

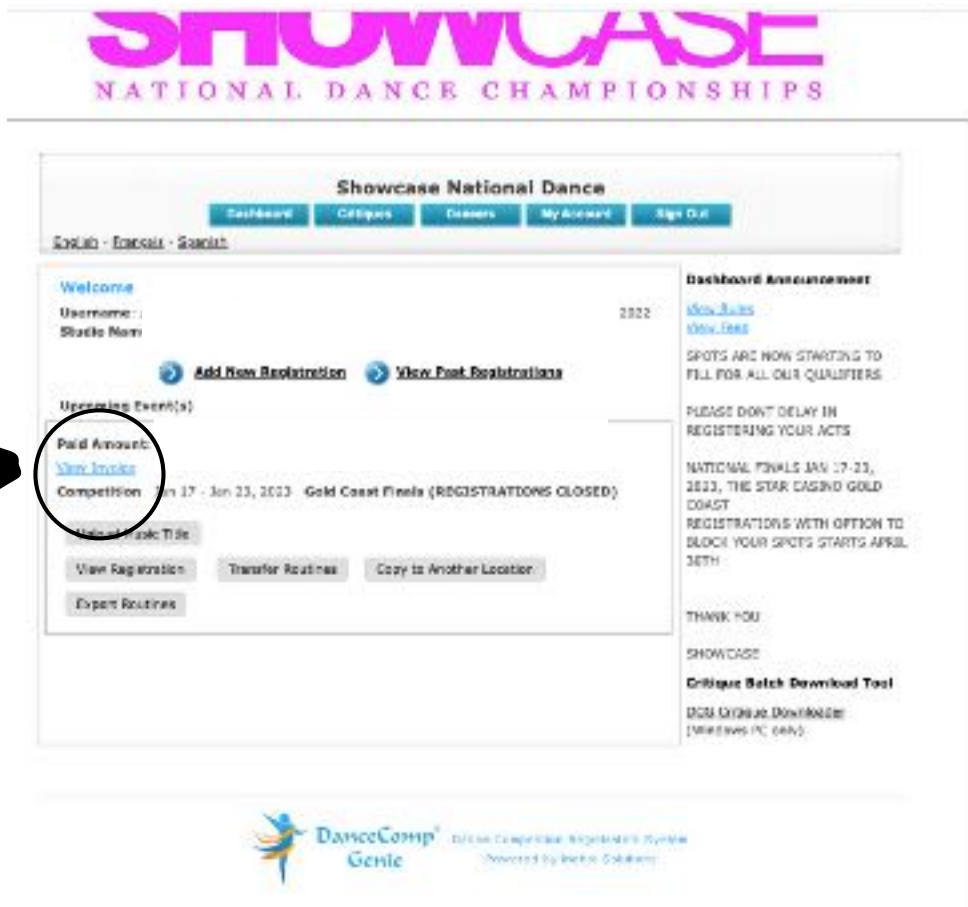
Collection of programs and wristbands

When I collect my program and wrist band what do I bring?

Please go into your DCG account and print off a copy of the "INVOICE" located in your account. You need to present this to our event staff as proof to collect your wristbands and programs. Print off "**View Invoice**" see below on where to find this in your DCG. You must have this as a printed copy to collect any programs or wristbands.

My child does not perform till Thursday when do I collect their wristband and program?

Please collect as soon as you arrive on the Gold Coast. Every dancer must have their wristband on before they go on stage to perform. We would prefer everyone to pick up their wristband on Tuesday at the official registration time, if possible. Teachers will collect all the wristbands they have paid for. Solos collect their own that they have paid for in their own registrations. Teachers are to ensure they collect their wristbands early if soloists need them.



The collection of wristbands and programs starts from

9.15am Tuesday, January 16th till 12 pm

After this time all collections will be via our guest services desk, located in front of Ballroom 2



Commonly asked Questions/ answers



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Do I need a ticket to watch on the solo events in Ballroom 1?

No tickets are required to watch the events in ballroom 1, Ballroom 2, Ballroom 3 for solo duo/trio events. The only time tickets are required are events in Ballroom 2 on Friday, Saturday and Sunday.

Do I need a ticket for my child who is dancing in groups Ballroom 2, Fri, Sat & Sun?

