



## **IQAA OFFICE HOURS MARCH 4, 2018**

This document covers office hours held by the IQAA from 02:00-04:00 UTC and 16:00-18:00 UTC on March 4, 2018.

Both transcripts are complete as possible; the transcript for the first two hours was written during the meeting and the second two hours were created from an audio recording of the meeting.

Meetings can be accessed in the document here:

[02:00-04:00 UTC, March 4, 2018](#)

[16:00-18:00 UTC, March 4, 2018](#)

Video and audio links for the second call can be found here:

Video (first 15 minutes):

<https://drive.google.com/file/d/16FjZFXv9z32YDziA-dvIrVRpgaDI-7YG/view?usp=sharing>

Audio (remainder of meeting):

<https://drive.google.com/file/d/16sWuVibFoP0GfAiS60bKqrXMI-7EFKYe/view?usp=sharing>



02:00-04:00 UTC, March 4, 2018

*This document contains a transcript that is as close to verbatim as possible for all responses, unless otherwise noted. All transcription was completed by Rebecca Alley and then reviewed for correctness and formatted following the meeting by all members of the IQA who participated in this call: Luke Nickholds, Andrew Marmer, and Vanessa Sliva. Unfortunately we anticipated having a video recording to fill in some of the gaps and ensure we had verbatim records, however a miscommunication made it not possible.*

**IQA members in attendance:**

Luke Nickholds, Chair of the Board of Trustees  
Andy Marmer, Trustee  
Rebecca Alley, Executive Director  
Vanessa Sliva, Finance Director

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[General introductions]

Jack Lennard: Given the outcry [surrounding the World Cup fees], will the IQA reduce them?

Vanessa Sliva: [not verbatim]: We will be reducing fees on a case-by-case basis for emerging areas and developing NGBs (National Governing Bodies) to 200 or 300EUR; we will also offer extensions or payment plans as necessary.

Jack Lennard: At a very conservative estimate the IQA has around 15,000 pounds in the Canadian bank account, my question is, and you vaguely alluded to it in the response post announcing the sessions, my question is why isn't more of that going to funding World Cup and underwriting the tournament and therefore pushing the obligation of fees from the players onto the what we've established is a profitable source of income of spectator fees and ticket sales.

Vanessa Sliva [not verbatim]: Currently we use the funds in our bank account for operational expenses. I decided on the World Cup fees to match the budget. We needed to guarantee income to allow the event to break even. To determine this, we ran scenarios on attendance for best case with 40 teams, a moderate case with 30 teams, and a worst case with 26 teams.



Luke Nickholds [not verbatim]: Additionally, last World Cup was the first time we've had a substantial ticket sale, and the only time, and so given that we don't want to count on everything there. Also it was not just Vanessa who made the decision, per IQA policy, she provided input and advice to others to make a decision collectively.

Andy Marmer: To answer to why the IQA isn't using income to subsidize? We've got operational costs, unfortunately at the moment World Cup is largest revenue generating activity over two year window. While we do have money in the bank, that money plus money we raise will be needed to ultimately run the organization until World Cup 2020. As a matter of good corporate governance we want to have a fairly substantial reserve for expenses, general contingency and rainy day funds or legal issues should they arise. While we are not generally expecting to have those expenses we don't want to be in a place that some unforeseen event could ultimately bankrupt the organization.

Jill Staniec [not verbatim]: Inquiry regarding practice spaces that will be available at World Cup. Will there be additional fees? What limitations will there be on access? What equipment will be available?

Rebecca Alley [not verbatim]: Practice space will be available with no additional fees and at the site for World Cup. We will have several fields for the full week with additional field space for the weekend for the competition. We'll also provide equipment, so you will be able to get used to the field space and venue before World Cup.

Jack Lennard: Is the IQA currently incorporated?

Luke Nickholds: No, we are not currently incorporated, we're working on it, we currently have a committee of 4 trustees, Nicholas [Oughtibridge], Alex [Benepe], Maggie [Burlington], and Christina [Verdirame], researching jurisdictions and comparing issues in different locations. The timeline is that we should have research, setup, and be incorporated by World Cup. Currently we are an unincorporated cooperation, and will hand over to incorporation at World Cup

[Andy Marmer spoke to clarify last names of Trustees].

Jack Lennard: [lead up to question] Why has IQA Events 2018 been set up as a private company at companies house with Nicholas Oughtibridge on the board?

Andy Marmer: A bit of background for those less familiar with UK law, Companies House requires registration and publishes information of all UK corporations. The IQA has authorized incorporation and registration with Companies House of IQA

Events 2018, this is an entity we've put on to set up World Cup and was done at the request of partner The Human Company who expressed they needed an incorporated entity for contracts. This has also been done to avail the IQA of principles of limited liability - if issues arise, they will fall onto this corporation and not IQA itself. Nicholas who is one of the directors of the IQA was involved in setting up since he's based in UK, which was chosen because it's a European entity, and we have a director with presence there, so it is good for logistical reasons. The directors are various subsets of IQA trustees and it has the IQA as shareholder.

Luke Nickholds: The NGBs as our delegates and members of the IQA have been informed of that, Luke and Brian sent a letter including points above a week ago.

Jack Lennard: Has the company purchased liability and directors insurance?

Luke Nickholds: I do not know but I believe the answer is no, but they have been given instructions to do so.

Andy Marmer (clarification at Jack's request): We as the IQA as a shareholder have limited liability; we as a shareholder have advised them [the directors of IQA Events 2018 Ltd.] to have liability insurance. It is only a subset of trustees on the board, for expediency.

Jack Lennard: When can we next expect a budget and financial reckoning of these operational expenses which account for so much of the IQA's financial resources?

Vanessa Sliva: We will be releasing budget within next week or so, the World Cup budget but possibly both.

Jack Lennard: That's great to hear, I'm sure it'll put a lot of people's minds at ease. Will that give people an idea of what they can expect from World Cup? That's obviously an increase in fees ... will we get an indication of what that will consist of. At the request of Vanessa, Jack has reworded the question: A lot of the concern is that the IQA is asking for significantly higher team fees without saying what that's going to get teams and why that will make World Cup 2018 so much significantly better than any other quidditch event in the world, will the budget give an indication of what that is buying and if no when will we get that?

Vanessa Sliva: The budget will include what is coming, yes. You will be able to see a breakdown of where all the fees have been allocated.

Andy Marmer: As you know Jack the budgeting several months out of the tournament is not exact. There could be items unaccounted for in either direction at the final event.



Jack Lennard: Can you provide a bit more detail on discussions with Uganda? The initial post announcing these meetings said that you're in discussion with them, I'm wondering what offers have been made to them and what the IQA will be willing to give to the World Cup.

Rebecca Alley: We have been working closely with John Ssentamu, head of Quidditch Uganda, for months to ideally bring as many as 15 players to World Cup. The money raised in 2016 was for 7 players and we are willing to commit more than the current development fund to bring Team Uganda, but we absolutely don't want to promise anything until we know how many of them can get visas, but if enough of them can then we will have a Team Uganda at World Cup

Andy Marmer: This is a process we've been working on for a little bit of time now, nobody would like more than Bex to say definitively but at this stage we're not able to say that.

Jack Lennard: The IQA bank account - can I ask what form of bank account it is, what bank it is with, and who is the holder of the bank account.

Vanessa Sliva: It is with RBC, the Royal Bank of Canada, Rebecca [Alley] and Brian [Gallaway] are signing authorities, and it is a business account.

Jack Lennard: They allowed you to get a business account without being incorporated?

[Vanessa Sliva and Rebecca Alley were not part of IQA when account was opened; neither feel able to speak definitively on the subject without looking into records.]

Jack Lennard: Is the IQA confident that they can secure the World Cup site and charge spectators tickets?

Rebecca Alley: The short answer is yes; the longer answer is that this will be the responsibility of WCOT [World Cup Organizational Committee] and WCOT has been asked to figure out logistics of it.

Jill Staniec: One of the concerns is the livestream stuff, is that part of the budget, and if so are any details known as to what's been budgeted there?

Rebecca Alley: This is definitely on the radar for us and the WCOT, we got a huge number of views on the livestream in 2016 and we know how important it is for our members. We know standards are increasing and we plan to make it happen.



Jack Lennard [not verbatim]: Can anyone tell us what benefits The Human Company is bringing to the IQA?

Rebecca Alley [not verbatim]: The Human Company is providing us with a lot of value with their publicity and advertising including billboards and posters, discounted rates on the housing and facility rental, assistance with food and water at the facility and discounts on them. They are also offering partnerships with the city and mayor, including collaborating with them on ceremonies for our event.

Jack Lennard [not verbatim]: Were there other bids with financial benefits?

IQA response [not verbatim]: One of the major cost equations was the cost collectively to the quidditch community balanced with the benefits received, not necessarily just for IQA. We weighed the direct financial cost of the event, with costs incurred by community in attending and playing.

Jack Lennard: Has the IQA ever publicly announced where those other bids were?

Rebecca Alley [not verbatim]: We have not, in the future bid processes will include finalists who will be announced. In this instance we only announced the finalist and did not publish all locations, as is common across organizations.

Jack Lennard: Florence is a huge tourist hub, that's jacked up flight prices significantly, that's a major concern. To what extent did you consider wider costs to community? Did it never cost the IQA's mind that Florence would be more expensive to travel to in the height of summer?!

Rebecca Alley [not verbatim]: Yes it did.

Andy Marmer: We understand there are obviously costs in going to tourist destination in peak or close to peak tourist season. It is a double edge sword - we're optimistic that there will be many tourists in Florence and that will make it seem like a big city and a big deal. Having attended tournaments in New York City and seeing the turnout you can get when there are a lot of people there, we're hopeful that more people means more spectators means more income from event and that leads to more turned back into community and more knowledge of quidditch, more people visiting, seeing the event, bringing it [quidditch] back to wherever they're from. Obviously there are increased costs, but to us there's a benefit that can lead to increase spectator attendance and a more diverse spectator experience. It is also central within Italy, which has an excellent train system - if cost of flying to Florence is too high look into Milan and Rome, which often have lower travel costs.



Jack Lennard: You think flying into Rome will be less expensive in the summer?

Luke Nickholds: Yes, flying from far away locations like Australia is cheaper to a major hub like Rome, even with train travel.

Jill Staniec: ... One of the things we were hoping to do is organize travel for IQA-based volunteers, but there is the limit on number of places in stay and play. Given that, what information can we give to people who want to volunteer for the IQA, and what are timelines for release?

