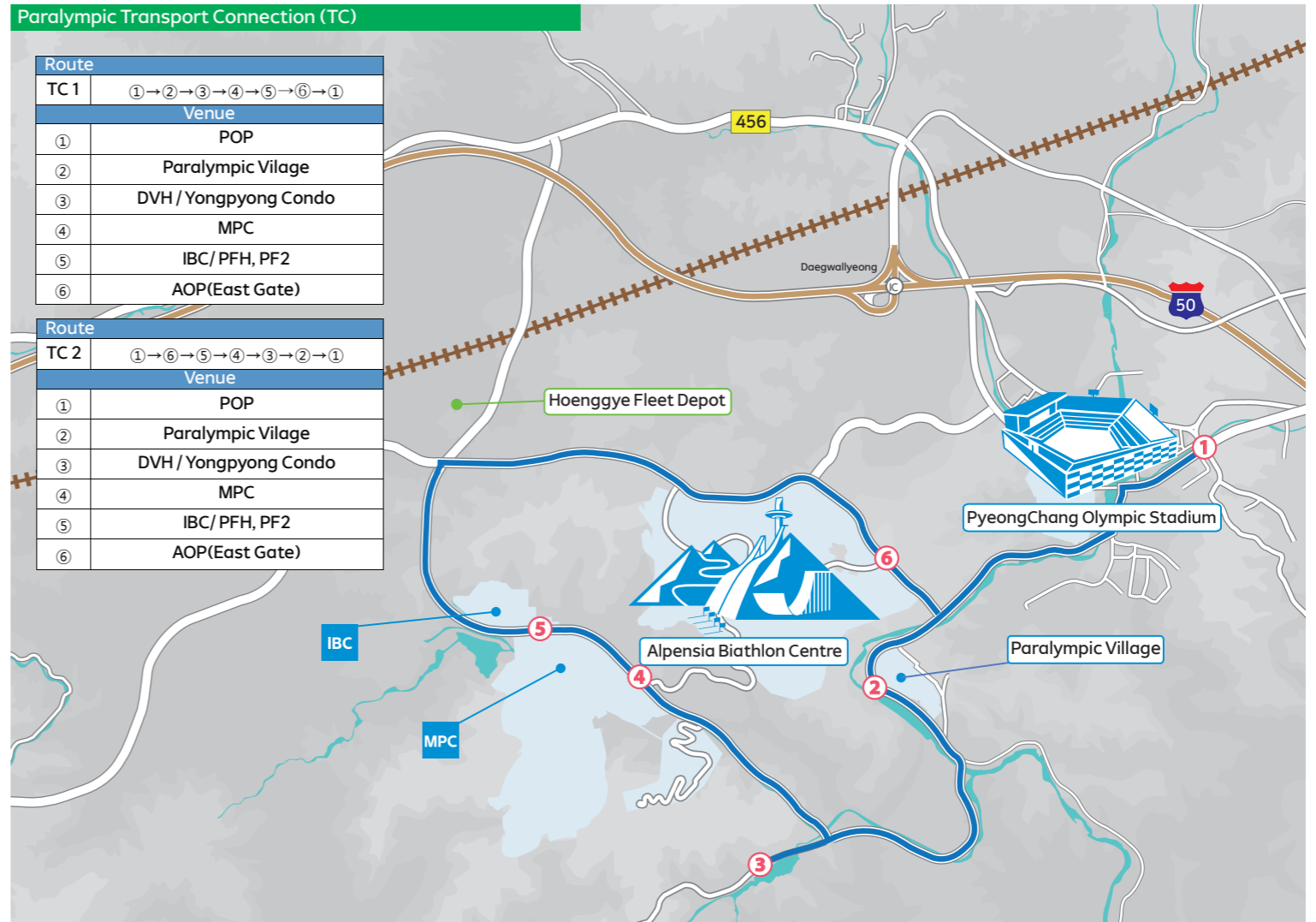
POCOG will run the Paralympic Transport Connections as a complimentary service on certain sections where a high travel demand is anticipated and the Connections are to be shared by all accredited clients groups. Operational hours will be 06:00-24:00. For further Routes, please visit the Transport desks.

