



2022 WTTC Finals | FAQ v.2

Updated on 15 September 2022

TRAVELING TO CHINA

Q 1. How do I register and book tickets for any of the suggested flights?

Flight bookings for the Charter Flights organized by ITTF should be made through the ITT OES (Online Entry System).

Connecting Commercial Flights to and from the Charter Flights Hubs should be booked as usual through a travel agency or online system of participants' own preference.

Q 2. What does the Business class offer in addition to Economy class?

Business class tickets on the Charter Flights provide booking to seats towards the front of the aircraft, that are broader and more comfortable.

Q 3. Are there any additional services on board on the Charter Flights?

Standard snack food and non-alcoholic beverages, based on your selected flight route, will be available on board the aircrafts. All passengers are advised to prepare adequately for their flights.

Q 4. Is there any flexibility in terms of departure flight from Chengdu in case my team is still in competition at the date of the expected and initial return?

Yes, whilst this is subject to seat availability and departure procedures, teams' participation in the event is of top priority and ITTF will assist to ensure that necessary changes are made as needed and as possible.

Participating Teams should however take care of any changes needed on the connecting Commercial Flights from the Charter Flights hubs to the next point of travel.

Q 5. Is it possible to change the travel dates to the Charter Flight earlier option (i.e. from 10th Oct to 7th Oct) in case my team is eliminated and are ready to depart earlier?

Should the need arise, please inform us in advance. This will be subjected to seats availability and departure procedures. We will try our best to accommodate your request where possible.

Q 6. Definition of "fully vaccinated" - are these two or three doses of an approved Covid-19 vaccination?

The definition of "fully vaccinated" varies according to the rules and regulations of the country/region where you live, the type of vaccine you receive and your personal medical history. Therefore, "fully vaccinated" could be one, two or three shots.



Q 7. On earlier documents released, it states that accredited persons need to check and report their health status 10 days prior to departing for China:

- How is this reported?
- What needs to be reported?
- Does this also include reporting of any close contact?

Accredited persons will be required to register and log into the LOC's information system, WTTTC 2022, to report their daily health status 10 days before departing for China.

The health information to be reported includes body temperature and symptoms such as fever, fatigue, cough, sore throat, headache, muscle / joint pain, dyspnea, chest pain, vomiting, diarrhea, abnormal taste, etc.

Close contact information of COVID-19 needs also to be reported.

Q 8. In regard to the 2 x Pre departure PCR tests to be taken 48hrs before departure - is this departure to China from either Dubai or Singapore, or does it mean departure from your country of origin?

According to the latest policy, the time limit for the pre-departure PCR tests is extended from 48 hours to 96 hours. The time frame is calculated from the time your PCR sample is collected to the take-off time of your last flight leg for Chengdu. Additional requirements for the tests include:

- The two tests should be taken in the same country/region, which could be the country/region of departure, or the country/region of transit.
- One of the tests should be taken within 72 hours.
- There should be a minimum interval of 24 hours in between the two tests.

Q 9. As we are having to transit through Dubai or Singapore, there is an increased risk for transmission of Covid –19. Is there any covid protocols in place whilst in Dubai or Singapore?

All participants are reminded to monitor their health actively and ensure that they practice good personal hygiene and safe health management measures to reduce the risk of COVID-19 transmission at all times. Please refer to the [Event-Specific COVID-19](#) protocols and follow the safe management measures in your cities of travel/transit to ensure you can travel safely to China.

Q 10. Do I need a PCR test when transiting through Dubai / Singapore? Would that require hospitality nights at travel hubs?

Please review latest email updates sent on 24th August 2022 regarding remote measures before departure to China and Q8 above.



Q 11. What are the transiting requirements and process at the Charter Flight Hubs (Dubai / Singapore)?

Travel via the travel hubs is not considered a 'transit' of flight. Passengers arriving in Dubai/Singapore to take the Charter Flights will need to first clear immigration in Dubai/Singapore upon arrival from their point of origin and collect their baggage (baggage should be tagged to DXB/SGP). Passengers should then proceed to the designated check-in counter in DXB/SGP airport to personally check-in for the Charter Flight, with all their baggage. Teams are reminded to check and ensure that they have all the relevant visas and documents needed to enter the Charter Flights hubs (Dubai/Singapore) AND China. This includes pre-departure PCR tests if necessary.