You do not require a ticket for your child. Dancers who are officially registered for the competition can watch any of the groups, Doty finals in Ballroom 2 on Friday, Saturday and Sunday.

Do I need a ticket for my child who is Performing in Battle of the Stars?

Yes, anyone who wants to watch the show Battle of Stars on Monday Jan 23rd and is taking up a seat in the theatre will require it ticket.

Where do I buy the day tickets for the group sessions on Friday, Saturday & Sunday for Ballroom 2?

The day tickets can be purchased directly at Showcase Guest Services merchandise on the day or from Tues. They are \$35 each for each day, the 3 day pass is \$75 only purchased online.

SOLD OUT!

How much do the workshops cost?

The workshops are free for everyone who is a registered Dancer at the Showcase competition. You must only attend your age group as listed on the schedule and be wearing a wrist band to gain entry, no need to pre-register.

I have a dream duffel bag/ or large costume stand, it could take up a lot of space in the dressing room?

Dream duffel bags/large bags/stands are banned from the Showcase finals Jan 2023. Do not bring them into the event centre. You'll be asked to remove them immediately due to the limited space in the dressing rooms. You also cannot store anything in dressing rooms. We will supply some costume stands.

I am performing my solo in one ballroom around the same time as a group act in Ballroom 2.

Please only see your stage manager on the day of that session to request for your act to be moved. We do ask the solos try and perform early as possible in your session if there is a group clash. There is no need to contact us before the event. Our admin staff do not handle clashes or tight costume changes in the office.

I did not upload my music by Dec 31st I forgot /didn't know about it, didn't read the schedule.

Late music handed at the event is \$15 late fee per act. You must hand your USB in before the start of the morning session of the day you're performing that act. We do not accept music at any other time. This will be strictly enforced, due to the time is needed to upload music.

We request all music uploaded in your DCG account by Dec 31st to save this issue at Nationals.

I was late with my music, and I did not hand it before the morning session started what happens now?

No late music is accepted after the morning session starts for that day regardless of what time your act is performing that day, this means your acts is cancelled and won't be performed as there is no music on the playlist.

My act has no song title listed what do I do? (Untitled, TBA, no song listed or a change needed)

Any act that does not have a song title listed in the programme is required to make a change at guest services/ merchandise. No act is allowed to perform on stage without the correct music title announced/ registered.

Can I take my own photos and videos?

Personal videos and photography are strictly prohibited at all times of any act performing on stage, including videos being taken backstage of acts on stage. Points will be automatically deducted if this rule is breached. You can take photos and videos during the awards presentations only. And at any time in front of the many media walls

I want a refund we are withdrawing acts, no longer coming to Nationals.

We have 100% cancellation fee. We do not refund registrations for anybody who withdraws voluntary from the competition for any reason including medical reasons, Including the dancer registration this is all clearly stated in our terms and conditions and will be enforced. And is agreed by everyone when they register.

My solos are some in diamond, some in Ruby what do I do?

If you have entered two levels for solos you are only allowed to compete one level this has been clearly communicated. The dancer will have to withdraw all solos from one of the levels and compete in one level only. No exceptions and no refunds for any errors to registrations that require withdrawals of acts.

I have not booked accommodation at the Star can you help me? (didn't know was sold out, forgot to book)

All accommodation at the Star Gold Coast for the Showcase group booking is now sold out and completed. No Changes are permitted this includes wanting to drop any nights. 100% cancellation fee is now in effect. As we are a group booking with a discounted room rate it has come with certain terms and conditions, including the no changes after Dec 1st as clearly printed on the Showcase accommodation booking form.

There are no changes permitted to accommodation after Dec 1st, 100% cancellation fee is now in effect as per terms on the booking forms, this includes wanting to alter your accommodation dates to increase nights or decrease nights. This has now closed and finalised, **Showcase will not alter anyone's bookings after Dec 1st.**

Do I send a message to the chat service during Showcase finals if I have a question?

The chat service will not be in operation from Jan 13th, please see our Showcase staff in person at the event

I have messaged/called Peter Oxford on his mobile at 5am, 12pm, and 11pm why he has not responded?

We request that you do not contact Peter Oxford personally, see one of our staff at guest services during the event or if it's leading up to the event, please go through the Showcase online chat service only. He has hard working professional staff to assist you. Please note the online chat will close on Jan 13th before Nationals commence.

