CCF QLD TICKETING PORTAL

Instructions for Purchasing Tickets to Events

CIVIL CONTRACTORS FEDERATION
QUEENSLAND

1.0 INTRODUCTION

CCF QLD is excited to bring members and industry a new ticketing portal for our events. We understand that every ticketing system is different and, as such, we have prepared the following instructions to make your ticketing experience easy. Whether you are booking your own tickets, booking for yourself and colleagues, booking on behalf of colleagues, or registering for 'sponsor tickets', this guide will be able to step you through the process.

2.0 DEFINITIONS

As you adjust to our new ticketing system, we ask that you please take note of the below definitions that are important to understand before purchasing event tickets.

1. ***CCF QLD Website*** – Refers to www.ccfqld.com
2. ***Event Page*** – Refers to a specific event page which can be accessed via the homepage of www.ccfqld.com under the 'Upcoming Events' section towards the bottom of the homepage.
3. ***General Admission*** – Tickets for members and non-members to an event (N.B. some events will have member pricing and others will have general pricing).
4. ***Member Rate*** – A discounted rate available only for current financial members of the Civil Contractors Federation Queensland Limited.
5. ***Non-Member Rate*** – A rate for those who are not current financial members of the Civil Contractors Federation Queensland Limited.
6. ***Main Contact (Person who will be contacted in relation to events, information and member visits)*** – Contrary to its name, which is a set field, this only refers to the **"primary attendee"** that your ticket booking will go under, rather than your membership. If you are only booking one attendee this will be the one person. If you are booking multiple people, you must nominate a "primary attendee" who will receive the booking confirmation and payment receipt/invoice. Unfortunately, this cannot be a person who is not attending the event in question.
7. ***Guest*** – Additional people from your organisation attending the event with the "primary attendee".

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11 Hi-Tech Court
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E admin@ccfqld.com

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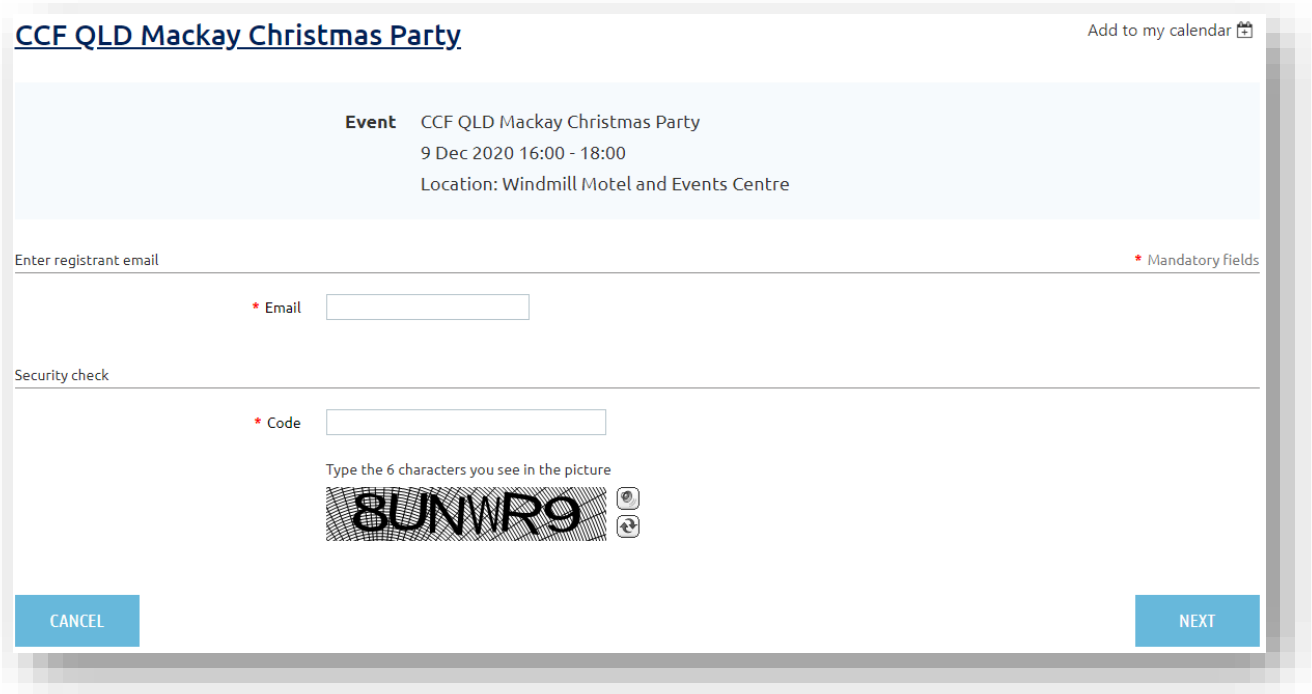
3.0 STEP-BY-STEP INSTRUCTIONS FOR BOOKING EVENT TICKETS

