



# Event Cancellation Protocol

## **Scenario:**

This protocol has been written in the unlikely event that the (event name) has to be cancelled. It will highlight the implications of making such a decision and what actions would need to be taken. The Senior Event Management Team would be responsible for any decisions.

## **Cancellation:**

The Race Organisers could be forced into taking this decision by implication of an incident that renders the course/route inaccessible –

Crime Scene

Road Traffic Accident

Major Utility Fault

Foot and Mouth

Force Majeure – An unforeseen event beyond the control of the organisers

Severe weather conditions

Government embargo on staging mass events

## **Options**

Can the event be re-scheduled?

Availability of dates

Implication of other major events

Create a route avoiding incident/accident

If – No

What are the implications if held over for 12 months?

- Do we / can we refund part of the entry?
- Offer a discount into next year's race
- Provide no discount at all

## **Legal Advice:**

Seek legal advice on what would be reasonable in legal terms relating to refunds or adopting a non refund policy. The form of words used in communications.

## **Insurance Position:**

If event insurance is in place what does the policy cover and what are the implications?

## **Financial Implications:**

Before any of the decisions above are made there must be an understanding of the financial implications and how this affects the current planned event, any carry forward policy e.g. discount offers and any refund decision.

It should take into account the following:-

What has already been committed to?

Contractors / Sub Contractors cancellation fees

What can be carried forward?

To refund or not to refund

How much if any?

Discount entry fee into the following year's race

## **Communications:**

The event has records of entrants that include addresses and in some cases email addresses that can be used as effective tools to inform entrants.

After reaching an agreed decision the organisers will compile **a letter that will be distributed to all entrants (sms, letter, social networks or email)**. **Note: This communiqué will have to be written and agreed by (event organiser)**.

Because of the geographic spread of entrants where the race organisers have the data a **bulk email** will be sent thus trying to ensure that the communication is issued in good time. The communiqué will also be posted on the **web site**.

### **A Press Release will be prepared and issued to:-**

- Local Press
- Regional Press (depending on size of event or area from which your entrants are drawn)
- Local Radio (Commercial)
- BBC Radio
- Emergency Services
- Road Running Magazines/Web sites
- Club Structures

## **Sponsors:**

In the event of the race being cancelled there must also be both an understanding of the sponsor's contribution and how to deal with them upon reaching this decision.

The means by which their involvement is both recognised and maintained should be quickly and clearly communicated.

**Note: Someone from the Event Organisation will be at the venue on the day of the planned event in case the message has not been received by everyone.**

## Process for Cancellation on the Day of the Event:

What may cause your event to be cancelled on the day?

- Fire on the Route, leading to road closures
- Road Traffic Accident, leading to road closures
- Scene of Crime, leading to road closures
- Major Utility incident (gas leak, burst water mains etc.), leading to road closures

All the above could happen in the lead up to the start of the race or after the race has started.

If the race is in progress then you will have to;

- Look at re-routing options
- Stage the event over a shorter non- measured distance

The above will enable you to get the runners back to the finish, but you will need to:-

- Agree new route
- Get Marshals in position
- Change the direction signs if possible, if not use Marshals
- If roads are closed then you will need the assistance of your Traffic Management Company to implement changes, from a road user's perspective.

## If the incident happens prior to the start and it is physically not possible to hold the event in a change to the programme;

- You will have to make an announcement cancelling or postponing
- You may have to put out a holding statement in line with your cancellation policy
- If you have athlete give away products that have a shelf life you may want to distribute (fruit, food etc.)

## Planning

You should as part of your event plan decide who in your management team will form a Major Incident Team.

You will need to get this team together to implement your plan.

Everyone needs to know their role and how to implement it.

## Major Incident Team:

Race Director	Vanessa Nancarrow	To assess risk and jointly decide upon action. Communicate decision to Race Committee
Chief Medical Director	Chris Leehman	
Chief Marshal	Steve Nancarrow	