

XVI PAN AMERICAN GAMES

TECHNICAL MANUAL tennis





Manual Técnico

*Este documento es susceptible de actualización,
es recomendable consultar el sitio oficial en
Internet: www.guadalajara2011.org.mx
para obtener la versión mas reciente del mismo.*

*Colección Editorial de Guías y Manuales del
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*Guadalajara, México
Octubre 2010*



Technical Manual

XVI PAN AMERICAN GAMES



Patron of the Games

President of the
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Felipe Calderon Hinojosa



Host of the Games

Jalisco State Governor
Emilio Gonzalez Marquez



Host of the Games

Guadalajara Mayor
Jorge Aristoteles Sandoval Diaz



Host of the Games

President of the Mexican Olympic Committee
Felipe Muñoz Kapamas



Dear participants,

The mission of the XVI Pan American Games Organizing Committee is to celebrate an event with the best technical and organizational conditions so that athletes, technical delegates, leaders, the media and other guests may perform their respective duties without any obstacles.

This Technical Manual aims to establish the necessary guidelines for the solid development of your sport discipline competition during the celebration of the most important sporting event of the American Continent. The Manual also incorporates certain parameters defined by the International Federations and the Pan American Confederations.

This document will provide the information required by the National Olympic Committees, Federations and athletes in order to properly plan and participate in the XVI Pan American Games Guadalajara 2011, "America's Fiesta."

Our city is looking forward to welcoming the athletes from the Americas as well as every participant who will help make this sports celebration an unforgettable experience for our city and for the subsites where these Pan American Games will surely leave a legacy.

Sincerely,

A stylized, handwritten signature in grey ink, consisting of a large loop and a trailing line.

Carlos Andrade Garín

General Director

XVI Pan American Games Guadalajara 2011

Organizing Committee

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Mexico

Mexico is situated in the northern hemisphere of the American Continent. It borders the United States of America to the north, Guatemala and Belize to the south, the Gulf of Mexico to the east, and the Pacific Ocean to the west. Its territory has a total area of 1,964,375 km². The country is divided into 31 states and 1 Federal District.

Mexico offers a great variety of attractions including a heritage of Pre-Columbian civilizations, great archeological sites that shape the national identity and breathtakingly beautiful beaches. The country brings together the historical remains of cultures dating back thousands of years blended with the excitement of large cities. Mexico is unique thanks to its natural wealth combined with its remarkable historic elements and its internationally renowned infrastructure.

Mexico's diversity can be experienced throughout its 32 states, all of which offer an endless number of destinations where all sorts of leisure activities are there to be enjoyed.

As the birthplace of great painters like Diego Rivera and Frida Kahlo as well as acclaimed writers like Agustin Yañez, Juan Jose Arreola, Octavio Paz and Carlos Fuentes, Mexico was also home to impressive muralists like Jose Clemente Orozco and David Alfaro Siqueiros, all of whom are part of a rich culture characterized by the expressions of all Mexicans.

Guadalajara, host city of the upcoming Pan American Games is located in the State of Jalisco, known internationally by its Mexican identity icons like "charrería", "mariachi" music and Tequila.

Jalisco offers endless possibilities: Cultural, natural, touristic and gastronomic; all of which will give the America's Fiesta a color that is distinctly Mexican.





The City of Guadalajara

Guadalajara is the capital of the State of Jalisco. The city is located in the central region of the state and has a population of 1,600,940 people, making it the second largest city in Mexico.

The Guadalajara Metropolitan area also includes the municipalities of Zapopan, Tlaquepaque, Tonalá, Tlajomulco de Zúñiga and El Salto. Added together, the population for the metropolitan area totals 3,967,252 inhabitants according to the 2005 census.

Guadalajara is at an altitude of 1,567 meters above sea level and is one of the main cultural, economic, historic, industrial and religious centers in Mexico. All of this gives the city significant influence over the rest of the country.

“Tapatío” is the Spanish word used to refer to Guadalajara’s natives. The city is named in honor of the Spanish city of Guadalajara and the word may mean “rocky river”, “rocky valley” or “fort valley.”

Host of major events

The city was a subsite for the Mexico 1968 Olympic Games and the 1970 and 1986 football World Cups. It has also hosted several international events such as the first Ibero-American Summit in 1991 as well as the Latin American and the Caribbean-European Union Summits in 2004. In 2005, the city was named Cultural Capital of the Americas.