Q 12. Do I need a visa when transiting through Dubai or Singapore, and if yes can I apply for on arrival visa for Dubai or Singapore? Would that require hospitality nights at travel hubs?

Please refer to section 4 within the notice on 'Chengdu Travel Info' shared on 18th August to all participating Member Associations. Procedure on transfer process at the travel hubs in Dubai and Singapore are detailed in the document.

All passengers arriving in Dubai and Singapore for the Charter Flight from a different point of origin, are expected to tag their baggage to DXB/SGP, clear boarder immigration, collect their baggage and check-in at the designated Charter Flight counter at the respective airports. As customs clearance is required in Dubai and Singapore, a visa should be obtained if required. Please check and ensure you fulfill the border entry requirements for your nationality at all points of transit/transfer.

Q 13. Can I check in from my original departure city through the transit point directly to Chengdu?

No, you cannot. All passengers taking the Charter Flights will need to personally check-in at the designated check-in desk in Dubai (DXB) or Singapore (SGP) within the departure hall and clear immigration to get to the boarding gate.

Q 14. Is it possible to request additional services and travel arrangements with the Charter Flights service provider?

Please refer to section 9 within the notice on 'Chengdu Travel Info' shared on 18th August to all participating Member Associations, relating to 'Additional Resources'. MAs may reach out to the Charter Flight service provider to enquire for further details concerning their travel plans.

Q 15. What are the consequences and penalties for a team in case of not participating? Is there a possibility of the competition not counting for the world ranking at all?

Cancellation terms are as per the Event Prospectus.

The Event will count as usual for the Team World Ranking as per the respective regulations.



DURING WTTC FINALS

Q 16. Daily PCR Tests - are these carried out in each person's rooms each day prior to mixing with others to reduce the risk of close contact in the event a person tests positive?

The LOC will set up sampling points in official hotels and venues and authorize testing agencies to undertake the tests. Quantitative fluorescence PCR (QF-PCR) technique will be applied, and a positive case will be confirmed based on the instructions and standards of the reagent. The teams or individuals could arrange their time for sampling according to the detailed daily competition schedule and take personal protection before and after sampling.

Q 17. Are players and staff in individual rooms?

The LOC will make an overall arrangement according to the booking requirement provided by the delegations in the ITTF OES system, the payment standards, and the actual number of type of rooms available.

Q 18. What is the smartphone application, that accredited persons need to have?

All accredited persons shall download the 'WTTC2022' APP. It consists of three major modules, i.e.: health monitoring, event news, and city information.

The health monitoring module will ensure a safe sporting event by helping participants check in health status, show PCR test QR code and check PCR test results. The event news module will help participants see all the event highlights by showing official news and promotional articles. And the city information module will help participants better understand the host city by showing Sichuan cuisine, beautiful scenery and folk cultures and customs.

Further details on the activation of the APP will be shared closer to the Event.

Q 19. During mealtimes, will treats be separated to reduce possible close contact?

During mealtimes, the restaurant of official hotels and dining areas in the venues will control the flow of people, reduce the number of seats, and install partitions on the dining tables to reduce the risk of close contact.

Q 20. Clarification on whether the delegations will be flown out or obliged to stay under the scenario of a whole lockdown in a city.

Chengdu has undergone several rounds of epidemic outbreak already and got quite experienced in coping with Covid-19 outbreak. Complete lockdown has not been seen in the city. We will continue to take precise and well-targeted measures for the prevention and control of the epidemic to ensure the smooth running of the competitions. In case of extreme situation, we will try our best to make sure that all participants could leave China by charter flights according to the original plan.



DEPARTING FROM CHINA

- Q 21.** On previous communication it states that competitors that have finished at WTTTC and are not staying will leave China ASAP. As we would be using the ITTF Charter Flights, if the team were to be knocked out in an earlier stage, how would this work, given that teams will finish at different times in the event? How do we plan our return flight from Dubai in this instance?

