

## Case-Study

### Tackling a couple of disaster situations in a Summer ELSA Law School

Time has passed by fast in your ELSA Term, its already the Summer period. You are the Head of Organising Committee of the Summer ELSA Law School held in ELSALand. In the following information you will find a couple of uncomfortable situations that you will need to answer as a team. You will need to think fast and think of how you'd tackle each situation.

#### Facts

1. The ELSA Law School is planned from the **6<sup>th</sup> - 13<sup>th</sup> of August 2017**.
2. The topic of the ELSA Law School is **Environmental Law**.
3. The event will take place in **ELSALand**.
4. You have **50 participants**.
5. The Organising Committee (OC) consists of **five persons**.
6. You have **four helpers**.
7. You only have two people that **drive** from the OC and helpers.
8. You have booked the **ELSA hostel** that accommodates guests in 4-bedded rooms & 6-bedded rooms.

#### Issues

1. *Christine Beck*<sup>1</sup> (P) one of the selected participants emails you one month before the ELSA Law School informing you that she **cannot participate** in the ELSA Law School due to another opportunity that she has. She **requests her money back**. How will you tackle this situation?
2. Five of the participants **cannot pay on time** due to the fact that the transfer rate is costly. How will you tackle this?
3. You allowed one of the above-mentioned participants, *Robert Vierling* (P) to pay on his arrival at the ELSA Law School. Robert Vierling **never showed up** to the ELSA Law School. What will you do?
4. *Jake Čája* (P) **did not book an airport transfer**. The participant arrives and calls you from the airport thinking that he had an airport transfer. What will you do?
5. *Dr. Van Bergen* a professor focusing on Climate Change  **Cancels due to illness** one day before he is supposed to give his lecture. What solution do you see in this situation?
6. You go out for Dinner and *Mads Lorentzen* (P) eats an ice-cream with nuts as a dessert. He is allergic to nuts and has an **allergy attack**. How will you solve this?
7. Due to the strict budget, you had to cut down on the expenses and therefore you provided the **same lunch options** at the same restaurant everyday. *Nigel Micallef* starts to complain

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<sup>1</sup> (P) - Participant

immediately that the food is always the same and that it is not enough for him. How would you react?

8. Due to the fact that the participants are accommodated in a hostel, the rooms are not cleaned on a daily basis. Since the participants are accommodated in 4/6 bedded rooms, the rooms get **really dirty** after a few days. Some of the participants complain. What is the best way forward in this situation?
  9. As a part of the Social Programme you organise a party in one of the biggest clubs in ELSALAND. Everyone is having fun, at one point in time one of the participants has her phone and purse **stolen**.
    - a. The above-mentioned participant has a panic attack. What will you do?
    - b. What will you do in the next day to try and get the items back?
  10. As a part of the Cultural Programme you organise a **hiking trip** during the day. It is a really warm day and *Alyona Litvinova* (P) faints in the middle of the woods. What will you do?
  11. You have organised a **Boat-Party** for the participants on one of the evenings however the weather forecast shows that there is a 60% chance of rain.
    - a. Will you cancel the Boat-Party or take the risk?
    - b. What will you do instead?
  12. *Ivan Chopyk* (P) **misses his flight** to Isle of Synergy. He calls you from the airport crying and panicked. How will you sort this out?
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