In 1987, the Guadalajara “Expo” Convention Center opened its doors and for the upcoming Pan American Games, the center will act as the International Broadcast Center, Technology Operations Center, Main Operations Center and the Main Press Center.

There are more than 25,000 hotel rooms in the City and the metropolitan area is a national leader in the investment and development of commercial centers.

Official currency

The peso is Mexico’s official currency and is represented by the symbol \$. The bills that are currently in circulation have a denomination of 20, 50, 100,



500 and 1,000 pesos. The coins in circulation are 10, 20 and 50 cents as well as 1, 5, 10 and 20 pesos.

Exchange rates vary on a daily basis so, previously consulting rates with specialized foreign exchange providers is highly recommended in order to find out about the latest exchange rate.

In Guadalajara, currency and traveler's cheques may be exchanged directly at currency exchange businesses, at some banks or at any airport. The most common currency exchange is between the US dollar and the Mexican peso, or between the Euro and the Mexican peso. Exchanging from dollar to peso is the most recommended transaction.

The official banking partner for the XVI Pan American Games Guadalajara 2011 is **Scotiabank**.

Credit and debit cards

Credit cards are widely used in Guadalajara as they are accepted in almost all business establishments, hotels, restaurants and travel agencies; however, it's a good idea to carry some domestic currency for incidental expenses. The most accepted cards include Visa, Master Card, Diner's Club and American Express.

Voltage

Electric current is at 110 volts at 60 MHz. It's the same voltage that is used in the United States and Canada. If your electronic devices run on 220 volts, you will need an adapter. Please note that the standard plugs are flat-pronged.

Business hours

Like most Mexican cities, office hours usually run from 9AM to 5PM. As for shopping centers, hours of operation run from 9AM to 8PM and while most open on Sundays, it's best to check before going.

Tipping

Tipping is not compulsory; however, at bars, restaurants, discotheques and night clubs, it is customary to leave a tip between 10 and 15 percent, not counting the value added tax (IVA) included in the bill.

For bellboys and valet parking attendants, a \$1 to \$2 US dollar tip for their service is customary in Guadalajara.





System of measurement

The system of measures used in Mexico is the Metric-Decimal system. Temperature is expressed in degrees Celsius and volume is expressed in liters.

Hospitality

“Tapatíos” are widely recognized for their warmth and hospitality. You are like to feel at home in Guadalajara.

If you need tourism assistance in Guadalajara, you should be able to go to one of the Board of Tourism information booths that will be located throughout the State of Jalisco during the Pan American Games. These kiosks will be strategically placed in or around the Pan American venues.

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Guadalajara 2011

XVI Pan American Games

Mexico will host the Pan American Games for the third time (1955, 1975 y 2011), but this is the first time that the host city is not the capital of the country.

Opening Ceremony:

Friday, October 14, 2011

Competition:

From Friday to Sunday
October 14-30, 2011

Place:

Guadalajara, Jalisco, Mexico

Participants:

Approximately 5,900 athletes

Sports Program:

- 36 sports
- 43 disciplines
- 361 events

Subsites:

- Puerto Vallarta
- Ciudad Guzmán
- Lagos de Moreno
- Tapalpa



SPORTS CALENDAR XVI PAN AMERICAN GAMES

october 2011

[illegible]

SPORTS CALENDAR XVI PAN AMERICAN GAMES

			october 2011																	
			T	F	S	S	M	T	W	T	F	S	S	M	T	W	T	F	S	S
			13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
GUADALAJARA			-1	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
19	Wrestling									•	•	•	•	•						
20	Roller Skating													•	•		•			
21	Modern Pentathlon			•	•															
22	Racquetball									•	•			•						
23	Rugby Sevens																		•	
24	Softball												•							
25	Squash					•			•	•										
26	Taekwondo			•	•	•	•													
27	Tennis										•	•								
28	Table Tennis					•				•										
29	Archery										•	•								
30	Shooting	Air			•	•														
		Trap-Fire					•	•	•	•	•		•							
31	Volleyball	Women's								•										
		Men's																	•	
			13	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30
PUERTO VALLARTA			-1	0	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
Aquatics												•								
32	Triathlon												•							
33	Sailing												•							
Volleyball												•	•							
CIUDAD GUZMAN																				
34	Canoeing																	•	•	
35	Rowing			•	•	•	•	•												
LAGOS DE MORENO																				
36	Baseball													•						
TAPALPA																				
Cycling					•															

v 4.2 30.09.10



Opening and Closing Ceremonies



Finals



Gala



Official Practice

PASO
PAN AMERICAN SPORTS ORGANIZATION

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odepa@oem.com.mx
www.odepa-paso.org

