

# FAQS

## ANNUAL DINNER & AWARDS

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

If you're not sure if you're a financial DTC Member, please see 'I'm not sure if I'm a DTC Member or not'.

Financial DTC Members can register for the discounted rate of \$210 inc GST per ticket and non-member tickets are \$295 inc GST per ticket.

Members and non-members are encouraged to purchase a table of 10 and will receive complimentary branding at the event by displaying their logo on their table.

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

Please email [business@dtc.org.au](mailto:business@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.

### 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 Dinner registration process. Contact [business@dtc.org.au](mailto:business@dtc.org.au).

### 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). You will be asked to raise a PO, then we will send an invoice along with a document for you to fill in and return to us with your delegate information of all attendees.

Please note: the invoice must be paid in full by 15 Nov. Also all information captured regarding attendees is used for COVID tracing purposes.

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

Yes – each individual will need a separate ticket to attend. Multiple tickets can be purchased in one transaction, then tickets can be assigned to each guest. If you are not sure who will be attending yet, please fill in your details for all tickets and update the ticket information by the 15th of November by emailing [events@dtc.org.au](mailto:events@dtc.org.au).

### I WANT TO BUY A TABLE BUT I DONT KNOW WHO WILL BE ON MY TABLE YET.

You can still purchase a table even though you don't know who will be attending. Please register using your details for all tickets to initially purchase your table. You can update your table anytime before the event by emailing [events@dtc.org.au](mailto:events@dtc.org.au) and we will send you your unique registration link which will allow you to edit your ticket information directly. We will require all finalised guest details by the 15th November 2021.

### DIETARY REQUIREMENTS

Please specify dietary requirements when booking. All dietary requirements will need to be confirm by the 15th November 2021 once ticket sales close. Dietaries not provided prior to this date may not be able to be accommodated by the venue.

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### WHEN DO TICKET SALES CLOSE?

Ticket sales close on Friday 15th November 2021 at 5:00pm.

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

As a not-for-loss association we've kept ticket prices as low as possible so that our event is affordable to attend. Therefore we don't have any room to discount tickets. Instead we include complimentary branding for table purchases to help raise the profile of those organisations. This includes mention at the event, and a branded table topper.

### 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).

Invoiced attendees will receive a receipt through Xero once the invoice is paid.

### HOW DO I UPDATE MY TICKET/ATTENDEE INFORMATION

If you need to update your ticket information please email [events@dtc.org.au](mailto:events@dtc.org.au) and we will send your unique registration link for you to use to update your tickets directly. We will require all attendee details to be confirmed by the 15th November 2021.

### WHAT IS THE DRESS CODE

Dress code is black tie. Miniatures can also be worn. To view examples of what attendees wore to the 2019 Awards and Dinner, you can view the gallery [here](#).

### WHEN IS THE EVENT? AND WHAT TIME SHOULD I ARRIVE?

The event will be held on Friday 3rd December 2021 from 6:30pm - 11:30pm.

We recommend you arrive at 6:00pm for the welcome reception. Formal proceedings will begin at 6:30pm (ACDT).

### DO I NEED TO BRING A PHYSICAL TICKET TO GET IN?

No, as this is a seated event, all guests will have an allocated seat. Be sure to specify the names of your guests during the registration process to avoid any confusion on the night. A seating plan and guest list will be displayed at the Dinner, and also emailed to all registered guests prior to the event.

### ACCESSABILITY INFORMATION

The Adelaide Convention Centre, is spread across three floors and is completely accessible, with lift and escalator access to all levels. You can find accessibility information [here](#).

### PROOF OF FULL VACCINATION ENTRY REQUIREMENTS TO ACC

From the 23rd November 2021, to gain entry into the Convention Centre for the Dinner all attendees will be required to show their COVID-19 Digital Certificate on their smart device OR provide personal photo ID and printed immunisation certificate to Centre staff. Any person with an official medical exemption will need to provide proof of a negative COVID test result for the 72 hour period prior to seeking entry and full exemption details. Venue ban will apply for non-compliance. Our cancellation policy regarding the full vaccination mandate can be found on page 6.

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### WHERE IS THE EVENT HELD?

The Awards and Dinner will be held in Hall E, on the Ground Floor at the Adelaide Convention Centre on North Terrace.

