

# Frequently Asked Questions

## **NaturallyGC workshops and activities**

If you cannot find the answer to your NaturallyGC question below, please email the team at [NaturallyGC@goldcoast.qld.gov.au](mailto:NaturallyGC@goldcoast.qld.gov.au). Please note, this email address is only attended to during business hours, Monday – Friday 8:00am – 3:00pm.

*If you have questions relating to NaturallyGC Landcare or tree plantings, please refer to the [FAQ's for NaturallyGC Landcare and Tree Plantings](#).*

### **Do I need an Eventbrite account to register?**

Not necessarily, however, prior to registering for an event, we suggest you create a free Eventbrite account so that you can manage your bookings, including the ability to quickly cancel your bookings 24/7, to allow others on the waitlist to join the event.

### **How do I register for more than 5 people?**

If you would like to make a booking for more than 5 people, you are required to please email us [NaturallyGC@goldcoast.qld.gov.au](mailto:NaturallyGC@goldcoast.qld.gov.au) with your request. Please note that this email address is not attended to outside of business hours Monday – Friday, 8am – 3pm.

NOTE: Unfortunately, we do not allow vacation care bookings.

### **Do I need to cancel my registration if I can no longer attend?**

Yes please! While these events are free for you to attend, there is still a cost to the City for each participant, and we have capacity limits on events due to space and resources. Our events are popular and book out quickly with waitlists in place. By cancelling, you allow others the opportunity to attend. Failure to cancel 2 or more times will result in future bookings to be declined.

### **How do I cancel my tickets?**

You can cancel your registration by;

- Logging into your Eventbrite account and manage your booking. However, you must have an account prior to making the booking you wish to manage. We recommend that you [sign up for a free Eventbrite account](#) to manage any future bookings.
- If you do not have an [Eventbrite account](#), you can simply email [NaturallyGC@goldcoast.qld.gov.au](mailto:NaturallyGC@goldcoast.qld.gov.au) during business hours of Monday to Friday 8am-3pm.
- Please allow at least 24-48 hours' notice to allow others the opportunity to attend, or to provide us the opportunity to reschedule event due to low registration numbers etc. We know things can change but if you're aware you can't attend, we would appreciate as much notice as possible.

### **Tickets have 'sold out' and I can't access the number of tickets I require for my group.**

Unfortunately, we are unable to allocate any additional tickets. Therefore, please only make a booking if there are enough tickets available for your group size. It's compulsory that all attendees are registered to attend due to event capacities. Once the event is 'sold out' you can go on a waitlist (via Eventbrite) to be notified if spaces become available.

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## **Do I need to register for my baby to attend a kid's workshop while I supervise their older siblings?**

As your baby (under 1 years old) will not be participating in the activity, there is no need to register a ticket for them. They are welcome to attend and sit with you while you supervise their older siblings during the activity. It won't be long before they are enjoying NaturallyGC activities too!

## **I haven't received a confirmation email after registering, what should I do?**

A confirmation email is automatically sent to you within 5 minutes of your booking. If it's not in your inbox, please refer to your junk or spam folder. If it is not there, you can contact us at [NaturallyGC@goldcoast.qld.gov.au](mailto:NaturallyGC@goldcoast.qld.gov.au) to check if you have registered with the correct email address. It's essential you receive your confirmation email with your booking details, and future reminder/notification emails about your event.

## **Do I need to print my tickets that were attached to my confirmation email?**

No need! The PDF attached to your confirmation email is a summary of all the important information that you need to know about your event. You do not need to print this document or the confirmation email. When you arrive at the event, a staff member will greet you and tick your name off a sign on sheet.

## **Where do I find the exact location details?**

Upon registering, we will send you an email with all the location details including address, meeting point details and maps. You can view this by opening the PDF attached to your confirmation email, or by scrolling to the bottom of your confirmation email. We only include the suburb location in the event advertisement as registrations are required to attend due to limited capacity.

## **Can I bring additional participants to the event without a booking?**

No, each participant must have a booking to attend on the day. Some circumstances may apply e.g., you have a baby not participating in the event. We have long wait lists for our events with multiple people wanting to attend and have first preference to bookings.

## **Are there age limits for events?**

Yes, all workshops will have age descriptions clearly listed on the event page. Some events are 'strictly' for certain ages with no exceptions due to the nature of the event, WH&S etc. Other workshops will list 'suitable ages' based on the type of activity, information discussed, ability to remain an active listener for the session.

## **Event accessibility**

Majority of our events hosted within City community centres are accessible. Unfortunately, with some outdoor activities, these are not accessible due to being in bushland areas or requirements to be away from formed accessible trails. Contact us directly at [NaturallyGC@goldcoast.qld.gov.au](mailto:NaturallyGC@goldcoast.qld.gov.au), we would love to assist you further so you can participate in our activities.

## **Are there toilets and drinking water at the event?**

You will receive all the details in your order confirmation email. If your activity is taking place at a community centre, then you will have access to toilets and drinking water. If your event is outdoors, there may be no facilities on-site or close by as we are in bushland areas. City staff do not carry drinking water for attendees. All participants are required to bring sufficient water/snacks and be aware of the lack of facilities on the day.

## **In the event of severe weather, what happens with outdoor events?**

If we are expecting heavy weather such as strong-rain or wind or extremely high temperatures, we may make the decision to cancel the event. You will be notified via email to the account you registered with, at least 1hr prior to the start time of your event. Please always check your emails before you leave for the event. We try to proceed if it's safe to do so in light rain. But advise to bring a light rain jacket.