



03/03/2022

2022 AUSTRALIAN LGBTQ INCLUSION AWARDS

TICKET OPTIONS FREQUENTLY ASKED QUESTIONS & CANCELLATION POLICY

General Questions

What is the current square metre rule for events, and what happens if restrictions change?

As of the 18th of February, all density limits for venues have been removed which would allow us to host this event at full capacity.

For our members comfort, we have reduced the number of tables in the in the Grand Ballroom at the Hyatt Regency Sydney, so that we're close to but not at full capacity.

If restrictions are changed again reducing venue capacities, the ACON's Pride Inclusion Programs team will ensure tickets are fairly distributed amongst all persons/organisations who would like to attend in person, which may result in some tickets being reverted to livestream tickets.

Should it be the case that the ACON's Pride Inclusion Programs team need to convert your in person tickets to livestream tickets, you will be provided with a choice of a refund of the difference in cost or elect for the difference in portion of the ticket to act as a donation to ACON's Pride Inclusion Programs, in which you will receive a tax-deductible receipt. **These options are only provided if ACON's Pride Inclusion Programs need to amend your ticket, not if you are unable to attend.**

ACON's Pride Inclusion Programs cannot guarantee that your ticket will not be affected should restrictions come into effect.

We appreciate your cooperation and understanding in these unprecedented times.

How many in person tickets can my organisation purchase?

Premium and Corporate table tickets will be capped at 1 table per organisation, and Individual tickets will be capped at 6 per organisation.

Can I cancel my ticket if I change my mind?

There are no refunds or amendments to tickets if you decide not to attend. Any changes to tickets will only be applicable if border restrictions and/or Government regulations have come into effect after you have purchased a ticket and further details are outlined below.

Premium and Corporate Table Tickets

I would like to purchase a table, however as some of my colleagues are based in Sydney and others from another state, what would happen if they are unable to fly to Sydney?



PRIDE INCLUSION PROGRAMS

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If border restrictions come into effect after you have purchased a table and some of your guests are unable to attend, their tickets will be converted to livestream tickets. The difference in cost will act as a donation to ACON's Pride Inclusion Programs, in which case you will receive a tax-deductible receipt for that portion of the ticket.

To do this, please email Michelle Blom, mblom@acon.org.au no later than the 6th of May. Any requests after this date, will not be accepted, unless new Government restrictions come into effect between the 7th – 26th of May.

Individual tickets

What happens if I have purchased an individual ticket and closer to the day border restrictions come into effect, and I'm unable to fly to Sydney?

If you have purchased an individual ticket and are no longer able to attend due to border restrictions, we will happily convert your ticket to a livestream ticket. The difference in cost will act as a donation to ACON's Pride Inclusion Programs, in which case you will receive a tax-deductible receipt for that portion of the ticket.

To do this, please email Michelle Blom, mblom@acon.org.au no later than the 6th of May. Any requests after this date, will not be accepted, unless new Government restrictions come into effect between the 7th – 26th of May.

I would like to purchase tickets for a group of people to attend, however as some are based in Sydney and others in another state, we will require both individual and livestream tickets. What should I do?

If you would like to purchase both individual and livestream tickets, you will need to do this in separate bookings. We strongly suggest purchasing the individual tickets first, as in-person tickets are limited and likely to sell out very quickly, whereas livestream tickets are unlimited.

Livestream tickets

I would like to purchase a livestream ticket, however if restrictions change and I am able to attend in-person, would I be able to change my ticket?

If you have purchased a livestream ticket and then closer to the event would like to attend in-person, we may be able to convert your livestream ticket to an in-person ticket. This will depend on whether there are any seats available and you will also be charged the difference in ticket price. Please note, that in-person tickets do sell out very quickly, so you may be placed on a waitlist.

To do this, please email Michelle Blom, mblom@acon.org.au no later than the 6th of May. Any requests after this date, will not be accepted.