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HOSTED BY



NOS



HOST CITY

ROTTERDAM.  
MAKE IT  
HAPPEN.

Health & Safety COVID-19 Protocol

# openup to staying healthy



As accredited individual,  
make sure you have read  
and understood this  
Protocol and agree with its  
contents.

EUROVISION  
SONG CONTEST  
ROTTERDAM 2021



## disclaimer

This protocol is based on the Health & Safety Plan Eurovision Song Contest 2021. While this protocol has been drafted with great care, the organisers cannot be held responsible for any losses, injuries, damages or costs incurred resulting from incompleteness or incorrectness of this protocol. The organisers reserve the right to make amendments to this protocol at any time.

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## who this handbook is for

- A** Officials
- S** Staff, crew and volunteers
- D** Delegates (incl. participants)
- P** Press

## more information

### Dutch government website

<https://government.nl>

### Dutch government COVID-19 guidelines & regulations

<https://www.government.nl/topics/coronavirus-covid-19>

### Dutch government travel guidelines

<https://www.netherlandsworldwide.nl>

### National Institute for Public Health and the Environment (RIVM)

<https://rivm.nl>

### Official coronavirus dashboard (daily)

<https://coronadashboard.government.nl>

### Official ESC websites

<https://eurovision.tv> (English)

<https://songfestival.nl> (Dutch)

### City of Rotterdam

<https://www.rotterdam.nl>

<https://www.openuptorotterdam.eu>

### Ahoy

<https://ahoy.nl>

### WHO list of COVID-19 symptoms

[https://www.who.int/health-topics/coronavirus#tab=tab\\_3](https://www.who.int/health-topics/coronavirus#tab=tab_3)

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# introduction

**For 65 years, the Eurovision Song Contest has captured the imagination of hundreds of millions of people. It is Europe's most popular cultural event and the longest running televised music competition in the world. In 2019, thanks to Duncan Laurence and his team, the Netherlands proudly won the honour of hosting the contest for the first time in 40 years in 2020.**

In the early months of 2020, the unfolding pandemic led to the cancellation of countless events. In March, the Eurovision Song Contest 2020 was inevitably cancelled. Within weeks, the European Broadcasting Union, host broadcasters NPO/NOS/AVROTROS and the City of Rotterdam stepped up to ensure the contest would take place in May 2021. To do so in these uncertain times, we have developed multiple scenarios to be fully prepared to address any challenges that come our way.

As organisers, we are 100% committed to the health, safety and wellbeing of everyone who is part of it; artists and delegates, press and fans, crew and officials. That commitment comes with substantial health and safety measures, especially in COVID-19 times.

This protocol specifically outlines the broad range of measures we are taking to ensure the Eurovision Song Contest can safely take place in these extraordinary times. Amidst rapid developments and new learnings, this protocol will be updated throughout the process. To ensure maximum transparency, this protocol is being made publicly available.

Amidst these tight health and safety measures, we should not forget what the Eurovision Song Contest is ultimately all about; celebrating diversity, togetherness and the connecting power of music. Let's not forget to embrace and enjoy this unique opportunity to, as they say in Rotterdam, 'make it happen'.

On behalf of the entire team; we are looking forward to welcoming you to the Netherlands, to Rotterdam, to Ahoy and, of course, to a historic 65th Eurovision Song Contest.

Astrid Dutrénit & Sietse Bakker

Executive Producers  
Eurovision Song Contest — Rotterdam 2021



# our 4 scenarios

**To ensure the Eurovision Song Contest 2021 can take place, the EBU, Host Broadcasters NPO, NOS & AVROTROS together with the City of Rotterdam developed four basic scenarios. These scenarios were announced in mid-September 2020, during a press conference in Rotterdam.**

## Choosing a scenario

The four scenarios are directional, meaning that the Contest may eventually be organised according to a mix of two scenarios. An initial decision to focus on scenario B was taken in February 2021, which defined a point of no return for several aspects of the organisation. Some decisions, e.g. the exact audience capacity, can be taken later on, depending on the most recent developments and guidelines at the time. Due to the ongoing uncertainty around the pandemic, scaling down always remains possible.

## Oversight

Development of the four scenarios is continuously being overseen by the international supervisory body of the contest, the ESC Reference Group.

### Scenario A — A normal ESC

In this case the Eurovision Song Contest will be organised in Rotterdam Ahoy as it should be in its original state: Twelve shows, of which nine shows with 100% audience, 1,550 journalists present, all delegations present in Rotterdam, lots of activity in and surrounding the City of Rotterdam. The feasibility of this scenario is largely depending on the presence and accessibility of a vaccine, the availability of reliable (rapid) tests and the number of the infections, the so-called incidence.

### Scenario B — A social distancing Eurovision Song Contest (current focus)

This implies a Eurovision Song Contest with social distancing applied: Downscaled delegations present in Rotterdam, amended activities in and surrounding the City of Rotterdam. 500 journalists can be present, some 1,000 journalists will be facilitated through a digital Press Centre. This scenario is deemed feasible with solid health and safety measures implemented. In scenario B we may have shows with no audience or limited audience (between 20 and 80 percent), depending on what is allowed by government regulation.

### Scenario C — A travel restricted ESC

This scenario is developed to counter the possibility that artists and press cannot travel to Rotterdam due to travel restrictions. This scenario involves back-up taped live performances of the participating acts, a virtual greenroom setup and a fully digital Press Centre. In scenario C we may have shows with no audience or limited audience (between 20 and 80 percent), depending on what is allowed by government regulations.

### Scenario D — A lockdown ESC

If the Netherlands is in lockdown, the focus will remain on the three live shows and the competition. The shows will be produced without audience, for the participating acts the live-on-tape backup performances will be used. For activities in and around Rotterdam virtual alternatives will be considered. The Press Centre will become a fully virtual activity.

# governance & enforcement

**The success of the Eurovision Song Contest 2021 is highly dependent on adequate establishment, implementation and compliance with strict health and safety measures, particularly in relation to preventing the spread of the coronavirus.**

The implementation of health and safety measures is overseen by the internal Supervisory Board, made up of directors of NPO, AVROTROS and NOS, the European Broadcasting Union (EBU) and the international supervisory body of the contest on behalf of all Participating Broadcasters, the ESC Reference Group.

Risk assessment and mitigation is an ongoing process. ESC 2021 has adopted the risk management tool for mass gatherings of the WHO.

## **Government guidelines & validation**

In the Netherlands, the measures and guidelines of the National Institute for Public Health and the Environment apply (RIVM). The RIVM is operating under supervision of the Ministry of Health, Welfare & Sports. The applicable basic measures and guidelines can be found on the next page.

Health and safety measures have been reviewed by two independent institutions (OTL and SGS). In accordance with Dutch legislation, plans are also reviewed by the Safety Region (Veiligheidsregio Rotterdam-Rijnmond), the official authority reviewing and approving health and safety plans for events.

## **Enforcement**

Enforcement of health and safety measures is primarily a responsibility of the Host Broadcaster. To oversee the diligent implementation of all COVID-19 preventive measures, the Host Broadcaster appointed a dedicated team of Health & Safety Managers, operating under the responsibility of the Head of Security and the Executive Producers.

Access to the venue is restricted to accredited individuals. All accredited individuals must sign off on the Health & Safety COVID-19 Code, which summarises all key measures that must be complied with.

Rather than centrally policing the compliance with these guidelines, the organisers are first and foremost asking team leaders to take responsibility for the enforcement of these guidelines:

- For internal crew/staff/volunteers: Department Heads
- For suppliers and production partners: Team leaders
- For delegations: Heads of Delegation
- For press: Heads of Press

Additionally, compliance with health and safety guidelines will be monitored by all security personnel.

