

Rules for Entry 2019



Nominations and submissions for The Mackay Region Tourism Awards 2019

Categories are now available through the Tourism Awards Portal.

Please read category description supplied by Mackay Tourism as they may differ from the description supplied by the Queensland Tourism Awards.

Please note category number for Mackay Entries is different to the number for the Queensland Entries (this information is supplied in the category description supplied by Mackay Tourism.)

RULES FOR ENTRY

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

Entrants may only enter **one** submission in any one of the following group of categories:

Accommodation – either category 9, 10, 11, 12 or 13.

2. Achievements or activities referred to within your entry must relate to the **qualifying period 1 July 2018 – 30 June 2019**

Entrants must have traded for the **entire** qualifying period.

Exceptions apply to seasonal facilities and the following categories:

3 - Festivals & Events

14 - New Tourism Business

where the activity being put forward for consideration must have occurred **within** the qualifying period.

3. Unanswered questions will attract zero points. If you feel that you cannot answer a question, please discuss this with the Development Officer. If you still feel the question is not relevant, please explain your reasons within your submission.
4. Entrants must be based or operate in the Mackay Region.

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5. An entrant, such as a chain or franchise that has multiple products, must enter each product individually if they want each business 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.
6. An entry cannot be moved into another category following the closing date for lodgment of submissions.
7. 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 Mackay Tourism and accepts that the submission will no longer be eligible for an award.
8. There is no direct entry into the Queensland Tourism Awards.
9. Hall of Fame will remain part of this year's award.
10. Entrant must be a financial member of Mackay Tourism (excluding Young Achiever, Outstanding Contribution by a Volunteer or Volunteer Group and Outstanding Contribution by an Individual Awards)

NOMINATION RULES

1. If entering more than one category, then a separate and complete nomination must be submitted for each category. However, entrants may only enter one submission in any one of the following categories:
 - a. Accommodation – either category 9, 10, 11, 12 or 13.
2. Entrants that commenced operation for the first time in the qualifying period **MUST** enter the New Tourism Business category.

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3. Qualifying Period
 - a. The qualifying period will be based on the financial year in which the Awards are held that is **1 July 2018 to 30 June 2019**. All activities, achievements and innovations referred to within submissions must have occurred within this period.

4. Trading Period
 - a. All entrants must have traded for the entire qualifying period except those entering the New Tourism Business category.
 - b. Specifically, entrants in the category New Tourism Business must have commenced trading/visitation or service delivery within the qualifying period. No minimum period of trading has been defined for New Tourism Business.
 - c. Exceptions apply to seasonal businesses and facilities, festivals, events, marketing campaigns, media entries, training and tourism development projects, however the activity being put forward for consideration must have occurred within the qualifying period.

6. Entrants must be based or operate in the Mackay region.

7. Entrant must be a financial member of Mackay Tourism

Nominations via the [Tourism Awards Portal](#)

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SUBMISSION RULES

An entrant must nominate for an award before they can commence preparing their submission.

Tourism Awards Portal (categories 1-17)

Submissions are made via the same system the nominations are made; this can be accessed at: <https://online.qualitytourismaustralia.com>

All submissions must include the following:

1. Nomination details
2. Category questions including supporting images.
3. Word Count
 - a. The submission will be maximum 12,500 words in length (Food Tourism will be maximum 8,000 words in length)
 - b. Words within a table are included in the submission word count
4. Images
 - a. The submission can include up to 25 images with caption.
 - i. Images can include infographics, charts, graphs and pictures
 - ii. Any image used must be for the sole purpose of supporting the submission by providing evidence. Images cannot be used to form part of the written response to a question.
 - iii. Captions are to be a maximum of 6 words, not included in the overall word count.
5. A description of no more than 100 words of your company/product, which will be used by media, for announcements at the presentation ceremony, in promotional material and on website listings. As this will be edited and compiled by people who have not viewed your submission, please remember to include your company/product name and where you are located geographically.

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6. An additional ten images (jpeg format only) which illustrates the entrant's operation should accompany each submission in each category entered. These images will be used exposure at the presentation ceremony and in official advertising and publications. (Note: 500 dpi files in a JPEG format are required). Note: The national awards event production prefers high-resolution images (1920x1080 in dimensions)
7. A late submission will not be accepted.

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DISCLAIMER

By entering The 2019 Mackay Region Tourism Awards you authorise the use and/or reproduction of images and the 100-word description provided in relation to any editorial/advertising purposes initiated in conjunction with the awards.

Your contact details may also be supplied to agencies engaged on behalf of award organisers/committees for promotional 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 entering the awards, you agree not to bring a claim against any judge, or Mackay Tourism in relation to feedback on your submission.

JUDGES DECISION

All submissions are independently scored by at least 1 member of the judging panel. A minimum percentage/score must be achieved for a winner to be announced in a category. A single entrant category does not guarantee the entrant as a winning entry.

COMPLIANCE WITH COMPETITION RULES

The Licensee, with Chair of Judges reserve the right to withdraw submissions if an entry is not compliant with the rules. All submissions must be reviewed for compliance with the submission guidelines. This must be undertaken initially by the award coordinator, however the withdrawal of a submission should be reviewed and implemented by the Judges. All entrants must clearly demonstrate how they meet the eligibility requirements of each respective category that they choose to enter in Q1. If this is not adequately demonstrated, then that entrant may be disqualified.

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INSOLVENCY OF AN ENTRANT

At any time, following submission of an entry in The Mackay Region Tourism Awards, but prior to the presentation ceremony, should the business become insolvent or place the business under administration, the entrant is no longer eligible to receive an award. If prior to the presentation ceremony, then the next finalist shall be elevated to the status of winner. If, following the presentation ceremony, the business returns to solvency, then the award cannot be reclaimed.

SITE VISIT

The purpose of the site visit is for verification of the business, not the awards submission. Companies are under no obligation to offer a judge a free experience of their product. The site visit will be prearranged at a mutually convenient time and the judges have a proforma from which they work.

Site visit are currently under review and will be release by the end of the nomination period. You will be advised if your business requires a site visit.

The specifics of the site visit are provided to entrants at the time of booking or appointment.

Site Visit criteria Site visit judges will ask to see the following:

- HR
- Business & Marketing Planning
- Customer Service
- Business Operations
- Risk Management
- Environmental Management

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Site Visit Scoring is not compulsory as a national standard, scoring an awards site visit is a state/region's discretion. If scored the marks are added to the score out of 100 i.e. the total score now available to an entrant would be 120.

LODGEMENT

Please ensure your submission is lodged electronically to the portal by 5pm, Friday 30 August 2019.

Please note: late entries will not be accepted.