

# FAQS

## TICKET REGISTRATION

### DEFENCE INDUSTRY SECURITY SUMMIT

#### **I AM NOT SURE WHICH TICKET I AM ELIGIBLE FOR.**

The early-bird tickets will only be available until Mon 5 April. When the early-bird period finishes, you will be required to register for the standard ticket type.

Financial DTC Members can register at the member rate. If you're not sure if you're a financial member, please see 'I'm not sure if I'm a DTC Member or not'.

#### **I AM NOT SURE IF I'M A DTC MEMBER OR NOT?**

Please email [events@dtc.org.au](mailto:events@dtc.org.au) to confirm your financial member status. Anyone who has registered for the incorrect ticket type will be contacted directly by the DTC Team, and an invoice issued for the difference (if applicable). Delegates will not be able to attend or be given access to the online platform unless all outstanding invoices are paid.

#### **I AM UNABLE TO PAY BY CREDIT CARD – ARE OTHER PAYMENT OPTIONS AVAILABLE?**

Yes – we can issue an invoice via Xero. Please email [events@dtc.org.au](mailto:events@dtc.org.au) with the following details and we will forward an invoice.

- Ticket type: in-person or virtual, DTC Member, Non-Member, Enterprise
- Full name of delegate, or if Enterprise please list the primary contact, as well as any known delegates
- Full company name
- Email (to forward invoice)

Please note: the invoice must be paid in full before you will receive access to the platform and virtual event.

#### **I PLAN ON ATTENDING IN-PERSON – CAN I CANCEL IF I GET SICK/HAVE COVID SYMPTOMS?**

Please refer to our cancellation policy.

#### **MULTIPLE COLLEAGUES FROM MY ORGANISATION WANT TO ATTEND – DO THEY EACH NEED A SEPARATE TICKET?**

Yes – every individual delegate will need a separate registration to attend in-person and virtually.

To access the online platform single user login and password information will be provided, based on each email address listed in the registration process.

The most cost-effective option to attend virtually is to purchase a '**virtual** enterprise ticket' which allows you to register up to 5 delegates from one organisation to attend online only. Please note that they must all have the same email domain.

If you have more than 5 delegates wishing to attend, you can purchase additional individual or enterprise tickets. If you plan to attend in-person each delegate will require a separate registration and there are no discounts for multiple registrations.

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#### WHAT IS AN ENTERPRISE TICKET?

This **VIRTUAL ONLY** ticket option provides a significant discount for organisations wishing to register 2 or more delegates (up to 5). Each delegate will have an individual profile to enhance networking opportunities.

#### I WANT TO PURCHASE AN ENTERPRISE TICKET, BUT I DON'T KNOW WHO WILL BE ATTENDING.

Please purchase the ticket by selecting the total number of enterprise tickets you wish to purchase eg select 1 if you have up to 5 delegates, select 2 if you have up to 10 etc.

Ensure that you register the details of the person who will be managing your teams' booking, as the ticket holder. This is the contact who will receive confirmation emails and invoices.

Please email the following details of each individual delegate, to the Events Team [events@dtc.org.au](mailto:events@dtc.org.au) so that they can receive their individual access to the Summit platform:

- **Full Name**
- **Email Address**
- **Job Title**
- **City**
- **State**
- **Country (if outside Australia)**

#### I HAVEN'T RECEIVED MY TAX INVOICE AND REGISTRATION CONFIRMATION.

Please ensure that you completed your email address correctly. An email confirmation will be sent immediately to the contact email submitted on the booking form from [events@dtc.org.au](mailto:events@dtc.org.au). If you haven't received it after 24 hours, please email [events@dtc.org.au](mailto:events@dtc.org.au).

#### ARE THERE DISCOUNTS FOR MULTIPLE TICKETS TO ATTEND IN-PERSON?

No, but there are discounts for virtual attendance – see What is an Enterprise Ticket

#### CAN I BECOME A MEMBER WHEN I REGISTER?

Not at the same time – you will need to complete or renew your membership prior to starting the Summit registration process.

#### I NEED TO CANCEL MY VIRTUAL TICKET – CAN I GET A REFUND?

As the event is being run virtually to allow for all delegates to attend around other commitments, we will not be providing any refunds. We encourage you to engage live for the two days, but you will also have access to the platform and all content and recordings for 6 months after the Summit.