Rebecca Alley [not verbatim]: The volunteer sign up form is nearly done and will be released soon along with any subsidies, perks, and housing information for volunteers. Further questions will be better directed to the WCOT.

Andy Marmer [not verbatim]: We've confirmed that it is possible to open a business bank account in Canada without being incorporated.

Jack Lennard [not verbatim]: You say you can't guarantee income from spectators, but you chose Florence because of the spectator potential?

Andy Marmer: I'm gonna try and separate issues that are getting conflated, and address various points in pieces. As you know and as everyone here has some tournament planning experience and not everyone that hears this will, so apologies to those present if this is a bit of a dummy lesson. As you pointed out Jack, tournaments do require some up front commitment. Largely in the case of World Cup funding comes from two sources: player and team fees which are collected in advance and it comes from spectator fees. Expenses occur at various times, for example merchandise needs to be bought before it can be sold, fields need to be booked before tickets can be sold. The reason we don't want to rely on spectator fees is that ultimately they're an unknown. As you pointed out, the Frankfurt games in 2016 were very successful in terms of ticket fees and money raised at the gate. And frankly beyond our expectations. We were pleasantly surprised by that. We did raise a lot of money in 2016 from spectator fees. We hope to do that again in Florence, but it's not something that we feel we have enough data to rely on. We don't want to hinge the entire operation of the IQA on the revenue of spectators. Do we think we can and do we think we have a good chance? Yes, that's part of the rationale to have chosen Florence. Can we do that? No. Frankly it's borderline malpractice if the IQA says we can only continue if we sell x number of tickets. That said, if we do raise a lot of money in the present, we can attract better bids at lower costs, do more good for people, and provide services. It's not as if any money we raise goes off into the ether and just disappears. The point we're at is, do we think we can raise more spectator revenue? Yes. do we want to rely on that? We're not comfortable. Recent events have shown, we don't know what hypothetical thing



comes up but it's possible that there are zero spectators and we don't want the IQA to be at risk if that is to happen. And Florence is selected because relatively speaking we felt that it is a good cost-value for what we're receiving.

Jack Lennard: If that is a significant risk that you don't want to rely on it, why not go for a cheaper location overall where teams can get there? Why put the burden on teams rather than allowing the sport to develop more organically and more accessibly?

Andy Marmer: This is a really interesting conversation and I hope that this semi-nerd-rant doesn't bore people. It comes down to what do you want quidditch and what do you want the IQA to be. Essentially you're suggesting we could operate a tournament at the lowest cost possible. But the vision that we have is for a more widespread sport that's able to provide more services that's able to grow in more places. And operating at the bare minimum doesn't allow that to happen - that's not how you get media attention or grow the game, etcetera. Jack you are involved in QPL [Quidditch Premier League], you understand value of really professional appearance, media, attention, and that's what we think Florence allows us to do. As Bex discussed we have a lot of advertising from The Human Company, we hope to have a lot of spectators really a worldwide audience, Florence is a great city and we hope that not only will people be in Florence but people will want to travel to Florence, enjoy what the city has to offer, and attend the event. We see this as a great opportunity for development with more media attention, get more revenue for development, etc.

Jack Lennard [not verbatim]: Many people think it would be better if the IQA doesn't exist, there are a lot of people who no longer want an IQA, and people do not trust the IQA. How do you plan to make people see that you're a responsible guardian for the sport?

Luke Nickholds: Well, I disagree with a lot of the assertions: that people don't want an IQA... a couple of people facebook comments that they don't want an IQA is not an indication that the members who are NGBs don't want an IQA. Picking comments off facebook will always get a skewed picture one way or another. Frankly I don't think that is the case.

Andy Marmer: We recognize that there may not be widespread popularity. I understand that saying trust us is not exactly something that you and the people you proclaim to represent is necessarily something you want to hear. Ultimately the way you're going to prove them wrong is to put on a great event. If the event is great, then people will be happy. If people pay a lot of money and the event is awful, that's also something that we'll have to reckon with.

Jack Lennard: If the event isn't great, how will the IQA reckon with that?

Luke Nickholds: One of the things we have planned is to have our first large in person congress meeting. That's an opportunity to have those discussions in a formal sense. This will be a primary way to discuss if the direction the IQA is going is not the direction they want it to have.

Rebecca Alley [not verbatim]: Adding on to that is the fact that we have better internal processes to make sure the event is run well in the first place. We have a robust risk management system that we've been using for the last few months and so will be pre-emptively assessing risks and developing plans and policies to make sure that things don't explode, so to speak.

Andy Marmer: Ultimately, the trustees are accountable to members, operations staff are accountable to trustees, and so if we're doing a poor job we'll be held accountable by the appropriate parties.

Jack Lennard [not verbatim]: ... One of the major risks that some would say that was missed or dropped or ignored at last World Cup was the accusations of rape etc. Inquiry regarding sexual assault policy.

Rebecca Alley [not verbatim]: As you know, I personally am a fairly huge feminist and we absolutely recognize that communication and the way the situation was handled last time was not well done. We want to make sure that all our volunteers and players feel safe. We do not currently have a policy but as part of the suite of policies we're developing, this is a priority. Our new Head of HR Sarah-Louise Lewis has this as a priority and we have volunteers who are helping ensure the policy is comprehensive and will be upheld internationally who have experience with international harassment and sexual assault policies in other communities.

[some missed information]

Jack Lennard [not verbatim]: ... the IQA hasn't reckoned with those who has been involved in this in the past.

Andy Marmer: You mentioned a trustee and president of congress... IQA staff nor trustees have ability to select these positions. Both are selected by NGBs. You've heard from Rebecca who has since then been E.D. [Executive Director] and ultimately controls operations of IQA. I think it's very fair to say that the IQA and the actions it takes are those that the operations does. You know that 4 trustees were elected in Jan. 2017 and 3 in Jan. 2018. I'm not sure it's necessarily fair to imply that the IQA is somehow perpetuating people that were in power at that time, and I think you've heard from Rebecca that we're going to let our actions speak



moving forward and as you know most of the current IQA leadership was not involved at that time and frankly it would be inappropriate for us to speak for the past leadership.

[some missed information]

Rebecca Alley: We have not considered an apology but plan to let our actions speak for themselves moving forward.

Jack Lennard: You mentioned one of the big benefits of HC [The Human Company] partnership and choosing Florence was publicity. I have to say that it's been noticeable that there has been a drop off in publicity, it's been worldwide ... Do you think the partnership with the HC might not be as valuable as you thought initially?

Rebecca Alley [not verbatim]: In 2016 we struggled with German press since we didn't speak the language and didn't have connections with appropriate press. Human Company is able to use connections they have and help us with publicity within Italy.

Luke Nickholds: It's also important to remember that we can't really separate out all these factors and take them individually. Although the bid might not have been top in everything, having bids that are almost top across categories often give the best package.

Andy Marmer [not verbatim]: The media conversation is interesting. You're right, media attention has declined recently, we're working hard to get more media attention worldwide and for World Cup. We all want to see better media coverage and are working towards that for World Cup.

[Question from Austin Wallace regarding the nature of press coverage and links to Harry Potter; Rebecca acknowledged that the Harry Potter connection will draw crowds, but indicated that we want to showcase unique aspects of quidditch and the athleticism of our teams and athletes.]

[Question from Jack Lennard regarding release of organizing team; Rebecca stated it will be announced within 1-2 weeks.]

[Question from Jill Staniec regarding press releases; Rebecca stated we will help with releases. Previous NGB digest included information on our ability to help publicize rosters; we will also help with announcements that teams are attending.]



[Question from Austin regarding injury policy; Rebecca stated this is on the list of policies since it was feedback we received in 2016 but is unable to speak to policy specifics.]

Jack Lennard: Previously NGB fees have not been collected cohesively, are they now being collected and if so about how much are they?

Vanessa Sliva: Yes, we are collecting membership fees in their entirety. We announced last August to NGBs that we would be collecting membership fees and we gave them approximately one month's notice. We then sent invoices and NGBs had 3 months to pay for upcoming year and have one year to pay backdated dues, fees that were not collected before. We haven't had negative feedback on that though.

Luke Nickholds: To clarify, the amount of fees is set by Congress, not by the Board or Operations.

Andy Marmer: Another matter that was alluded to, these are annual fees for NGBs to be members of the IQA. The IQA fiscal year begins on September 1st and lasts until August 31. We sent out an invoice for 2018 dues around September 1st and by and large these have been paid; we are working on outstanding item and expect full payment. For backdated dues we have given NGBs September 1. We are collecting backdated dues because not all dues were collected in past years.

Jack Lennard: And what is the total amount of the dues in a year?

Vanessa Sliva: Full payment of all dues is about 4,000 Euros

Jack Lennard: The IQA has not publicly released fees. First, will fees be publicly released, and do you think there's a flawed system in telling an increasingly large group of NGBs and NGB representatives information and then acting surprised when it comes out?

Luke Nickholds: This seems to be a difference of opinion on who it makes sense to send information to. NGBs are the ones who are entering teams and so it makes perfect sense to release it to them as our members, and we aren't surprised that it's come out publicly.

Jack Lennard: Surely you acknowledge that the public face of the IQA could use more transparency, announcing that kind of information, maybe not at the same time as members of congress, but even later on saying yes here are the fees we're charging, surely that might be a more viable strategy?



Andy Marmer: I think Jack you're raising an interesting point here, it gets what I think is the misunderstood role and purpose of the IQA. Ultimately there are team and player fees that have been communicated to the NGBs who are the ones who enter it. And there's no guarantee that a player in Canada will pay the same as in Italy, based on potential NGB subsidies. Players and community at large are members of NGBs, but are not members of the IQA. The IQA is ultimately answerable to NGBs who are answering to players. Our obligations are to our members.

[conversation that was not recorded verbatim: Austin provided feedback that we should be able to release and trust that NGBs will communicate plans themselves; Andy accepted feedback but said he believes it is ultimately the NGBs' responsibility to announce things.]

Rebecca Alley [not verbatim]: We're re-evaluating our communications strategy generally, not necessarily because of this but as part of our risk management framework

[feedback from Jack that we must be transparent for members' members; more public information would lead to less confusion.]

Andy Marmer: You raise valid points, it's part of a larger discussion that's being had about our communications strategy and what we're going to do, but it's notable that this is a situation where we are ultimately accountable to our members and the community at large wants transparency etc.. and we do our best to provide that to our members. If every quidditch player were a member of the IQA then this would be a different conversation to what we're having now.