Please refer to the Charter Flight timings shared previously. Teams should make their travel plans according to the expected arrival timings of the Charter Flights to the travel hubs.

- Q 22.** There is a 7-day quarantine period for those taking a commercial flight home - is this the case if the ITTF Chartered flight is used? For those staying on for the WTT events, is there a chartered flight home for them, or do they need to book a commercial flight home and as such quarantine for 7 days before travelling home?

Departure from China directly after the WTTTC Finals is only possible via Charter Flights. For players and teams staying on for the WTT events after, as the schedule is understood to include 7 days of quarantine immediately after WTTTC Finals, players can then depart directly from the city where the WTT events are held, via commercial flights.

Further details on procedures for those staying for the WTT Events will follow in the next days.

- Q 23.** Is it correct that there will only be a Charter Flight from Chengdu to Dubai on 7 October but not to Singapore, requiring teams that exit after the group stage to fly out via Dubai, or stay an extra three nights until they can fly out to Singapore?

The Charter Flights currently planned are as communicated in the document shared on 18th August 2022. Teams are strongly recommended to plan their schedules according to the listed flights shared and book changeable/flexible tickets in and out of the travel hubs.

- Q 24.** Is there also a return flight on 10th of October to Dubai? I can only see one flight to Singapore.

Currently, only one (1) Charter Flight is planned to depart on 10th October and will be flying from Chengdu to Singapore.



MANAGEMENT OF POSITIVE OR CLOSE CONTACT CASES

Q 25. In the event of a close contact, do individuals isolate in their hotel rooms, or are they taken to hospital / Isolation centre? If they are taken away, who will be there to support them in this situation?

People identified as close contacts needs to stay in the designated single rooms of the hotel.

Q 26. In the event of an individual testing positive:

- **How long does someone need to isolate for?**

The time of positive case isolation will vary according to the physical condition of each person.

- **If this isolation period means that they cannot make the chartered return flight to Dubai / Singapore, what happens in this situation? Who covers the costs for this?**

Should the individual still test positive on the day of the final Charter Flight departure, they will not be able to board the departing flight, and therefore would be required to take a commercial flight following the completion of the event. Each Member Association should have their own travel insurance, which would then support the additional travel costs incurred. Should such a case arise, the ITTF will provide a full refund of the Charter Flight costs for the individual/s this may impact.

Q 27. How will the medical costs be covered for individuals that test positive?

The ITTF has taken out a medical insurance policy for individuals that may test positive during the event. This policy provides coverage from the initial venue setup on 20th September through to the completion of the event.

The treatment cost of positive cases will be covered by the medical insurance purchased by ITTF.

Q 28. Where exactly is the quarantine hotel after the WTTTC Finals, for those staying on for the WTT Events?

The hotel is a five-star hotel, different to the WTTTC Finals one.

We will provide daily nucleic acid testing services in the hotel, which is very convenient. If any test result turns positive, a confirmatory test will be conducted in the designated room of the hotel for the participant. If the confirmatory test result remains positive, we will then transfer the participant to a medically equipped facility with rooms especially assigned for the WTTTC since the hotel does not have the medical facilities. After treatment, the participant can return to the hotel immediately and continue to participate in the competitions.



Q 29. The European PCR tests are at a CT value of 30, from 31 on you are negative. Are the Chinese tests the same or are the values different?

It is understood that the international practice of Covid-19 testing commonly uses the fluorescence quantitative PCR method, the result is made according to the descriptions on the reagent specifications, and there is no universal standard of CT value for judging a positive case. As for us, we will act according to the requirements of the test reagent specifications and will not raise or lower the standard of the critical CT value.

Current common standard of the PCR tests in China are at the CT value of 40.

Q 30. If somebody has an emergency case at his home country, can this person leave the closed-loop immediately and go back home with the next Commercial flight?

According to the Covid-19 protocols, closed-loop personnel cannot leave the closed-loop. In principle, all participants should leave China by Charter Flights, however, in case where participants has an emergency case at his home country, we will fully consider the needs of the participants in such an emergency situation, and conduct case assessment on the epidemic prevention risks of commercial flights. Under the condition that no harm will be done to the epidemic prevention and control effort, we will take effective epidemic prevention measures and assist the participants in need to return home by commercial flight.