Violations of these guidelines must immediately be reported to the Health & Safety managers. Violation of these guidelines may lead to loss of accreditation.



# 01 basic principles

The measures on the following pages are based on the official RIVM government-issued COVID-19 mitigation measures applicable in the Netherlands. Be advised that these measures may be adapted at any given time. For the most up-to-date version, please visit [government.nl](https://www.government.nl).



## safe harbour

Together, we aim to create an environment in which the **risk of COVID-19 infection is reduced to an absolute minimum.**



## symptoms?

Have common COVID-19 symptoms? **Immediately go into quarantine** and get tested as soon as possible.

### Common symptoms

Common cold symptoms  
Shortness of breath  
Temperature or fever  
Loss of smell and/or taste



## medical help

If you are in need of **medical assistance**, please contact Health & Safety Management:

☎ **number TBA**

If you are in **urgent need of medical assistance**, call the national emergency hotline at

☎ **112**

# general hygiene measures

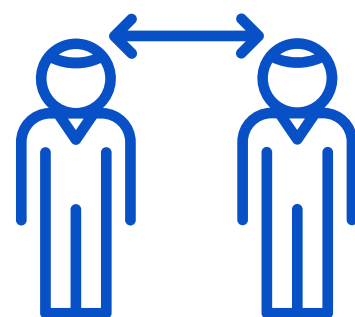
our shared responsibilities



Frequent, clear and transparent **messaging** (such as this Protocol), **training** and **signage**.



We follow **strict cleaning protocols** to minimise infection risks.



**Stay 1.5 metres apart.** Avoid large gatherings and physical contact, including hugging, kissing, hand-shaking and fist bumping.

**Exceptions**

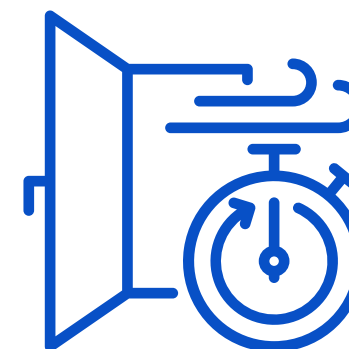
In vehicles (with mask)  
When performing  
During styling  
If not possible for operational reasons (but only when an alternative protocol applies).



**Wash your hands often,** especially after coming from outside. Use soap and water. Wash at least for 20 seconds. Dry thoroughly.



**Follow established cleaning protocols and instructions,** e.g. when asked to disinfect your hands.



Ensure **ventilation** of smaller rooms at least every 30 minutes. **Avoid spending time in small rooms with other people** as much as possible.



**Cough and sneeze into your elbow.** Use paper tissues to blow your nose. Discard them after use. Then wash your hands.



**Wear an N95 or FFP2 face mask at all times indoors,** in accordance with our mask guidelines.

**Exceptions**

When seated (maintain 1.5m!)  
When asked by a security officer  
Inside dressing rooms  
While performing  
During styling  
While giving interviews



# social distancing

**In accordance with Dutch government guidelines, stay 1.5 metres apart at all times. Avoid large gatherings and physical contact, including hugging, kissing, hand-shaking and fist bumping.**

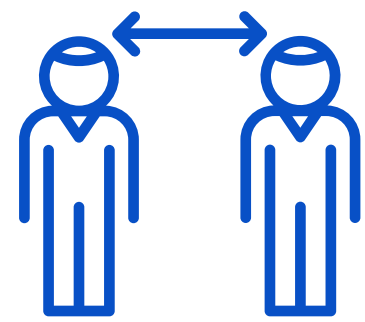
When social distancing cannot be practised, wearing a mask is always mandatory, except while performing on stage, or while rehearsing for a performance.

If social distancing is not possible for operational production reasons, follow these guidelines:

- When not seated, wearing a mask is always required (e.g. for riggers, stage builders, etc.).
- When seated and social distancing cannot be maintained, wearing a mask is required, unless plexiglass dividers have been installed and effective ventilation is available (e.g. in the OB van).
- Adhere to all hygiene guidelines, particularly disinfection of surfaces and equipment after use, regular hand washing, etc. Disinfecting hand gels and wipes will be widely available.

Public violation of social distancing guidelines may result in a EUR 95 police fine.

Please note: Social distancing in vehicles is recommended, but not obligatory under Dutch government guidelines. When seated in transport vehicles and public transport a mask should be worn at all times.



# mask guidelines

## When to wear a mask

A mask should be worn at all times while being on the move indoors. Masks can be taken off when seated, as long as social distancing can be maintained. You are allowed to take off your mask when asked by a security officer, inside dressing rooms, while performing, during styling and while giving interviews.

When seated in transport vehicles and public transport, where social distancing may not be possible, a mask should be worn at all times.

Outdoor mask wearing is not necessary, unless social distancing cannot be maintained.

## Which mask to wear

Only certified N95 or FFP2 masks are allowed. Face shields, home-made masks or blue surgical masks are not allowed.

## Where to get a mask

You can obtain a mask from the Production Office, Delegation Bubble Office, Press Info Desk or Volunteer Lounge.

## How to put on a mask

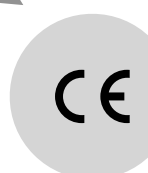
**Before putting it on:** Wash your hands for 20 seconds with soap and water. Make sure the mask itself doesn't get wet.

**While putting it on:** Only touch the elastic or string when putting on the mask and make sure the mask properly covers your nose, mouth and chin.

**While wearing it:** Do not touch the mask with your hands after putting it on, do not move the mask up or down to eat, drink or speak.

**Taking it off:** Only touch the elastic or string when taking it off. Throw the mask in a waste bin immediately or put it in a separate, sealed bag until you can dispose of it.

**After taking it off:** Always wash your hands with soap and water when you arrive at your destination and when you get home.





# 02 testing & tracing

The quarantine and isolation rules on the following pages are based on the official RIVM government-issued COVID-19 mitigation measures applicable in the Netherlands. Be advised that these measures may be adapted at any given time. For the most up-to-date version, please visit [government.nl](https://www.government.nl).



Testing is valuable and important. However, it does NOT replace other measures, such as social distancing and wearing face masks.

# about testing

**Regular testing for COVID-19 of all accredited individuals is an important measure to minimise the risk of infection spread. A recent, negative test result will be required to enter official locations where a valid accreditation is required, e.g. Ahoy and the Eurovision Village. This applies during the entire production period, from start of load-in to completion of load-out.**

## Where to get tested

To facilitate testing at large scale, a dedicated facility will be set up in the vicinity of Ahoy, the main venue for the ESC 2021. Tests will be executed by a qualified third party, to ensure maximum independence in establishing the testing result.

Testing results from a third party provider are also valid, as long as the validity of the test result is indisputable. Note that if you choose to get tested commercially, the costs thereof cannot be reimbursed by the organisers.

## Frequency of testing

The interval of testing (e.g. 24, 48 or 72 hours) will be decided at a later stage, depending on the most recent scientific insights and expert recommendations.

Individuals working in close proximity to each other for longer periods of time may request to be tested more frequently, e.g. those working in OB vans, the sound check room, makeup artists, medical professionals and security people who conduct patting.

At the sole discretion of Health & Safety Managers, individuals may be required to test more frequently, or ad-hoc (e.g. when protocols have been violated).

To ensure sufficient capacity and avoid long waiting times, testing at Ahoy will be conducted according to a schedule. Please allow for 15-30 min. extra time to go through the process.