I won't be there for the awards presentation; can I collect my awards at another time, or can you post them to me? We turned up late/the awards started earlier than advertised, we missed the awards.

You must be present at the awards presentation to receive your awards. We do not post your awards out after the event or provide them at other times outside your official awards time. Please note, we reserve the right to start the awards up to 30 minutes before the official start time listed in case we're running early.

My flight was delayed/ cancelled we missed our act?

Unfortunately, we are not able to accommodate anybody to be moved to a different time if you miss your scheduled time for any reason, including cancelled flights or delayed flights, traffic delays, illness, at the shops.

Whoops, my entries are wrong I need to make a change and or be moved to another session/ section

Unfortunately, due the tight schedule and the numerous emails giving everyone the opportunity to make changes to your entries, no changes will be made to any acts now the schedule is released or at the Gold Coast. You perform as is, or if it's in the incorrect category/ level you will have to withdraw from that category. This includes groups wanting to move to different sessions or to different age groups or move from large group to small group they will not be accommodated or be moved no exceptions. Dancers in solos can only perform once in a category and level, i.e., all their solos in Diamond, DOTY dancers all their solos in Elite, we won't move you if not correct.

When do we receive our score sheets and Judges critiques?

All judges scores and feedback will be uploaded into a dance com genie account approx. within seven days after the competition ends. We will also send everybody an email out to let them know when they have been uploaded. Please note: We have three ballrooms over many days and it does take a while to upload all the critiques and scores from the competition into everyone's accounts.

I want to take a photo with a Judge or ask them a question, give them a gift, talk to them in the restaurant

You are asked not to approach the Judges or contact them via social media/ email leading up to or during the competition once they are announced, you can be disqualified.

I have props what's the process?

Please refer to about props information page about how to bring props to the event, store them and take them back out again. Any unsafe props will not be allowed on the stage.

Can I drop my child off and then come back to collect after their performance?

No child under the age of 18 years is to be left unattended anytime on the premises of the Star Casino Gold Coast, this is a licenced premises. Anyone under the age of 18 years of age cannot simply wander around the casino property without an adult with them at all times. This also includes Dance Mania (White Party)

Is there food and beverage outlets at Showcase?

Yes, we will cater for everyone, including adults over the age of 18 with bar services. We do request you purchase as much as you can from the Showcase food and beverage outlet as we're on a minimum spend on our contract for food and beverage with the Casino. **Tip:** buy your bottles of wine or water/snacks from Showcase food outlet and take it to your room for later.

We are planning on going to a theme park and it will clash with the solo time, can we dance another time

Acts must perform as listed in the program with the only exception is a costume change or a clash with another ballroom, which must be approved with the stage manager on that day and at that session only. We will generally only approve an act to be moved for a costume change if there is less than 5 acts in between.

Check list

- Booked Battle of the Stars tickets
- Uploaded all music by Dec 31st
- Printed off proof of registration to collect program and wrist bands
- Planned your White Party outfit for Dance Mania
- Ready to have heaps of fun

Props

If you have a prop that needs to be dropped off by car, van or truck and you cannot be carried by the dancer on the stage ie a chair, please follow this map below. Props must be dropped off from Tuesday, January 17th from 9 AM to 11:00 AM ONLY Or dropped off early mornings only at 8:00 AM- 8.30AM only and collected at the end of the day unless being stored for the week.

Props that are not handheld and require lifting and are larger than a chair need to follow proper drop off procedures set up by the Star Gold Coast.

All props, if staying onsite regardless of size, will need to be placed in the assigned props area in either Ballroom 1 or Ballroom 2 as noted on the diagram below.