#### I CAN'T ATTEND LIVE FOR THE FULL 2 DAYS – IS IT STILL WORTH PURCHASING A TICKET?

Of course! We encourage you to attend as many sessions live as possible. However, we understand that attending for 2 full days is not always possible. For this reason, each delegate will have access to the platform and all content and recordings for 6 months after the Summit.

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### **I'M NOT BASED IN SOUTH AUSTRALIA AND I AM WORRIED THAT I WON'T BE ABLE TO ATTEND IF TRAVEL RESTRICTIONS COME INTO PLACE.**

We recommend purchasing a virtual ticket option – that way you can access all content and engage with exhibitors and other delegates virtually. If you do want to purchase an in-person ticket please review our cancellation policy.

### **I LIVE IN PERTH OR INTERNATIONALLY TO AUSTRALIA – IS IT WORTH ATTENDING?**

Of course! While the time differences may mean that attending live virtually could be difficult, delegates will have access to the platform and all content and recordings for 6 months after the Summit.

### **I PLAN ON ATTENDING IN PERSON – WHAT ACCOMMODATION OPTIONS ARE AVAILABLE?**

There is no requirement to stay on-site – you may wish to travel to Hahndorf each day. However, we strongly suggest that you stay on-site at the Hahndorf resort, to make the most of the networking opportunities. Please contact the Resort directly (08 8388 7921) and quote that you are a delegate so that you can enjoy the special conference rate of \$169 per room, for up to two people sharing. Delegates can also seek alternative accommodation in surrounding Adelaide Hills areas.

### **I PLAN ON ATTENDING IN PERSON – WHAT DINING OPTIONS ARE AVAILABLE?**

A Summit Dinner will be hosted on the Wednesday evening for all In Person attendees and is included in your ticket price.

Lunches, morning and afternoon tea will be provided for all In Person attendees on the two days of the Summit (Wed and Thurs).

Breakfast will not be provided.

The resort has a restaurant on site open for breakfast, lunch and dinner, along with various cafes and restaurants available on the main street of Hahndorf, a short drive or 20-minute walk from the venue.

### **I PLAN ON ATTENDING IN PERSON – WHERE CAN I FIND MORE INFORMATION ABOUT THE VENUE?**

The Hahndorf Resort has a FAQs list on their website [here](#).

# FAQS

## CANCELLATION POLICY

### DEFENCE INDUSTRY SECURITY SUMMIT

#### VIRTUAL TICKETS

No refunds will be given. While we encourage all delegates to engage live over the 2 days, access to the platform and all recorded content will be available to delegates for 6 months after the Summit.

#### IN-PERSON TICKETS

This event is hybrid – running both in person and online. Regardless of any Government-enforced restrictions that may come into place, the event will proceed virtually even if it cannot proceed in-person. Therefore all in-person ticket-holders will still hold a virtual ticket and be able to attend the Summit online. As per our cancellation policy for Virtual Tickets (as above) we will not refund virtual tickets.

#### IN PERSON TICKETS CANCELLED PRIOR TO 27 APRIL

You must email cancellation in writing to [business@dtc.org.au](mailto:business@dtc.org.au)

You will receive a refund of the difference between your in-person ticket, and the equivalent virtual ticket eg In -person, DTC Member Early-Bird ticket purchased \$450 minus Virtual DTC Member ticket \$250 = \$200 refund.

#### **IN THE CASE OF BEING REQUIRED TO SELF-ISOLATE DUE TO COVID-19 RISK, A GOVERNMENT ENFORCED LOCKDOWN OR A HARD BORDER CLOSURE AFTER 27 APRIL (IN LINE WITH VENUE CANCELLATION POLICY);**

27 April – 6th May, you will receive a refund of 70% of the difference between your in-person ticket, and the equivalent virtual ticket

eg In -person, DTC Member Early-Bird ticket purchased \$550 minus Virtual DTC Member ticket \$350 = 70% of \$200 = \$140 refund.

6 -11 May, you will receive a refund of 30% of the difference between your in-person ticket, and the equivalent virtual ticket

eg In -person, DTC Member Early-Bird ticket purchased \$550 minus Virtual DTC Member ticket \$350 = 30% of \$200 = \$60 refund.