Location	Route	Origin-Destination	Distance	Travel Time	Note
Mountain Cluster	TC 1 (Clockwise)	(Start) POP - PLV - Yongpyong Condo - MPC - IBC/PFH, PF2 - AOP(East gate) - (End) POP	17 km	50 min	Same route running in two directions
	TC 2 (Counter-clockwise)	(Start) POP - AOP (East gate) - IBC/PFH - MPC - Yongpyong Condo - PLV - (End) POP	17 km	50 min	
	TC 3	(Start/End) JBS(Jinbu Transport Mall) - IBC/ PFH, PF2 - MPC - Yongpyong Condo - PLV - POP - Daegwanryong Parking(Turning point)	23 km	60 min	Round Trip

Paralympic Transport Connection (TC)

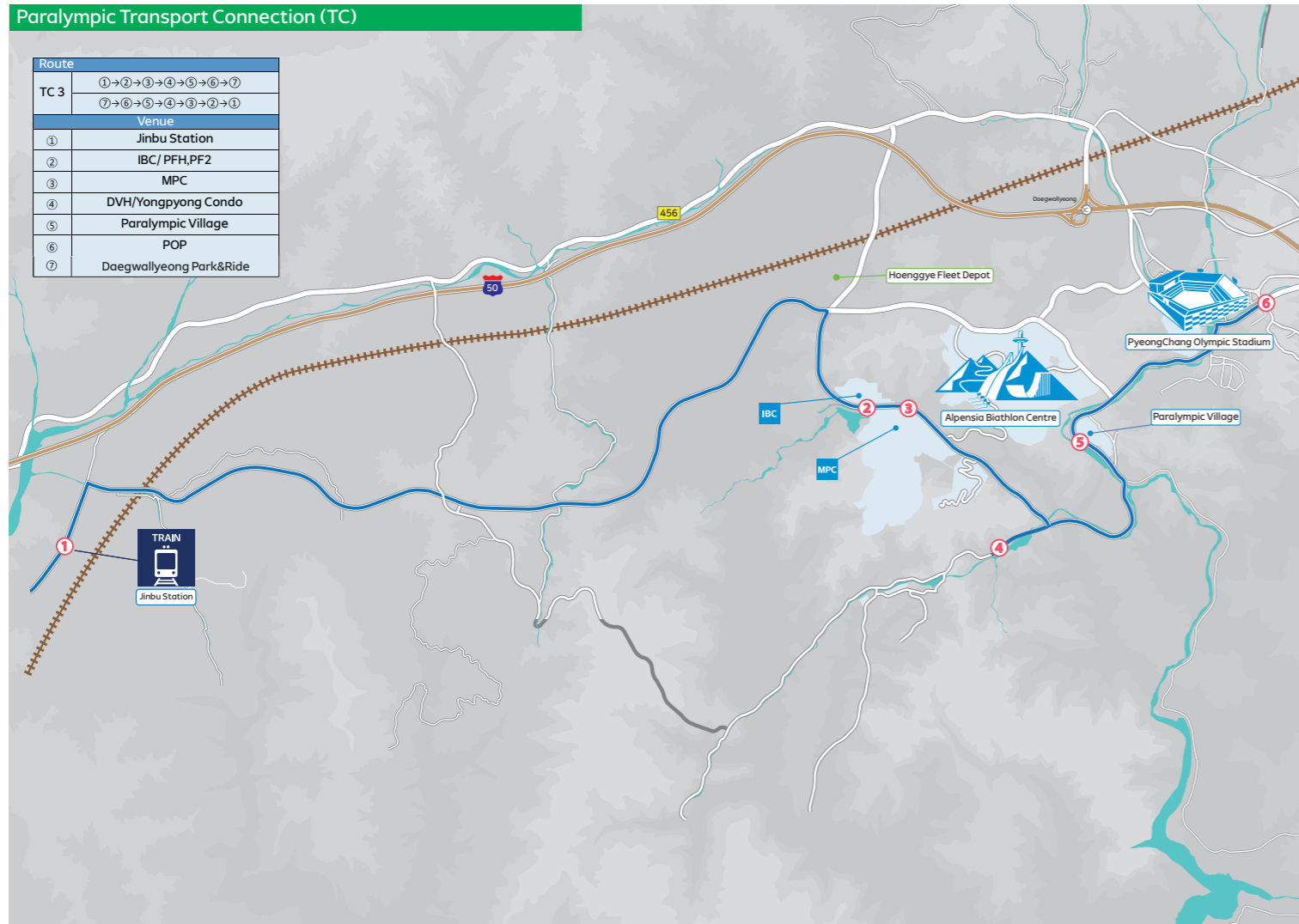
Route	
TC 1	①→②→③→④→⑤→⑥→①
Venue	
①	POP
②	Paralympic Vilage
③	DVH / Yongpyong Condo
④	MPC
⑤	IBC / PFH, PF2
⑥	AOP(East Gate)

