

## Case-Study

### Tackling a couple of disaster situations

Time has passed by fast in your ELSA Term, you already started to organise S&C events. In the following information, you will find a couple of uncomfortable situations with regard to S&C projects that you need to answer as a team. You need to think fast and how you'd tackle each situation. Good luck! ;)

#### Issues

1. *Weronika Banska*<sup>1</sup> (P) one of the selected participant emails you one month before the ELSA Law School 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. 3 weeks before the ELSA Law School, one of your participants asked the invitation letter. He needs special permission to travel to the country marked as an orange zone. He has already paid the participation fee. After you provide him all the necessary documents, he informs you that he didn't receive the permission and will not be able to participate. He is also asking for full reimbursement. All the contracts have been signed and the vast majority of the payments have been already made. What would you do?
3. You arranged all the social programmes in bars and clubs, however, upon the decree of your government, all the entertainment places will be closed during the period of your ELSA Law School. How would you proceed?
4. Your ELSA Law School is starting! You're on your way to the airport to greet the participants. Then, your government has issued a measure **preventing the mass gatherings**. Therefore, your ELSA Law School can not take place. Some of your participants already arrived, some of them are on the way. What would you do?
5. In another alternative, you proceed with your ELSA Law School. On the first day, you receive the call from one of your major speakers who supposed to run the opening lecture and two other workshops the next day. She told you that she got the news that she is pregnant and she **does not want to participate** in the event because of the COVID-19 related concerns. What would you do?

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

6. 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 every day. *Louis Bremond* starts to complain immediately that the food is always the same and that it is not enough for him. How would you react?
7. You're organising an ELSA Webinars Academy and five of the participants **cannot pay on time** due to the fact that the transfer rate is costly. How will you tackle this?
8. You filled in the Webinars Specification form late and the Assistant for ELSA Webinars told you that there is **not any free spot** for Click Meeting accounts on your preferred date. How would you proceed?
9. *Dr. Sina Gersch*, a professor focusing on Climate Change  **Cancels due to illness** one day before she is supposed to give her lecture in the ELSA Webinars Academy. What solution do you see in this situation?
10. Just before your ELSA Webinar starts, turns out the Speaker is having a problem with **logging into Click Meeting**. What will you do?
11. You contacted ELSA Wonderland and they agreed to do a **unilateral Study Visit** with your group. After you made all the arrangements and booked a hostel, they changed their mind and decided not to come. What will you do?
12. You're organising an International Conference of ELSA and *Nikos Fifis* (P) is one of the participants. He **misses his flight** to the Isle of Synergy. He calls you from the airport crying and panicked. How will you sort this out?
13. *Francesco Bondi* (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?
14. You go out for Dinner and *Maja Rajic* (P) eats an ice-cream with nuts as a dessert. She is allergic to nuts and has an **allergy attack**. How will you solve this?
15. In another alternative, you've been forced to announce that your ICE will take place online instead of in-person due to the COVID-19 outbreak. Half of your already confirmed speakers approached you to say that they will not deliver their speeches because of the change of the format. As an explanation, they pointed out lack of benefits and interest in participating in the online event. What would do you do?

16. 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, *Carlos Eduardo Pereira* (P) got drunk and has his **phone and passport stolen**. The above-mentioned participant also has a panic attack. What will you do?
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