



## Commonly asked questions and answers

### **Why do we send out programmes only a few days leading up to the event?**

Back in the old days when we used to print programmes. Performers only received their programme the day of performance.

We now send the programme electronically approximately 5 days before the event.

The reason being, we feel that once dancers see who they are competing against in the sections at can create anxiety amongst some of our performers.

We want our Dances to focus on their own performance and not who they competing against. This is something that we've always had in place from the very beginning of the Showcase and Hollywood Bound. As long as everyone has their schedule, they know when their performing and what day they are performing, they don't need to know who's in their categories.

### **I need to change my song title now that I have my act numbers/ schedule.**

If you wish to change your song title, you can only do this now the event.

### **I need to change my category now I have that I have my act numbers/ schedule.**

You can only change your category on the day of the event within the session you're performing in, IE change from a contemporary commercial to a contemporary traditional.

### **When do I need to upload my music?**

We ask everyone to start uploading their music when you receive the schedule. The last day and time you can upload your music is the Monday before the event at 5:00 PM. After this time, all accounts are frozen. Music must be uploaded by this time. We give everyone plenty of notice to upload their music. Once we freeze the accounts you cannot upload your music, you must now provide the music at the event on one USB per routine at \$15 per act. No exceptions.

### **I need to do extended time. I'm trying to upload my music it won't accept it. How can I add additional time?**

At the time of registration is when you must purchase the extra time. Being the extra time, you purchase is then added into the schedule times to allow for the extra time. Once the acts are released and the schedule is released, you can no longer purchase extra time as the extra time you need can't be added in. All time limits are enforced.

### **Why do you ask us NOT to put the routine time lengths in our registrations for each act?**

We only require you to put the routine time length in your act at registration time when you are buying extra time for that routine. Our schedule calculates every act based on the routine time limit and time needed.

We request you **do not** put the routine length in, leave this blank unless you are buying extra time.



**My child has a quick change. Can I email you at the office to organise the rescheduling of their solos?**

We ask that you see the stage manager on the day of your event who will work with you. For the best possible outcome for the costume changes, which could be putting an act on hold or running an act later, or even earlier in the session. Our stage manager handles this only on the day at the event in your session.

**When do we receive our scores & audio critiques from the judges?**

These are generally uploaded 3 days after the event. Please log into your dance comp genie account and you'll see your scores and audio critiques for the judges approximately 3 days after the event concludes we generally will send an email out to everyone letting them know they've been uploaded, and you can access them through your dance comp genie account.

**I want to add an extra solo, are you taking late entries?**

Generally, all our events do sell out quickly and we do not take late entries to the event or standby entries, solos or duos or trios or groups. If any spots do come up, we will do a general alert out to everyone, but this is rare.

**We need to withdraw an act, or we are no longer attending the event. Can I get a refund? Or transfer my entries to another event?**

Our terms and conditions are very clear. There is no refund, no transfer to any other event. Everybody agrees to this when they register entries. A full list of information can be found in our terms and conditions at our website.

**Is there a spectator entry fee charged at the event?**

We only charge a spectator entry fee at some of our events. In most cases where we have hired a theatre which is a requirement of the theatre, and obviously to assist in covering the costs of the high venue hire. We will alert each individual event if there is going to be a spectator entry fee charged and tickets are required.

**I need to contact someone in Hollywood Bound for further assistance. How do I contact?**

If you need to contact our admin assistant Hollywood Bound, we ask that you go to our website [hollywoodbound.com.au](http://hollywoodbound.com.au) and click on the Contact us chat service.

We ask that you do not reply to any of our general emails as our email accounts are not in use for general inquiries.

We only offer the chat service as the main source of contact.

Remember, if you need to contact Showcase, please go to the [Showcasedance.com](http://Showcasedance.com) website and click on that chat service. As we operate two separate admin staff for each of these events at the busy times of the year.

**The location is now sold out. And my entries now say they're wait list. Does that mean I will be on a wait list and still be able to take part and compete if someone drops out?**

Generally, in most cases the wait list will not be cleared. At most, if not all events, we tend to sell out all our sessions and categories and allotment spots. It is very rare that will open up to any late entries at the event. Seeing your registration on the "waitlist" is automatic that the software automatically does when the location sells out or once we have closed the location.



### **Why does my act have to have a song music title?**

Since the beginning of Showcase in Hollywood bound events over 29 years ago, part of the concept of these event was to truly make each act feel important, and that includes announcing the song title that the act will be performing from. We've always had this in place. This has never changed. And will continue to be that way we ask. Everyone puts the song title of their act when they register or by the due date before we schedule the programme. When you register for Showcase or Hollywood Bound, you are signing up to the concept of the event and how it's run, and this includes providing a song title for your act.

### **Why can't I make changes to my act once the schedule has been released? Why am I told I must only now do it at the event?**

Our admin staff usually work about four to six weeks ahead of an event. That means once the schedule is released. They've moved on to the next event. In fairness to everyone we do have to give a cut off time and that cut off time is enforced that everyone must have their entries cleaned up, tidied up in the correct categories, have their song titles included and we must have that done at least five weeks before the event as we need to schedule and get everything worked out with.

### **I need to contact someone in Hollywood bound as I have a question, who do I contact?**

We requested you contact Hollywood Band via the Hollywood Bound Chat. We request you do not contact Showcase for Hollywood bound questions.



<https://www.hollywoodbound.com.au/contact>

### **I need to contact someone at Showcase as I have a question. Who do I contact?**

We request that you contact Showcase via the Showcase Dance website chat. We request you do not contact Hollywood Bound for Showcase questions.

<https://www.showcasedance.com/contact>

### **I log into Hollywood Bound and I can't see my Showcase Registrations**

<https://www.showcasedance.com/registration>

### **I log into Showcase and I can't see my Hollywood Bound Registrations**

Please log into <https://www.hollywoodbound.com.au/registration>

**If you have any further questions, please do not hesitate to contact us**

**Hollywood Bound** events being held from August 2023 through to January 2024

<https://www.hollywoodbound.com.au/contact>



**Showcase National** Finals on the Gold Coast January 2024 only.

<https://www.showcasedance.com/contact>