

## 2010 Canberra and Capital Region Tourism Awards: Rules for Entry

1. You are encouraged to enter the category that best reflects your core business. If entering more than one category, then a separate and complete entry must be submitted electronically for each category.

The following categories have restrictions on the other categories an entrant can provide a submission for within that category group. Entrants must choose only one category if entered in the following:

- Category 1. OR 2. for attractions, plus/or any other relevant category if applicable
- Category 3. OR 4. for Festivals and Events, plus/or any other relevant category if applicable
- Category 11. OR 12. for Tour and/or Transport Operators, plus/or any other relevant category if applicable
- Category 18. OR 19. OR 20. OR 21. OR 22. OR 23. OR 24. for Tour and/or Transport Operators, plus/or any other relevant category if applicable

2. Achievements or activities referred to within your entry must relate to the qualifying period of 1 July 2009 – 30 June 2010. Entrants must have traded for the entire qualifying period.

Exceptions apply to seasonal facilities and the following categories where the activity being put forward for consideration must have occurred within the qualifying period:

- Category 3. Major Festivals and Events
- Category 4. Festivals and Events
- Category 14. Tourism Marketing
- Category 25. New Tourism Development

3. Each category has specific entry requirements, which are articulated within the category descriptor. Eligibility must be clearly demonstrated as part of your response to Question 1a. Failure to demonstrate your eligibility will result in your submission being penalised.
4. All questions must be answered under the headings provided. Unanswered questions will attract zero points. If you feel that you cannot answer a question please discuss this with your Tourism Awards Coordinator. If you still feel the question is not relevant please explain your reasons within your submission.
5. Entrants must be based or operate in the Australian Capital Territory or surrounding region.

An exception to this rule exists where there is a genuine community of interest allowing an entrant to choose to nominate in another state/territory's Awards program. To qualify for this exception the entrant must be able to demonstrate proof of membership in a relevant association OR provide a letter from that state/territories tourism office confirming the entrant's participation in marketing campaigns or activities.

Should a company have individual operational branches or properties in other states/territories they may enter the individual state/territory awards as long as the majority of the submission focuses on the activities undertaken in that state/territory.

6. An entrant, such as a chain or franchise that has multiple products, must enter each product individually if they want each property to be able to promote the achievement of winning a tourism award. Alternatively the business may enter but the logo may only be used by the corporate entity, not the individual products.
7. An entry cannot be moved into another category following the closing date for lodgement of submissions.
8. If at any time following submission of an entry, the business being put forward goes into administration, voluntary receivership, liquidation or bankruptcy, the entrant is required to advise the Tourism Awards Coordinator and accepts that the submission will no longer be eligible for an award.
9. There is no direct entry into the Qantas Australian Tourism Awards. Only state or territory tourism award winners in categories 1 through 26 will be nominated as finalists in the Qantas Australian Tourism Awards.
10. Once nominated, entrants are required to pay the non-refundable nomination fee regardless to whether an entry is submitted. If withdrawing, thereby forfeiting the nomination fee, please advise the Tourism Awards Coordinator at 02 6205 066 or at [canberratourismawards@act.gov.au](mailto:canberratourismawards@act.gov.au)
11. The submission must be formatted as follows:

Page Size: A4 (297 x 210 mm)

Margins: Top, Bottom, Left and Right Margins must be a minimum of 2cm.

Font: All font (questions, answers, tables) must be no smaller than 12 point Times New Roman or Arial. No variation such as narrow or condensed font styles is acceptable. However, photo captions may use a smaller font size with a minimum of 8 point.

Format: All text should be 1½ line spacing (Microsoft Word) or equivalent, with the following exceptions:

- Text contained within a multi-column table may be single line spaced as long as tables do not represent more than 8 pages of the total submission.
- Question text and captions may be single line spaced.

All submission pages should be numbered (start from the first page of answers).

Layout: State the question then your answer.

Pages: The submission must have no more than 30 pages including text, graphs and images. Note: This does not include the cover page (single page at the front of the submission) or a contents page.

Cover page: The cover page of the submission should be clearly marked with:

- a) The name of the entrant;
- b) The category entered;
- c) The state/territory tourism awards entered (i.e. 2010 Canberra and Capital Region Tourism Awards); and
- d) An image(s) representative of the product entered.