Jack Lennard: You mentioned these will be recorded and uploaded later?

Rebecca Alley [not verbatim]: Yes. We need to figure out where to publish it

*Editor's Note: Due to a miscommunication no recording was made.*

Jack Lennard: Earlier, incorporation was discussed. We discussed IQA World Cup and the subsidiary entity, it provides liability coverage, helps with signing contracts, etc. Will funds go through that entity or is it purely a shell company for purposes of signing contracts?

Andy Marmer: That is a very good question I'm looking around to figure out who the best person to answer is and I'm going to assume it's me. My answer is that I'm not sure of the specifics at this point. I think that it probably depends on to be determined factors regarding our incorporation to be honest and we'll obviously



look into relevant tax laws that may apply, but I don't feel capable of answering that question at the moment although it is a good question.

[General conversation and conclusion of meeting]

## 16:00-18:00 UTC, March 4, 2018

*Audio was recorded throughout the session and transcribed by Trustee Nicole Hammer. Transcription software was used and while we reviewed the transcript for errors, some typos, missing words, or awkward sentence structures may remain due to the flow of speech of the participants in this meeting or slight errors from the transcription software.*

### **IQA members in attendance:**

Rebecca Alley, Executive Director

Vanessa Sliva, Finance Director

Tom Ffiske, Head of Business Development

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Rebecca Alley: So I'm still talking with my mic muted. I'm sorry. So we'll get started. I know many of you have probably seen or are seeing Jack's version of the notes from the last meeting. We have a version as well so there may be some differences. It will be published tonight, but kind of you've seen what questions have been asked. So we're going to try and answer new questions as much as possible, but obviously if somebody else has a similar question then we'll take that. So is there anybody who has a question who'd like to start?

Armund Kulsrud: I would love to have yours too if you have them

Rebecca Alley: I have them but they are completely full of typos and not well formatted because I went to sleep immediately after our last meeting pretty much.

Armund Kulsrud: Yeah okay, I'll just use Jack's as a reference.

Rebecca Alley: Yeah, I will make sure that you guys all see our notes when they're published. It's 9:00 AM for me right now and I've got a meeting after this and then I'll be doing that immediately after the meeting.

Lisa Tietze: I have a question. It's about the transportation because I checked the prices like crazy from Norway to Italy like Florence is just not possible. So I remember from European Games and Sarteano that there have been pretty cheap shuttle buses, if I remember correctly, it was like 10 euro per person that was like from Rome too. It was like two hours, three hours. Could there potentially be some, not like pressure or dictation, but like can the IQA to try to help the community to please fix this. This is like really important because if people have to fix their own transportation and go from the airport to the city center, then change to train there. That's like a lot of hassle for a lot of people. Worked out three years pretty well, so that would be really nice. I could contact the committee but they haven't been announced. So that would be nice if IQA could say something like this.

Rebecca Alley: Yeah, for sure. And I know that was really, that has been really useful in the past and the committee is actually looking into kind of buses for transportation to make sure that it is easy for us to get from the athlete's village to, um, to the site as well. Um, and then that we can definitely ask them to look into that. Like you've said it's not particularly difficult to book a bunch of buses, so we'll take that feedback. Thanks! I also just put the world cup committee's email [[worldcup.2018@iqasport.org](mailto:worldcup.2018@iqasport.org)] in the sidebar as well so if you do have questions or anything, that's a good place to go to. Does that answer your question, Lisa?

Lisa Tietze: Yeah.

Rebecca Alley: Is there anybody else who has questions? We have lots of people here so.

Juliane Schillinger: OK, well, you already mentioned that there will be some subsidies for developing and emerging areas for the participation fees. What I was wondering is what exactly is the process to be in that regard for NGBs to apply for those subsidies and are they going to be offered or is it specific as to who gets subsidies, a criteria and how much? Also is there a cap on how many subsidies the IQA will provide?

Rebecca Alley: I'm going to pass this over to Vanessa, who is our finance director for both the IQA and World Cup.

Vanessa Sliva: All right, so hi. Um, so essentially I'm going to be doing all that and the plan right now is just to approach on an individual basis. So, all NGBs need to do is reach out to me. Ideally we're going to help with subsidizing as well as offering reduced rates to developing and emerging teams. And we have a few, ideas on how we're going to do that like payment plans once the subsidies in place, but otherwise we currently don't have a cap or anything like that. The goal right now is to help teams get to World Cup. We don't want these to get in the way of



someone going to World Cup so we can work around it the budget if we need to. Do you have any other questions?

Juliane Schillinger: Um, yeah. What would be the plan informing or contacting the national teams about that, considering that they wouldn't have to have the first payment in one week from now?

Vanessa Sliva: So reach out to me within that week. Don't worry about that initial deadline. We can work something out. If anyone does have an issue with paying one week from now, all they need to do is reach out to me and we can work something out. Does that answer your question?

Juliane Schillinger: Yeah

Vanessa Sliva: OK, well fire away!

Melanie Piper: Do you think it would just make more sense to put this on the website just saying that you're allowing this for teams because a lot of emerging areas aren't going to be on this call. That way, if they need help with this, they can look on social media and go, OK, cool, I need to do this for my team and maybe some ideas what criteria they need to fit to get to that. If you're an emerging area, you need to be this to be more likely to get money off type of thing before they apply. Even for the public, that way we all know what kind of things are in place. Otherwise you go through problems like transparency and people don't understand what's happening even though you're doing a good thing.

Vanessa Sliva: What we're planning to do is release a facts and question and she essentially after this and that should cover all of that.

Rebecca Alley: Lisa, you got a follow-up question?

Lisa Tietze: This is a more like a criticism. Not to you two now, but on how this had been handled or question on if the IQA was surprised about the reactions now after the fee. The fee was basically doubled and having a very short deadline now. There was no, "we know this is really high. We know this is like a really short amount of time and please contact us here. To have it be done by people reaching out on facebook and then reacting. Like how could it be that you have been so surprised by it?

Vanessa Sliva: Yeah so we expected some people to be upset and that's why I believe we are so quick on going and offering office hours. We want to sort of get a sense of what everyone was feeling. We weren't sure what level, but we wanted to be as transparent as possible and I know that we were a little late on that, but



we're trying our best to manage the situation. Again, we understand people are upset. We understand that there are issues here, but what we're trying our best to go to solve them and handle this in the best way possible.

Rebecca Alley: I think just to add on to that as well. So I think there was kind of something interesting in your question as well that it was kind of is not necessarily a criticism of us to hear but the IQA. But this is a decision that we both were involved in. Right? And so I think it's important for people to realize that the IQA is actually not some big faceless organization, but as made up of people like Vanessa and myself who are kind of, we try our best and it means sometimes there are things like this that we may not totally foresee and then we kind of have to react and make sure that we're serving our members who are the NGBs the best we can. Um, and like I know sometimes, like I said, we make mistakes and communication. There are issues sometimes, but I think I really want to kind of clarify as well. But the idea we're run by people who might be your teammates, who might be kind of also working with you and your NGBs. Um, and so kind of I want to try and do what we can to dispel that. Like the IQA is some big mysterious organization. That's why we're trying to do things like this to make sure that we are available for answers. I'm kind of, and we're always available for questions from our NGBs if you just send us an email, we're absolutely happy to work with you and answer any questions. Is there anything that you kind of want to follow up on that or?

Lisa Tietze: Yeah sure. I have one more thing. I liked that you reacted quite quickly, for example, also with the office hours now, but then there was another thing which I found amazing was that Julianna and Nic Hurst had stepped out to say, Hey, if you have troubles, um, with fundraising and getting support for your national teams, we can help you. That's an amazing that those two who are doing a lot of other stuff just set together and say we're going to do this. I would love to see such a thing from the IQA as well.

Rebecca Alley: So I know this is something that Vanessa has been talking to some of our developing and emerging areas that we have been offering help. Like I mean within the IQA as well, we have a lot of people who have had experience with fundraising and we're offering that as well. Um, and I think Tom [Ffiske] probably also has an answer to this. It is a good idea that we can take account for the future. Also for those who might not know, Tom works as the Head of Business Development for the IQA.

Tom Ffiske: We do have a scheme called the country development scheme, where we do offer help with NGBs around their big tournaments. This is so that we can develop other countries around their events and make sure people get to come along to the events. We do offer the supports for countries around. I know I said this about the outreach this last October. It is a long time ago, but, I think what



might be good is I can send a little reminder of the World Cup, say, Hey, the IQA is here to assist and we're more than happy to assist in this kind of situation. So we do offer support. If you do have any questions, you can email me. I'll type out the email addresses in chat and I'm more than happy to discuss it with you.

Melanie Piper: I had a question.

[pause while video is stopped and audio recording started]

Rebecca Alley: All right. So I'm not sure your name, but somebody had a question just very recently.

Melanie Piper: Alright. Hi, I'm Melanie, or Mel, for the people who know me, I'm editor in chief and um, I had a small question because I literally just joined, but I've heard you say that we could just quickly email you and I just came from meeting with Quidditch Switzerland and heard them say that they have tried emailing you in the past and it turns out that they didn't get any answer. So will you guys get back to like older emails or should we just send them again?

Rebecca Alley: If you haven't got a response? Um, I would send them again, make sure that you're sending them to the right email address as well. Part way through last year we changed from [iqaquidditch.org](http://iqaquidditch.org) to [iqasport.org](http://iqasport.org) as our domain name. I've actually made that mistake myself a few times just using an old domain name and then the emails don't go anywhere. So making sure that you've got that and if you do have any issues or anything, our NGBS should have kind of like all of our emails and then if anybody kind of, any community members have questions or anything, you can always reach at [info@iqasport.org](mailto:info@iqasport.org) and you can reach us on our facebook. Does that answer your question?

Melanie Piper: Yes, it does.

Jack Lennard: Um, hi, um yeah, thank you for hopping on these calls, I know everyone appreciates it a lot. My question was, um, you know, regarding the subsidies and discounted fees and payment plans for emerging and developing and NGBs. One issue that's been raised a lot is in fact a lot of the NGBs that will struggle the most with this are not actually a necessarily developing NGBs, you know, whether um, Australia flying from across the world who are very much a developed in, uh, will still be hit with a huge unexpected cost burden or Mexico, which again has to shovel huge amounts and on top of that, um, as a, a significantly lower, uh, national income than countries such as Australia. But then how does the IQA plan to pass out the subsidies to those kinds of mentions or are they completely out of access to those discounts?

