

# Your Play Journey

From confirmation to follow-up.  
What happens, when, and how we'll guide you through

## EVENT CONFIRMATION

Once your program confirmation is returned, your event date is secured and planning officially begins. You'll receive a clear outline of what's ahead, who you'll be working with, and what we need from you to make it a success.

**STEP 01**

## PLAY STRATEGY SESSION

We'll book a 20-minute strategy session to dive deep into your goals, confirm key details, and introduce how play can support your team. This quick but powerful meeting means we can take your vision and get into planning.

**STEP 02**

## EVENT SNAPSHOT

You'll receive an event outline that links your goals to the experience we've designed. Alongside this, we'll share a breakdown of the activities your team will take part in, what they'll be doing, how it will run, and the outcomes it supports.

**STEP 03**

## EVENT ESSENTIALS

We'll confirm your final numbers and deliver your pre-event essentials: a pack on how to introduce the experience to your team, a connection deck to support team engagement, and tips for setting the tone on the day.

**STEP 04**

## FINAL EVENT BRIEF

You'll receive one final email with all the key event details, timings, location, facilitator info, and anything else to keep things running smoothly. You'll also meet your event lead so you know exactly who'll be guiding your team.

**STEP 05**

## EVENT DAY

### It's Here... Time to Play

Your facilitator will take the lead, your team will dive in, and everything we've planned together will unfold. All you need to do is show up and enjoy the experience.

**STEP 06**

## POST EVENT RECAP

Within a few days of your event, you'll receive an image library you can share with your team. We'll also include a summary of the key moments we observed, insights, proud achievements, and team connections that stood out.

**STEP 07**

## DEBRIEF CALL

We'll revisit key observations from your event and share practical insights to help your team carry the experience forward. You'll receive 3-5 curated resources to support ongoing culture-building.

**STEP 08**

## YOUR PLAY REPORT

After your debrief, we'll send you a personalised Play Report capturing the key insights and recommendations discussed. It's a simple, practical guide to help you embed the outcomes into your team's everyday rhythm.

**STEP 09**

## BEYOND THE EVENT

### 12 Months of Support, On Us!

You'll receive 12 months of support through our Play Hub, inbox resources, and direct access to your event team for tailored advice whenever you need it.

**STEP 10**