Route	
TC 2	①→⑥→⑤→④→③→②→①
Venue	
①	POP
②	Paralympic Vilage
③	DVH / Yongpyong Condo
④	MPC
⑤	IBC / PFH, PF2
⑥	AOP(East Gate)



Paralympic Transport Connection (TC)

Route	
TC 3	①→②→③→④→⑤→⑥→⑦
	⑦→⑥→⑤→④→③→②→①
Venue	
①	Jinbu Station
②	IBC/ PFH,PF2
③	MPC
④	DVH/Yongpyong Condo
⑤	Paralympic Village
⑥	POP
⑦	Daegwallyeong Park&Ride



Accreditation



PyeongChang 2018 will operate multiple Accreditation Centres during the Games, to provide the Paralympic Family with a high level of accreditation service. Detailed locations and operation plans are as listed below (times and services vary by location).

Please note that:

- PVCs must be validated in person at one of the PyeongChang 2018 official accreditation facilities below to function as a PIAC with access rights. All participants must present their passports (should be valid until at least 18 October 2018) or other ID document that they have submitted upon accreditation application when validating PVCs.
- PVC holders whose privileges and/or information have changed from the time of data submission will be required to get their PIAC re-issued at an official accreditation facility.
- Lost, stolen, or damaged accreditation cards must be reported to the nearest PyeongChang 2018 accreditation facility at the earliest opportunity.
- If a PIAC is lost or stolen after validation, an Accreditation Replacement Request Form must be submitted at one of the official accreditation facilities and the individual must present his/her passport or other ID document that they have submitted upon accreditation application to have the PIAC reissued. The lost or stolen PIAC will be cancelled in the accreditation system, and will not be reactivated even if later found.
- Where an PIAC is damaged (for example, torn), the individual should return the damaged PIAC in person to an accreditation centre, and the PIAC will be reissued after an Accreditation Replacement Request Form has been submitted.



Accreditation Centres

Incheon Airport Validation Counters

- Location: before passport control at immigration
- Operational dates: 26 February - 18 March 2018
- Operating hours: 09:00 - 18:00
- Services: PVC validation only

Paralympic Family Accreditation Centre

- Location: by the main entrance of the PFH
- Operating dates: 1 March - 18 March 2018
- Operating hours: 09:00 - 18:00 (07:00 - 23:00 from 2 March to 10 March)
- Services (full service): PVC validation, card production, issue resolution

Other Accreditation Centres and Offices

Although the Accreditation Centre at the Paralympic Family Hotel will serve as the primary centre for the Paralympic Family, accreditation service will also be available at the following locations:

PyeongChang Mountain Cluster

- Uniform and Accreditation Centre (UAC): 26 February 2018 - 18 March 2018, 09:00 - 18:00 (08:00 - 21:00 from 26 February - 10 March 2018)
- PyeongChang Olympic Plaza: 26 February - 18 March, 09:00 - 18:00
- Paralympic Village: 26 February - 18 March, 07:00 - 23:00
- International Broadcast Centre: 1 March - 18 March: 08:00 - 18:00 (08:00 - 21:00 from 1 March - 10 March 2018)

Gangneung Coastal Cluster

- Gangneung Olympic Park: 1 March - 18 March (08:00 - 20:00)

Services Provided

Venue	PVC validation	Card production	Issue resolution
Incheon International Airport	○		
Paralympic Family Hotel	○	○	○
Uniform and Accreditation Centre (UAC)	○	○	○
International Broadcast Centre	○	○	○
PyeongChang Olympic Plaza	○		○
Paralympic Village	○	○	○
Gangneung Olympic Park	○	○	○
Venue Accreditation Offices (VAOs) at competition venues	○		
VAO at Jeongseon Alpine Centre	○	Card Replacement	○

Opening and Closing Ceremonies

The Opening and Closing Ceremonies for the PyeongChang 2018 Paralympic Winter Games will take place at the PyeongChang Olympic Stadium on 9 March and 18 March from 20:00 to around 22:00 respectively with pre-shows beginning at 19:00.

The PyeongChang Olympic Stadium is an open venue, and the average temperature over the last five years was -0.4 degrees Celsius. A cold-weather kit containing a rain coat, blanket, hot pack and hot pack seating cushion will be provided. However, it is strongly recommended to dress properly against the cold weather.

Clean-to-Clean coach services will transfer Paralympic Family members between the Paralympic Family Hotels (PFH, PF2) and the PyeongChang Olympic Stadium. T1/T2/T3 vehicles will not be allowed to travel to the PyeongChang Olympic Stadium on ceremony days.