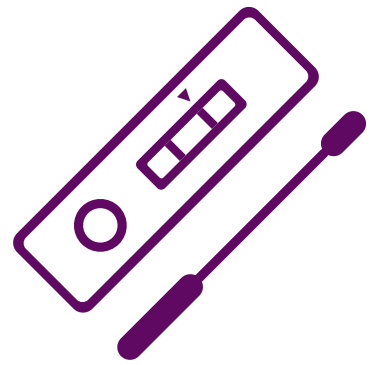
## Type of testing

The organisers are exploring various methods and will soon decide upon a testing method based on the latest insights. The test(s) ultimately chosen and the method of implementation will be approved by the relevant Dutch authorities.

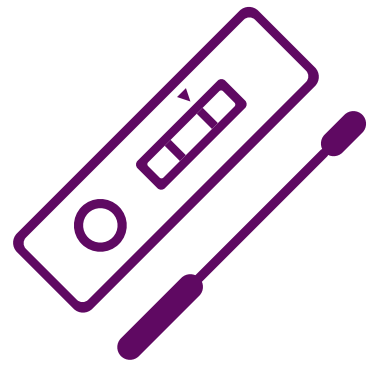
Three testing methods are currently being reviewed:

- PCR test, including the so-called LAMP test, which allows for larger volumes of testing and is already implemented in testing facilities in the Netherlands.
- Antigen (rapid) test based on nasal/throat swab, e.g. Abbott PANBIOTM COVID-19 Ag Rapid Test Device or Roche SARS-CoV-2 Rapid Antigen Test.
- Breathing test, e.g. the Breathomix SpiroNose e-nose.

Tests will be purchased from or by an entity known to and approved by the IGJ (Health Care and Youth Inspection) of the Ministry of Health, Welfare & Sport.



**Depending on the chosen testing method, the procedure and schedules will be detailed on this page at a later stage.**





# quarantine & isolation

## When (potentially) exposed to the virus, you go into quarantine:

- If you have **symptoms** that may indicate COVID-19 infection.
- If you have been **alerted of close contact** via a government-issued alert app.
- If you have been **in close contact** with someone who is COVID-19 infected. We define close contact as having been at less than 1.5 metres for a combined 15 minutes on a single day. This particularly applies for artists singing or dancing together.

If you are quarantined and you have no symptoms on the 5th day after your exposure to an infected individual, you can get PCR-tested. If your test result is negative, the quarantine can be lifted. If you still get symptoms within 5 days after a negative test, you must return to quarantine immediately.

## When tested positive, you go into isolation:

**Stay in your hotel room or at home.** Avoid any contact with others. You will receive further instructions from Health & Safety management.

If you tested positive but had **no symptoms**, you must isolate for 5 days. If you have not had any symptoms 5 days after testing positive, you can end your isolation.

If you tested positive but had **symptoms**, you can end your isolation after being in isolation for 7 days and if you have been free of any symptoms for 24 hours.

# contact tracing

**When tested positive for COVID-19, contact tracing will be conducted to alert others of a possible infection risk.**

**Participation in contact tracing by the Municipal Health Service (GGD) is mandatory by Dutch law. With your permission, additional contact tracing may also be conducted by ESC 2021 Health & Safety Management.**

Please adhere to the following guidelines:

- In order to secure minimal impact of a positively tested individual, all groups (internal departments, delegations, suppliers and partners) must keep track of all interactions between persons within their group such as when seated in close proximity during transportation, during meals and during rehearsals and performances for a duration of 15 minutes or more. Also keep track of any social interactions.
- Keep note with whom, when and where you have personally been in close contact (e.g. through handwritten notes or in the notes app on your phone) and keep records for at least 72 hours.
- Group heads/managers are recommended to take a photo of the seating arrangement at the start of transportation and meals.
- Only keep personal data for the purpose and duration of contact tracing, to comply with data protection regulations.

The Municipal Health Service (GGD) and/or ESC 2021 Health & Safety Management will only inform others of their own possible infection risk. For privacy reasons, the identity of the infected individual will not be revealed.



# vaccination

**By May 2021, vaccination against COVID-19 will be well underway across Europe. This chapter answers the most frequently asked questions in relation to vaccination.**

**Do I need to be vaccinated to be accredited for ESC 2021?**

While vaccination is a personal choice everyone has to make for themselves, we of course hope as many people as possible will be vaccinated prior to the production period. However, vaccination is not required to work at ESC 2021.

**Do I still need to get tested, even if I have already been vaccinated?**

Yes, you still need to get tested, even if you have been vaccinated. At this point in time, it is unknown whether vaccinated people still spread the virus, or not. This may change if new scientific insights lead to a change in RIVM guidelines.

**Do I still need to wear a mask or practice social distancing, even if I have already been vaccinated?**

Yes, for the same reasons as stated above, you must follow all guidelines in this protocol, regardless of whether you are vaccinated.

**I am called upon to receive the vaccine during the production period. Can I get time off to get vaccinated?**

We encourage crew, staff and volunteers to get vaccinated as soon as they can. We recommend you timely liaise with your direct superior to coordinate your time off to get vaccinated.





# 03 sanitation

Proper sanitation is key to reducing the spread of the coronavirus. Each area and department have their own appropriate sanitising practices, with special attention for disinfection.

# about sanitation

## Ahoy

The main venue has appropriate cleaning protocols in place. Compared to normal circumstances, extra cleaning and disinfection will take place for surfaces that are frequently touched, such as doorknobs and sanitary facilities.

## Catering

Catering services at Ahoy and at all official hotels must comply with standard HACCP hygiene practice, in accordance with EU guidelines.

Catering facilities and hotels are operating under supervision of the Netherlands Food and Consumer Product Safety Authority (NVWA).

## Personal equipment

The coronavirus is known to be able to survive on surfaces of smartphones, tablets, laptops and other personal equipment for hours or longer. It is strongly recommended you regularly disinfect your personal devices. Please consult the device manual for cleaning instructions.

It is also strongly recommended not to lend your devices to other people. If this is required for your work, we recommend using latex gloves.



# 04 traveling to rotterdam

Coming to Rotterdam from abroad, as artist, delegate, member of the crew, journalist or fan? This chapter is written especially for you.



**Make sure you have  
adequate travel and health  
insurance for the entire  
duration of your journey.**



# your journey to rotterdam



## prior to your journey

### Recommendations

- Monitor your health throughout the 10-day period prior to your journey. If you have any known COVID-19 symptoms during this period, get tested immediately.
- We recommend you quarantine for 5 days before departure.
- Reserve seats together with your fellow delegates/colleagues.
- Download the official CoronaMelder app in the App Store (Android or Apple).

### Obligations

- A negative PCR test result within 72 hours prior to departure.
- A negative rapid test within 4 hours prior to boarding.
- Make sure you have the necessary travel documents: A valid passport, visa and 'note verbale' (if applicable).



## while traveling

### Recommendations

- On the plane, sit together with your fellow delegates/colleagues, instead of spread across the plane.
- Wear an FFP2 or N95 mask at all times during your journey.
- Practice social distancing and avoid close contact with others.
- Practice good hygiene, such as regular hand washing.
- Avoid poorly ventilated areas.



## during your stay

### Obligations

- Delegates must stay in their official hotel at all times, except for official activities.
- Crew/staff, volunteers and press staying in non-official accommodation or at home must follow the Staying Healthy At Home protocol (page 33).

### Recommendations

- While we recommend to minimise or avoid close contact, we understand this is not always possible. Keep track of who you have close contact with during your stay.