Q 31. How long does the green pass take to acquire from the embassy?

It is recommended to submit the required documents for the Green Health QR Code application to the Chinese Embassy/Consulate during working hours. Your application will be processed within 12 hours after submission. If you submit the documents during the non-working hours, you may not receive the feedback in time. Therefore, it is advised to spare enough time and submit the application as soon as possible. In case of emergency, the Chengdu LOC will make efforts to coordinate with Chinese Embassy/Consulate to deal with such problems.

Kindly note to please make sure you have well prepared all the documents for the Green Health QR Code application, and should you have any questions, please consult the Chinese Embassy/Consulate in your country/region of application.

Q 32. We would like to clarify if there are any changes in organizing the event after the earthquake in China?

After the earthquake hit Luding County of Sichuan Province, Chengdu remains safe and sound without any casualties or property loss, because the epicenter is about 300km away from Chengdu. The organizing and preparatory work of the Event remains unaffected by the earthquake.





Q 33. As the costs are already high, would be a big help if there could be one or two single rooms covered instead of the usually covered double room. Might be also some help in case of a possible covid infection?

Chengdu LOC is working on this matter and will provide further updates in due course.

Q 34. We would need the full address of stay in Chengdu, Macau, and Xinxiang to fill up in the visa application along with pin code?

There are two official hotels for Chengdu WTTTC:

InterContinental Century City Chengdu

(Address: No.88 Century City Boulevard, Wuhou District, Chengdu, Sichuan, Post Code: 610041, Tel: +86 28 85349999);

Holiday Inn Chengdu Century City – West Tower

(Address: No.208 West Tower, Century City Boulevard, Wuhou District, Chengdu, Sichuan, Post Code: 610041, Tel: +86 28 85348888).

Details on the hotels for Macau and Xinxiang will be provided in the next days by WTT.

Q 35. Chengdu airport is closed due to COVID-19 restrictions and lockdown, and we know that we will be permitted to enter at the WTTTC charters. However, if a participant tests positive during the event and they are not able to catch the charter flight booked, how and when will he be able to fly from China?

Currently, Chengdu airport is not closed. If a participant tests positive and is not be able to catch the charter flight, they could fly out from China by commercial flights once release from isolation. The health, safety and well-being of all participants remain the top priority of organising committee and the best efforts are being made to ensure that all participants can arrive and depart safely and quickly from the closed loop. The Chengdu airport continues to remain open to international and domestic commercial scheduled flights.

Q 36. What is the name of hotel where any WTTTC participant will go for isolation if tested Covid-19 positive?

Upon first positive test, affected participant will take a second PCR test and isolate in the official hotel while waiting for the second result. Upon second confirmation test, participants with no and/or light symptoms, will isolate in Brilliance Garden Hotel (<https://hotels.ctrip.com/hotels/707402.html>) until they meet the conditions for release.

For other cases, participants will be brought to a medical facility for follow up treatment according to their results.



Q 37. On hotel room for isolation, what do you mean by “Related persons will have access to fresh air (through a negative pressure system)?”

The negative pressure system is a way to ensure that participants have access to fresh and clean air even through closed windows.

Q 38. What do you mean by “As per current rules of Chinese Health Authorities, there may be screening tests of Monkeypox Virus upon arrival in China.” What is a screening test?

Following WHO recommendations for mass events this is noted as a prevention and where needed, if ever applicable, the screening will be as per international standards.

Q 39. Also, “If the result is positive, the person will be sent to the hospital and receive the right treatment until he/she is cured. Chengdu LOC will keep a keen eye on updates accordingly in the coming days” . Can you please advise what hospital will be used form both Monkeypox virus and Covid-19 virus treatment if needed?

Participants with severe symptoms will be brought to a local medical facility for recovery. Dedicated rooms and support will be provided to ensure that participants stay safe and healthy until departure.

Note

Updates compared to the earlier version released appear in grey highlight.

A Guidebook with further details on a number of topics is due to be released in the next days.

Disclaimer

The information set forth in this document is valid at the time of publication and it's subject to changes.

ITTF, CTTA and the LOC will be updating the document with further details and questions as they come through.