Detailed transport information, including departure times and maps will be available at the Transport Desks at the Paralympic Family Hotels.

Complimentary Tickets

Complimentary tickets for the Opening and Closing Ceremonies are distributed by the IPC to its members and guests. These tickets can be picked up at the IPC Protocol & Guest Services Office located at the Ski Rental House in the Alpensia Resort.

Ticket Pick-up Times for IPC accredited guests and clients at the IPC offices in the Ski Rental House

Ceremony	Date	Time
Opening Ceremony	8 March 2018	09:00 am - 20:00 pm
	9 March 2018	08:00 am - 12:00 pm
Closing Ceremony	17 March 2018	09:00 am - 20:00 pm
	18 March 2018	08:00 am - 12:00 pm

Complimentary Opening and Closing Ceremony tickets for NPC Presidents and Secretaries General, their accredited accompanying guests and NPC transferable guests will be distributed at the Paralympic Information Desk (PID) in the InterContinental Alpensia Hotel (PFH). Tickets may be picked up by the NPC President, Secretary General, Chef de Mission, or their designee; individuals picking up tickets should present their PIAC or a passport and sign for receipt of the tickets. All tickets for each NPC's transferable guests will be combined in one envelope. IF President, Secretary General, Executive Board members and their accredited accompanying guests, as well as IF transferable guests also need to pick up their complimentary tickets at the PID.

Clients will be required to present his/her PIAC and sign a notice of receipt to collect the complimentary ticket. Should a representative be sent to collect complimentary tickets, the Paralympic Information Desk must be informed in advance and the representative must present his/her PIAC.











Ticket Pick-up Times for NPC and IF Presidents and Secretaries General and guest (PFH)

Ceremony	Date	Time
Opening Ceremony	8 March 2018	08:00 am - 20:00 pm
	9 March 2018	08:00 am - 12:00 pm
Closing Ceremony	17 March 2018	08:00 am - 20:00 pm
	18 March 2018	08:00 am - 12:00 pm

Tickets







At Games time, tickets will be available for purchase at ticket centres or online at www.pyeongchang2018.com. PyeongChang 2018 Ticket Centres are located at Seoul City Hall, Gangneung City hall, and Gangwon Provincial Office. Ticket outlets are also located at major KTX Stations and Gimpo/Incheon Airport. Ticket purchase will also be possible at the ticket box offices near all competition venues and at the Paralympic Village.

Map of Olympic Plaza

-  PyeongChang Olympic Stadium
-  Athletes Staging Area
-  Medals Plaza
-  Live Site
-  Cultural Zone
-  Superstore
-  Restaurants
-  Pedestrian Screening Area
-  Vehicle Screening Area
-  Security Perimeter