## returning home

### Obligations

- If you test positive for COVID-19 within 10 days after returning home, we request that you inform Health & Safety Management.

### Recommendations

- It may be required to conduct a COVID-19 test prior to your departure, to be able to enter your home country. Ensure to plan the necessary arrangements.
- Continue to practice social distancing and good hygiene on your journey back home.

# can you travel to the netherlands?

If you are travelling to the Netherlands, you must be able to present the following health related documents. Click on the links for further information:

- an official negative PCR test result for COVID-19 This applies to almost all travellers. **The PCR test result must meet certain requirements.** You may present it on paper or digitally, for example on a smartphone.
- an official negative rapid test result. This applies to travellers from almost all countries. But only to people travelling by aircraft or ship. **The negative rapid test result must meet certain requirements.** These are different to the requirements for the PCR test result.
- a completed and printed **negative test declaration**, signed by you. This applies only if you are coming from a country that is not in the EU or Schengen area and you are not a national of an EU or Schengen country.
- a completed **health declaration**.

For your convenience, you can find a checklist on page 46 of this protocol.



A travel ban is currently in place for NON-EU/EEA citizens. You will need additional documentation to travel for Eurovision 2021.

1

## Obtaining visa

You may need visa to enter the Netherlands. Follow the normal procedure. Note that embassy procedures could take longer than usual due to the pandemic. Do you need an invitation letter? Contact us!

2

## Confirmation of accreditation letter

To enter the Netherlands despite the travel ban, you will also need to present a return ticket and a letter from the organizers confirming your accreditation. This letter will be sent to each accredited individual before the end of April.



As EU/EEA citizen you can freely enter the Netherlands based on the EU's free movement principle.

# 05 people

**Preventing the spread of the coronavirus is first and foremost a human effort. All those involved, from crew and volunteers to delegates and press, can do their part to contribute to a safe working environment. All accredited individuals are to follow the instructions and guidelines as defined by this Protocol. This chapter provides additional instructions and recommendations for the various groups of people working at the Eurovision Song Contest 2021.**



# crew, staff and suppliers

**As member of the crew you primarily have a responsibility to each other, to ensure a safe working environment for your colleagues. In addition, you represent the organisation and as such have an exemplary role towards e.g. delegates, including artists, and journalists.**

Sanitise equipment before use or validate if equipment has been sanitised. This applies to all equipment, in particular radios, intercom panels, mixing tables and camera equipment. Always follow the appropriate cleaning instructions in accordance with equipment manuals.

Do not use each other's desks or designated working spaces.

When it is foreseen that social distancing cannot be maintained, seek consultation from a Health & Safety Manager. Minimise the duration of working in other people's close vicinity and always wear a face mask. Ensure you seek prior permission from the person(s) when working in their close vicinity, e.g. when you rig a belt pack, adapt a costume or provide assistance bringing an artist on stage.

## **Load-in, production and load-out protocol**

For the entire production period on site (from load-in to load-out) a more detailed Health & Safety protocol is available. The protocol will be shared in advance with all departments, suppliers and other relevant stakeholders.

## **Outside of Ahoy**

Throughout the entire production period, be extra cautious while living and working elsewhere, e.g. when going home, visiting relatives, during shopping and in public places. These may increase your risk of infection. It is recommended you take maximum preventive measures to reduce the risk of infection. For more information, please check the Staying Healthy at Home Protocol on page 33.

# delegations

For the ESC 2021 the maximum number of delegates per participating country has been limited from the usual 38 to 20. This number includes:

- Maximum 3 delegation officials, e.g. Head of Delegation, Head of Press, assistant (D1);
- Maximum 3 commentators for radio and TV, but only if sufficient commentator booths are booked (D2);
- Maximum 6 on-stage performers (D3);
- Maximum total of 8 additional delegates in D4, D6 or DV.

## Prior to arrival

To minimise infection risk, all incoming passengers are

- recommended a 5-day pre-travel quarantine.
- required to deliver, immediately upon arrival in the Netherlands:
  - a valid negative PCR test result, based on a test conducted no more than 72 hours prior to arrival.
  - a valid negative rapid test result, based on a test conducted no more than 4 hours prior to boarding.

The test result documentation should meet certain requirements, which you can find [here](#).

Note that the costs of these tests cannot be reimbursed by the organisers.

## During your stay

As delegate, and particularly as artist, staying healthy for the duration of your stay is critical to your ability to perform on stage. Therefore, please follow these additional guidelines and instructions:

- Do everything you can to avoid or minimise (close) contact with people outside your own delegation, in particular people outside the main venue who are not subject to the ESC 2021 testing protocol;
- Delegates are not permitted to leave their hotel, unless for officially scheduled activities, with explicit permission of the Host Broadcaster or the EBU, or for urgent medical reasons;
- Only use official transport facilities;
- Exchanging gifts is unfortunately not permitted this year.

## Transport

Primary principle for all scheduled transport for delegations is one delegation per vehicle. However for additional transport bookings and/or individual transport requirements, delegation members from multiple delegations with the same itinerary, can be combined as long as social distancing principles between the delegations within the vehicle can be guaranteed.

For more information, we refer to the chapter Transport.

### **The Delegation Bubble**

The Delegation Bubble is the area where delegates and artists prepare for their rehearsals and performances. Various measures will be taken to provide a safe working environment:

- Broad walkways, one-way routing and signage to facilitate social distancing.
- Larger dressing rooms.
- Cleaning of dressing rooms after use.
- COVID-proof lounge area.

### **Makeup and hair styling**

All makeup and hair styling areas are designed with sufficient distance between positions and, where necessary, plexiglass dividers. Stylists and makeup artists will:

- Wear face masks.
- Use disposable materials whenever possible.
- Disinfect materials after use.

Hair styling services are kindly provided by Moroccanoil, Presenting Partner of the Eurovision Song Contest. Makeup services are provided by the Host Broadcaster.

### **Soundcheck**

The soundcheck room is a sound-proof room where the artists can test their microphone and in-ear levels prior to their on-stage rehearsals. The room will be adequately ventilated. All people inside who are not stage performers are asked to wear a face mask.

### **Front-of-stage gatherings**

During the two rounds of on-stage rehearsals, prior to the show week, delegations traditionally gather in front of the stage to watch the rehearsal and evaluate with the contest team.

- A maximum of 6 delegates can gather in front of the stage. 4 headphones are available to listen to the performance. The headphones will be disinfected after use.
- Please use designated seats only and do not move furniture around.
- Please wait with your feedback until after the performance is finished. When discussing the performance with the contest team, please respect social distancing.

### **Viewing room**

After each of your two rounds of on-stage rehearsals you will evaluate your performance in the viewing room. The room will be adequately ventilated and crew will wear face masks. Because of the confined space, please wear a face mask even when seated. The viewing room can facilitate your on-stage artists and an additional 4 people maximum.

### **On-stage performances**

In accordance with Dutch regulations, persons who practice theater, dance or music in the form of cultural expression are exempted from social distancing guidelines when performing.

### **Greenroom**

The arena floor will feature an enlarged greenroom without audience in front of the stage, with additional distance between the booths. Delegations of up to 7 people can be seated in the booths while respecting social distancing guidelines.

For the moment, there is no need to wear face masks in the greenroom as long as people remain seated and practice social distancing.

While we all understand the intense emotions in the greenroom during the voting, we ask all delegations to avoid close contact and think of alternative ways to show joint excitement towards the viewers at home, like a dance move, foot kiss, elbow bump or other gesture.

### **Commentary facilities**

The Commentator Lounge is designed to facilitate social distancing.

The route to the commentary booths is narrow. Always wear a face mask when on the move and do not stand still or gather in narrow pathways.

