

★ ★ ★
WHAT'S 40N
years
AWARDS 2019

**FREQUENTLY
ASKED
QUESTIONS**

**THE REGION'S FAVOURITE RESTAURANT,
LEISURE & ENTERTAINMENT AWARDS**



WhatsOnDubai WhatsOnAbuDhabi #WOawards WhatsOn.ae

REGISTRATION PROCESS AND ENTRY FEES

Outlets have two entry options this year:

- A. Pay US\$100 entry fee (exclusive of VAT). This fee will confirm your outlet's website registration listing for voting (without collateral).
- B. Purchase an entry pack, which includes a website registration listing and pack that includes voting slips and promotional marketing collateral to promote your entry.

REGISTRATION IS PER OUTLET OR VENUE AND NOT PER BRAND.

How much does the entry pack cost?

The total number of outlets your business owns determines the cost per entry pack (all are exclusive of VAT).

- ▶ 1-4 entries = US\$200 each
- ▶ 5-9 entries = US\$175 each
- ▶ 10+ entries = US\$150 each

What's included in an entry pack?

The entry pack contains the following material:

- ▶ 2,000 printed voting slips
- ▶ Personalised logo to be used for digital marketing
- ▶ Personalised email signature
- ▶ 30 tent cards

How do I order an entry pack?

You can order an entry pack via our website, at whatson.ae/awards then proceed with payment through PlatinumList.net

When will our entry be live?

After the registration payment it will take two to three working days before the name of your outlet(s) will be live on the website.

When will our collateral be delivered?

Delivery of physical collateral will take seven to 10 working days. Digital collateral will take three to four working days, once the entry is complete. Please make sure your logo is an EPS file only. We do not accept low-res jpgs.

Do we offer refunds?

We do not offer refunds on registrations or collateral.

THE AWARDS

How can we vote?

You can submit your vote via whatson.ae/awards or by completing a voting form at your chosen venue. Once you have completed the print voting form ensure that it's handed back in to the manager or staff.

How are the winners chosen?

The What's On Awards are voted for by the public, with all votes independently counted and audited by Jacobsons Direct.

Why do we have 'Over Dhs400' and 'Under Dhs400' categories?

The reason we have 'Over Dhs400' and 'Under Dhs400' is to ensure we are comparing like for like and to give every outlet an opportunity to shine. The price of Dhs400 is based on the cost of a three-course meal for two people (without alcohol).

My favourite isn't listed. What do I do?

Outlets are responsible for entering themselves into the awards. You can e-mail us direct, and we can get in touch with the outlet to remind them to register themselves if they haven't done so already. E-mail us at: woawardsdxb@motivate.ae for Dubai and woawards@motivate.ae for Abu Dhabi.

When does voting close?

Voting closes for What's On Abu Dhabi Awards and What's On Dubai Awards at 5pm on September 26.

ALL VOTING SLIPS RECEIVED BY JACOBSONS DIRECT AFTER SEPTEMBER 26, 5PM WILL NOT BE COUNTED.

ENTRY PROCESS

How can we submit an entry for an award?

You can enter your outlet(s) for an award by registering at whatson.ae/awards. For more information, e-mail us at woawardsdxb@motivate.ae for Dubai and woawards@motivate.ae for Abu Dhabi.

When does voting start?

Voting starts June 30.

Once we enter, how can we get votes?

You can purchase marketing packs that include all the collateral you will need to promote your entry. You can also produce your own marketing collateral to promote your outlet and provide incentives for your customers to vote.

For more information about what's included in the entry packs, prices and ordering, visit whatson.ae/awards

Can we provide customers with an incentive to vote?

Yes, we encourage outlets to provide their customers with an added incentive to vote for you to win.

E.g. "Vote for us and be entered into a prize draw to win a meal for two at our restaurant."

Can we enter if we have more than one outlet?

Yes! You can register multiple outlets per category, upon your registration.

Can we enter our outlet for the Favourite Newcomer, Favourite Chef, Favourite Restaurant of the Year or Favourite Independent Restaurant Of The Year?

No, the editorial team is responsible for deciding these nominations.

Can we enter if we have more than one outlet?

Yes! The more the merrier we say. You will need to register the outlet(s) for both awards as the votes are counted separately for both regions.

ORDERING ADDITIONAL MARKETING COLLATERAL

Can we order additional voting slips?

Yes, you can order additional voting slips by visiting whatson.ae/awards (all are exclusive of VAT)

- ▶ 500 slips = US\$150
- ▶ 1,000 slips = US\$270
- ▶ 3,000 slips = US\$600
- ▶ 5,000 slips = US\$800

What do we do with our voting slips?

Voting slips will need to be sent directly to the independent auditing company Jacobsons Direct for counting and verifying. The contact address these need to be sent to is:

Girish Menon, Jacobsons Direct Marketing Services, Al Maskan Building Block B, Mezzanine Floor, behind Emarat Petrol Station / Marlin Furniture, Al Karama, PO Box 6884, Dubai, U.A.E. Telephone: +9714 3377737. All voting slips need to be sent to Jacobsons on a weekly basis, and we cannot accept voting slips that are sent after 5pm on September 26.

