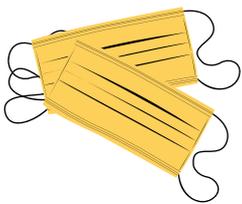# KONGRES MAGAZINE'S RESEARCH ON COVID-19 EVENT RESTRICTIONS

The third survey in a series of research articles by Kongres Magazine delves into restrictions connected to organising events and their gradual removal. We wanted to know what event organisers, venues, congress centres and hotels think about the measures that have brought our industry to a complete halt. The sooner liberalisation of socialising at certain types of events happens, the sooner restrictions will get removed.

NUMBER OF ANSWERS:
509 respondents

Will participants be wearing masks at events for the foreseeable future?

The way events are organised will change completely in the future. Wearing masks at events is something that we never thought we would be discussing. Most respondents agree that participants will be wearing masks at events in the future.

- **46.7 %** - YES
- **31.5 %** - I am not sure
- **13.0 %** - NO

In addition to the attendees, 64.1 % of respondents believe that employees will also have to wear masks at future events.

Will professional medical staff need to be present at events?

- **45.1 %** - NO
- **26.4 %** - YES
- **18.7 %** - I am not sure

- Depends on the size of the event
- Yes, to measure temperature
- Only for big events
- Depends on the format & structure of each event
- Yes, always
- A well defined protocol is enough

When do you plan on carrying out your first live event?

- Autumn 2020 - **52.7 %**
- Summer 2020 - **12.1 %**
- Winter 2021 - **12.1 %**

When do you think European governments will allow events for up to 100 people?

- September 2020 - **34.1 %**
- 2021 - **18.7 %**
- October 2020 - **14.3 %**
- August 2020 - **9.9 %**
- July 2020 - **8.8 %**
- October 2020 - **7.7 %**
- June 2020 - **5.5. %**
- December 2020 - **1.1 %**

NECCESARY MEASURES

The vast majority of respondents agree that **disinfection of conference halls** and handing out **hand sanitisers** to participants are the most necessary measures.

- **Disinfection of conference halls - 4.5**
- **Handing out hand sanitisers to participants - 3.6**
- **Checking body temperature at the entrance - 2.9**
- **Providing masks - 2.6**
- **Medical staff for controlling medical procedures - 1.3**

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THE MOST IMPORTANT TECH

We are in for big changes when it comes to event technology. Sooner or later, we will have to go 100% digital and respondents agree that **fast internet connectivity** will be the most important factor of future events.

- Good internet connectivity **4.63**
- Video-conferencing systems with live streaming **4.13**
- Professional multimedia technicians **4.04**
- Interactive conference systems (e.g. Slido) **3.93**

HIGHEST RISK

The respondents ranked the **ABOVE 70** age bracket as the one faced with the highest risk.

How will you exclude high-risk individuals from your participant list at future events?

- **They won't be denied access** 41.1 %
- **By measuring body temperature** 25.6 %
- **Subjective judgement** 15.6 %
- **Other** 14.4 %
- **They will be denied application** 12.2 %
- **With physical control on entry** 10.0 %

- We shall inform them about the risk when they register
- Individuals need to be responsible and not attend
- Own personal responsibility
- No discrimination!
- Following government rules
- Would need to carry a Health Passport
- Pre-conference communication
- Medical declaration requirement

How will you handle refunds when an attendee has a confirmed case of COVID-19?

- **46,1 %** - The entire fee will be refunded
- **44.9 %** - Basic refund conditions apply
- **9.0 %** - The attendee will not get a refund

The optimal length of future events:
1-2 DAYS

Will everyone working in the meetings industry have to be tested for COVID-19 in the future?

- **38.5 %** - YES
- **33.0 %** - NO
- **28.6 %** - I am not sure

When do you think the nightmare by the name of COVID-19 will end?

- **31.5 %** - Spring 2021
- **21.2 %** - Summer 2021
- **15.7 %** - Autumn 2020
- **13.5 %** - Winter 2020/21
- **6.7 %** - Summer 2020
- **3.4 %** - Never

OPINION AND ADVICE

What measures would you implement to reduce public spaces from being crowded?

> By working with the venue to satisfy the requirements dictated by the local, state, & country's norms as well as other common sense input.

> Using digital resources for registration management and access validation (interaction with smartphones, for example)

> Try to do dinners at open air venues as much as possible. Or organize seating like 2 and 2 at one table in case of couples which is mostly the case with incentives (guests are invited to bring their spouse to an incentive).

> Special signs on the floor, showing people where to go, handling possible crowding with extra personnel

> Line control, reduced capacity, bigger exhibition spaces, social distance seating, more employees for faster processes

What can meeting planners do for the safety of their participants?

> Education and assurance of what measures are taken.

> Take more space than needed for the number of participants so there is greater distance. Make disinfecting wipes, hand sanitizer and hand washing stations available as appropriate. Possibly survey attendees pre-event regarding COVID-19 exposure, etc. Pre-event communication with attendees letting them know what precautions the meeting or event has undertaken for their safety and restating they should not attend if they have a fever or do not feel well.

> They need to have safety and security assessment plans / procedures, which are in compliance with local Government regulations: **Space the meetings halls, disinfect all venues and rooms and public areas as often as possible and put sanitizers wherever possible.**

> Ensure health security of the venues, technical and support staff for the event, ensure safety distance between participants and provide support and monitoring services. Health security will be imperative.

> First of all let the guests be checked before taking the flight, or let them be in self quarantine at least 7 days prior to travelling to avoid being stopped at their airport before flying to Croatia.

> Cooperate and coordinate with the providers (venues, catering, hotels) to make sure they have implemented the security measures. Control by checking in at the event entrance, temperature measures, distribution of masks and hand disinfection sprays.

> Have virtual conferences until it is safe to have physical ones again