All commentary booths are equipped with ventilation. Booths for more than one person will be equipped with plexiglass dividers.

Individuals working inside commentary booths who are not providing commentary should wear face masks. Do not exceed the maximum number of people allowed in a booth. The maximum number of people allowed is mentioned on the door of the booth.

Technical staff will wear face masks.



# volunteers

**For volunteers, the same guidelines and instructions apply as for crew, staff and suppliers.**

To ensure volunteers' compliance with guidelines and instructions, all volunteers will receive additional training prior to the event.

Note that Delegation Hosts must test every day they come in contact with their delegation, prior to first contact (e.g. in the morning).

# press

**The Press Centre will be reduced in capacity (from 1,550 to 500 accredited journalists), but not in size, in order to facilitate social distancing.**

Additional measures will be implemented at the Press Centre:

- Individually designated working desks, to be cleaned after every use.
- Broad walkways, one-way routing and signage to facilitate social distancing.
- Interview rooms with separate doors for journalists and artists.
- A Press Conference Room with a seating plan that facilitates social distancing.

For journalists, the following additional guidelines and instructions apply:

- Social distancing (1.5 metres) should be practiced during interviews and standups.
- Microphones should be placed on a table or on a stick or boom pole.
- It is not allowed to ask artists to apply lavalier/revers microphones, or to offer to do it for them.

For logistical reasons (routing, cleaning and ventilation) we urge users to cap the usage of interview rooms and radio studios at 15 minutes

In previous years, the press conference table could facilitate up to 20 people. This year, the maximum capacity of the press conference table is 8 people. After the Semi-Finals, the qualifying artists will be brought up on the press conference podium one by one, instead of all together.

## Digital Press Centre

A Digital Press Centre will be made available to accredited journalists who are not able to travel to Rotterdam, or who did not receive accreditation rights to the physical Press Centre.

## Movement in public

Journalists can freely operate throughout the Netherlands to undertake journalistic activities. Be advised that all government COVID-19 prevention measures and recommendations from this protocol must be followed.

# audience & fans

**Audience in the arena, in particular the thousands of Eurovision fans, bring an irreplaceable energy to the shows. It is therefore that the organisers are doing their utmost to prepare for shows with audience in the arena.**

Currently, as of early March 2021, large events with audience at 1.5 metres can only take place under specific circumstances in risk level 1 and 2 (out of 4). At the moment of writing, that's unfortunately not the case yet. For that reason, all tickets were refunded early February.

Organisers are working on plans and protocols to provide a safe and enjoyable experience for ticket buyers. A protocol with a variety of measures has been developed by the Dutch event industry, under the flag of the Alliance of Event Builders. The protocol includes measures such as triage, (rapid) testing, face masks and social distancing. The effectiveness of these measures is being tested during pilot events. These so-called field labs have been authorised by the Dutch government and are being held under strict health and safety conditions.

Based on the outcome of the scheduled pilot events, the general situation and forecasts, the Dutch government is expected to re-evaluate the restrictions on events with audience.

A decision about whether we will have audience in the arena will be taken latest mid-April, depending on the circumstances.

**Is it possible that as ticket holder I have to undergo a (rapid) test?**

The effect of testing prior to events is currently being piloted. Depending on the outcome, government guidelines and expert recommendations testing could be one of the measures implemented.

**Is it possible that as ticket holder I have to show proof of vaccination?**

The organisers are currently not considering asking ticket holders for proof of vaccination.

**I may be traveling from abroad to attend the Eurovision Song Contest. What do you recommend?**

Consider booking your flight and accommodation only when guaranteed a ticket. Closely examine the cancellation terms of your booking. Also follow any potential travel restrictions that may apply.

For more ticketing Q&A, please visit [Eurovision.tv](https://eurovision.tv) (English) or [Songfestival.nl](https://songfestival.nl) (Dutch).

# 06 accommodation

While all those involved in the ESC 2021 will spend significant time in Ahoy and at other official event locations, a lot of time will be spent off-site, in official hotels and at non-official accommodation. Because of that, a safe accommodation is a key ingredient to a successful ESC 2021. This chapter describes guidelines and instructions for guests and the accommodations to achieve that goal.



# official hotels

**All official hotels are subject to and have committed to the government's RIVM COVID-19 prevention protocols, specifically adapted to their location.**

All official accommodation locations for crew and delegations undergo regular inspection by one of our Health & Safety Managers. Our Health & Safety Managers and Accommodation Manager will remain in close contact with all hotels to regularly validate if such protocols remain in place and are updated according to new insights and regulations.

All official accommodation locations have committed to our COVID-19 Infection Protocol, which describes how a hotel should handle a COVID-19 positive guest.

The below table indicates where each group of people is permitted to stay.

	Official hotel	Non-official hotel	Home
Crew/staff	✓	✗	✓
Volunteers	✓	✓	✓
Delegates	✓	✗	✗
Press	✓	✓	✓
Audience/fans	✓	✓	✓

# staying healthy at your hotel

**Some large events operate with so-called bubbles, which are non-accessible to untested individuals. While Ahoy is effectively a bubble, official hotels are ultimately not, as there may be other guests not affiliated with ESC 2021. To counter infection risks, we have established a set of Safe Harbour measures. These measures are aimed to minimise the risk of infection by individuals who are not affiliated with the ESC 2021.**

## Arrival & departure

- Use regular entrances/exits.
- Avoid gatherings in the hotel lobby or other public areas.
- Go directly to your room upon arrival.
- Wait in your room or outside in front of the hotel until your shuttle bus arrives. Just don't be late!

## Check-in & check-out

- For individual arrival, regular check-in procedures apply.
- When checking in as a group, room keys should be picked up by a team leader (e.g. Head of Delegation) and room keys should be issued outside or in the shuttle bus.
- All room payable accounts will be closed, which means you cannot make charges on your room account. You can return to the reception at a more quiet time to give your credit card information to open your room account for charging additional expenses.
- Regular check-out procedures apply. Use in-room check-out possibility if available.

## Hotel rooms

- Single use room only, unless when members of the same household.
- Receiving external guests in your room is not allowed.
- If hotel layout and availability allow, rooms will be located on the same floor(s) and in close proximity of each other to minimise contact with other guests.

## Meals

- Breakfast should be consumed at the hotel (in designated areas or in-room).
- Lunch and dinner should be consumed in Ahoy or, if not on site, at the hotel (in designated areas or in-room).
- Stay on the hotel's premise.

## Public areas

- Limit your time spent in public areas of the hotel, to avoid/limit contact with other hotel guest.
- Wear a face mask when moving through public areas, such as hallways, staircases and elevators.
- Use staircases whenever possible and avoid elevators.
- Avoid using public restrooms and only use your in-room sanitary facilities.

Hotel bookings for the Eurovision Song Contest 2021 are coordinated by Preferred Hotel Reservations. They can be reached via [escrotterdam2021@preferredhotelreservations.nl](mailto:escrotterdam2021@preferredhotelreservations.nl).

# staying healthy at home protocol

Delegates and most crew are staying in official hotels. If you are staying elsewhere, like in a non-official hotel, an Airbnb apartment or at home, please pay particular attention to the following protocol.