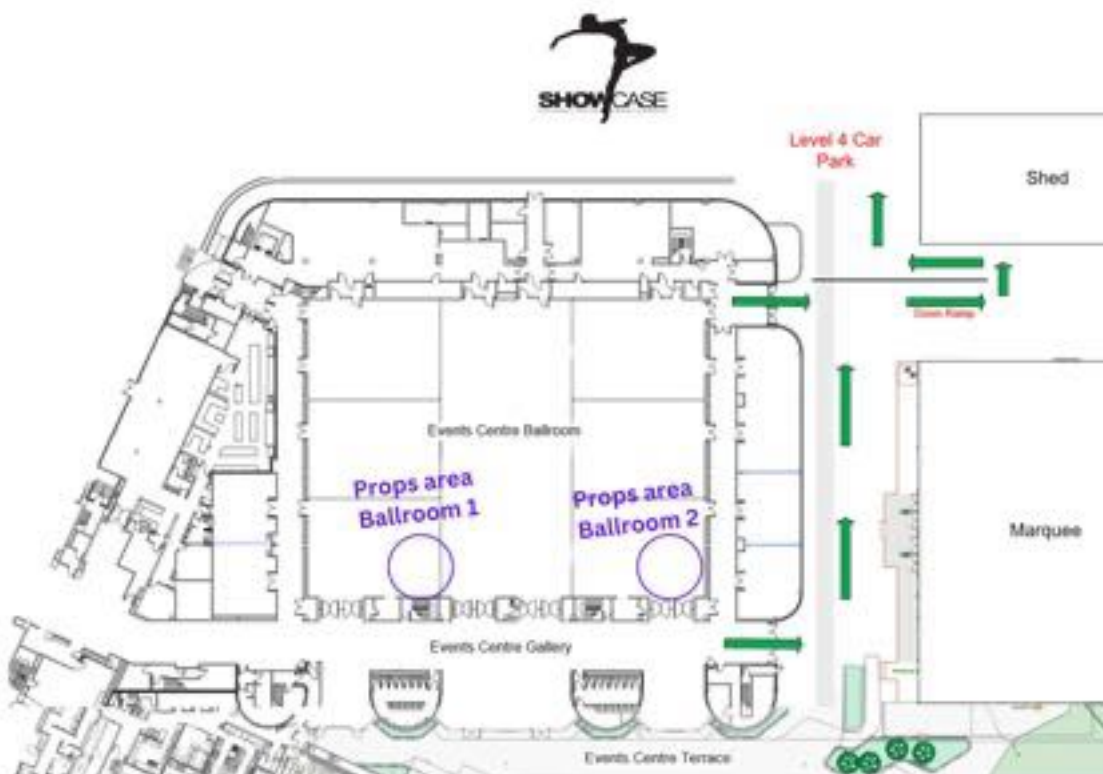
Please label all props as follows.

Name of dancer, Studio, act number and contact phone number attached to each item.
Props of any size must not be stored in dressing rooms, IE chairs or boxes.

Large vans

Please note, if your vehicle is over 1.9 metres high, you'll need to book in a dedicated time to access via another area as level 4 car park is not possible for high vehicles.

Props that are not secure or deemed dangerous and a safety risk will not be allowed on stage.



**PROPS CAN ONLY BE DROPPED OFF 9AM-11AM TUESDAY JAN 17TH OR
8.00AM TO 8.30AM OTHER DAYS DETAILED ABOVE**



Parking info, MESSAGE from the Star GC

Ensuring car parking space for our valued guests like you necessitates The Star Gold Coast's introduction of paid parking. This will take effect on and from **22 November 2022**.

Freeing up more car spots for our legitimate guests is the end benefit. But we appreciate there'll be initial questions. We hope the information below helps answer those. And we welcome any direct inquiries you might have.

Why is The Star making these changes?

As the last establishment on Broadbeach offering free parking, The Star Gold Coast's Car Park has proved immensely popular. With all. This means car spots intended for you, our guests, are often used by others, over long periods of time.

We pride ourselves in being one of Queensland's must-visit tourist destinations, attracting up to 10,000 visitors daily. Maintaining a turnover of car parks and prioritising our guests is key to our ability to do this.

What's next for you and your guests?

- Casual parking rates and a full breakdown of all parking tariffs are now outlined in the "Getting to The Star" section of our website thestargoldcoast.com.au
- Notwithstanding the rates available on our website, on and from 22 November 2022, a special discounted maximum daily rate of \$20 per day has been reserved for delegates attending conferences and events at The Star Gold Coast. This daily rate will permit delegates to park for a 24-hour period from 6am to 6am on the following day.
- Standard parking conditions, posted at the entrance to the car park, will apply. Due to current car park capacity, use of the car park is subject to available parking spaces and accesses being granted. The rate is valid for self-parking only.
- We are currently developing a validation system for within the Event Centre. More details will be shared shortly.