Please see the map below for directions on where to go on the day:



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

Please refer to our COVID-19 cancellation policy on page 5.

### SEATING PLAN

When purchasing your tickets please ensure you specify if you and your attendees are seated together or separately. You can also specify if you would like to be seated with another company. The DTC will use this information to arrange the seating plan. We will do our very best to accommodate your requests however, this is not always possible and we cannot make any guarantees.

The week of the event you will receive the seating plan and attendee list to assist with your preparation for the event.

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### PARKING AND TRANSPORT INFORMATION

The Convention Centre offers two undercover car parking options with the North Terrace and Riverbank car parks. The Riverbank car park is accessible from Morphett Street / Festival Drive.

Both car parks are located directly under the Centre and operate 24 hours a day, 7 days a week. Each is fitted with video surveillance camera systems and security patrols both areas.

Clearance is 2.0 metres and automated payment stations accept payment via card only (major credit cards, debit cards and mobile pay). Please note that car parks can reach capacity during busy events.

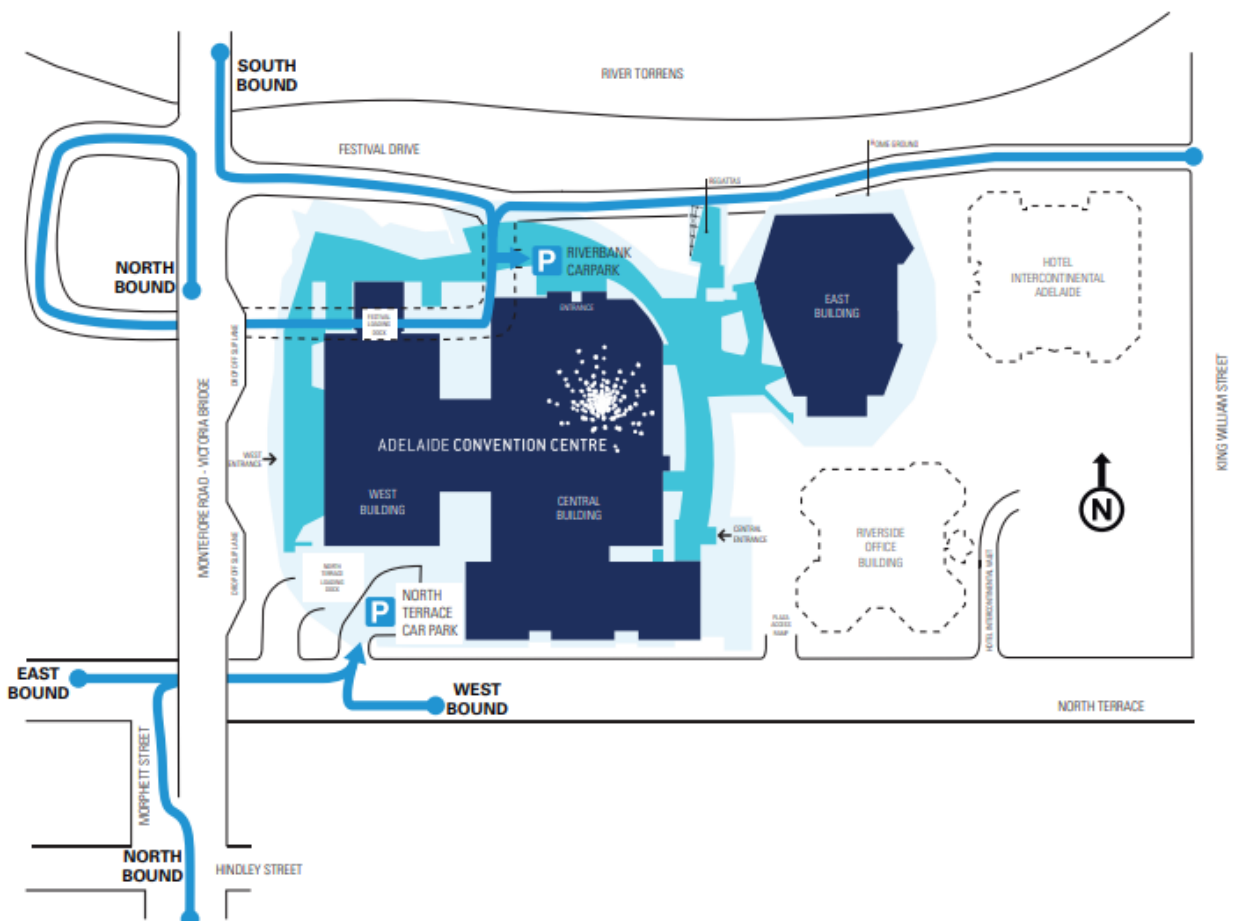
The following rates are applicable for both carparks:

#### Carpark Casual Rates

- 0-1 HOUR \$7.00
- 1-2 HOURS \$11.00
- 2-3 HOURS \$15.00
- 3-4 HOURS \$17.00

An additional \$1.00 will be charged for each additional hour to a maximum of \$29.00 over a 24-hour period.

### PARKING MAP



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## CANCELLATION POLICY

### IN PERSON TICKETS CANCELLED PRIOR TO 15 NOVEMBER 2021

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

#### General Cancellation Policy

If you are unable to attend an event, a replacement attendee may be sent in your place at no extra charge. Notification must be made in writing to [events@dtc.org.au](mailto:events@dtc.org.au), dietary requirements may not be able to be accommodated for late replacements.

- All cancellations must be made in writing to - [events@dtc.org.au](mailto:events@dtc.org.au) with the following conditions:
- Cancellations made on or before Monday the 15th November 2021 will receive a full refund of the ticket cost.
- Cancellations made after Monday the 15th November 2021 are not refundable, however, a replacement attendee may be sent in your place at no extra charge.
- Failure to notify of non-attendance will result in no refund. The Defence Teaming Centre will endeavor to conduct every event it advertises. However we reserve the right to postpone an event to an alternative date or to cancel an event.

## COVID- 19 CANCELLATION POLICY

### IN THE CASE OF BEING REQUIRED TO SELF-ISOLATE DUE TO COVID-19 RISK, A GOVERNMENT ENFORCED LOCKDOWN OR A HARD BORDER CLOSURE AFTER 15TH NOVEMBER 2021 (IN LINE WITH VENUE CANCELLATION POLICY)

- All cancellations must be made in writing to - [events@dtc.org.au](mailto:events@dtc.org.au) with the following conditions:
- Cancellations made on or before COB Monday the 29th November will receive a refund of 40% of the ticket cost.
- Members ticket: \$210 - 60% = \$84 refund
- Non-Members ticket: \$295 - 60% = \$118 refund
- Cancellations made on or before COB Thursday 2nd December 2021 will receive a refund of 20% of the ticket cost.
- Members ticket: \$210 - 80% = \$42 refund
- Non-Members ticket: \$295 - 80% = \$59 refund
- Cancellations made on Friday 3rd December are not refundable, however, a replacement attendee may be sent in your place at no extra charge.
- Failure to notify of non-attendance will result in no refund. The Defence Teaming Centre will endeavor to conduct every event it advertises. However we reserve the right to postpone an event to an alternative date or to cancel an event.

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## FULL VACCINATION CANCELLATION POLICY

### REFUND OR CHANGE OF DETAILS FOR TICKETS DUE TO ADELAIDE CONVENTION CENTRE DOUBLE VACCINATION MANDATE

Adelaide Venue Management (AVM) announced that as a result of the easing of COVID-19 restrictions, their three venues – Adelaide Convention Centre, Adelaide Entertainment Centre and Coopers Stadium will be fully vaccinated venues.

With this new mandate in place, if you or your guests are no longer able to attend the event you can either:

1. Transfer your ticket to another guest; or
2. Request a refund for your ticket by COB Monday 29 November 2021

**A refund will only be valid until close of business Monday 29 November 2021 in regards to the full vaccination mandate at ACC.**

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

#### **How to show proof of full vaccination**

To gain entry into the Convention Centre for the Dinner all attendees will be required to show their COVID-19 Digital Certificate on their smart device OR provide personal photo ID and printed immunisation certificate to Centre staff. Any person with an official medical exemption will need to provide proof of a negative COVID test result for the 72 hour period prior to seeking entry and full exemption details. Venue ban will apply for non-compliance.

To read a full statement from the Adelaide Convention Centre please visit their [website](#).