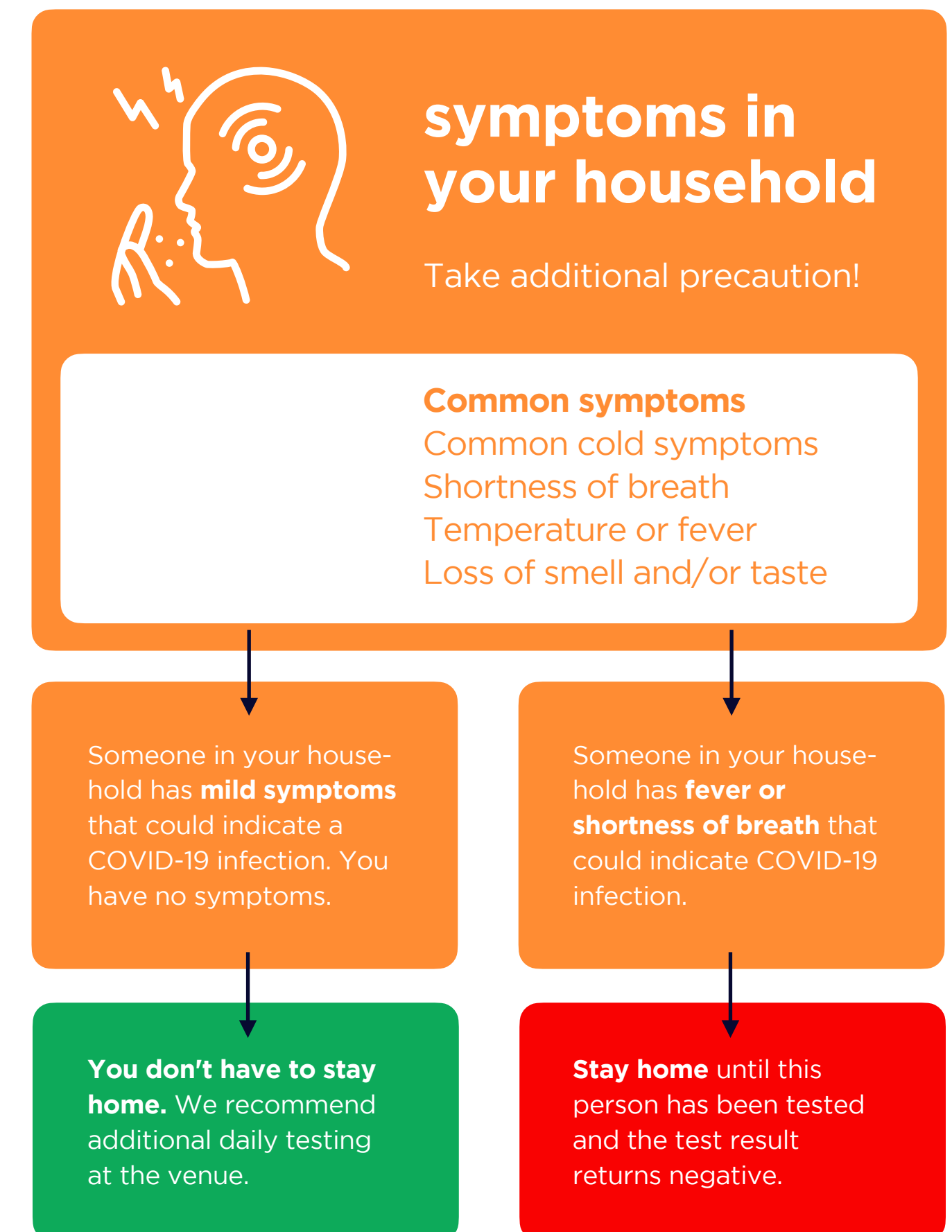
## Going around in public

- Try to avoid or minimise (close) contact with others.
- Minimise or avoid visits to crowded places, such as supermarkets.
- When in a public place, always wear a mask!
- Follow strict hygiene guidelines, such as frequent hand washing.

## In your household

During the entire period we are aiming to minimise infection risk and limit contacts to a minimum. We understand this may be challenging at home. Nevertheless, we are asking you to be mindful about this, and keep the following recommendations in mind:

- Try to limit close contact with others in your household (e.g. your partner, children).
- Ask members of your household to minimise social contact for the duration of your ESC 2021 activities.
- Ensure regular ventilation of rooms where you spend time with others.
- If someone in your household has common COVID-19 symptoms (including children) follow the flowchart on the right to establish your course of action.



# 07 getting from a to b

In addition to providing a safe working environment in Ahoy and a safe stay at your accommodation during ESC 2021 we have laid out guidelines and instructions to secure a safe journey from A to B.



# transport

The below table indicates the transport means to be used by each group:

	Official transport	Public transport	Own transport	Non-official means (e.g. Uber)
Crew/staff	✓	only if necessary	✓	✗
Volunteers	✗	✓	✓	✓
Delegates*	✓	✗	✗	✗
Press	✓	✓	✓	✓
Audience/fans	✗	✓	✓	✓

\* Delegates may use public transport or non-official transportation means upon arrival if they do not travel with the core delegation. Always follow the respective guidelines and avoid close contact with already tested delegates until tested on site.

**Parking capacity at Ahoy is extremely limited.** Public parking at Zuidplein is available (at your your own expense). Parking near official crew hotels is limited and based on first come, first serve (more information follows).

Drivers of official delegation vehicles are subject to the official testing protocol. Compliance with health and safety measures and protocols is being supervised by our Health & Safety Managers and Transport Manager.

## Official coaches

- Prior to boarding, crew will be subject to a health triage (e.g. a questionnaire to validate the absence of any infection symptoms).
- On crew shuttles, accreditation cards will be scanned to keep overview of who travels together. On delegation vehicles, the Delegation Host will keep such overview.
- Board the coach alone, maintaining social distancing. Continue until the first empty seat at the end of the aisle before taking a seat. In other words: walk as far as possible when boarding and then sit down.
- Please use the same seat as much as possible (when travelling with a fixed group).
- When disembarking, allow the passengers closest to the exit to disembark first.
- Do not walk in the coach, in order to maintain social distance whenever possible.

- Please store luggage in the cargo hold yourself. The driver is instructed not to touch any personal belongings.
- In case of two doors, only use the rear door.
- The first row behind the driver is not be used on both side of the isle to maintain 1.5-metre distance between the driver and passengers.
- Any onboard toilet (if present) is not available.
- The driver and all passengers should wear a face mask.
- Please do not leave any waste behind; and in particular do not leave behind used face masks. All points of contact and surfaces will be cleaned with disinfectant after the completion of a route.

#### **Official cars and minivans**

- If you have luggage to be placed in the cargo hold or trunk, store it yourself. The driver is instructed not to touch any personal belongings.
- Every seat may be used.
- Drivers and passengers should wear a face mask at all times inside the vehicle.
- All points of contact and surfaces will be cleaned with disinfectant after the completion of a route.
- Feel free to request the driver to open one or more windows for optimal ventilation during your journey.

#### **Public transport**

Press, audience/fans and volunteers may use public transport. While using public transport:

- Wear a face mask at all times.
- Practice social distancing, both inside the vehicle as well as while waiting for your bus, tram, train or metro to arrive.
- Disinfect your hands after disembarking.

#### **Own transport**

Press, audience/fans, volunteers and crew may use own transport. We recommend not to share vehicles with others.

#### **Non-official transport**

Whenever using taxis, services like Uber or other non-official transport means, please observe the following guidelines:

- Wear a face mask at all times.
- Practice social distancing, both inside the vehicle as well as while waiting for your bus, tram, train or metro to arrive.
- We strongly recommend not sharing vehicles.
- Disinfect your hands after disembarking.

Using non-official transport means is not permitted for delegates, with one exception: Delegates may only use public transport or non-official transportation means upon arrival if they do not travel with the core delegation. Always follow the respective guidelines and avoid close contact with already tested delegates until tested on site.