You can easily book a ticket for yourself, colleagues, or both, to attend a CCF QLD event through our website. The below instructions are designed to explain how to book a ticket for yourself and colleagues attending an event. However, throughout the process we have highlighted some variations for people who are: (a) booking just for themselves to attend alone [referred to here-on-in as **"Just Me"]**; (b) booking on behalf of a colleague/s and are not actually attending themselves [referred to here-on-in as **"For Someone Else"]**; or booking in free sponsor/ speaker/ other free tickets [referred to here-on-in as **"Free tickets"]**. N.B. You can only book one free ticket at a time. However, all paid tickets can be booked with guests. *Previously, our ticketing systems have asked for the details of a "booking contact" who may not have necessarily been attending (i.e. a Personal Assistant booking a ticket for their manager) – but it is important to note that only attendee details can but input into this new system.* Where possible, screenshots have been used below – and will appear below the instruction they refer to in all instances.

1. Visit the CCF QLD website and then navigate to the relevant event page.
2. Enter the email address and complete the security check (typing in the code) before pressing 'next'.
    a. **For someone else** or **free tickets**: Input the email address of a "primary attendee" (see *1.0 Definitions*) – not your own email address.



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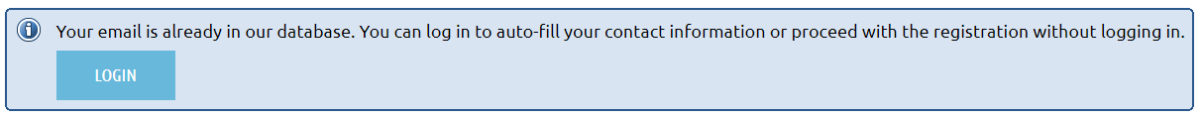
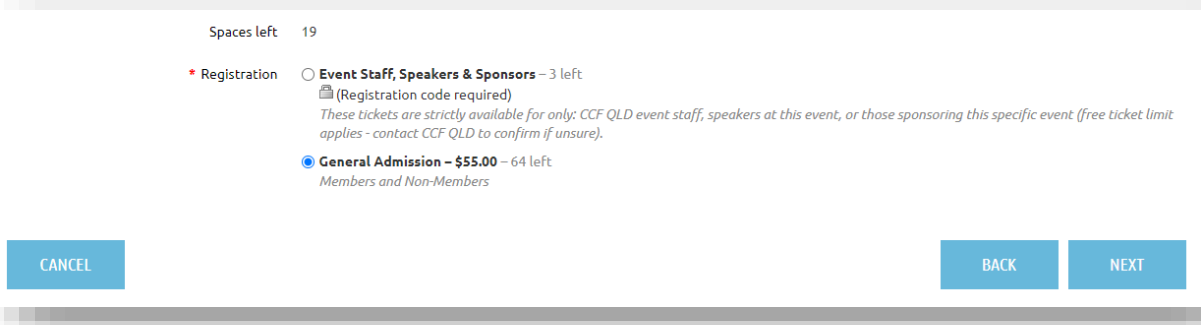
3. If the system recognizes your email address (showing the below message), you are already in our CRM and can have some of your registration details pre-filled by logging in. If you need to re-set your password (i.e. first-time user) please press 'forgot password' when prompted. Once updated, you can resume purchasing tickets (N.B. you may have to go back to step one once your password has been re-set).
    a. **For someone else**: DO NOT press 'login' in as only the user has permission to log-in under their account. Skip to the next step.