How will the votes be counted?

All votes, both paper and online, will be counted and cross-referenced by our independent official votes processing partner Jacobsons Direct. The What's On team will receive the final votes from Jacobsons when these have been finalised.

Can we find out how many votes our outlet has received during the voting process?

No. No information about the number of votes per outlet is disclosed until the voting has closed and the shortlist is announced.

Can we vote for ourselves? What happens if we do?

Votes submitted by your customers are the only votes that will be counted and included in the voting process. It has been noted that in their enthusiasm some staff have resorted to voting for the outlets they work in – perhaps on behalf of the customers. Please actively discourage this, as this is very easily detected at the auditing stage and could result in disqualification of the outlet concerned.

ONLINE VOTING

PLEASE NOTE: WE CHECK ALL ONLINE VOTING ON A DAILY BASIS. ANY SUSPICIOUS ACTIVITY OR VOTES WE CONSIDER TO BE NOT IN LINE WITH OUR VOTING POLICY WILL BE DISCOUNTED

Is there a limit to the number of online votes that can be made per IP address?

There is no limit to the number of votes that can be made using one IP address but you must ensure that each e-mail address submitted is unique and legitimate in order to be counted.

Please note: online votes will be disregarded for repetitive IP addresses being used in quick succession.

Can we provide customers with a tablet to vote online whilst at my outlet?

Yes, you can provide customers with a tablet in order to vote online. You will also be provided with a 'How to vote online' document that you print and give to your customers who are interested in voting online, giving them clear instructions on how to do so.

THE AWARDS, TABLES AND TICKETS

When will we know if we have been shortlisted for an award?

The What's On team will be in touch to let you know if you have been successfully shortlisted for an award after voting closes on September 26.

How do we collect our award?

The awards will be presented to the winners at the awards ceremony. Editorial Choice categories, Restaurants Above Dhs400, Entertainment & Food Concept categories will be presented on stage. Restaurants in the Below Dhs400 and Leisure categories will be pre-awarded by our What's On Team. We will be visiting your outlet in advance.

The award ceremonies are held on the following dates:

- ▶ Abu Dhabi: Awards Ceremony October 2019
- ▶ Dubai: Awards Ceremony November 2019

PRE-AWARDED CATEGORIES

What happens if our outlet has won an award in the pre-awarded category?

Please note that the Below Dhs400 Restaurants and Leisure categories are both pre-awarded and will be presented with an award before the event.

The What's On team will be in touch to arrange a time to come to your outlet and present the award and pre-awarded winners video that will be screened at the awards ceremony.

SPONSORSHIP

How do we sponsor the awards?

There are many sponsorship opportunities available, including bespoke packages. For sponsorship opportunities in Dubai and Abu Dhabi contact:

Varsha Bhatia - E: varsha@motivate.ae E: +971 50 657 0213

DISQUALIFICATION RULES

The What's On team receives a daily report for the online voting figures. If we detect any signs of cheating, we reserve the right to disqualify outlets from the awards without fee reimbursement.

All forms must be sent to the Jacobsons Direct office before 5pm on September 26.

Any forms received after the deadline will not be counted.

Forms must not be sent to the Motivate Media Group office. We will not take responsibility for forwarding the voting forms on to Jacobsons Direct.

Please take note of the following when submitting your voting slips.

- ▶ No staples on the voting slips.
- ▶ No receipts attached to the voting forms.
- ▶ Ensure all details are complete and all information is correct (some outlets place the wrong category in their voting form and wrong outlet name).
- ▶ Deliver the voting slips in a box (you can use the boxes that we use for delivery).
- ▶ Deliver the voting slips during office hours.
- ▶ Avoid putting anything like shredded paper in the voting forms that is going to be delivered to Jacobsons.
- ▶ Those outlets who register in a multiple category, please arrange it in order to make the process faster.

PARTY IN THE PARK COMPETITION

Party In The Park 2019 competition – Terms and Conditions

- 1.** The prize includes 4x VIP tickets to the Party In The Park festival, worth AED1,200 each.
- 2.** This is an online competition. The competition is open to all voters in the 2019 What's On Awards. Only one vote per e-mail address will be counted. All votes received via the physical voting slips will be manually entered into the draw.
- 3.** No employees of Motivate Media Group and the company sponsoring the competition prize are eligible to enter the competition. The competition is open to all ages. Over-16s are allowed to the festival without an adult; under 16s require adult supervision. Alcohol will only be served to over-21's. Please bring valid ID to gain festival entry.
- 4.** Each entrant is required to fill in all particulars upon registration; both email and mobile number will be used to notify you if you are a winner.
- 5.** The winner will be picked through a random computer draw and will be contacted in October 2019. The competition opens on June 30 and closes at 5pm on September 26. Failure of the winner to respond within four days of the announcement will lead to the drawing of a new winner.
- 6.** Motivate Media Group will not be held accountable for any act of God or other reason why the prize cannot be redeemed in full. Motivate Media Group reserves the right, in its sole discretion, to disqualify any entrant and to terminate or suspend the draw as appropriate.
- 7.** This prize is not exchangeable for cash or any other form of compensation.