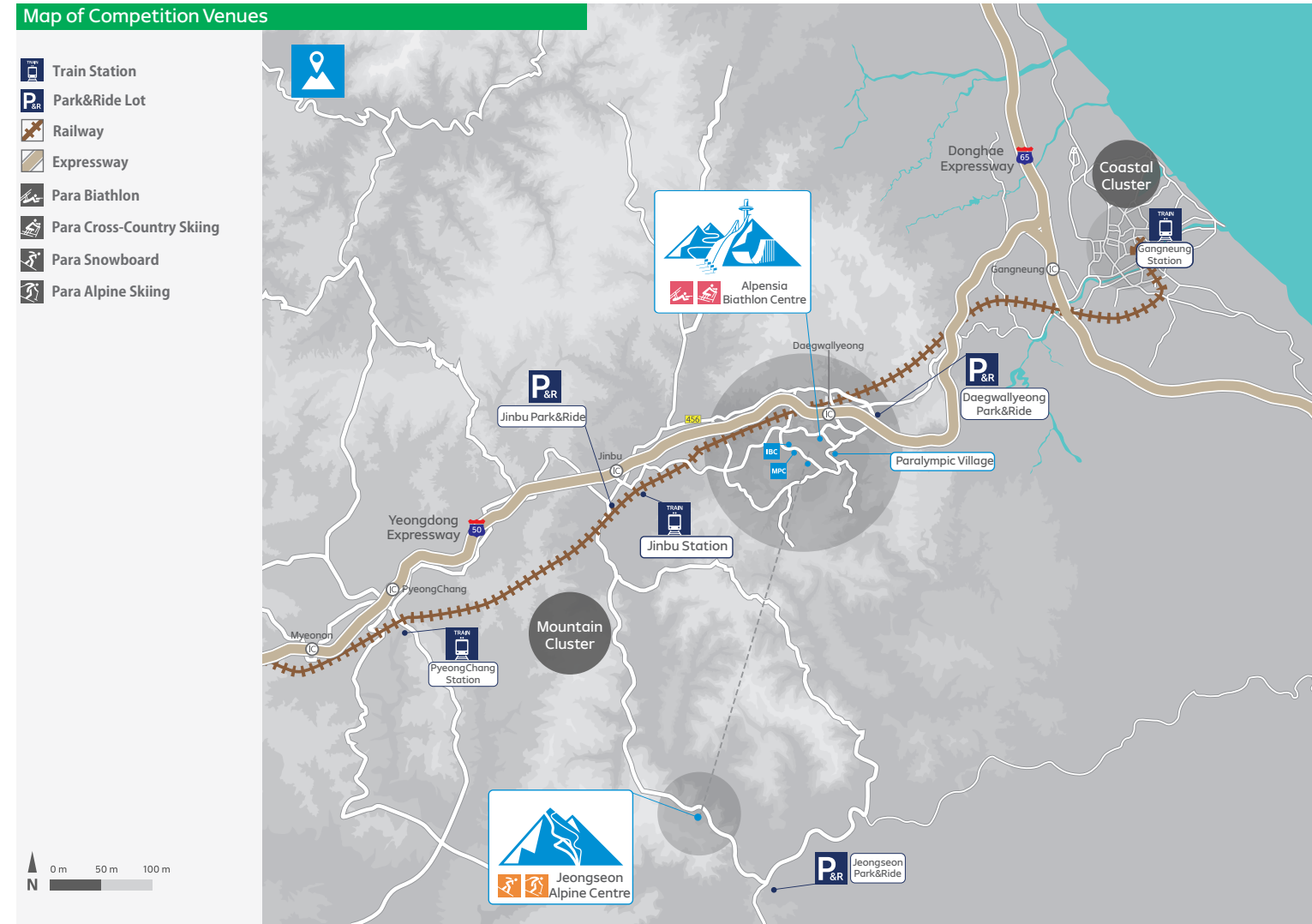
Map of Olympic Park

-  Live Site
-  Superstore
-  Restaurants
-  Pedestrian Screening Area
-  Vehicle Screening Area
-  Security Perimeter



Map of Competition Venues

-  Train Station
-  Park&Ride Lot
-  Railway
-  Expressway
-  Para Biathlon
-  Para Cross-Country Skiing
-  Para Snowboard
-  Para Alpine Skiing



Competition Venues

Competition Venue	Venue Code	Sport/Discipline
PyeongChang Mountain Cluster		
Jeongseon Alpine Centre	JAL	Para Alpine Skiing Para Snowboard
Alpensia Biathlon Centre	ABT	Para Biathlon
		Para Cross-Country Skiing
Gangneung Coastal Cluster		
Gangneung Hockey Centre	GHC	Para Ice Hockey
Gangneung Curling Centre	GCC	Wheelchair Curling

Paralympic Family Lounges

Paralympic Family Lounges will be available at each competition venue on the days of competition. Paralympic Family members with zone code '6' on their PIACs will have access to the lounges.

Paralympic Family Lounges will be open from one hour before the competition begins until one hour after the competition ends. Food and beverages, Wi-Fi, live broadcasts of competitions, and information about the Games will be provided. Transport Desk will be in operation to provide transportation-related information, including T1/T2/T3 services.

Paralympic Family Stands

Dedicated Paralympic Family stands are available at each competition venue. The stands open one hour before competition and close one hour after the end of competition. Paralympic Family members will have access to the Official Stand (code "O" on the PIAC).

Safety and Security

Every guest must go through a security check before entering the Paralympic venues. In order to enjoy the Games safely, specific items are not allowed in the venues. The full list of prohibited and restricted items can be found at www.pyeongchang2018.com. The Paralympic Information Desks, and the information desks located in the Paralympic Family Lounges provide information regarding the list of items as well.

Medals Plaza

The Medals Plaza for the PyeongChang 2018 is located inside the PyeongChang Olympic Plaza (POP).

The Medals Plaza will be operated from 10-17 March 2018, and will be closed on Opening and Closing Ceremony days. During the day, the Medals Plaza will be used as Live Site with entertainment and at night, it will be the venue for Victory Ceremonies.

