



# ATTENDEE REGISTRATION THROUGH ONLINE TICKETING

The emphasis in Stage 5 and beyond is on group management to limit co-mingling and to allow for targeted contact tracing with the least amount of impact to the event and community. As part of this, all event attendees, including participants, coaches/instructors, officials, sports medicine personnel, visitors, spectators, volunteers and event staff must provide their details for the purpose of contact tracing to organisations delivering events or providing a service. Details captured must include:

- Full name;
- Email or residential address;
- Phone number;
- Date and time of attendance;
- Time of exit or estimated period where feasible; and
- Which group/section/area they were assigned or accessed.

There are two key aspects to complying with this requirement, the first is through having a register of attendees. This ensures the total number of attendees are known prior to the event and the organiser/venue can be confident capacity limits will be adhered to. It also allows the organiser to know who to admit through the entry points and which area/space/group they have been allocated. ***This process alone will not capture the required fields of check-in time, necessary for contact tracing compliance.***

The second is through having a check-in process to capture who turns up on the day, when they arrive and when they depart, where feasible. If not captured in the moment, the departure time can be assigned based on the end time of the session/club night/meet/event.

Clubs/regions are free to implement a system of their choosing, however, must not use this information for any other purpose and must retain the information securely for a period of not less than 30 days and not more than 56 days before deleting after this time. The information collected must be provided to public health officers if requested.

Both processes are further explained in this document to help clubs/regions understand and implement the requirements SQ recommends.

## 1. REGISTER OF ATTENDEES

For club events, i.e. **activities including but not limited to, combined training, club nights, presentation days, time trials, dual meets, championships, development, transition and preparation meets**, it's important the details of all attendees are known.

For swimmers, where the event includes nomination through online entries (Swim Central), so long as the guardian profile in Swim Central of the nominated swimmer contains a mobile number, this list can be used.



For all other attendees (parents, guardians, carers, officials, volunteers, coaches, etc.) implementing an online registration process will help to limit lengthy queues on arrival where manual collection is in place. It will also enable the host to limit numbers in each ticket type as required based on venue capacity, with a process of allocation for all adults attending. For more information on allocations, please read the SC Club Event Guidelines [available here](#). SQ is happy to assist any club through the process of using Eventbrite for online ticketing and registration purposes. [Please contact us](#) if you would like to action this.

### Online Ticketing & Attendee Pre-Registration

There are a few options available, with Eventbrite being SQ's recommendation for ease, usability, functionality and costs (nil cost for free ticketing). There is more information in this document for help on this. Other options include:

- Your own website, if capable of integrating this function (e.g. Wix or Wordpress)
- Ticketbooth
- Swim Central
- JotForm options and pricing <https://www.jotform.com/pricing/>
- Google Forms <https://www.google.com.au/forms/about/>
- Manual process using data entry on computer/tablet or paper forms (not recommended)

### How to use Eventbrite for pre-registration and proof of entry at events

Eventbrite can be used to create an online event that has different ticket types with quantity limits applied, providing an online attendee register for use at your events. This process can be useful for events such as club nights and swim meets, to allocate a specific number of passes for attendees, capturing their details and assigning them to designated areas at your venue. It issues each attendee with a ticket, making proof of entry easy to manage on event day and avoiding lengthy queues where a manual process would otherwise be in place.

### What account type do I need?

There are 3 types of account in Eventbrite – Essential, Professional and Premium. For the ability to add custom questions (and therefore be able to capture the contact details required) Professional is the best account to have. Again, there are no fees for free tickets and this account will open up more technical support from Eventbrite if required. To see the full details of the different types, jump online <https://www.eventbrite.com.au/organizer/pricing/>

### What information do I need to capture when using Eventbrite?

As mentioned, for compliance with capturing contact details for tracing purposes, you are required to know full name, email and phone number of all attendees. You also need to know the date, time in and time out (or estimated time out where feasible) of their attendance and where they were (which group/section/area). For children (17 years and under), their details are required with the parent/guardian contact information.

By default, Eventbrite will capture the buyer only, their name and email. You will need to alter the settings to capture each ticket holder/attendee as well as adding custom questions for mobile/contact number. Limiting the number of tickets able to be purchased in each transaction to one, can help to ensure the name of each attendee is recorded and can stop attendees making bulk purchases, especially where numbers are strictly limited.



The time in can be captured using [Check In Qld app](#), or similar, as chosen by the organizer to fulfil this additional requirement.