# 08 side events

Despite restrictions and limitations brought by the COVID-19 pandemic, the City of Rotterdam, its loyal partners, the Host Broadcaster and the EBU have expressed a joint commitment to look for creative solutions to organise a variety of side events, either physically or virtually.

# side events

**The exact form in which side events will be organised will be determined in the early months of 2021. Depending on the decisions made, applicable government guidelines at that time and forecasts for March, April and May, adequate health and safety measures will be added to this protocol.**

## **Semi-Final Allocation Draw and Host City Insignia Exchange**

The Host City insignia that were handed from Tel Aviv to Rotterdam in January 2020 will remain with the Mayor of Rotterdam for the remainder of the year. Consequently, the Semi-Final Allocation Draw and Host City Insignia Exchange will not take place in 2021. Instead, the Semi-Final allocation drawn in 2020 will remain valid.

The official kick-off of the Eurovision year has taken place 100 days before the Grand Final.

## **Heads of Delegation Meeting**

The Heads of Delegation Meeting is scheduled to take place on 15 and 16 March, 2021. The meeting will be held virtually, so no travel is required.

## **Opening Ceremony**

For the Opening Ceremony, including the carpet event (live broadcast), plans are being prepared for various scenarios.

## **Eurovision Village**

For the Eurovision Village plans are being prepared for various scenarios.

## **EuroLounge**

Pending the epidemiological circumstances in May and governmental guidelines, organisers may be hosting a EuroLounge in Ahoy, where accredited delegates can informally meet under COVID-proof conditions.

## **Hospitality**

In scenarios B and C, and only when audience is allowed during the shows, the organisers will host a downscaled hospitality. In each scenario, hospitality is located in the RACC, the recently opened extension building connected to Ahoy.



# annexes

# 01. communications

**This protocol is testament to the commitment of our health and safety experts, in close collaboration with all disciplines within our organisation. However, the successful implementation of all measures is ultimately a human endeavour. Clear, frequent and consistent communication is key to securing the health and safety of all individuals working at the ESC 2021.**

This annex describes the communications efforts planned to ensure everyone is well-informed about all measures and guidelines. It also describes our communications protocol, in case an individual is tested positive for COVID-19.

To ensure all individuals at the event are informed about all health and safety measures, a broad range of communications tools is being used. The below list of initiatives is non-exhaustive, but gives a good overall impression of our efforts.

## **Prior to the event**

- This Health & Safety COVID-19 Protocol.
- A clear, easy-to-read Code summarising key measures and guidelines, to be signed off on by every accredited individual;
- Adequate training of department heads, security personnel, delegation hosts and volunteers.

## **During the event**

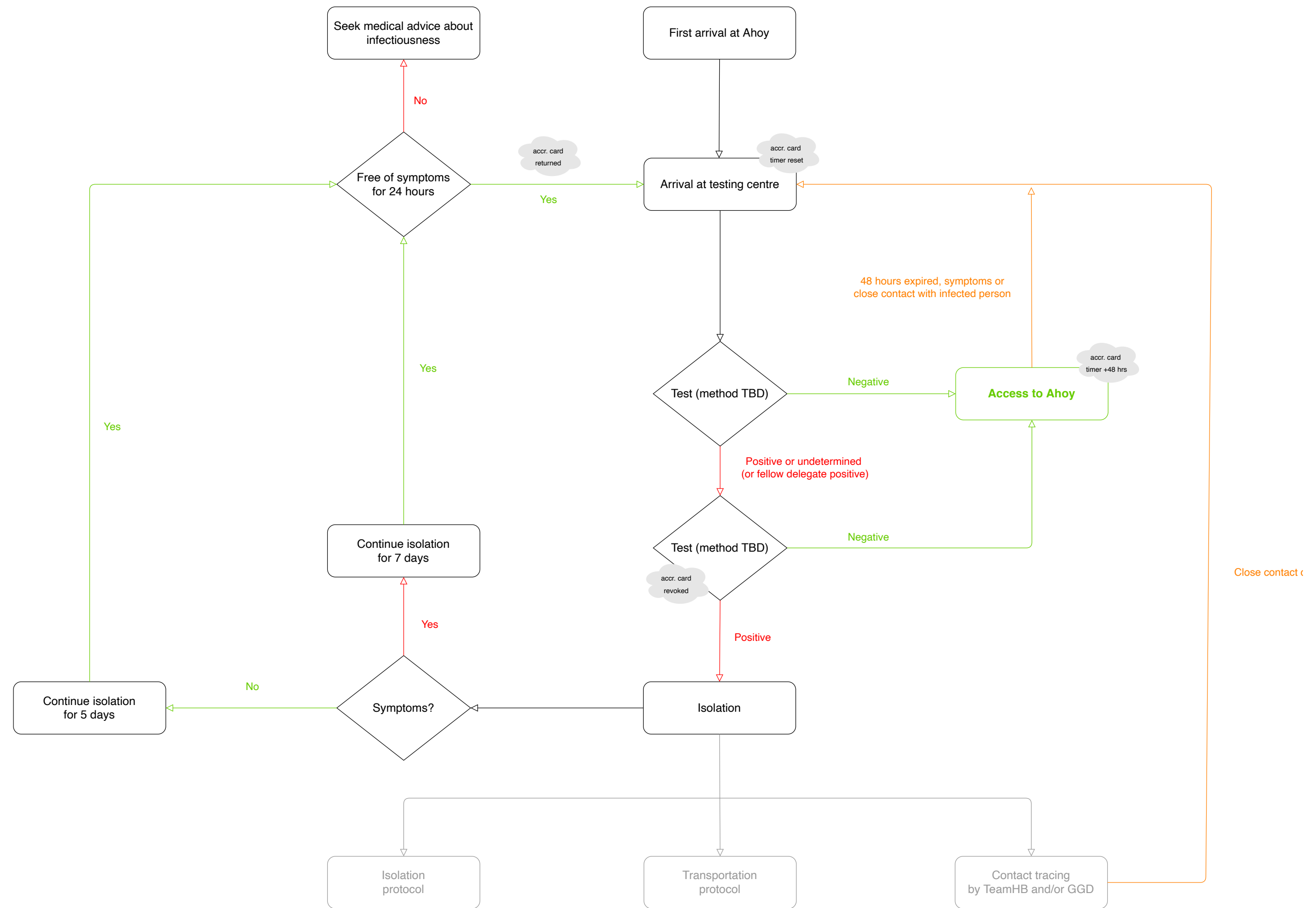
- A security, health and safety instruction video.
- Sufficient and clearly designed signage in all areas.
- Floor stickers and pathway indicators.
- PA announcements.

## **Communication**

It should first and foremost be noted that the result of a COVID-19 test is, in essence, personal medical data. This requires, both ethically as well as legally, that such information is treated with utmost care. Applicable privacy laws — in this case the EU General Data Protection Regulation — are leading in our communications efforts. The outcome of COVID-19 (rapid) tests must, by law, also be shared with the Municipal Health Service (GGD Rotterdam-Rijnmond).

The Host Broadcaster, in close coordination with the EBU, is currently preparing a communications plan. The communications plan will be shared mid-March.

# 02. testing flowchart



## 03. isolation protocol

**All health and safety measures are aimed at preventing coronavirus infection. Nevertheless, other strictly controlled environments have shown that infections can never be ruled out 100%. For that reason, we are fully prepared to handle positive COVID-19 tests. This isolation protocol sets out what happens in case a positive test result comes back.**

In case of positive test result:

1. The accredited individual will be required to hand in their accreditation card. The card will be disinfected and securely stored in a zip-lock bag at the Accreditation Centre.
2. The individual will be required to wait in a designated waiting area, while a Health & Safety Manager will be informed.
3. The individual will be transported to their hotel by designated transport means.
4. The hotel will be informed prior to arrival, to secure safe passage of the individual to their room.
5. A COVID-19 cleaning package and policy documentation will be delivered to the individual.

