

Accreditation details

During ATP tournament, the accreditation system enables the control and unhindered movement of persons within the ATP zone. Accredited persons are divided into 7 mutations or types of accreditation, and enable movement in predefined zones and/or the use of certain tournament services (Players, Organization, Staff, Media, VIP, Sponsors and Insurance). The accreditation design is provided by Istra DMC.

Operational details of the accreditation system

The accreditation system must:

- 1) enable each issued accreditation to be assigned a seat in the stadium (stands and boxes), with the ability to edit the entered data, move/cancel the seat, and list the Report on the occupancy of seats in the stadium boxes,
- 2) enable the search for accredited persons according to a single entered word (name, surname, company, etc.), and the option to check registered persons according to the submitted list (excel table)
- 3) since reading the accreditation enables the use of the restaurant consumption service, the system must recognize the elaboration of the read data from the scanner according to the mutations of the accreditations (daily Report of consumption for the staff and player restaurant)
- 4) ensure program integration with the web shop owned by the Tournament, or the system used by the Organizer for ticket sales. The goal of the integration is to link each seat in the stadium to the sold ticket or issued accreditation in order to avoid overlap and overbooking in the stadium.

System data and reports

Istra DMC defines the data of persons on accreditation and the rules for assigning defined zones or services, and along with the signing of the cooperation agreement for the production of accreditations, an Agreement on the terms and conditions of use of personal data (GDPR regulations) is also signed.

When issuing accreditation, users sign forms that are submitted for archiving to Istra DMC after the end of the event (Confirmation of taking over accreditations and Statement of non-betting and non-sharing of results). At any time during the event, it is necessary to enable verification of all accredited persons at the tournament (Report of all accredited persons with personal data, contact, type of accreditation and permitted movement zones).

Readers are placed at the entrances to the stadium that record entry into the stadium on all permitted passes (such as tickets, accreditations, etc.), and by collecting all data, a daily Report on stadium occupancy is generated, which shows the total daily number of spectators on the central field. The Report on stadium occupancy is submitted in digital form every morning with data from the previous day.