The operation plan is as follows, and the most up-to-date programmes will be available at the Paralympic Information Desk (PID) at the Paralympic Family Hotels.

Time	Programme	Contents
10:00 - 18:00	Live Site	Cultural performances Exhibitions Games' highlights
18:00 - 21:10	Entertainment and Victory Ceremonies	Entertainment Victory Ceremonies K-pop concert Fireworks

Once inside the PyeongChang Olympic Plaza, no additional ticket will be required for spectators to access the Medals Plaza. Access to the general spectator standing areas in the Medals Plaza will be on a first-come, first-served basis.

An Paralympic Family Lounge will be operated for the Paralympic Family with Zone 6 access on their PIACs. The lounge will be open from one hour before the ceremony to one hour after the end of the ceremony.

Paralympic Village (PLV)

There will be one Paralympic Village for the PyeongChang 2018 Paralympic Winter Games cated in the Mountain Cluster.

Key dates for the Village are as follows:

Activities	Time and Dates
Paralympic Village pre-opening	2 March 2018 (08:00)
Paralympic Village opening	3 March 2018 (08:00)
Paralympic Village closing	21 March 2018 (12:00)

Access control and security screening will take place at the Village to ensure the safety of resident athletes and team officials. Access to the Village will only be granted to individuals with a valid PIAC with the PLV venue-specific code or to clients with a guest pass.

All guest pass requests for IPC guests shall be submitted to the IPC liaison. Dignitaries accredited in the NPC category will be granted access to the Paralympic Village through their NPCs, within their respective daily guest pass quota. All requests should be entered into the guest pass website portal (<https://ecr.pyeongchang2018.com>) no later than 18:00 on the day prior to the intended date of visit.

Team Welcome Ceremonies

To welcome athletes and team officials to PyeongChang, Team Welcome Ceremonies will be held at the outdoor stages of the Paralympic Village from 6 - 8 March 2018.

Paralympic Family members, their guests, and other NPC guests without access to the Paralympic Village wishing to attend a Team Welcome Ceremony must request a guest pass through their NPC to enter the Paralympic Village.

Paralympic Village Mayor

The Village Mayor will act as an ambassador of PyeongChang 2018, enhancing the atmosphere of the Paralympic Village, providing inspiration, and boosting morale in the Host City and the country as a whole.

The Mayor presides over Team Welcome Ceremonies, greet the Paralympic Family and dignitaries, and actively participate in daily events taking place at the Village.

NPC Services Centre

The NPC Services Centre will be located in the Residential Zone of the Paralympic Village and is designed to centralise and facilitate communication and services between PyeongChang 2018 and each NPC. Trained staff will be available to offer general information as well as coordinate specific issue resolution. Other PyeongChang 2018 departments will also be available to offer specialised information to NPCs.

PyeongChang 2018 NPC Relations and IPC & NPC office will also be located in the NPC Services Centre.

Period	Operating Dates	Operating Time
Pre-opening period	2 March 2018	08:00 - 21:00
Official opening period	3 - 20 March 2018	07:00 - 21:00
Closing Day	21 March 2018	07:00 - 12:00

Protocol

Protocol Office

Protocol Offices will be located at the main entrance of the Paralympic Village to handle Village protocol matters and will be in operation as follows:

- Operating period 3 - 18 March 2018
- Operating hours 09:00 - 18:00

For NPCs that request protocol assistance, the protocol office will check the availability of the service and notify NPCs. If the service is available, the dignitaries visiting NPCs will be received by protocol staff at the main entrance.

Cultural Programme

Everyday Culture & Festival

All visitors will be invited to enjoy a wide variety of culture programmes and festivals every day during the PyeongChang 2018 Paralympic Winter Games.

Various types of culture festivals, entertainments, and experiences will take place for visitors from all around the globe, under the motto 'Everyday Culture and Festival'.

Programmes will take place in various cities and provinces of South Korea throughout the entire Games period. The PyeongChang Olympic Plaza and Gangneung Olympic Park, as well as the PyeongChang 2018 competition venues will serve as central locations for performances that are part of the Cultural Olympiad.

For latest information on the culture programme, please check at the Paralympic Information Desk (PID) at the Paralympic Family Hotel or visit the official PyeongChang 2018 website (<https://www.pyeongchang2018.com/en/culture/index>) or Mobile App.