Rebecca Alley: I'll let Vanessa speak to this one.

Vanessa Sliva: Alright, thanks. So like I've said, I want to be able to work with team on a one-on-one basis, but essentially should a team not be able to send the amount of players they want? Like I said, we could work it into the budget. We have a certain amount of players that we're expecting from each team and this is based on either the assumption that they are coming here this year for the first time, so they're having 7 players or they attended World Cup last year, so whatever amount of players they had last year were assuming that's the same amount that they'll carry this year. And should they not be able to afford that amount of players, we could help subsidize that. That's essentially how I'm going to be approaching it.

Jack Lennard: That's only if they can't send seven players if they can send eight or nine then you won't be providing help?

Rebecca Alley: I think what Vanessa is getting at here is that we want to make sure that teams can attend World Cup and we're happy to work with them on an individual case-by-case basis if they contact us if they need that kind of help. Vanessa, is there anything you wanna add to that?

Vanessa Sliva: I'd say yeah. Yeah. We're not going to be limiting anyone here. If a team does want to send more players and they just can't afford it, the IQA is here to help with that. We're here to help in whatever way we can and even if that means just helping them fundraise because like I've said to a lot of the teams that have reached out to me. I tell them that we have incredible people on staff and we're ready to go help in any way we can. So even even if we can't offer a direct subsidy, which we should be able to offer that to teams, we will help another alternative ways. Does that answer your question or any follow up questions?

Jack Lennard: Yes, I think so. So the message is really just it's a case-by-case thing and you encourage them to contact you guys?

Vanessa Sliva: Yeah, we want to be as transparent as possible with this and we want to work with people and so yes, I would suggest you go and you reach out to me. Rebecca just posted my email so reach out to me. I try to get back to people within about two business days. I've been getting a lot of emails, but um, I will try my best to go get back to everyone.

Rebecca Alley: And just kind of for the sake of the recording, that is reaching out to Vanessa, who's our finance director at [finance@iqasport.org](mailto:finance@iqasport.org). Who has another question for us? I'm sure there's lots of people who are curious about things. Ondrej and then Armund.

Ondrej: OK. Hi, I'm Ondrej from Czech Association and we are one of those tiny little NGB having problems to get to World Cup. I have this question because you said that you offer some discounts mainly in the team fee. Have you consider to discounts on the player fee as well because the player fees three times higher than it was last World Cup which causes problems because our players have to pay more than they expected.

Rebecca Alley: Vanessa, would you like to go ahead?

Vanessa Sliva: Yes. Sorry one second, I was looking at another tab. Um, yes. Uh, so I have offered, I have offered the reduced a team fee and like I said, um, I mean if we're offering a type of subsidy or something like that to your team then player fees would not be going down, it would be like, your total expense would be going down and would be getting reduced by our subsidy. So and if you, if you feel more comfortable with just saying we'll reduce the fees to, you know, x, Y, z amount, we could do that. But um, again, I mean I believe our subsidies would just stay, this x amount is going to be reduced from your total costs and that would just be easier on us for accounting reasons. Do you have any follow-ups?

Ondrej: OK, well we are just wondering because our players are like really looking on the price first. So if there could be some optional services we could opt out or something to help the reduce the cost even more or not?

Vanessa Sliva: I believe I remember seeing that email about that and I was going to go respond to that later today. But, um, I will, I will look into that. Um, yeah, I will look into that. I'm sorry I don't have a clear answer now. Again, I was just playing on just reducing, an amount off of the total fees that the players would be paying for the total fee paying.

Rebecca Alley: Do you have any follow ups on that, Ondrej, or will you just kind of wait for Vanessa's email?

Ondrej: I'm okay with that. I understand that you can't have all the answers right now, I was just wondering. All right, thanks.

Rebecca Alley: We can see about including that answer, um, in our FAQ as well. And Armund, you had a question?

Armund Kulsrud: Hi, I'm Armund and I'm from the Norwegian NGB. I'm actually the coach of Team Norway and I had a question regarding the player fee and the contacting you regarding how links these, um, I'm not sure how specifically the, the increased fees will impact us as Norway. With our team selection, only being in two



months, I believe. We've used to send 21 players to the European tournaments before and we currently have right now but if the fees the personal end up affecting the our players we can send, we only know it in 2 months. Please correct me if I'm wrong, but the deadline for payment this in a week, I think that was a thing. So I was wondering if um, yeah, that was a good consideration. Your names and if a request to postpone the payer fee payment should that be done through contacting Vanessa?

Rebecca Alley: Yeah, absolutely. Just send Vanessa an email for those specific NGB things.

Vanessa Sliva: Yeah. OK. So yeah, contact me about it. We did go and talk about a payment extension, uh, because like I said previously in this call, I understand that going and paying in a week is, it was really short notice for a lot of the teams and I understand that and I'm 100% willing to work around that. So yes, just contact me. We'll be able to work something out. And if you all have said 21 players in the past and you want to send 21 players again, I'm sure we could help in some way or another as we don't want people trying to limit their teams just because of the player fees.

Armund Kulsrud: Thank you, I will be contacting you if I have some more questions about that. Just like to kind of clarify. I believe Norway has like the, the money to put out to, to make payments but we're very unsure of how much the increase player costs will affect the players. Um, we've also ended up past expenses, uh, related to, to, to, to participating in tournament had been put on the payers themselves. So, um, so that's going to impact the players traveling directly with, with increased costs unless we change it.

Rebecca Alley: And like we've said as well if you do kind of need some help with fundraising or would like to bounce ideas off of us, we have a team who's available to kind of help with that. Um, so just reach out to us, include that as you reach out to Vanessa as well. Armund, do you have any other follow-up questions?

Armund Kulsrud: No that's good thank you

Rebecca Alley: Nick, you had a question?

Nick Van Klaveren: Uh, yes, I had a question. I'm Nick, I'm coach and assistant coach of the Dutch national team and we've been talking quite a bit on that you want to find solutions for teams on an individual basis. What I'm struggling with is the reasoning why those fees of been raised so much because you saying time and time again that you want teams to be able to participate and that's the fee should not be a reason not to participate, but then these NGBs will have trouble with this



by budgeting a worst-case scenario that you talked about making a statement that you put on Facebook. It seems like you're falling into the trap of a self-fulfilling prophecy by having the worst case scenario and then raising the fees so much that you actually get the worst case scenario because NGBs drop out and I just I want to know like what are you doing so much bigger compared to Frankfurt's that you have raise participation fees so much.

Rebecca Alley: Vanessa, would you like to speak to this one first?

Vanessa Sliva: Yeah, sure. Um, so last year, the fees were sort of chosen in a somewhat arbitrary way and the way we calculated fees was different this time. And that's what accounts for the increase is that because we were matching the cost of the event and the budgeted cost to the expected amount of players that we would be getting. That's why the fees are higher now. So we're doing it more by numbers now and that's sort of why they increases is there. So do you have a follow-up question to that or did I answer it?

Rebecca Alley: I'm just going to jump in on that as well. So for the last World Cup, had we not exceeded everybody's wildest expectations in terms of how many tickets we sold, pretty much by accident, the budget would have actually been very unbalanced. You can kind of read a little bit more about this in the two different transcripts available, um, from the last meeting, but kind of a spark notes of this is that really we want to kind of be moving forward with responsible financial management for the organization and if we were to risk things and kind of be unsure about ticket sales and things like that, kind of play with those question marks, that puts the organization at a lot of risk. So we want to make sure that we can cover all of the necessary expenses then kind of add on anything if we're able, but really make sure that we've got like the first date and the tournament, like any kind of venue cost and all of those really basic ones and again, we'll be releasing the budget soon so you'll be able to see that in more detail.

Nick Van Klaveren: Um, yeah, still some questions, but I'll leave them for now

Rebecca Alley: If you want to ask a follow-up, absolutely, go for it.

Nick Van Klaveren: Yeah I'll formulate them later.

Rebecca Alley: Right. Um, I believe Jack has a follow-up.

Jack Lennard: Yeah. Just to clarify something, raised fees are not in anticipation of any more significant additions to the 2018's tournament when compared to 2016. It's purely to cover what the 2016 tournament should have been covering itself?



Rebecca Alley: Vanessa, do you wanna speak to that or should I start?

Vanessa Sliva: You start, I'll go on

Rebecca Alley: OK. Um, so I mean there are like we're kind of looking at making it bigger and better, but it is just our tournament costs and again, like I've said, um, we'll be releasing the budget so you'll be able to see that soon. Vanessa do you have anything to follow up on?

Vanessa Sliva: Yeah, I think that essentially covers it. Yeah. We're planning on doing a few more things at this event and I believe that the costs are higher.

Rebecca Alley: Lisa, you have a follow-up question?

Lisa Tietze: Yeah. Um, I obviously see the point that has been raised in the last question and answer session about. Yeah. Uh, we chose Florence because of those reasons, but then on the other hand, the location was announced. It was a big article with like biggest tournament ever, obviously not in terms of amount of teams, but in terms of NGBs coming from different nationalities coming to this World Cup. So this seemed to be the reason, for example, why do we go to Europe even though it happened in Europe two years ago, obviously, because we want to get more NGBs we have more of the smaller NGBs here. So then I don't get how potentially other European locations that would have been cheaper, which would be more in support of this argument, but picked something that is more prestigious and more expensive.

Rebecca Alley: I'll speak to this. Tom may also have some thoughts given that he was also quite involved in the selection process. Tom, would you like to start or shall I?

Tom Ffiske: I think you should start and then I'll follow up on it.

Rebecca Alley: Great. Um, so Lisa, just to kind of clarify, your question is basically why was Florence chosen over any other European bids that may have kind of been cheaper?

Lisa Tietze: Yes.

Rebecca Alley: OK. Um, so I think one of the things that kind of we were looking at overall is kind of what something that Luke [Nickholds] touched on a little bit in our last meeting as well. Luke is the chair of our board. Looking at the big picture, basically yes there were other places that may have offered fewer extras but again, this is our flagship event. We want teams to come to this. We want to kind of have

that wow factor as well as making sure that we can have teams come to it and working with teams like Vanessa has been talking about. One of the advantages of Florence as well is that it is near very large airport in Rome, and kind of as was brought up yesterday as well, there's very good train system within Italy and so for teams if it's cheaper to fly into Milan, teams can do that as well. Because from outside of Europe, flights into those major hub cities are a lot cheaper, like very, very significantly cheaper so that was one of the factors that went into it. One of the big things was the fact that we have a partner organization who can really work with us and who can help us to kind of really elevate the event to that next level. So yes, we will kind of have all of the basics covered, but we have the opportunity for a lot more and Tom wanted to speak to this as well.

