

# FAQS

## DEFENCE INDUSTRY DINNER & AWARDS CEREMONY

### **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 \$280 inc GST per ticket and non-member tickets are \$390 inc GST per ticket.

DTC members are encouraged to purchase a table of 10 for \$2,520 (which is the price of 9 tickets) and receive complimentary table branding at the event.

### **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 apply or renew your membership prior to starting the registration process. Contact the DTC Member and Partner Services team at [business@dtc.org.au](mailto:business@dtc.org.au) to begin this process.

### **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 Wednesday 8 November 2023.

### **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 Wednesday 8 November 2023 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 Wednesday 8 November 2023.

## DEFENCE INDUSTRY DINNER & AWARDS CEREMONY

### WHEN DO TICKET SALES CLOSE?

Ticket sales close 2 weeks out from the event on Wednesday 8 November 2023 at 17:00.

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

As a not-for-profit Defence industry association we've kept ticket prices as low as possible so that our event is affordable to attend. DTC members are eligible to receive a 10% discount when purchasing a table of 10, plus we include complimentary branding for table purchases to help raise the profile of those organisations. This includes their company logo in the event program, 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 Wednesday 8 November 2023.

### 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 event, and also emailed to all registered guests prior to the event.

### SEATING PLAN

When purchasing your tickets please ensure you specify if you and your guests 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.

## DEFENCE INDUSTRY DINNER & AWARDS CEREMONY

### DIETARY REQUIREMENTS

Please specify dietary requirements when booking. All dietary requirements will need to be confirmed once ticket sales close on Wednesday 8 November. Dietaries not provided prior to this date may not be able to be accommodated by the venue.

### WHAT IS THE DRESS CODE

Dress code is black tie. Miniatures can also be worn. To view examples of what attendees wore to the 2022 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 Thursday 23 November 2023 from 18:00 to 23:00. We recommend you arrive at 18:00 for the welcome reception to network. Formal proceedings will begin at 19:00 (ACDT).

### 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](#).

### CAN I CANCEL IF I GET SICK OR CAN NO LONGER ATTEND?

Please refer to our cancellation policy on page 6.

### I AM CONSIDERING SPONSORING THE EVENT, WHO SHOULD I CONTACT?

For all event sponsorship enquires, please contact the DTC event team by emailing [events@dtc.org.au](mailto:events@dtc.org.au) to learn more about the current sponsorship opportunities available.

## DEFENCE INDUSTRY DINNER & AWARDS CEREMONY

### WHERE IS THE EVENT HELD?

The ceremony will be held in Hall FG, 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:



## DEFENCE INDUSTRY DINNER & AWARDS CEREMONY

### PARKING AND TRANSPORT INFORMATION

The Adelaide 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.

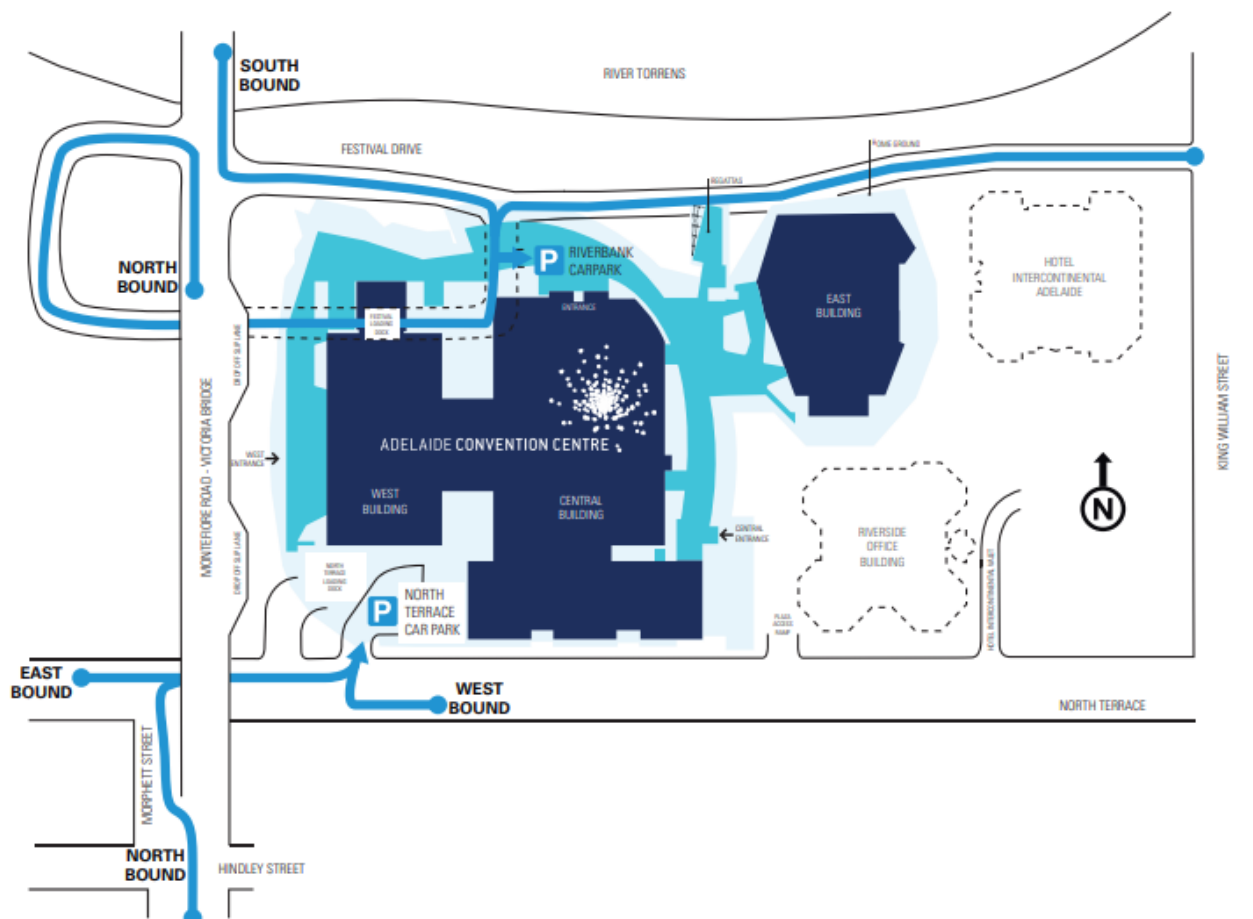
The following rates are applicable for both car parks:

#### Carpark Casual Rates

- 0-1 HOUR \$7.50
- 1-2 HOURS \$12.00
- 2-3 HOURS \$16.00
- 3-4 HOURS \$18.00

An additional \$1.00 will be charged for each additional hour to a maximum of \$30.50 over a 24-hour period.

### PARKING MAP



## CANCELLATION POLICY

### **TICKETS CANCELLED PRIOR TO 8 NOVEMBER 2023 ARE ELIGIBLE FOR A REFUND**

All cancellations must be made in writing to [events@dtc.org.au](mailto:events@dtc.org.au)

#### **General Cancellation Policy**

If you are unable to attend an event due to unforeseen changes or illness, 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 **Wednesday 8 November** will receive a full refund of the ticket cost.
- Cancellations made after **Wednesday 8 November** 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 endeavour to conduct every event it advertises. However we reserve the right to postpone an event to an alternative date or to cancel an event.