**For information on the Mobile App, please refer to PyeongChang 2018 Official Application on page 61*

Cultural Programmes

	Locations	Period	Contents	
PyeongChang Olympic Plaza	Culture-ICT Pavilion	09 - 18 March	Media Art, Modern Art exhibition (all day), Ensemble performances (twice a day), ICT exhibition and experience, Media façade (every night)	
	Korea Traditional Pavilion & Joggak(Belfry)	10 - 17 March	Cultural performances and crafting demonstrations by Holders of Important Intangible Cultural -skills performance (twice a day), Crafting Demonstration (twice a day)-, 'Jonggak' displaying traditional Korean bell and providing bell-ringing experience	
	Korea Traditional Zone		Traditional culture experience booth : Folk culture experiences from National Museum of Korea (all day), Outdoor stage : Mask dance and other regional traditional performances	
	Live Site	10 - 17 March	10:00 - 16:00	Broadcast the games live real time on big screen, cheering, stage performances (twice a day)
	Medals Plaza		18:00 - 22:00	Pre-show, Victory Ceremony, headliner performance with K-POP stars, firework (Every night)
	Live Pavilion		12:00 - 22:00	K-POP 3D hologram concert (10 times a day), winter sports VR experience (all day)

Locations		Period	Contents
Gangneung Olympic Park	Live Site	09 - 18 March	Broadcast the games live real time on big screen, cheering, stage performances (4 - 6 times a day), snow sport try-out through ice rink (at all times), partner showcasing (all day)
	Open Stage	09 - 18 March	Parade (once a day), busking and audience participation street performance (twice a day), outdoor performance: Local traditional performances
	Gangneung Art Centre	January - March	National public and city-province art organisation performance (3 times a day), exhibition (all day)
Other Cultural Programmes	Cultural Facility of Jinbu Station	1 February - 19 March	Exhibition of Olympic legacy, Olympic theme Origami of Korea, Japan and China, Exhibition of Korean art masterpieces (all day)
	Nationwide Live Sites	09 - 18 March	Broadcast the games live in real time on big screen, cheering, stage performances, events with former Olympic champions, partner showcasing
	Public Art Sculptures & Lanterns Exhibition	09 - 18 March	Art exhibition under the theme of PyeongChang 2018 Winter Games, Exhibition of lanterns from famous domestic festivals (Jinju Namgang Lantern Festival)

International Broadcast Centre (IBC) / Main Press Centre (MPC) Complex

International Broadcast Centre (IBC)

Located in the Alpensia Resort, the IBC will provide facilities and services to the accredited press and broadcasters as a major media hub for the PyeongChang 2018 Paralympic Winter Games.

IBC Guest Pass Office

IBC is inside a security perimeter, which means valid accreditation is required to access the IBC. The IBC Guest Pass Office will be located outside of the security perimeter and will provide guest passes for individuals who have a legitimate reason to visit the IBC. A guest pass is valid on the date of issue only. No more than three guest passes will be issued to the same person during the Games.

Guests need to sign up for the IBC guest passes at least 48 hours before the date of issue. The guest pass system during Games time will be operated by OBS.

- Operating period 3-18 March
- Operating hours 3-7 March 09:00 - 18:00
8-18 March 08:00 - 20:00

Main Press Centre (MPC)

Located in the centre of the PyeongChang Mountain Cluster, the Main Press Centre (MPC) will serve as the main workplace for the accredited press covering the Games. From 5 to 6 March, the MPC will operate from 08:00 to 20:00, and from 7 March to 19 March, it will operate from 07:00 to 24:00 and provide full services.

The International Broadcast Centre (IBC) will be a 15-minute (800m) walk from the MPC, and a media shuttle between the IBC and MPC will be provided.

MPC Guest Pass Office

During the Games period, only individuals with MPC access rights can enter the MPC. MPC guests can request temporary access to the MPC from the Guest Pass Office located outside the MPC. All guest pass applicants need to be sponsored by an MPC-accredited person. All guest passes are valid for only one day, can be issued only five times per person, and are non-transferable.

Application form must be submitted by 17:00 on the day before the visit. Guest passes will not be issued on the Opening Ceremony day.

- | | | |
|--------------------|--------------------|---------------|
| • Operating period | 5 March - 19 March | |
| • Operating hours | 09:00 - 18:00 | 05 - 06 March |
| | 08:00 - 18:00 | 07 - 19 March |

Miscellaneous Information

Emergency Numbers

For general emergency services, dial 119. For police, call 112.

No smoking policy

Smoking will be prohibited in all Paralympic Family Hotels and PyeongChang 2018 competition venues, and will only be permitted at the designated smoking areas.

Electricity

The standard voltage in South Korea is 220V and the frequency is 60 Hz.