During the XVI Pan American Games Guadalajara 2011,
PASO offices will be at the PASO Family Hotel.

Executive Committee

President	Don Mario Vázquez Raña	Mexico
1st Vice President	Michael Fennell	Jamaica
2nd Vice President	Carlos Nuzman	Brazil
3rd Vice President	Felipe Muñoz Kapamas	Mexico
Secretary General	Jimena Saldaña	Mexico
Treasurer	Richard Peterkin	St. Lucia

Members Group 1	Lawrence F. Probst	United States
	Fernando Beltranena	Guatemala
	Jean-Edouard Baker	Haiti

Members Group 2	Jose Ramon Fernandez	Cuba
	Alphonso Bridgewater	St. K&N
	Veda Bruno-Víctor	Grenada

**Members Group 3**

Nicole Hoevertsz
K.A. Juman-Yassin
Neven Ilic Alvarez

Aruba
Guyana
Chile

Honorary Member

Jorge Herrera Barona

Colombia

ACNO Vice President

Julio Cesar Maglione

Uruguay

Executive Secretary

Reynaldo Gonzalez

Cuba

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Technical Commission

President

Michael Fennell

Jamaica

Member

Jorge Herrera Barona

Colombia

Member

Antonio Von Ondarza

Venezuela

Member

Rene Romero

Cuba

Member

Agberto Guimaraes

Brazil

Member

Caroline Assalian

Canada

Coordination Commission

President

Carlos Nuzman

Brazil

Member

Richard Peterkin

St. Lucia

Member

Fernando Beltranena

Guatemala

Member

Nicole Hoevertsz

Aruba

Member

Michael Chambers

Canada

National Olympic Committees

Members of the Pan American Sports Organization



AHO
Netherlands Antilles



ARG
Argentina



BAH
Bahamas



BIZ
Belize



BOL
Bolivia



CAN
Canada



CHI
Chile



CRC
Costa Rica



DMA
Dominica



ECU
Ecuador



GRN
Grenada



ANT
Antigua



ARU
Aruba



BAR
Barbados



BER
Bermuda



BRA
Brazil



CAY
Cayman Island



COL
Colombia



CUB
Cuba



DOM
Dominican Republic



ESA
El Salvador



GUA
Guatemala



GUY
Guyana



HON
Honduras



IVB
British Virgin Islands



LCA
St. Lucia



NCA
Nicaragua



PAR
Paraguay



PUR
Puerto Rico



SUR
Suriname



URU
Uruguay



VEN
Venezuela



HAI
Haiti



ISV
USA Virgin Islands



JAM
Jamaica



MEX
Mexico



PAN
Panama



PER
Peru



SKN
St. Kitts & Nevis



TRI
Trinity and Tobago



USA
United States



VIN
St. Vincent and the
Granadines

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Organizing Committee**

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FMT

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Competition Information

Tennis in Guadalajara 2011

Competition Date and Location

The Tennis competition at the XVI Pan American Games Guadalajara 2011 will be held from **Monday, October 17, to Saturday, October 22, 2011** at the Pan American Tennis Complex.

Events and Medals

The events to be held in the Tennis competition of the Guadalajara 2011 Pan American Games are:

Event			Medals Standing			
			Gold	Silver	Bronze	Total
Women's	1	Singles	1	1	1	3
	2	Doubles	1	1	1	3
Men's	3	Singles	1	1	1	3
	4	Doubles	1	1	1	3
Mixed	5	Doubles	1	1	1	3
Total			5	5	5	15

Competition Format

- The matches will be played according to the regulations established by ITF and CPT.
- All Singles matches shall be the best of three (3) tie-break sets.
- All Doubles matches shall be two (2) tie-break sets with a deciding match tie-break (10 points) at one set all. All games will be played using the no-ad scoring method.
- According to the duration of the last singles match, the resting time for the player will be the following:
 - If the match lasted less than an hour, 30 minutes rest.