4. Select the relevant ticket type and click 'next' (i.e. *CCF QLD Member, Non-Member, General Admission,* or *Event Staff, Speakers & Sponsors*.). Some events, such as an awards night or conference, may also have *Individual* and *Table of 8* or *Table of 10* ticket types.
    a. **Free tickets**: You will need to enter the registration code provided to you by CCF QLD staff.



5. If your details are not pre-filled, enter the relevant details. Regarding dietary requirements: you may select more than one – or if none select 'no special dietary requirements. The business name listed under "trading name" will appear on the attendee/s' name tags at the event.

    a. **For someone else**: Enter the details for the "primary attendee" (see *1.0 Definitions*). If you are just booking one ticket, skip to step 10 after step 5.
    b. **Free tickets**: You can only book one ticket at a time – unfortunately if you book "guests" of free ticket holders, it won't capture their details. Skip to step 10.

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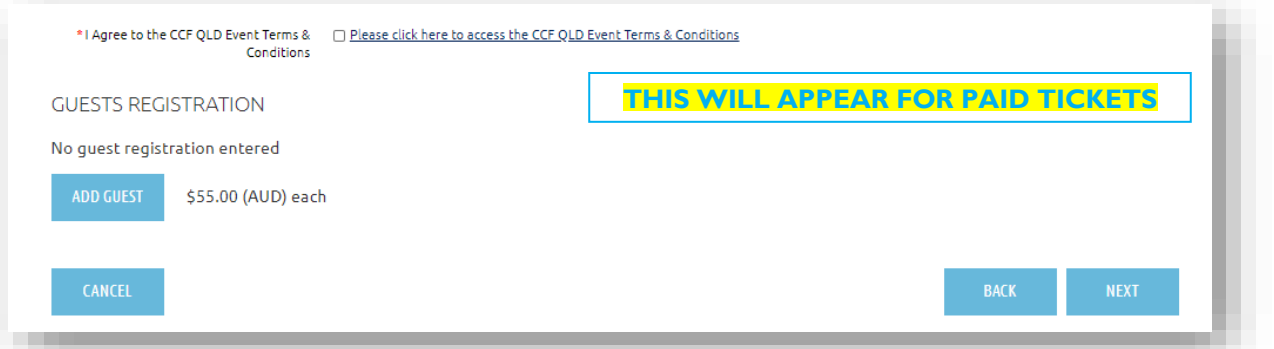
c. **Just me**: After step 5, skip to step 10.

6. Once you have completed the details for the "primary attendee" press the "add guest" button (do not press "next"). **N.B.** it may not look like the system has saved the details of the first ("primary attendee") but it has. Their details will appear once you add in the details of your first guest. Either one of the two below screens will appear, depending on your ticket type.



7. Add in all the details of the first guest (see *1.0 Definitions*) like you did with the "primary attendee" and then press the "done" button.

8. You will then see up the top of the page that you have a guest registered and the total cost should equal the cost of two tickets.

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Below this, you will note the "primary attendee" details now appear.

Enter registration information * Mandatory fields

MAIN CONTACT (PERSON WHO WILL BE CONTACTED IN RELATION TO EVENTS, INFORMATION AND MEMBER VISITS)

First name	CCF
Last name	QLD
Email	jcollins@ccfqld.com
Main Contact Phone	1300223753

ORGANISATION DETAILS

Business Legal Entity Name	CCF QLD
Trading Name	CCF QLD
ABN	65 619 498 690

Dietary Requirements

- ☐ Dairy free
- ☐ Gluten Free
- ☐ Lactose Free
- ☐ No Eggs
- ☐ No Red Meat
- ☐ No Seafood
- ☑ No special dietary requirements
- ☐ Nut Allergy
- ☐ Other (Please Email qldevents@ccfqld.com ASAP)
- ☐ Pescatarian
- ☐ Vegan
- ☐ Vegetarian

Please click one or more items as required. CCF QLD cannot be held responsible for dietary requirements being catered for if they are not disclosed in this form.