### **If I use Eventbrite and have details of all attendees, do I still need to Check-in?**

Yes. You can use Eventbrite to have a register of all attendees anticipated for your event. On event day, attendees must show their ticket upon entry as proof they are able to attend. This can be via a printed copy of their ticket, or shown on their device. In this way, lengthy queues can be avoided as compared to a printed list that is manually checked off as attendees arrive. ***This process alone will not capture the required field of time of arrival.***

In order to capture the time in, ask all attendees to check-in using the system in place, once they have passed through the entry gate, and to check-out upon their departure or apply as estimated time based on the end of the session/club night/meet.

### **Does Eventbrite cost money?**

Anyone can make an account in Eventbrite and start creating events. While there is functionality to add paid tickets and other options (e.g. pre-purchased food, programs, etc.), you only pay fees if there is a cost associated with your tickets. If tickets are free, there are no costs!

### **I normally charge at the gate for attendance, how can I do this and not be charged fees in Eventbrite?**

If you would like to avoid paying fees in Eventbrite by adding a ticket cost, you could have attendees pay the club directly for their pass(es), and keep Eventbrite as a free registration process.

### **I am going to charge for tickets in Eventbrite, can I offer discounts or promo codes?**

[Discount codes](#) are a great way to incentivise a purchase. You can offer discounts for attendees registering early, use promo codes to track the effectiveness of promotional efforts, or provide to specific customer groups to get a comprehensive view of your event's reach.

### **Do I need to scan attendees' Eventbrite ticket at my event?**

While there is an option to scan in attendees with the Eventbrite Organiser mobile app, the reporting capabilities will not capture the time in and time out as required for contact tracing. We recommend using Eventbrite as an attendee register and proof of entry process, and [Check In Qld app](#) as the contact tracing process to ensure all information is captured as required for COVID-Safe Events.

Attendees can show their ticket via a printed copy, or on their device when entering the event.

### **Do I need to add a custom checkout question on Eventbrite?**

If you are using Eventbrite Professional or Premium, you can [collect any information you need](#) (like meal preferences or phone number etc.) by creating custom questions for attendees to answer when they register. Choose between checkboxes, text fields, or dropdowns to get the info you need from your attendees.

SQ recommends adding the custom field of mobile phone number, as a safeguard where attendees forget to check-in using the system in place on the day. This attendee register can then be used to fulfil the contact tracing requirements, however, in this instance all attendees would be considered to have attended the event from start to finish.



### How do I create multiple tickets on Eventbrite for the different attendees and clubs?

You can create [multiple ticket types](#), (e.g. coaches, officials, volunteers, spectators, etc.) and set quantity limits to each type based on allocations and capacity limits at your venue. If you are running an event with multiple clubs, you can create a limited number of tickets for each club based on pre-allocations as required, and ask attending clubs to have their members register prior to the event. When creating the ticket for each club, if you include the area/space that club has been allocated during the event, this will make it easy for attendees to reference this on the day rather than remembering. It can also help those on the entry gate to point attendees in the right direction when arriving.

### Do swimmers need to register in Eventbrite as well?

For swimmers, where the event includes nomination through online entries (Swim Central), so long as the guardian profile in Swim Central of the nominated swimmer contains a mobile number, this list can be used.

For other events where nomination is not required (i.e. presentation days or social events if capacity is likely to be reached), you would need to have a list of which swimmers were in attendance. In this instance, you could use Eventbrite for this purpose, or any other method for capturing the relevant details.

## 2. CHECK-IN PROCESS

Because there is a requirement for capturing and securely storing contact details for contact tracing purposes **including the time in** when attending events, SQ strongly recommends using the [Check In Qld app](#).

This is a free, simple and effective process using a site-specific QR code, enabling all attendees to complete necessary details for themselves when arriving on their device. There should be an option to collect details manually at the entry point upon arrival for those unable to utilise the electronic process. See the [COVID Advice to Clubs](#) for a template that can be used for this purpose.

Please note, participating swimmers (or parents/guardians on their behalf) are required to also check in as above for targeted contact tracing based on the captured time in. Alternatively, so long as the guardian profile in Swim Central of the nominated swimmer contains a mobile number, this list will be used for contact tracing irrespective of the time in attendance.

Where registered attendees don't use Check-in at the event, the attendee registration list will be used for contact tracing irrespective of the time in attendance, unless proof can be produced to indicate otherwise to Queensland Health.

Still unsure? Check out the help centre of [Eventbrite website](#), or [email us](#) for further club support/questions.