2. If the match lasted from 1 hour until 1 hour and 30 minutes, 1 hour rest.
3. If the match lasted more than 1 hour and 30 minutes, 1 hour and 30 minutes rest.

e. Seeding and Draws

For all events the seeds will be as follows:

48 size draw - 16 seeds

32 size draw - 8 seeds

16 size draw - 4 seeds

8 size draw - 2 seeds

In all men's events, the seeding order will be based on the current ATP ranking, and for women's events the seeding order will be based on the current WTA ranking.

If there are two (2) players/teams from the same country they shall be drawn into different halves of the draw. If there are three (3) players from the same country they shall be drawn into different quarters of the draw.

If a tie exists in the men's and women's Single events between two (2) or more competitors with the same ATP or WTA classification respectively, a draw will be made to break the tie.

In the Doubles events, the seeding criteria will be in accordance to the following order using the ATP and WTA rankings valid at the time of the draw:

- Added ATP and/or WTA doubles ranking of the team
- ATP and/or WTA Doubles ranking of one player of the team

f. Balls and Ball Changes

All matches will be played with 4 balls and ball changes will be done at 9/11 games. The brand of balls to be used will be decided not later than September 14, 2011.





Participants:

Men's Singles	48 Competitors
Men's Doubles	16 Teams
Women's Singles	32 Competitors
Women's Doubles	16 Teams
Mixed Doubles	16 Teams

Competition Schedule

Date	Time	Activity
Oct 17	Day Session 10:00 & Afternoon Session 16:00	Women's Singles Round of 32
		Men's Singles Round of 48
		Mixed Doubles Round of 16
Oct 18	Day Session 10:00 & Afternoon Session 16:00	Women's Singles Round of 16
		Men's Singles Round of 32
		Women's Doubles Round of 16
		Men's Doubles Round of 24
Oct 19	Day Session 11:00 & Afternoon Session 16:00	Women's Singles Quarterfinals
		Men's Singles Round of 16
		Women's Doubles Quarterfinals
		Men's Doubles Round of 16
Oct 20	Day Session 11:00 & Afternoon Session 16:00	Mixed Doubles Round of 8
		Women's Singles Semifinals
		Men's Singles Quarterfinals
		Women's Doubles Semifinals
		Men's Doubles Semifinals
		Mixed Doubles Semifinals

Oct 21	Day Session 11:00 & Afternoon Session 16:00	Women’s Singles Gold and Bronze medals Men’s Singles Semifinals Women’s Doubles Gold & Bronze Medals Men’s Doubles Semifinals Mixed Doubles Gold & Bronze Medals
Oct 22	Afternoon Session 16:00	Men’s Singles Gold & Bronze Medals Men’s Doubles Gold & Bronze Medals

This program will be confirmed in the Technical Meeting.

Maximum Number of Competitors

According to the quota established by PASO, there will be a maximum of eighty (80) male and female competitors.

- Each country may enter a maximum of six (6) athletes, three (3) men and three (3) women.
- Each player can be entered in a maximum of two (2) events.
- In the Singles draws, there will be no more than three (3) players per country.
- In the Doubles draws, there will be no more than one (1) team per country.

Age of Competitors

Competitors must be fourteen (14) years old (minimum) on the date of the first competition day.

Qualification System to Guadalajara 2011

- a. As host country, Mexico is automatically qualified for all events with a complete team.
- b. The composition of the Men’s Singles draw will be 42 direct acceptances and 6 wild cards. The composition of the Women’s Singles draw will be 28 direct acceptances and 4 wild cards. Wild cards will be assigned by the Pan



American Tennis Confederation.11.

- c. The direct acceptances will be selected based on the ATP/WTa singles ranking lists
- d. Each Tennis NF will send the names of its player to be entered for the tennis event to CPT (chila_ancalmo@hotmail.com) no later than Monday August 29, 2011 for the acceptance list to be prepared. This final acceptance list will be published by September 2 so that the NOC can officially register the accepted players no later than the official deadline for nominal entries.