I Agree to the CCF QLD Event Terms & Conditions ☑ Please click here to access the CCF QLD Event Terms & Conditions

Then, at the bottom of the page, the guest details will appear.

GUESTS REGISTRATION

Name	Email	Price	
2, CCF QLD	qldevents@ccfqld.com	$55.00 (AUD)	Edit Remove

ADD GUEST $55.00 (AUD) each

CANCEL BACK NEXT

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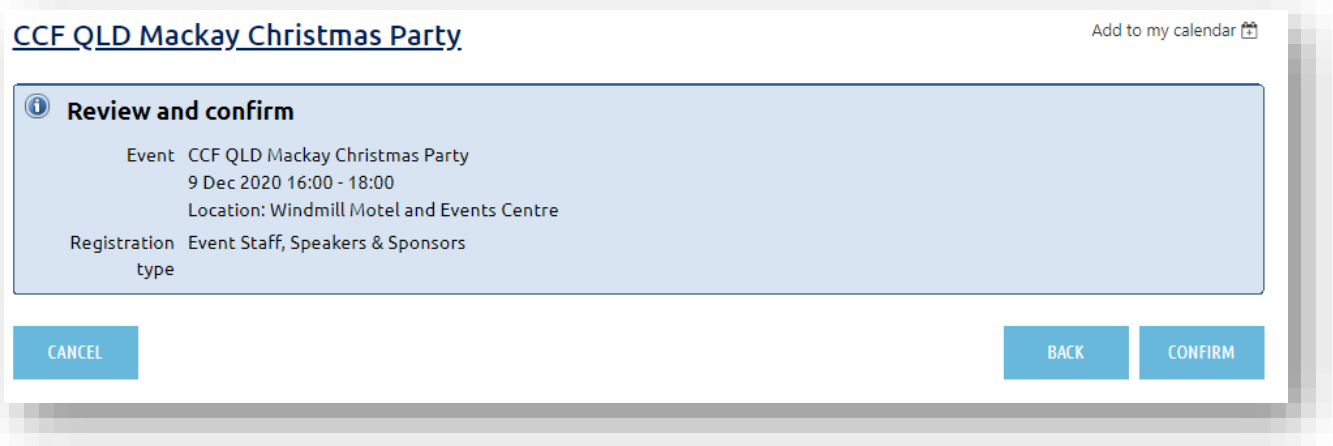
9. To add more attendees, keep repeating steps 6 & 7 as required.

10. Once all guests are added press the "next button" in the bottom right-hand corner.

11. Review and confirm your event booking details, which will appear like the below.

a. **Free tickets**: You will instead see the below message. Once you are happy with the details provided, click the "confirm" button. Skip to step 13.



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12. Click the "pay online" button. This will take you to a Stripe page where you can securely enter the payment details.
13. Your registration is now confirmed and you will receive an auto-generated email (from admin@ccfqld.com) to confirm this shortly after it is completed. If you have paid tickets, you will receive a second email with a payment receipt (to be followed by an official invoice from CCF QLD in the coming business days). If no emails have been received, please check your junk/spam folder.

CIVIL CONTRACTORS FEDERATION
QUEENSLAND

Dear Jasmine,

Thank you for registering to CCF QLD Mackay Christmas Party. Your registration has been received and confirmed.

Please note, no tickets are required for this event. Upon arrival to the event, please sign-in at the registration desk.

Please don't forget to add the event to your calendar, we'd hate for you to miss it! There are no refunds for non-attendance.

CCF QLD Mackay Christmas Party

When: 9 Dec 2020 16:00,
Where: Windmill Motel and Events Centre

Should you have any questions or require further assistance, please don't hesitate to contact:

CCF QLD Marketing & Events Department
qldevents@ccfqld.com
1300 CCF QLD