- Categories 3–4, 8, 10, 14, 27, 29: 1. Submission (100 percent)
- Category 30: 1. 2 x visitor experience appraisals (100 percent)

(Note: This is subject to change. All entrants in a category must be suitable to be mystery shopped in order for the Visitor Experience Appraisal score to count in that category)

### **Nomination Fees**

Nomination into the 2010 Canberra and Capital Region Tourism Awards attracts a non-refundable nomination fee according to the following:

**Nomination Fee A: \$110\***

For categories 3–4, 8, 10, 14–15, 26, 28

**Nomination Fee B: \$396\***

For categories 1–2, 5–7, 9, 11–13, 16–25, 30

**No Nomination Fee**

For categories 27, 29

\*This fee includes GST and is non-refundable. Those entrants who receive a visitor experience appraisal are required to pay Nomination Fee B even if entering a Nomination Fee A category.

### **2010 Canberra and Capital Region Tourism Awards categories**

An Award and/or Commendation are presented for each of the following categories where merited:

1. Major Tourist Attractions
2. Tourist Attractions
3. Major Festivals & Events
4. Festivals & Events
5. Ecotourism
6. Heritage & Cultural Tourism
7. Indigenous Tourism
8. Specialised Tourism Services
9. Visitor Information Services
10. Meetings and Business Tourism
11. Major Tour and/or Transport Operators
12. Tour and/or Transport Operators
13. Adventure Tourism
14. Tourism Marketing
15. Tourism Education & Training
16. Tourism Restaurants & Catering Services
17. Tourism Wineries, Distilleries and Boutique Breweries
18. Tourist & Caravan Parks
19. Backpacker Accommodation
20. Hosted Accommodation
21. Unique Accommodation
22. Standard Accommodation
23. Deluxe Accommodation
24. Luxury Accommodation
25. New Tourism Development
26. Qantas Award for Excellence in Sustainable Tourism
27. Outstanding Contribution by an Individual
28. Education Tourism Program
29. Young Achiever Award
30. Visitor Experience Award (top three performers awarded)

## **The Site Visit**

The purpose of the site visit is two-fold; verification of essential business practices e.g. risk management and testing the experience. The site visit will be prearranged and the judges have a pro-forma from which they work.

Scores from the site visit will not apply at the national level however the judging panel will have access to the written comments.

## **Our Assurance**

All information submitted online is strictly confidential and secure. All persons, for example tourism awards coordinators and judges, who may come into contact with your submission, are each required to sign a confidentiality agreement.

## **Lodgement**

All submissions must be lodged electronically to the eAwards portal accessed from [www.canberratourismawards.com.au](http://www.canberratourismawards.com.au) by **5pm Tuesday 26 October 2010**.

Late entries will not be accepted. Please plan to get your submission in early.

All withdrawals and entries not submitted by the deadline still require the payment of a nomination fee as per the terms and conditions accepted in the nomination process.

## **Disclaimer**

By entering the 2010 Canberra and Capital Region Tourism Awards you authorise the use and/or reproduction of images and the 100-word description provided in relation to any promotional purposes initiated in conjunction with the 2010 Canberra and Capital Region Tourism Awards and the 2010 Qantas Australian Tourism Awards.

Your contact details may also be supplied to agencies engaged on behalf of award organisers/committees for promotional/administration purposes.

Under no circumstances will judges be held responsible for any comment, viewpoint or expression, whether expressed or implied, concerning the standard or quality of an entrant's submission. By ticking the box in the eAwards portal to agree to the terms and conditions you agree not to bring a claim against any Judge or the Canberra and Capital Region Tourism Awards Committee in relation to feedback on your submission.

## **Judges' Decision**

The decisions of the Canberra and Capital Region Tourism Awards and Qantas Australian Tourism Awards Judging Panels are final.

## **More information**

For further advice and information contact:

2010 Canberra and Capital Region Tourism Awards Coordinator  
p 02 6205 0666 e [canberratourismawards@act.gov.au](mailto:canberratourismawards@act.gov.au)

Or visit [www.canberratourismawards.com.au](http://www.canberratourismawards.com.au) for information and access to the eAwards portal

## How Does It Work?