Official Withdrawals

Withdrawals for consideration of substitution with non entered players will be accepted no later than Monday September 5. After this date, withdrawn players will be substituted by ALTERNATES from the Alternates List of the Official Acceptance list.

Qualification System Approval

The qualification system was revised and approved by CPT on September 30, 2010.

London 2012 Olympic Qualification

The Tennis competition of the XVI Pan American Games will be part of the qualification criteria for the 2012 London Olympic Games, as stated below:

The winner (men and women) of the Tennis competition in the XVI Pan American Games Guadalajara 2011 will get priority entry into the 2012 Olympic Tennis Event, after the direct acceptances and under the following two criteria:

- a. First the athlete must have a ranking at the entry cut off date (August 2011) high enough to be close to the last direct acceptance ranking.
- b. The athlete must be from a country that has not reached its four-player maximum in the singles entry list under the qualification system that the ITF has already agreed with the IOC and with the Tours.

Technical Meeting

- a. The technical meeting will be held on Sunday, October 16, 2011 at 11:00



at the Pan American Tennis Complex.

- b. It may be attended by a maximum of two representatives from each NOC and, if necessary, an interpreter or attaché.
- c. Team Leaders must collect their invitations for the Technical Meeting from the SIC at the Pan American Village upon arrival.
- d. ITF Technical Delegate, the Referee and the XVI Pan American Games Guadalajara 2011 Tennis Tournament Director will preside over the meeting, which will be conducted in english and spanish.

Judges/Jury

The Jury members will be a Technical Delegate, who may be Chairman, one representative of the Mexican Tennis Federation, one representative of the CPT and the referee or his deputy. The referee or his deputy shall have the right to speak but not to vote. All other matters relating to the jury will follow the ITF Handbook's edition that is in force at the time of the Games.

Technical Officials

Technical Officials will be designated according with CPT, FMT and the Technical Delegate. Every match will have one chair umpire, 5 line umpires and 3 ball kids.

Protests and Appeals

Appeals will be handled according to ITF Regulations. All Technical matters will be resolved by the appointed Referee on site.

Competition Draw

The draw for the Singles and Doubles events will be conducted after the Technical Meeting, on Sunday October 16, 2011

Clothing Specifications

- a. Every player shall dress and present himself for play in a sportsmanlike manner. Clean and customarily acceptable tennis attire shall be worn.
- b. Unacceptable Attire: Sweatshirts, gym shorts, dress shirts, T-shirts or any other inappropriate attire shall not be worn during a match (including the warm-up).
- c. Doubles Teams: Members of a Doubles team shall be dressed in substantially the same colors.
- d. Team Identification: Teams may dress uniformly wearing the National Colors and the Country name, only if the adhere to the 2011 Davis Cup





and Fed Cup ID Style Guide for World Groups.

Identification

No identification shall be permitted on a player or on a player's clothing, products or equipment on court before, during or after a match or at any press conference or tournament ceremony, except as follows:

- a. One (1) manufacturer's identification which does not exceed twenty (20) cm² shall be permitted on each item of clothing i.e. shorts, shirts, skirts, dresses, sweaters and jackets.
- b. One (1) manufacturer's identification which does not exceed six (6) cm² shall be permitted on socks, shoes, hats, headbands and wristbands.
- c. One (1) manufacturer's identification which does not exceed six (6) cm² or two (2) manufacturer's identifications neither of which exceed three (3) cm² shall be permitted on eyeglasses.
- d. One (1) manufacturer's identification which does not exceed ten per cent (10%) of the surface area of the bag up to a maximum of sixty (60) cm² shall be permitted on bags and racket covers carried on to court.

Warm-Up Clothing

Players may wear warm-up clothing during the warm-up and during a match provided it complies with the foregoing provisions and provided further that the players obtain the approval of the Referee prior to wearing warm-up clothing during a match.

Change and Failure to Comply

Any player who violates this section may be ordered by the Chair Umpire or Referee to change his attire or equipment immediately. Failure of a player to comply with such order may result in immediate default.

Competition Venue

The Tennis Competition will take place in the Pan American Tennis Complex, which is located at Metropolitan Park 5800 Bethoven Avenue, between, La Estancia zone, Zapopan, Jalisco.