PyeongChang 2018 Official Products

Take home a PyeongChang 2018 souvenir! Collectibles and traditional goods, clothes and accessories, toys, household goods, and food are only some of our official products. Keep your memories of PyeongChang 2018 with our lovely mascots, Soohorang and Bandabi.

PyeongChang 2018 Official Products are available at:

- PyeongChang 2018 Superstore at PyeongChang Paralympic Olympic Plaza and Gangneung Paralympic Olympic Park
- PyeongChang 2018 official stores at train stations at Paralympic venues in the Coastal and Mountain Clusters
- PyeongChang 2018 official stores at Incheon, Gimpo, Yangyang and Jeju International Airport
- PyeongChang 2018 official stores at Major Lotte Department Stores and duty-free stores
- PyeongChang 2018 official online store at store.pyeongchang2018.com/en/
- Gift Shop at InterContinental Alpensia Hotel(PFH), lobby level
- Alpensia Resort Candy Shop outside the Holiday Inn Hotel Resort
- Art Shop at Yongpyong Resort Dragon Valley Hotel, Hong Sports outside the hotel

PyeongChang 2018 Official Products are also available at the stores of all competition venues.

Currency

The Korean currency unit is Won, the currency code is KRW, and the currency symbol is ₩. Currency exchange is available at the front desks of all Paralympic Family Hotels.

ATMs

ATMs will be located at the lobby level of InterContinental Alpensia Hotel.

Time Difference

The time zone in PyeongChang is +9 UTC.

General Climatic Conditions

Located in the east of Asia, the PyeongChang 2018 host region features continental climate with dry and cold winters. Normal average temperature in March is -0.5°C, and the ten-year (2008-2017) average temperature during the Paralympic period is 0.8°C. In general, Coastal Cluster is milder and drier, and Mountain Cluster displays bigger gap in lowest and highest temperature.

PyeongChang 2018 Official Mobile Application

The PyeongChang 2018 Official Application is an all-in-one mobile application that will provide all kinds of information and services about PyeongChang 2018. From 1 November, the application is operated under 'Paralympic Torch Relay Mode' and switched into 'Games Mode' on 29 January. 'Games Mode' includes a wide variety of information, from spectator information such as accommodation, transport, translation services to Games information such as venue maps, real-time medal standings.

As a starting of Paralympic torch relay on 1 March, mobile application is changed into Paralympic mode and provides live streaming of games. The application is available in Korean, French, English, Japanese, and Chinese on both Android and iOS. Augmented reality (AR) route guidance service and cheering with mobile LED application will especially provide you with an amazing experience.

PyeongChang 2018 Family Mobile Guide

PyeongChang 2018 Family Mobile Guide (called 2018 Family) is a mobile application for the Paralympic Family (including athletes) only. It is available on Android and iOS, in Korean and English.

Once you put your accreditation data, you will be allowed access to general and customised information on the PyeongChang 2018 Family Mobile guide including transportation, press conference schedules, facilities in Media Village and Paralympic Villages, guidebooks provided by FAs, and push notifications.

Acronyms

A&D	Arrivals and Departures
DTM	Daegwallyeong Transport Mall
GMP	Gimpo International Airport
GNB	Gangneung Bus Terminal
GNS	Gangneung Station
ICN	Incheon International Airport
IF	International Federation
IOC	International Olympic Committee
IPC	International Paralympic Committee
JBS	Jinbu Station
NPC	National Paralympic Committee
OBS	Olympic Broadcasting Services
PIAC	Paralympic Identity and Accreditation Card
PID	Paralympic Information Desk
POCOG	PyeongChang Organizing Committee for the 2018 Olympic and Paralympic Winter Games
PVC	Pre-valid Accreditation Card
RHB	Rights Holding Broadcasters
WADA	World Anti-Doping Agency
YNY	Yangyang International Airport
YNY	Yangyang International Airport

Venue Codes

Competition Venues

ABT	Alpensia Biathlon Centre
GCC	Gangneung Curling Centre
GHC	Gangneung Hockey Centre
JAL	Jeongseon Alpine Centre

Non-Competition Venues

GOP	Gangneung Olympic Park
IBC	International Broadcast Centre
MPC	Main Press Centre
PFHs	Paralympic Family Hotels
PHC	Paralympic Hospitality Centre
POP	PyeongChang Olympic Plaza
POS	PyeongChang Olympic Stadium
PLV	Paralympic Village
UAC	Uniform and Accreditation Centre

Passion.Connected.



Thank You!

PyeongChang 2018
Paralympic Family Guide

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