Please collect your wrist bands in person from 12pm Friday at Showcase Guest services
Event is Saturday 3pm-6pm



Can purchase anytime from Wednesday at the Showcase Merchandise/ Guest services
Please note; once we reach capacity, sales will cease once reached for the number of tickets is allocated to each day. purchase early

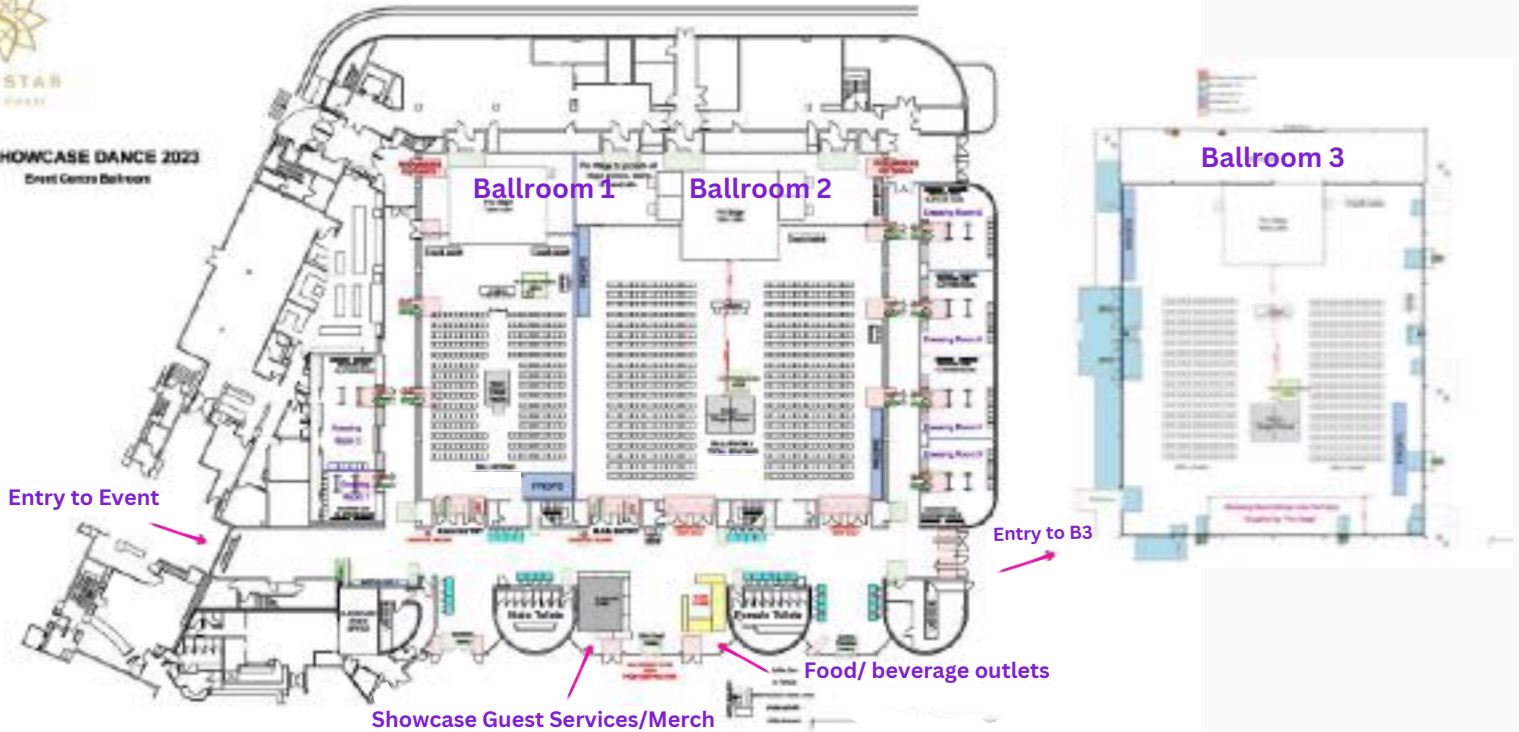


Guide Map

Showcase Australian Dance Championships



SHOWCASE DANCE 2023
Event Centre Ballrooms



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Important and to save any doubt **SHOWCASE**

Any information provided by a 3rd party in relation to the Showcase finals that can't be verified via our website, schedule or posts on social media pages by Showcase directly, then its probably not factually correct.



Only rely on information from a Showcase trusted source