

# Frequently Asked Questions (FAQs)

**Q:** Do I have to accept my award?

**A:** No.

**Q:** Can I accept my award and not attend?

**A:** No.

**Q:** Can a senior executive colleague substitute for me?

**A:** Yes. A senior colleague/ diplomat/ or senior Government official is an acceptable substitute.

**Q:** Use of award

**A:** You are able to use your award in sales, marketing and publicity initiatives without having to obtain consent. You are not obliged to buy any products, subscriptions or advertising as a result of accepting your award, although you will be asked to contribute to the conduct of the event.

**Q:** What form does the award take?

**A:** Each winner receives a unique trophy and a certificate with an accompanying Citation of Excellence.

**Q:** What marketing support material will I receive?

**A:** Each winner will also be provided with marketing logos (for email, website, brochure and promotional material; press releases; film footage of the event; a photographic record and acknowledgement on the official winners website (linked to your own site).

**Q:** Can I bring additional guests to the awards ceremony?

**A:** Yes, you are able to bring any number of guests to accompany yourself. A charge of £150 will attach to each guest.

**Q:** How much time have I got to consider my award?

**A:** After you are notified by email of your award, you will need to RSVP within 14 days. If we do not hear from you within that time frame the award offer will be withdrawn and the category cancelled. If you wish to accept your award, please email your acceptance to [awards@seniorshousing.co.uk](mailto:awards@seniorshousing.co.uk)

**Q:** Cancellation?

**A:** Cancellations will be accepted up until 45 days before the event. A full refund of the lunch/venue fee will be made for cancellations received in writing up to 45 days before the event. There is no refund for cancellations received within 45 days for the event.

**Q:** Are these the only Global Awards for the over-50s housing and the provision of goods and services market?

**A:** Yes

**Q:** Who are you?

**A:** We are the only worldwide publisher specialising in over-50s housing and in the provision of goods and services to the over-50s market (see Links on Page 2).

**Q:** After I accept...what then?

**A:** The Awards Secretariat will start a dialogue with you to guide you towards the Awards Day in London. It is your responsibility to put our email address on your white list to ensure communications delivery.

**Q:** What countries will be represented at the awards event?

**A:** Entries from most countries are expected, and consideration is currently being given to the merits of applicants from the USA, Canada, Central America, UK, Ireland, Europe, Middle East, South East Asia, Australasia, South Africa, China and India.

**Q:** Can I interchange my guest list?

**A:** Yes, you are able to interchange your guest list names at anytime. You can add to your guest list up until the day before the event, but any no-show will be covered by the cancellation policy.

**Q:** Can I be stripped of my award?

**A:** Yes, any breach of the terms and conditions as expressed in your email notification could lead to the cancellation of your award.



## THE GLOBALS 2011

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