Tom Ffiske: It was incredibly difficult and there were so many countries given some really good bits and the actual selection process was very difficult to go through. For Florence, the things we were most impressed by, well there were many factors we were impressed by, of all the bid packages we did receive, it was the enthusiasm or the city itself for supporting event which really swayed us. A lot of the other packages we receive in other countries said that there's a sports center who can accommodate as many teams as we can host it at this place in the city, which was good. So that's the difference where they have that, but also the heart of the region of Tuscany alongside the city of Florence to support it. And this was also in conjunction with The Human Company which is an independent company. The company is actually really important for the IQA because it does mean that we can bring a level of professionalism where some of them might not be able to do. There's a big difference between having a hospitality manager who was experienced with quidditch events, able to run an event and quite another thing to have an actual hospitality company who are going to advise us and to give us discounts as well. That's a massive difference for us and when we were considering other bid packages, it was the level of responsibility they were giving us, which was really good for us as well.

Rebecca Alley: I think something else that I want to let people know as well as that kind of that inner next bidding processes. We have it set up that we will be able to have a couple of final bids and actually be able to do site visits and increase our level of transparency there as well because we know that there were a lot of questions so we want to make sure that we are able to see where we're going and make sure that we have the time to really do it justice. Lisa, do you have any other follow-ups on that?

Lisa Tietze: Yeah, sure. I understand those arguments, but I still want to come back to the point that this is quite confusing, looking at the announcement post and the quidditch posts because I personally as a reader, when I read it the first time, what I took from it, was not the main focus on, "oh, this will be the most

professional thing we've ever done this, the IQA whatsoever." That was like on the side, like, "ah, it's going to be nice to have it like in the city, blah, blah blah." But the focus of this article was that is like, that the scope is so big that it's going to be the biggest one with NGBs attending and so on. So the feeling I got from that article was about how many interviews we can get because we'd go to Europe and this and this and that. And therefore that is why I'm still very confused about those rates costs. Especially when you say openness, we get so much support and then everything is still more expensive.

Tom Ffiske: I will quickly also answer this point that a lot of support receiving for this World Cup was in-kind. So for example, The Human Company is helping with publicity within Italy. It is one thing to have a volunteer who has like local contacts within like the local cities, but The Human Company is giving us publicity on a national scale with a dedicated publicity team. So, I appreciate that some of the support might not be monetary, but some of the support is very much inclined and would still be a massive benefit.

Lisa Tietze: OK, sure. I see that point that, that is beneficial. But then again, I don't know or I misread the point for the QP (The Quidditch Post) article to be honest or something.

Rebecca Alley: I think the other thing too though, is that we would really kind of like to point out that we are really working with NGBs to make sure that they're able to come and holding it in such a city. Like we are going to kind of see the European NGBs there, but this also gives a really huge opportunity for NGBs to attend internationally just because it is close to such a hub city. So Juliane has the next question.

Juliane Schillinger: Yeah so a process might take a bit longer next time because you want to go more in depth about the different bids which leads me to the everybody's slightly off topic question. When are the next processes going to start because Continental Games are coming up next year?

Rebecca Alley: Our bid process will begin within the next couple of weeks, as soon as our graphic designers are finished with the bid package.

Juliane Schillinger: Awesome. Thanks.

Rebecca Alley: OK. So a question from Alice Walker with Quidditch UK.

Alice Walker: If publicity is something that we're getting from this particular bid, then the IQA must be expecting attendees and should consider that in the budget



to essentially have costs that expect no visitors, visitors, but take a bid that has good publicity. Seems odd.

Rebecca Alley: I think this was something that was addressed in the meeting yesterday and I'll see if I can find what was said. I'll see if I can find what was said and let you know that. Sorry lots of tabs open. Tom, is there anything that you would like to kind of add to what was said yesterday?

Tom Ffiske: I think which I would add to this is that I think very much like it's like Vanessa was saying, we do need to cover all bases and make sure that kind of tournament is well supported just before it starts. The risk factors when running an international tournament and quidditch at the moment is not as developed as other sports like football and ultimate Frisbee. So even with like the consideration of a publicity, we still need to ensure that we have a basic level of support that ahead of the tournament to make sure that it doesn't hit any trouble down the line.

Rebecca Alley: Ondrej is asking if there no risks at last World Cup at Frankfurt. There absolutely were and the organizing team, which I was a part of probably didn't do a good enough job managing those risks. We've learned a lot as an organization in the last two years and are really kind of working to be significantly more professional and really kind of working to be operating at a level that will allow us to kind of move forward with few to no changes once we are incorporated. Ondrej, do you have any follow up questions on that? Or Alice?

Juliane Schillinger: One quick follow up question maybe. Sorry, nitpicking as a German, I'm, if you said the risks were not particularly well managed the three years ago and the tournament still turn a profit. What does that say about risk management for Florence?

Rebecca Alley: So we are looking at a much more rigorous risk management process and that's part of the reason that we are kind of wanting to make sure that we cover all of the budgets. I've got the bit here that Andy Marmer, I believe is one who spoke to this yesterday. So I'll just kind of read what I have in my verbatim notes: "The reason we don't want to rely on spectator fees is that ultimately they're an unknown. The Frankfurt Games in 2016 were very successful in terms of ticket fees and money raised at the gates and frankly beyond our expectations. We were pleasantly surprised by that. So we did raise a lot of money in 2016 from spectator fees. We hope to do that again in Florence, but it's not something that we feel we have enough data to rely on and we don't want to hinge the entire operation of the IQA on the revenue of spectators. So do we think we can do that? And do we think we have a good chance? But can we for sure do that? And the answer to that is no. And that's really why we have that risk management process in place to make sure



that we are not hindering the entire well-being of the IQA on spectator fees and making sure that our publicity is absolutely very, very good and all of those things.”

Does that make sense?

Juliane Schillinger: Um, to a certain extent, one of the problems I have though with the whole risk discussion and I did talk a little bit about that to Vanessa via email before. Basically now you say you have to raise a participation fees for World Cup in order to not have to take any risks with the tournament and to a certain extent that I understand that it is proper business procedure, I have to also shift the risk basically from the IQA towards the NGBs. You say, OK, you have to front all the money that we're going to need for this tournament so that the IQA won't make any losses. It's fine in a sense. Um, but the IQA most likely make some profits from the tournament. And you say you're going to need a certain percent of profit to keep the IQA running, which I guess is fair. The question would be what happens if you make a lot of money on the event. Some people have already mentioned on social media to consider whether the IQA should pay back some money to NGBs because they need the money right now and you use the money and then you keep all the profits for yourself. Because right now, we're sitting here with up to 21 players per team and these 21 players are paying your fees. Not all NGBs are able to subsidize the national team. So you have 21 players per nation at max fronting money for the IQA so you can do your job.

Rebecca Alley: So the question that I'm hearing kind of at the heart of that is kind of what is happening with the money that the IQA has. Is that a fair assumption there? And what are the teams getting out of it? What are the NGBs getting out of it?

Juliane Schillinger: Yeah, why would our players be willing to advance you that money?

Rebecca Alley: Yeah, I think that's a fair question. We actually, we have a lot of things that will be coming out kind of in the next month or two. We've been working quite hard for the last six months, and as we've been increasing the size of our team to really address those concerns. One thing that will be coming out soon is a bursary program for our NGBs to kind of use some of the money that we have in the budget and you will see a budget line for once we publish the budget and the program will be kind of a bursary to help NGBs with things like equipment where we can finally help NGBs with those kinds of things.

We also are going to be having, as you know, a meeting of the NGBs the day after World Cup. And so that's going to be a really good opportunity to kind of talk about what the members want and need from us and how we can support the members



with that money and kind of looking at the bursary program or whether that looks at providing other sorts of grants, whether that looks at putting money into advertising in brand new emerging areas where we don't even have kind of teams and interest yet, whatever that looks like we're going to be making sure that we look to our members if in the event that we do kind of turn a really huge profit. Vanessa, anything you want to chime in here?

Vanessa Sliva: Yeah. What I'll say is, it's not like the fees that we're collecting, all the money that we collect, it's not like it's going to getting thrown into a furnace. We're using it to go help the community. We're going to be using it to help the community and that's something that should really be like emphasized is the fact that we're trying. We're not pocketing this money. There isn't a secret bank account or anything because that's what I've heard there. There's nothing like that. We will have programs, we have things that we want to do and that in order to achieve the goals that we have in order to make quidditch as far as we want it to, we need funds. We need funds and that's what we're trying to do. So then that's how we're hoping to essentially do with the IQA. We want to be better. Does that answer your question?

Juliane Schillinger: Yeah, that's fine for now. I think Ondrej has a something.

Ondrej: So the entities that are struggling to get money to work at all should just invest money in IQA and hope that it will be well. Do I get it right?

Vanessa Sliva: Are you talking about World Cup in particular? Are you talking about in general?

Ondrej: We were just talking about the fees. NGBs are collecting money, paying big money for World Cup and the profits will go to IQA and then there will be some revenues on something good for NGBs as well. So I'm just saying that for example, our NGBs is struggling with money, like really not having any funds right now and we will have to collect funds for World Cup then the profits will go to IQA and we should hope to get something back.

Vanessa Sliva: The quidditch community in general. We'll get things back. I mean, I guess what we're trying to say earlier in the call is should you need help with the World Cup? Your team need help with the World Cup? We can help with that. We could help with that right now and that is not an issue. You would just have to contact me for that. As for the profits were going to make for the World Cup, we have a lot of different programs that we're planning on doing and I believe we're going to have programs that are going to be applicable to everyone, so if your NGB struggling in a way, you should look into the programs that we have. Maybe that just means we'll have to go start publicizing the programs that we have that we're



introducing a lot more, but beyond that, again, we're not just sucking in these profits.

Like we're not just sucking in these profits and not using it. We're trying to use it for good in the community. That's the essentially our purpose, isn't it? Isn't our mission statement essentially to help quidditch expand throughout the world and that's what we are going to try to do with these profits. So again, we have programs set up. We're going to be doing those programs. Those programs take funds and we're going to be helping teams. So if your team does need assistance in any way in developing the IQA, we'll have the ability to do that after the World Cup.

