

2008  
TROPICAL NORTH QUEENSLAND  
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 for each category. If you are unsure which category is most / best suitable to your product, please don't hesitate to contact TTNO for clarification.

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

Attractions – either category 1 *or* 2;

- Tour & Transport Operators – either category 9 *or* 10;
- Accommodation – either category 16, 17, 18, 19, 20, 21, or 22

2. Achievements or activities referred to within your entry must relate to the **qualifying period 1 July 2007 – 30 June 2008.**

Entrants must have traded for the entire qualifying period.

Exceptions apply to seasonal facilities, festivals, events, marketing campaigns, media entries, training and tourism development projects, where the activity being put forward for consideration must have occurred within the qualifying period.

Likewise, entrants in the category of New Tourism Development must have commenced trading/visitation during the specified qualifying period.

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 the Overview/History.
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. The company being nominated must be a current member of Tourism Tropical North Queensland to enter. The entrant / product nominated also must be a minimum Bronze Level Member of Tourism Tropical North Queensland.
6. Entrants must be based or operate in Tropical North Queensland.  
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. You may however only enter one Awards program. For example an entrant could not enter both the ACT and NSW tourism awards in the same category in the same year. 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.

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7. 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. National companies can enter the Tropical North Queensland Tourism Awards if this is where their corporate headquarters are located.
8. 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.
9. An entry cannot be moved into another category following the closing date for lodgement of submissions.
10. If at any time following submission of an entry the business being put forward goes into administration, voluntary receivership, liquidation or bankruptcy or legal action is brought upon them the entrant is required to advise the TTNQ Awards Coordinator and accepts that the submission may no longer be eligible for an award.
11. There is no direct entry into the Queensland Tourism Awards.
12. The submission must be presented in two sections, bound into one document; the main document, which contains the answers to the questions, followed by an appendix, which contains your supporting documentation. These should both be formatted as follows:

Page Size: A4 (297 x 210 mm)

Font: All font (questions, answers, captions, tables) must be no smaller than 12 point Times New Roman or Arial. No variation such as narrow or condensed font styles is acceptable.

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 4 pages of the total submission.

Question text and captions may be single line spaced.

All pages must be numbered, supporting documents must be indexed preferable with side tabs for easy reference.

Layout: State the question then your answer.

Pages: The main document must have no more than 15 printed pages (single sided) including text, graphs and images (note this does not include the cover page, overview, or table of contents).

Entrants are discouraged from placing plastic sleeves in the main document.

Dividers: Are optional but not recommended. If used, they must be blank i.e. they must not carry images, logos, watermarks or text but may be numbered eg. "Question 1".

Binding: Both the main document and supporting documentation are to be bound **together**. For example in an A4 ring binder, wire/plastic spine binding or book style staple binding.

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The cover page of the submission should be clearly marked with: the name of the entrant; the category entered; and an image(s) representative of the product entered.

13. Information provided in the supporting documentation is not scoreable so entrants must fully address the answer in their written submission.

Your supporting documentation should contain no more than 10 essential items to validate and/or illustrate your answers to the criteria.

If including a multi-page document in the supporting documents please place it in a plastic sleeve - this equates to one item.

Supporting documentation should be relevant to specific question and cross-referenced accordingly.

14. Failure to follow the rules of entry may attract a deduction of up to 15 points.

## AAA TOURISM STAR RATING DEFINITIONS

★ Basic standard. Simply furnished. Resident manager.

★★ Well maintained with an average standard: average furnishings, bedding and floor coverings.

★★★ Well appointed with a comfortable standard of accommodation: above average furnishings and floor coverings.

★★★★ Exceptionally well appointed with a high level of facilities: quality furnishings and a high degree of comfort, presentation and guest services provided.

★★★★★ International standard with a high degree of facilities: outstanding appointments, furnishings and décor and an extensive range of first class guest services. A number and variety of room styles and/or suites, choice of dining facilities, 24 hour room service, housekeeping, valet parking, portage and concierge services.

☆ An additional half STAR indicates properties offering similar standard to the appropriate full STAR rating, but offering more comfort by providing additional features and items.

### What do Green STARS mean?



Green STARS is an environmental endorsement tailored to suit the accommodation industry.

Green STARS rewards commitment to simple, common sense environmental 'good practices'.

Green STARS does not change a property's original STAR Rating but adds an important new level of endorsement.