General Guidelines for Participation

Elegibility

To be eligible for participation in the XVI Pan American Games Guadalajara 2011, a competitor must comply with the Pan American Games Regulations as well as the corresponding International Federation Rules and must be entered by his or her NOC.

Nationality of competitors

All competitors that participate in the XVI Pan American Games Guadalajara 2011 must have the nationality of the NOC with which he or she is registered.

A competitor's nationality is determined according to the Pan American Games Regulations, Section IV, Item 3.

Gender verification

Gender verification cases shall be carried out in accordance with the Pan American Games Regulations, Section IV, Item 7.

Entries

Only NOCs recognized by PASO and whose National Federations are affiliated with the corresponding International Federation as well as the Pan American Confederation or the applicable Continental Sport Organization may enter competitors to the XVI Pan American Games Guadalajara 2011.

Entry by number

Entry by Number forms (to indicate the number of participants in each individual and team event) must be fully completed and returned to COPAG no later than midnight (local time) on Thursday, **July 14, 2011**.

The number of entries submitted for participants may not vary by more than 10% of the final entries, as per the Pan American Games Regulations, Section V, Item 3.





Entry by name

An Entry by Name form is required for each eligible participant in the XVI Pan American Games Guadalajara 2011. Entries by name must be completed by each NOC on the official form supplied by COPAG and returned no later than midnight (Mexico local time) on Wednesday, **September 14, 2011**.

Both, the Entry by Number and the Entry by Name forms from each NOC must be submitted on the official forms supplied by COPAG in accordance with the procedure described in the XVI Pan American Games Guadalajara 2011 Entries Manual.

For questions or clarification, COPAG offers the mailbox:

inscripciones@guadalajara2011.org.mx

Awards

Awards for the events in the XVI Pan American Games Guadalajara 2011 competitions will be granted in accordance with the Pan American Games Regulations, Section XIII.

First Place:	Gilded medal and certificate
Second Place:	Silver-plated medal and certificate
Third Place:	Bronze-plated medal and certificate
Fourth to Eighth Places:	Certificate

General Rules

The competition at the XVI Pan American Games Guadalajara 2011 will be held in accordance with the PASO Statute and corresponding International Federation Rules and Regulations in effect at the time of the Games. Any unforeseen cases not covered by the rules and regulations will be resolved as follows:

- Cases of a general nature will be resolved in accordance with the PASO Statute and Pan American Games Regulations.
- Issues of a technical nature will be resolved in accordance with the procedures of the corresponding Pan American Confederation or Continental Sport Organization

Competition Rules

According to the Pan American Games Regulations, the development of the competition of the XVI Pan American Games Guadalajara 2011 is the responsibility of the PASO Technical Committee in coordination with COPAG, the corresponding International Federation as well as the Pan American Confederation or Continental Sport Organization.

Team Clothing and Equipment

Clothing and equipment worn or used by athletes and other participants in the XVI Pan American Games Guadalajara 2011 must comply with the Pan American Games Regulations and applicable International Federation Rules and Regulations, following the rules established at the NOC Usage Guidelines for Manufacturer Trademarks.

Training Venue

All training venues will have security access for accredited team members only, and public access will not be allowed. The equipment at the training venues will meet respective International Federation requirements. COPAG will provide the training schedule in the Team Leader's Guide.

Doping Control

Doping Control during the XVI Pan American Games will be conducted in accordance with PASO Medical Commission Rules and the respective International Federation Regulations, and will follow the standards and procedures under the World Anti-Doping Program.



Games Services

Sport Information Center (SIC)

The Sports Information Center aims to provide NOC team officials (Chefs de Mission Chiefs and Team Leaders) and competition officials with technical sport and general information, such as:

- a. Competition programs
- b. Training schedules
- c. Official communications from the participating sports organizations
- d. Official results

In addition, the SIC will inform and confirm transportation schedules and will verify athlete registrations. There will be two types of sport information centers:

1. The Main Sport Information Center at the Pan American Village
2. Sport Information Center in each competition venue.

Pan American Village SIC

- a. Access the SIC at the Pan American Village will be granted only to the Chefs de Mission, Team Leaders, Technical Officials and others officially authorized by each respective NOC.
- b. At the Delegation Registration Meeting (DRM), the Chefs de Mission will receive an entry by name form for naming the Team Officials who will entitled SIC services. Athletes and representatives from the media will not have access to the SIC.
- c. Dates and hours of operation:
September 29 to November 2, 2011
07:00AM – 10:00PM
- d. The Pan American Village SIC will have specific information stands for all the sports included in the sports program for the XVI Pan American Games Guadalajara 2011.