Rebecca Alley: Ondrej, just to kind of add onto that as well, like if there is something that you are specifically struggling with or that you specifically need, feel free to reach out to us and if there's not a program that kind of is something that currently exists and if we start seeing a pattern then that's absolutely something that we can look into developing, right? Something that you, kind of the bursary program like we've received a lot of requests for funding for equipment from some NGBs so we recognize that need and we're now creating a program that's going to address that need. And with our Gender Equity Committee, we heard from a few NGBs that they were kind of struggling with the community understanding gender and the gender rule and that sort of thing and so we're trying to create something that will fill that need, so really, please, if you feel that there is something that you need help with that is, does not currently exist, feel free to tell us because we really want to address those issues. Especially now that we have some more people, we have a budget, we have an internal structure that's working a lot better than it has in the past. Do you have any other follow ups there?

Ondrej: Yeah it wasn't meant specifically as my NGB, I'm just saying that other NGBs might be a little bit short on money and we are now collecting money for World Cup. And so we are basically collecting money for the World Cup so IQA is risk free so it might or might not have any advantage for it. That's it, nothing else.

Rebecca Alley: I'm not sure if there's really ways we can address that that kind of haven't already been addressed. I don't know if Vanessa or Tom has anything they'd like to add.

Tom Ffiske: Not from my side, no.

Vanessa Sliva: Yep. Same here. Nothing from my side. If it'd be, it'd be. If you do have a specific question you'd like to ask though feel free to ask it.



Rebecca Alley: And I think we've kind of heard that feedback. So thank you for that. So Jack and Mel both have follow-ups. I'm not sure who'd like to go first.

Jack Lennard: It's a really short one. It's really just and I kind of hinted at it last night, but uh, you know, I'd really like to hear a more firm answer. Do you think you actually have a firm grasp on what the community and the member NGBs need, like do you really not see a problem that you're asking for more money from players then their NGBs are getting from players? Do you not think that's a recipe for disaster when the IQA was desperately trying to gain trust and build momentum in the community and that, those changes that Vanessa has kind of outlined and you've outlined, do you not think that these fees are going to be a huge step backwards for that?

Rebecca Alley: So I think that kind of the gist and I just want to make sure that I'm understanding the heart of that question, is do we understand the NGBs or our members' perceptions of what, how things were going in the IQA? Is that accurate?

Jack Lennard: The community as a whole. I understand you're arguing those onto your members, but they are the people you're taking money from. So I think they deserve a bit better than we're only accountable to our members and not their members.

Rebecca Alley: So again, kind of how things work is that we've got the community and so the community can kind of call for their NGBs to tell us things and we are absolutely happy to hear from that. We also do hear from the community and then we can address things that we see. Obviously our priority is for our members. We actually have a member survey that will be coming out, in the near future, within the next few weeks. So that will kind of gather some input from our member NGBs just so that we can kind of track our performance and track what our members need. So alongside the kind of general open call if people have questions, comments, feedback, they're more than happy to email us. We have the results from our general community survey. We're also likely to be releasing a similar survey to see where we're at from last year from that survey that we put out. So we do and we are looking for ways to make sure that we get a picture of what the whole community thinks, not just necessarily from a few comments on Facebook. Do you have any follow-ups on that?

Jack Lennard: No, I think Mel does though.

Rebecca Alley: You're absolutely right. Mel, you had a follow up. I'm not sure whether it was on that or



Melanie Piper: I really like the IQA digest of what's happening and things, but just a suggestion, but it will be really good to put that stuff on social media as well. So like a current look at it. It's mostly like asking for volunteers. It's the thing about understanding these issues and problems. But there's very little in there that kind of goes like "cool is actually what we're working on, this is a cool project we're working on" that type of thing as well. And I think when you're running any kind of things you see as a general member of the public about the IQA and you need more volunteers and not particularly good news stories, then it does affect what your opinions of IQA.

Rebecca Alley: That makes sense. Yeah, absolutely.

Melanie Piper: Great. Yeah. When you all doing good things and I know you're doing good things and not other things, but when the majority of the community don't know you're doing things, it makes it really difficult to then to change that perception. Whereas if you can state of course the really cool thing working on, it makes everything seem a little bit better. Does that make sense?

Rebecca Alley: That absolutely does. And that's something that we've also noticed. Like I mentioned last night, we're looking at our communication strategy and updating it as well. That was kind of something that was in the works even before all of this happened with the release of the fees and everything like that. Something else that we're going to be doing is a monthly newsletter from Luke, the chair of the board and myself just kind of like exactly what you said. What we're basically like, what projects we're working on, how things are going, kind of what people can expect from us. And those will be going out to the NGBs just slightly before they go out to the rest of the community, but they will be public and posted on our website and social media and all of that. So those are things that you can kind of expect to see probably in the middle of each month. Just kind of what's been happening in the IQA which will pull in information from the NGB digests and from our departments to really make sure that people can kind of see those good news stories and kind of see what the IQA is doing.

Armund Kulsrud: Yeah, I have a specific question about the scenarios estimated teams, players, with the players fee even with being quite high, the averaging seven players per team versus 21 is like a big difference. Uh, so I was wondering if you could say something about how the estimates for players per team were made.

Rebecca Alley: I think this is probably a good question for Vanessa to answer.

[Response was garbled on audio recording; please see [a similar response given in the first office hours](#)]

Armund Kulsrud: I was specifically wondering how you came up with the numbers for the fees for players fees because from what I see on the notes on which you also confirm now is the amount of which of course is like one part of the sum, but the player fee is like 4:21 player teams. It's like two or three times the team fee itself. I didn't do the math now, but it's substantial. I was wondering if you can tell me more about the worse case scenario and how you came up with that number and now you're saying that you didn't include Italy which sounds wrong to me.

Vanessa Sliva: So players for team, the assumptions that I made was either if a team at attended last year or last World Cup, we would take whatever amount of players they'd sent last year and just assume that number. And then for teams that hadn't showed up to World Cup previously, we had just assumed a base of seven unless they were, I believe they a bigger NGB or are a full member and I believe then the number was 18. But um, but yes, most of the new teams that would be showing up would be the emerging or developing teams in which we just made the assumption that there will be showing up with the bare minimum, which is seven players. So does that answer part one?

Armund Kulsrud: Yeah, I think that sounds good.

Vanessa Sliva: OK, cool. Did you have any follow-up questions to that or did you want me to answer the second part?

Armund Kulsrud: Well, I was wondering what was the baseline for the budget and what was used for it?

Vanessa Sliva: Sure. No, we did not use the worst case scenario for that. I may have misspoken, but working with that, we matched the cost to a best case scenario, which means that we would have the Max amount of teams showing up. So essentially the way you have to look at it is by going and having the maximum, the Max amount of players showing up, which is probably about a hundred or so more players and then in the worst case scenario, you would have a lower fee in respects to that. Do you get it, am I explaining this well?

Armund Kulsrud: What was the baseline? For sure I'm taking from this, from the notes and then monitoring those incorrect Sliva someone had said something, um, that the worst case in row was used for the budget and that was 2016. Is that correct?

Vanessa Sliva: Yeah, yeah. Sometimes I misspeak presenting it, but yeah, so essentially so the baseline was we had our costs, we had our costs and then we ran different scenarios, just that we can compare how I ran different scenarios, just I can compare how we would do in each situation so that we would be prepared. Um,



and even in the budget itself when I was presenting it, I said the worst case scenario, isn't it?

Why would the worst case is the worst case scenario? Like assuming that, yeah, a team like Italy would not be showing up to their own countries' event is a little loose. It's a little loose to assume so, so yes, the way it was calculated was essentially we got the 40 or so teams or show up do either [inaudible] or high thirties, um, and we compare that to the amount of, uh, the amount of costs that we would have to be event. So and then, uh, then essentially we also went and took into account that we would probably be offering discounts as well, so we would probably be offering they reduced rates to the emerging teams emerging developing teams.

Armund Kulsrud: Yeah. My question was specifically about how many teams did you estimate? I know that wraps it up and you said no.

Vanessa Sliva: Do you want me to pull up the exact number? I am looking at the spreadsheet right here.

Armund Kulsrud: Well, yeah, that was my specific question. Specific average because then I can do some calculations and then get an overview myself, but I can also wait for it, a bunch of stuff it takes time.

Vanessa Sliva: Sure, sure. So best case scenario did include it include the 40 teams. Worst case scenario included 25 teams. Our case scenario included 33 teams and essentially in all these, so the number you're doing calculations on your own. I don't know whether it would probably take a few minutes for me to go calculate what the percentage of developing team slash emerging teams would be. I hope these numbers I just gave you right now are somewhat helpful.

Armund Kulsrud: I'll take it up into a bunch of them that comes to this.

Vanessa Sliva: Alright, cool. Feel free to share whatever information to provide clarity.

Rebecca Alley: Alright, looks like our next question is from Jack. I dropped the call though and so there may have been people before Jack that I'm not aware of.

Jack Lennard: Yeah, it's just a very quick follow-up just to ask, um, kind of what where those costs you're expecting. Do we have a number for that that was used in that those estimations, Vanessa and if so, what are they?



Vanessa Sliva: Uh, so you're saying the overall costs of the event? Those numbers are going to be released in the budget overall. I feel like me giving you the number right now won't really help too much, but once the, once the overall budget is released later on, I believe this week you'll be able to see the breakout of everything. Yeah. I don't, I don't want to start releasing numbers like that and just causing a lot more confusion. Yeah. Any other questions?

Juliane Schillinger: Maybe one very, very quick note if I may. There was a question that I got from your email when you sent me all of your assumptions on the scenarios as well. Um, I think a bit of a misunderstanding might be occurring in the statement on Facebook that was talking about the worst case scenario. Um, which of course refers to getting income from other revenues from the player fee but on the other hand, we have your scenarios, but just the attendance scenarios on like moderate or best case on which countries are coming. I think that as a bit of a problem though, I'm finding a lot of people misunderstand and then use the worse case income to calculate how much money you have to get from the players, but then you have to moderate scenario or best case scenario to see how many teams are actually attending. Maybe clear that up a tiny bit.

Vanessa Sliva: Yeah, so what is the question here? Sorry.

Juliane Schillinger: Sorry, it was not a question. So it was just a misunderstanding. I went through your entire explanation of how you worked with, I think is very sound, it just might be misunderstood because the scenarios that you use, the worst case scenario, but something else.

