

All entrants must adhere to the following rules and guidelines.

NOMINATING FOR CATEGORIES

You are encouraged to enter the category that best reflects your core business.

1. If entering more than one category, then a separate and complete entry must be submitted for each category. However entrants may only enter one submission in any one of the following categories:
 - a. Attractions – either category 1 or 2;
 - b. Festivals and Events – either category 3 or 4;
 - c. Tour Operator – either category 11 or 12;
 - d. Accommodation – either category 17, 18, 19, 20, 21, 22, 23;
2. Specialised Tourism Services category is for entrants that are unable to meet the criteria of other categories. Entrants to this category are not permitted to enter any other additional categories.
3. Entrants cannot change categories after the closing date for submission in the state/territory tourism awards in which they have entered.

ENTRY RULES

1. Qualifying Period
 - a. The qualifying period will be based on the financial year in which the Awards are held E.g. 1 July 2017 to 30 June 2018. All activities, achievements and innovations referred to within submissions must have occurred within this period.
2. Trading Period
 - a. All entrants must have traded for the entire qualifying period.
 - b. 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.
 - c. 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.
3. Nominated State/Territory
 - a. Entrants must be based or operate in [the region, state or territory of their nomination e.g. New South Wales].
 - b. Should a company have branches in more than one state/territory they may enter the local awards so long as the submission focuses on the activities undertaken in that state/territory.

4. Memberships
 - a. There is no requirement for entrants to be members of any associations or related bodies. However, operators should be encouraged to take advantage of accreditation programs where they exist.

5. Multiple Products
 - a. 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 corporate head office may enter but the logo may only be used by the corporate entity, not the individual products.

 - b. Aside from those categories where stated, one business can submit two entries, including two entries into the same category. However, they will be competing against themselves they may see value in, for example, securing a win and second placing.

SUBMISSION RULES

The awards process will be undertaken electronically via the Awards Online Platform.

All submissions must include the following:

1. Nomination details
2. Awards Submission inclusive of supporting images.
3. Word Count
 - a. The submission will be 12,500 words in length
 - i. Food Tourism will be 8000 words in length
 - b. Words within a table are included in the submission word count

4. Images
 - c. The submission will include 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. Any words within a caption above 6 words will be 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.

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 cannot be accepted.

SITE VISIT RULES

1. The following Categories will not have any scores from site visits added to the submission score: 3 / 4 / 8 / 14 / 26
2. The site visit must be undertaken by at least one representative from the current state/territory's judging panel.

HALL OF FAME INDUCTEES

In NSW if an entrant is inducted into the NSW Hall of Fame, and does not win Gold at the National Awards in the same year, then they are precluded from entering into that specific category at the state/territory awards for a period of two years.

SITE VERIFICATION VISIT

The purpose of the site verification visit is to assess the business being nominated and for verification of claims that may be made within the submission. Operations are under no obligation to offer 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 judges will ask to see the following:

- Customer Service Policies
- OH&S policies and Risk Management Policies
- Human Resources Policies
- Sustainability Policies
- Marketing Plans
- Business Plans

All entrants will receive a site visit with the following exceptions:

- Categories 3 and 4

Entrants in these categories will be asked to provide relevant documents via email. The allocated judge will call the entrant direct to discuss requirements and where applicable will visit their workplace.

- Category 14

This category does not undergo a site visit

- Category 26

This category does not undergo a site visit

JUDGES' DECISION

All submissions are independently scored by three members of the judging panel. Results are correlated by an Independent Auditor and Chair of Judges and an agreement reached on the winner with 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.

DISCLAIMER

By entering the NSW 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 and the Australian Tourism Awards.

Your contact details may also be supplied to agencies/sponsors 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 ticking the terms and conditions box, you agree not to bring a claim against any Judge, or NSW Tourism Awards in relation to feedback on your submission.

Contact

For more information, please contact the NSW Tourism Awards Coordinator:

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