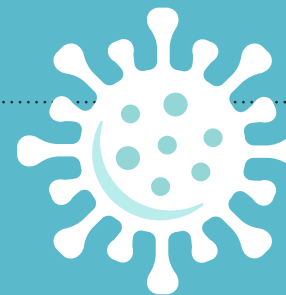


# The Hague Convention Bureau

COVID-19 **update** June 2020



## What are our **Partners** saying?

- The future at the moment seems uncertain but we need to be resilient and creative amidst concerns about long term viability.
- Most events have been rebooked to 2021 or later, we have availability for Q3 and Q4 2020.
- We prefer postponement to cancellation but we are flexible with the costs associated with our cancellation policies.
- Operations have been reorganized to accommodate hybrid events and offer the required technology services.
- Social distancing measures are in place and changes have been made to F&B protocols to conform to the required health and safety standards.
- We are examining our pricing models.
- Maintaining client relationships is first priority for us.
- In line with the industry trend, we will focus more on the national market.
- We are empathic to our clients' uncertainty and hesitancy with decision-making.

## What are our **Clients** saying?

- Social distancing measures must be in place.
- We prefer hybrid events to totally virtual events and we expect to resume face to face meetings.
- In general we are concerned about inflexibility by venues with respect to cancellation policies and rates.
- The health and safety standards being implemented by the city and the venues must be clearly stated and easily available.
- We need affordable cost structures.

## What are **Global Associations** saying?

- COVID-19 will change how we operate in the future.
- Hybrid events and virtual events will be used in the short term.
- We are reviewing our business models.
- In the short term we are uncertain about our events and therefore want flexibility from venues and suppliers.
- We expect to have smaller events in 2021.
- Cities and venues need to have clear health and safety measures.
- We are open to receiving more support from destinations and suppliers in the longer term.
- Risk management will be used as a key location criteria.

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# The Hague Convention Bureau

We have **listened** and we are responding!

Our **Clients & Global Associations** want ...

Our **Partner Venues** have responded with ...

<ul style="list-style-type: none"><li>• Social distancing measures in place.</li></ul>	<ul style="list-style-type: none"><li>• Social distancing measures are in place and F&amp;B protocols conform to the required health and safety standards.</li></ul>
<ul style="list-style-type: none"><li>• Hybrid events rather than totally virtual events and expect to resume face to face meetings.</li></ul>	<ul style="list-style-type: none"><li>• Operations have been reorganized to accommodate hybrid events and offer the required technology services.</li></ul>
<ul style="list-style-type: none"><li>• Flexibility by venues with respect to cancellation policies and rates.</li></ul>	<ul style="list-style-type: none"><li>• Postponements are encouraged rather than cancellations but there is a willingness to be flexible with costs associated with cancellation policies.</li></ul>
<ul style="list-style-type: none"><li>• Support from destinations and suppliers in the longer term.</li></ul>	<ul style="list-style-type: none"><li>• The Hague &amp; Partners are here to support in a number of ways. In addition, there is access to funding under VGF Guarantee Scheme: <a href="https://vgholland.nl/en/the-fund">vgholland.nl/en/the-fund</a>.</li></ul>
<ul style="list-style-type: none"><li>• Clearly stated and easily accessible health and safety measures being used by cities and venues.</li></ul>	<ul style="list-style-type: none"><li>• This information can be found on venue websites and also via the website of The Hague Convention Bureau.</li></ul>
<ul style="list-style-type: none"><li>• Affordable cost structures.</li></ul>	<ul style="list-style-type: none"><li>• Maintaining prices for the moment and looking into offering extras.</li></ul>

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