Vanessa Sliva: Oh yeah. I can definitely elaborate on that. Um, in the facts and questions sheet that I go and release. I could elaborate on that for your explanation.

Juliane Schillinger: Actually I do have another question that is somewhat related to money and it's somewhat related to community trust and it's all favorite topic to complain about. I'm talking about Uganda. In the other open office hours, you mentioned that considering that Uganda is planning to bring more than seven players, you committed to using more than the current development funds to bring them to the World Cup, which is read from Jack's notes. So please correct me if I'm wrong. Um, I was wondering, so does that mean that you're using some additional funds that go beyond what was raised for Uganda in the fundraiser to fund and support? Um, if so, are there any options for other national teams to apply for the same funds as well or is that an exclusive Uganda thing?

Rebecca Alley: So at this point, that's something that's just been approved by the board for Uganda and we see a lot of potential to have a team from every continent

and to have that increased development in Africa that can stem from having people at World Cup and so we really want to give that chance to an entire continent. Um, if you, like at this point there aren't plans for this world cup to kind of have similar amounts committed to them. But if you do kind of have questions or anything like that or, and again, like we want to work with teams to kind of help cover as much as we can and help with fundraising and things like that. And like we will also be working with team Uganda to kind of help if they are able to come, will be kind of looking and seeing if we can help facilitate partnerships and things like that to cover some of the costs as well.

Juliane Schillinger: What kind of steps have been taken so far to avoid the same visa problems to occur again that we have last time which was basically the lack of formal documentation in rural Uganda?

Rebecca Alley: So we've been working with them for a lot longer this time, given that we know that this is a problem, like this is something that we've kind of been working with since December and January so it's not something that has kind of happened more last minute. We know what the pitfalls are as well and we are working with the World Cup organizing team and embassies and organizations as necessary, just kind of outside so that we can give them the best shot. But again, like I want to be really, really clear that we cannot promise anything. We do not want to promise anything because so much of this is outside of our control.

Rebecca Alley: I see we have a few new people. I'm kind of in the chat. Is there any of those people who are looking to ask questions or provide feedback or comments or anything? It looks like Jack has a question. Oh, I'm gonna see if Tobias can talk first if he has a mic that works. I think you're still muted. Um, can you just type your questions since it's something obviously that we want to hear?

Tobias, while you're typing your questions, do you mind if we answered next question? All right. So, Jack, you had a question as well.

Jack Lennard: Yeah. So the Human Company actually put the player and fan discounts on their websites, I'll post a link to it in the chat, so if you can see it. A lot of people messaged me asking or commented asking whether those stay and play rates are actually good value. Um, obviously prices in Florence will go up before the events where these rates will stay as they are, so represents decent value on that. Friends and obviously they come with a few benefits, you know, close to the uh, the size itself and you know, things like breakfast and that kind of thing. But um, in the event that people are actually finding better deals outside this accommodation in Florence, doesn't not undermine the IQA, is a line that this is a fantastic partnership for the events,



Rebecca Alley: I'm going to let our Head of Business Development, Tom, answer that.

Tom Ffiske: So I'm more than happy to answer that. That's a very multi-layered questions. So I'll go point by point. Firstly, I have had comments from other NGBs saying this is good value, because cost being presented for the actual tournament is very good when compared to other places around Florence itself. The Human Company has been very kind to give us these are lower rates and we do respect the cost being presented. I should say also that is occupancy for 4 people, so divided by four. So it is actually a lot lower than you may anticipate. In regards to other countries wishing to go to other places, we cannot control where other countries stay. So if another country that wants to go to another particular area, they can do so but we highly recommend they don't.

Jack Lennard: So it's not an enforced stay and play?

Tom Ffiske: No, I mean it's not a full stay in play, but we do highly, highly recommend that they do.

We have the opening ceremony which will be happening at the place itself. The nature that all the countries will be in one place in one village, which means that they will be missing out in the connection. We have the after party venue after the event which is actually near the accommodation. So if you were to be with the other countries, it makes sense to be other accommodation two minutes away from the party itself. The countries do have the choice of going to other places, but the IQA will say you will be missing out on the full experience if you do.

Jack Lennard: Thank you.

Rebecca Alley: Tobias, do you have your question ready? Does anybody else have questions? We have a lot of people here and I'm sure there are others who would like to kind of pick our brains.

Gabriel Bernardes: I do have one question.

Rebecca Alley: Go ahead and can you just say your name and where you're from as well?

Gabriel Bernardes: Of course. Uh, my name is Gabriel. I speak in behalf of Brazilian NGB. I only got here like 20 minutes ago, so I might ask something that was asked before. So that's the case. I'm sorry about that. Just a reading Jack's notes from yesterday. Well, yesterday for me, a open office hours I read about that said something about emerging areas would be given the opportunity to pay lower fees

and get an extended deadline. I just wondered how is that going to work and how do we apply for that?

Rebecca Alley: So this is something that was discussed quite extensively at the start of this? So you can kind of review those notes and we'll be releasing audio recordings tonight as well. But if you want to just email that to Vanessa who is our finance director at [finance@iqasport.org](mailto:finance@iqasport.org) and just kind of let her know what's going. She'll be happy to work with you.

Gabriel Bernardes: OK, thanks a lot.

Rebecca Alley: Do we have any other questions? We've got about half an hour left

Juliane Schillinger: While everybody else is being shy. I know that you are currently working on the form of publication of the World Cup company that explain everything, when can we expect to get a list of contact details for all of them? Because for us, I don't really care what the committee members look like or their histories are, I need to know how I can contact them if I have problems because I'm coordinating a national team.

Rebecca Alley: So we're really encouraging all NGBs is to contact anybody on the World Cup through the world cup committee email at [worldcup.2018@iqasport.org](mailto:worldcup.2018@iqasport.org). All of the team members will be using that so if you do have specific questions for somebody in hospitality or marketing or anything like that, then that's the best place to reach all of them and they'll make sure that the most appropriate person answers your email or provide the information to answer your email.

Tom Ffiske: Um, I do want to make a minor point in regards to answering Jack's question in regards to the stay and play policy of the events itself. I want to make an apology because I did misword it. The IQA will be enforcing the all the NGBs do stay at the venue itself.

Rebecca Alley: Apologies for that confusion. Are there any other questions?

Gabriel Bernardes: Sorry, just to clarify then because my English is not very, it's not excellent. Uh, so what Tom said is that stay in the play will be highly recommended but will not be mandatory. Is that so?

Tom: I am retracting that last statement because I didn't say that quite clearly. **The stay and policy will be enforced by the IQA.** I apologize for that.

Rebecca Alley: We will be asking all of the teams to stay at the same place, yes.



Gabriel Bernardes: OK. It's just we have a couple of particular cases regarding the accommodation point. One of them that is one of our players did, has arranged like a free accommodation in Florence and regarding those prices of accommodations. If she had to stay there, she probably wouldn't even be able to go to Florence and we will, such a particular case could be reconsidered or not.

Rebecca Alley : Um, if you do have any kinds of special cases or really specific questions like that, I'm going to encourage you to get in touch with the World Cup organizing committee as well as put their email in the link again. It's [worldcup.2018@iqasport.org](mailto:worldcup.2018@iqasport.org) and you can send them an email and they will be able to help you, um, and address things on a case by case basis as they arise.

Gabriel Bernardes: Thank you, Rebecca.

Rebecca: So Tobias is asking, "you talk about serving your members, but when you defend the team fees, you talk mostly about growing the IQA. How are you giving back? Most NGBS need the money."

I think this might be something that we addressed just before you got here. We're kind of, we're introducing things like the bursary program which will be released in the next few weeks, that will help teams with things like equipment or education and program development, that sort of thing. Um, we're also going to be having a meeting with all of our NGBs the day after World Cup, which you should have heard about. If you haven't, please email me and we'll make sure that you have the details for that as well. So that's going to be a really great opportunity and kind of with our survey going out to our member NGBs as well. Those are really great opportunities for us to hear what our NGBs need so that we can really focus our spending and make sure that we're focusing development in areas that our NGBs will find useful. If you have any questions or have something that takes money that you need and you think the IQA might be able to help with it, we really encourage you to address those things and to email us because if we hear about things from a few different teams, then we can really identify that as an area of need and create something to meet that need. Does that make sense, Tobias?

All right. If you have follow up questions, just feel free to type them in the chat, but I'm going to go to Melanie next.

Melanie Piper: Yeah. Hi again. Melanie from the Quidditch Post for those who joined. Um, I have a follow up question on a, the enforcement of where NGBs stay at because I don't think that those questions are very particular and specific. I think this is a very, like I don't know how clear it is, but Europe is particularly small, but people know each other and it's pretty easy to either find a cousin who has a place in Florence and it's also pretty easy to well rent like a house or so outside of

Florence or even in Florence. If it's a lot of people it can become really cheap very quickly and just not giving the people that choice, is confusing to me. I don't know, it feels like it feels very controlling to me. My question is, well it's more of a statement, is that this is not very specific and not very effective. Also what Meredith is saying is will this also be counting for Italian players? Because I assume that some players are from Florence and live there and it kind of seems weird that those players would have to book a hotel even though they live there and have family there, you know.

Rebecca Alley: Yeah. So like I said there, there may be exceptions, but this is something that we're going to need to deal with more on a case by case basis because this is part of our agreement. This kind of helps us understand the economic impact and kind of interest that we can get a lot of the other benefits of the bid and it's like we said, it does offer really good value for staying in Florence for most people. Again, if, if there is an opportunity for free housing or somebody lives there or something like that, like we really would encourage people to email the tournament committee and we can deal with that on a case by case basis and once we kind of have some better answers and know a little bit more and can kind of see because this is the first time this has come up, we can kind of release those and maybe include them in a future FAQ.

Melanie Piper: OK.

Rebecca Alley: Do you have any follow ups on that, Melanie?

Melanie Piper: No, not really.

Rebecca Alley: Um, I believe Jack has a follow up now.

Jack Lennard: Yeah so you know, you've kind of spoken a lot about taking money and then reinvesting into the community and I'm listening to NGBs on how you'll invest that. But is this a power play from the IQA? Is this essentially saying to NGBs that this is the IQA, we will control how the sports money is spent and the money goes through us rather than through the individual NGBs and do you think that is a healthy way forward to the sport?