Competition Venue SIC

- a. The service will be given to the Chefs de Mission, Team Leaders, Technical Officials, Competition Officials and others officially authorized by each respective NOC and COPAG.
- b. At the Delegation Registration Meeting (DRM), the Chefs de Mission will receive an entry by name form for naming the Technical Officials who will be entitled to the services of the SIC at the venue. Athletes and representatives from the media will not have access to the SIC.
- c. Dates and hours of operation: two hours prior to each day of competition and one hour after the end of each day of competition.

Transportation

Transportation services for the XVI Pan American Games will begin on **September 29, 2011**. Athletes and Team Officials that arrive to the International airports of Mexico City (Benito Juarez) and Guadalajara (Miguel Hidalgo y Costilla) will be received and assisted by COPAG's transportation services staff. A transportation service to take athletes and officials to the Pan American Village will be available on a 24-hour basis at the Miguel Hidalgo y Costilla airport.

Participants bearing a T4 accreditation will have access to exclusive vehicles (dates and hours of operation to be determined), by sport according to the competition schedule. The COPAG transportation system will supply all the athletes and officials with the necessary and timely information for transportation to and from the airports, training and competition venues, and the Pan American Village.

On competition days, authorized athletes and officials will be transported in a designated shuttle bus during the established schedule according to the general program, which will be provided.

Transportation to the training venues will be scheduled and provided upon specific request, submitted 24 hours in advance at the transportation information stand at the Pan American Village.





Detailed information will be provided during the Chefs de Mission Seminar.

Pan American Village

During the Games, over 7,500 athletes and team officials will lodge in the Pan American Village, which has a total of 4 buildings and 951 apartments.

The Pan American Village will officially open on Tuesday **October 4, 2011** and it will close on **November 2, 2011**.

The Village is divided into two areas: the International Zone and the Residential Zone.

Apart from basic food and beverage and accommodation services, the Residential Zone will feature a running track, a swimming pool, a gymnasium with sauna and a polyclinic.

The International Zone will feature an Internet and TV room, a bank, a beauty parlor, a travel agency, an outdoor theater as well as laundry and dry cleaning services, ecumenical chapel and fast food areas.

Media Services

a. Mixed Zones

The mixed zones will be set up in the competition venues to facilitate interactions between athletes and the media. Athletes must pass through the mixed zone after finishing their competitions, but they are not obliged to answer questions from the media. Each journalist must conduct the interview in one minute.

b. Press Conference

Generally, a press conference with the medalists will be organized immediately after each final (if necessary, coaches and other athletes may also be invited). COPAG's Media Services staff will introduce the competitors in the press room. During the conference, there will be simultaneous translation.



Medical Services

From the opening of the Pan American Village, ample and efficient medical services will be available, with quick attention guaranteed to those who require it, whether inside or out of the Pan American installations.

Medical Services at the Pan American Village

- a. Comprehensive, accessible and efficient medical care will be provided during the XVI Pan American Games Guadalajara 2011 to everyone requiring assistance in any of the Pan American installations, including non-competition venues.
- b. The Polyclinic, a medical facility within the Residential Zone of the Pan American Village, will provide all persons with access to the Village a comprehensive range of services including sports medicine, physiotherapy, orthopedics, radiology, pharmaceutical services, dental services, general medical consulting services, and 24-hour emergency service. The clinic will also have the availability of an ambulance service outfitted with a mobile Intensive Care treatment unit. This center will be linked to a network of accredited hospitals for ongoing care, if required.
- c. A first-aid station will be in operation at the Village's International Zone.
- d. Designated members of the Pan American Family will receive free emergency medical treatment within the medical services facilities from their official arrival date to their official departure date.

On-site Medical Services at Training and Competition Venues

Medical Stands will be available to render first aid to athletes and officers at every Training and Competition venue, with ambulances available to be used for emergency transportation to certified hospitals, if necessary.







guadalajara **2011**

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