Next, mandatory isolation follows. Dutch delegates or crew members can also decide to complete their isolation at home.

In line with Dutch government guidelines mandatory isolation will last for at least 7 days after the positive test result and until there have been no symptoms for at least 24 hours, confirmed by a negative test result

In general, the following rules apply for isolation:

- Stay in your hotel room and do not receive visitors.
- Ensure good personal hygiene practices:
  - Wash your hands frequently with water and soap. Do this always after coughing or sneezing, after toilet use, after cleaning, before meal (preparations).
  - Use paper tissues and use them only once.
- If possible, make sure to open windows a few times per day for at least 30 minutes for fresh air.
- Ensure good hygiene practices for all other items.
- If you are able to, we recommend you clean regularly, use regular cleaning supplies and dispose or wash cleaning cloth after use. Pay extra attention to high touch points (handles, knobs, (door) push plates, window handles, cabinet handles, handrails telephones, light switches, tables, etc.). Clean the bathroom and toilet regularly. Again, extra attention should be given to high touch points (wash basins, flush button, light switch, faucets, door handles, soap holders, etc.).
- Do not let anyone get in contact with bodily fluids.
- Put laundry in separate laundry bags and wash at a minimum of 60 degrees Celsius on a regular program and use regular laundry detergent.
- Separate dirty dishes and wash separately.

**Hotel staff is not allowed to enter the hotel room during the entire duration of the isolation!**



### **Cleaning**

In case of COVID-19 isolation the hotel will provide a package of cleaning supplies for the guest containing the following items:

Quantity	Item	Remarks
2	Box of tissues	
1	Disposable cleaning wipes	
1	Desinfectant spray	
5	Cleaning cloths	To be replaced at linen change
1	Roll of Garbage bags	
1	Toilet Brush	
1	Toilet cleaner	
1	Bathroom & sink cleaner	

Clean towels, linen, and cleaning cloths are provided to the guest every three to four days. They will be placed in front of the door in a sealed bag including special laundry bags for dirty “infected” laundry. The guest is to replace his/her own bed linen and towels and to dispose dirty laundry in the designated laundry bags and seal it tightly.

### **Laundry pick up**

To ensure safe pick up of all laundry the guest will place their laundry bag - securely tightened - outside of the hotel room and inform the reception that laundry is ready for pick up.

Hotel staff will always wear a face mask, protective gloves and preferably a protective apron with long sleeves when picking up any laundry leaving the room of an infected guest.

The hotel should consult with the laundry service what the proper procedure is concerning the handling of ‘infected’ laundry. It is advised to place laundry in quarantine in the hotel for 72 hours before pick-up from the laundry services.

### **Food & beverages**

Food and beverages are only to be consumed in the hotel room and will be offered to the guest via room service or drop-off. There will be no additional charges/surcharges by the hotel for room service.

All food and beverages must be placed in front of the door (either on a trolley or on the floor). Staff will knock on the door and step back to maintain a safe distance. The guest will pick up the items and take them into the room.

The hotel is able to provide three meals a day. If, due to staff shortage or logistical issues the hotel is not able to provide room service at three times a day, the hotel may offer breakfast & lunch at the same time to reduce the number of contact and drop off points.

The hotel will provide a small refrigerator (in case the hotel room does not already have one) so that the guest can keep food and beverages cold.

The hotel can provide snacks and other beverages based on their regular assortment upon request. If, due to staff shortage or logistical issues the hotel is not able to provide room service for every order, the hotel may limit the amount of room service moments for snacks and beverages to once per day.

Meals are best served on disposables (disposable plates and cutlery). In case the hotel does not have disposables, regular plates and cutlery can be used.

#### **Food tray pick up**

To ensure safe pick up of all waste items and used plates and cutlery the guest will place their items outside of the hotel room and inform the reception that items are ready for pick up.

Hotel staff will always wear a face mask, protective gloves and preferably a protective apron with long sleeves when picking up any items leaving the room of an infected guest.

To limit the amount of contact moments and cross contamination during transporting and handling it is preferred to keep all used items, plates and cutlery and trash bags in the room. Guests can request a pickup at the reception with the maximum of once per day.

Place disposables in garbage bags and seal it tightly – garbage bags can be disposed of regularly by hotel staff.

Used plates, cutlery, and trays can be cleaned in a dishwasher above 82°C.

#### **Cleaning after check-out**

Dispose all reusable papers such as flyers, brochures, magazines, menus etc. Collect all other garbage in a garbage bag and seal the bag tightly. Garbage bags can be disposed of regularly.

Make sure to first dispose of all laundry and garbage bags before continuing cleaning the hotel room.

After disposal of the bags change the protective gloves, mouth mask, and protective apron before re-entering the hotel room and continuing cleaning the hotel room.

Hotel staff should follow regular cleaning procedure for cleaning the hotel room. After regular cleaning make sure to disinfect 'frequent touch points', such as wash basins, sinks, taps, knobs, door push plates, window handles, cabinet handles, other handles, handrails, telephones, light buttons, toilet seats, soap holders, tables, etc.

*Disinfection of interior* – Use an alcohol solution of at least 70%, spray the solution onto a cloth and clean the surface and let the surface air dry.

*Extra disinfection of bathroom* – use a fresh chlorine solution (recommended is 1 chlorine tablet to 5 liters of cold water). Clean bathroom surfaces with a wet (disposable) cloth that will leave the surface wet for at least 5 minutes (chlorine needs 5 minutes soaking time to disinfect) and leave surface air dry. It is strongly recommended to also deep clean carpets, headboards, chairs, walls and light fixtures & lamp shades, etc.

In case the guest runs out of any of the above-mentioned items, inform the reception and the hotel will supply new materials and drop them off in front of the door.

#### **Check-out cleaning procedure**

When the isolation period is finished, or the guest has checked out the hotel room, it is recommended to wait 72 hours before cleaning. Start by ventilating the hotel room by opening the windows or by turning the mechanical ventilation on at maximum and keep the door to the hallway closed.

Required cleaning materials:

- Disposable protective gloves
- Face mask
- Protective apron with long sleeves
- Optionally, a pair of protective glasses
- Chlorine tablets (for disinfection)
- Alcohol solution (for disinfection)
- Special laundry bags for COVID-19 infected materials

Preparations:

- Housekeeping schedule; the COVID-19 infected room is the last room of the day to be cleaned.
- Only one housekeeper is allowed to clean the room.
- Housekeeper is wearing personal protective gear.
- Make sure there is nobody present in the hotel room.
- Leave the cleaning cart outside the hotel room.

## 04. travel checklist

**This travel checklist is for your convenience. Always inform yourself of the latest incoming travel requirements on [government.nl](https://www.government.nl), as well a requirements from your own authorities. The organisers cannot be held responsible for any losses, injuries, damages or costs incurred resulting from incompleteness or incorrectness of this checklist.**

	Check?
Travel and health care insurance	
Valid travel document (passport or ID)	
Visa (if required)	
Accreditation confirmation letter	
A valid return ticket	
A negative PCR test result (max. 72 hours old)	
A negative rapid test result (within 4 hours prior to departure)	
A negative test declaration	
A completed health declaration	
Sufficient face masks (N95 or FFP2)	