Rebecca Alley: Absolutely not. I think what we can do and when we can kind of implement things on a bigger scale and when we can implement things that kind of can really promote growth, especially in those emerging areas, um, are things that the unique is pretty uniquely situated to do. Um, given that we have that international presence. Um, and so I think that we really want to listen to our members and we really want to make sure that we are doing things that will support development in the best way that we can. And in again, kind of on a case

by case basis. If the best way is to let say for example, I'm the European committee deal with something or um, any sort of individual bodies dealing with something, then we can do that. Um, but kind of overall having a larger scale is going to allow us to do projects that are going to have more impact. And I think we've made it quite clear that we will be coming to our [inaudible] and our, our members for feedback, um, and to make sure that we are doing things that are going to be the most beneficial for the largest number of them and I think that there is not any way that that can be defined as a power play when we were actively seeking feedback and seeking input.

Rebecca Alley: Um, all right. Do you have any other questions, what other questions do we have? Lisa, go ahead.

Lisa Tietze: Um, how do you see that? I'm looking at the community survey I'm seeing that I'm one of the things, main words being sent sat there is obviously also that people want to see a financial transparency. How do you see that? Um, if you got that feedback to announce those feeds and everyone having questions about where do they come from, what is the budget, why do we like what, how do you release those things without having the budget? If people said in the survey that transparency is really important,

Rebecca Alley: Vanessa, would you like to answer this one?

Vanessa Sliva: OK, so we've taken a little bit of time to release budget because we've spent a lot of time working on and spending a ton of hours working on the budget and that we're capturing every potential costs of the event. We did not want release some very sloppy budget. Yes. We're taking a little longer to go release a budget and sometimes we take a little longer to release things, but we're also releasing something that's much better quality, that's much more comprehensive. So that's sort of why it takes a little longer.

Rebecca Alley: And I think to kind of address the other part of your question as well of why it took us so long to release the fees and are now releasing the budget after the fact. We did tell our members that we will be releasing the fees within a certain deadline and we want it to meet that so that we made sure that our NGBs would have that when we promised it, so although we are still making sure that everything is absolutely perfect, we had those set and we want it to make sure people were aware of those as early as possible. And so, I mean, kind of in retrospect, perhaps it wasn't the best decision, but with the information we had at the time, we had the option to kind of either meeting our internal deadline and what we had promised our members or kind of waiting a little bit longer so we kind of weighed those at that point. And you've seen what's happened since then. Do



you have any follow-ups on that?

Lisa Tietze: No.

Rebecca Alley: I think Jack has a question.

Jack Lennard: Yeah. So just a quick follow up from earlier, the IQA is uniquely placed to carry forward with those projects to take on that, those funds and build those judges because of your international presence. And I actually not disagree with that at all. I think, you know, those kind of projects do need a strong and responsible international governing body and those present opportunities that the smaller organizations that are limited to particular regions, can't really take on themselves. I think the problem that the community is having and the problem that I see is that the IQA is still quite some way off from being that body. You may have the international reach, but I think the lack of trust here is that the IQA doesn't have the capabilities to use those funds in the right way. After all, there's still a significant amount of money from 2016 sitting in the bank and simply hasn't been used. What would you say to both NGBs and community members to make them trust that you will use this money for a good cause because you say NGBs have feedback, but Congress has been around for years and not had really much of an input into how the money is spent, but it's still in that bank.

Rebecca Alley: I want to just kind of dispel that to begin with, until probably 2015 or 2016. The way the IQA was structured, it was actually Congress who would've been responsible for kind of creating that budget and things like that. I am not a hundred percent sure on that, but I do believe at that point, there was a lot less internal structure. And so in the last kind of year and a bit, we've really worked hard to bring onboard a team who are experts in their area and like we have Vanessa who literally her day job is finance. We have Tom who works in PR and is helping us with external outreach. We have Armand who has got a couple of degrees in communications and that's also his day job. So we have people who are really very good at what they do.

Now that we kind of have that team and we've had that time to build internally and kind of get that really solid foundation that we need, we've talked about our policies, our risk management structure in place, our budget. Now we can actually confidently move forward and be spending that money. And I think what you're asking is, you're asking for us to say things that will make people trust us and I think we all know that just by saying things, that's not going to happen and we know that in order to really be trusted, we need to show through our actions. And so that's what we're trying to do moving forward. So things like our budget showing that this is what we've got, this is what we're going to be doing with true showing through things like our bid packages or projects, things that we're introducing and

we'll see that moving forward. So as I've said, we've got a lot of things that are ready to come out in the next few months and we're really excited to just kind of share that with community and start showing what we were capable of through our actions.

Juliane Schillinger: Um, one question that actually does not come from me, but pretty much on the other end of the world, which is people in Australia, and I can imagine similar topic for other nations nearby. What are any subsidies or any other ways of helping as planned for countries with very high travel costs because, of course, we are in Europe because a lot of NGBs are in Europe, so smaller NGBs can actually attend World Cup but that obviously is a problem for everybody who is not in Europe. So is there anything planned for, for those countries?

Rebecca Alley: I've spoken to this earlier in the discussion, but again, if people are really struggling, we want people to reach out to us and discuss that with us on a case by case basis and we aren't going to be able to give any firm answers so we kind of understand what the problems that various NGBs are facing. So again, if NGBs are having problems, we encourage them to send an email to Vanessa and work with them to make sure that they can attend that. Vanessa, do you have anything you want to add on that?

Vanessa Sliva: No, I think that about covers it but I do recommend if people do have further questions to please reach out to me.

Melanie Piper: Hi, Melanie again, I just wondering, the question and answer thing I think is great but I'm wondering if we'll get to have those more often. I can see that the idea is trying to work on more transparency and better communication, but is it just like a one time thing just because the community was really upset about the, the raising of the fees or will you be having more of these question and answers?

Rebecca Alley: So we actually have had office hours in the past, I believe kind of towards the middle of last year. We had weekly office hours for about three months, myself and a couple of the other department heads and the members of our board of trustees, we kind of took turns and made sure that they were spread out across time zones and made ourselves available for an hour and a half every week just to answer any questions the community might have. In that time period, I believe we had three individuals attend our weekly office hours, not even like per session, it was for the entire three months. So we discontinued them because they were not being used. So we figured there would probably be better uses of our time. We are looking towards other ways that we can increase transparency because I mean, again, even with our office hours last night, we only had about four people come, so while they're great, we really need to have that



communication, community participation and see that on the other end as well. So like I mentioned, myself and the chair of our board of trustees are going to be writing a monthly newsletter, to try and give more insight into what's happening in operations and at the board level and we are going to be releasing the budget. We're open to questions any time, if this shows up is something that the community and our NGBs would like and we see that they're actually being used. If we implement them, then yeah, we're absolutely open to that. But, history has kind of shown with within the IQA and even within other organizations. I'm aware of Quidditch Canada and Quidditch UK at the very least have had office hours either canceled or with very, very low attendance. So we kind of want to make sure that there's going to be a good use of the best use of our time to increase transparency in the community. Does that answer your question?

Melanie: I just talked to the Swiss quidditch association before I joined and I was told by them that they hadn't really knew about these office hours. I told him I'd been asked on facebook and they didn't know, like no one actually knew. Like the way to communicate to the quidditch community would be that leaders message their NGBs and are like "hey, this is happening" or they'd have to come to us after hearing from you. There's these office hours and tell us, yeah, but you have any questions and then we could, you know, go through it. But for that, I think it was announced like a week ago. That's a really short amount of time to go through the process of asking all the players, the community and then gathering questions and then coming back to this, to you and to this call. I think a big thing is also that the community just doesn't know. That just happens, that these office hours exists with. It's not that there is no interest in them, is that not everyone has facebook and it's just not announced enough.

Rebecca Alley: OK, thanks for that feedback. Like I said, we are kind of in the process of looking at our communications strategy and how we are talking to our members into the community. So that's really valuable for us.

Jack Lennard: Yeah, I just wanted to follow up on that. You know, I was aware that there were issues with attendees at these office hours. But I would say, you know, just following up on Melanie's point, very few, if any, post in major quidditch groups that these office hours are happening and you say that you want us to communicate more, but the last board of trustees minutes was from September 2017, which is what, six, seven months ago now. So, you know, I understand the frustration when community members don't show up to these events and don't have the understanding of the context that, people who are working with Quidditch Post or running their own organizations and I think it really is on the IQA to do that outreach so if you are reviewing your comms strategy, posting in groups is the first thing I would say. For example, this initial announcement of these open hours, were only shared to groups with the mediocre lukewarm IQA response not to raise



awareness of the actual open hours. No volunteers were sharing them around the groups to promote the open hours. In fact, the only time that did happen was an hour or so before the actual one last night's call, which is the one you posted, Bex but was again only an hour before the actual call was housed and I don't think happens really at all. These office hours are offsite meetings today, so I do think it needs to be a bit more robust and shared on social media.

Rebecca Alley: All right. Thank you for that feedback. Is there anybody else that has Questions? We probably have time for one more before we close up shop here and if not then we might just call it a day. All right. Jack, you have one more question?

Jack Lennard: Yeah. Actually, just on that, I was wondering if you could tell me why that hasn't been minutes published since September 2017.

Rebecca Alley: Yeah, I know some of them took awhile to approve and I think a lot of that is just that it may have slipped through the gaps. I know they are kind of queued up to be uploaded in the very near future.

We have one last question. I'm not sure how to pronounce your name. I'm very sorry, but if you just posted in the chat, go for it.

Sangborn: Hi I'm from South Korea. Um, what is the point of the stay and play policy? I couldn't find any explanations from the IQA on if it is necessary. It's widely known that I'm really new. So consider that please. The community effect you mentioned was not there in World Cup 16 even though I could sleep in my teammates flat.

Rebecca Alley: So this is something that we've actually discussed pretty extensively earlier in this call and in the last meeting and so it will be released in the transcripts here and then also in FAQ later, so I would just keep an eye out for that. We can send a message to quidditch Korea as well so that we know that you guys get that. Is that OK?

Rebecca Alley: Thank you everyone, that takes us to the end of our office hours. Thank you everybody for your participation and all of your really great questions. We do have at least an audio recording of this one so we'll be putting that up online as well as the transcript of this one later and the one from last night or earlier today (depending on where you are) later. But yeah, thank you all so much for your questions and like we've said, if you do have any other questions, please feel free to contact either Vanessa, myself or the info email address, or shoot us a message on our facebook page and we will make sure that we get back to you. Remembering to use the IQAsport.org rather than IQAquidditch.org address. So if you aren't



hearing back then that may be why, so yeah. Thank you all so much for attending and I hope you have a great day.