

Tips to assist you to implement and communicate your organisation/business's acceptance of the Companion Card.

- Create a link from your website to the South Australian Companion Card website, to provide information about the program to your customers. Go to the Companion Card website www.companioncard.org.au and follow the instructions under Link to the site.
- Display the Companion Card Accepted Here sticker at entrances and ticket windows.
- Provide ticketing information on print material and websites.
- Include the requirement to accept Companion Cards in your contracts with ticketing agents and incorporate acceptance of the card into staff training.
- Develop a policy regarding how your organisation will respond to requests for a Companion Ticket for individuals who do not hold a Companion Card.
- If your organisation hires out any venues that you own or manage, include the acceptance of the Companion Card in your Venue Terms & Conditions of Hire.
- If your organisation provides funding for any venues or events that charge an admission or participation fee, include the acceptance of the Companion Card in your Terms & Conditions of Funding or Grants.

How to affiliate

Simply complete the Affiliation Application form available from the Companion Card website or by phoning the information line.

www.companioncard.org.au

Freecall 1800 667 110

Staff are available during business hours to respond to your enquiries regarding affiliation and assist you to complete the form. You can also email questions to companioncard@sa.nds.org.au

Return your completed Companion Card Application to

**Companion Card Applications
GPO Box 292
Adelaide SA 5001**

4. Promotional Material

You will be sent promotional material for display at point-of-sale when you affiliate. The size and number of promotional packs that you require will depend on the number of ticket boxes, outlets, venues or events at your organisation or business. Additional materials are available after affiliation upon request. Please indicate your initial requirements

Please Tick

<input type="checkbox"/>	Small Pack (suitable for single locations)	Number of Packs	<input type="checkbox"/>
<input type="checkbox"/>	Medium Pack (suitable for up to 10 locations)	Number of Packs	<input type="checkbox"/>
<input type="checkbox"/>	Large Pack (suitable for up to 30 locations)	Number of Packs	<input type="checkbox"/>

5. Affiliate Statement

I am an authorised representative of the organisation or business listed in 1 above. On behalf of the organisation or business

5.1 I understand and accept the Companion Card Affiliate Terms & Conditions and agree to accept the Companion Card at all Australian outlets.

5.2 I consent to the organisation's or business's name, service description, list of services and website address being published on the Companion Card website or in other promotional communication as a Companion Card affiliate.

Please Tick Yes No

5.3 The organisation or business intends to collect statistics on the use of Companion Cards at its venues or events, and will be prepared to share this non-identifying data with the Companion Card program for evaluation purposes.

Please Tick Yes No

5.4 The organisation or business will officially recognise the Companion Card from

Date / /

Name of authorised representative

Position Signature Date / /

Please return this form in the reply paid envelope provided (or in any envelope) to
Companion Card Program, GPO Box 292, Adelaide SA 5001

Organisation and Business Affiliation Application

General Information

Please complete this Affiliation Application in BLOCK LETTERS using blue or black pen. When completing this form please place a tick in the boxes provided.



correct

Companion Card Information Line 1800 667 110

Companion Card Information Line staff are available during business hours to respond to enquiries.

Privacy

The information provided in this Affiliation Application will be recorded and stored in the Companion Card database, and used solely for the purposes of administering the Companion Card program.

For Office Use Only

1. Organisation or Business Details

Organisation Name _____

Business Address _____

Suburb _____

State _____ Postcode _____

Postal Address (if different from above) _____

Suburb _____

State _____ Postcode _____

Telephone () _____

Facsimile () _____

Website (if available) _____

2. Contact person for affiliate related issues

Title (Mr / Mrs / Ms / Miss) _____

First Name(s) _____

Surname _____

Position in the organisation _____

Telephone () _____

Facsimile () _____

Email (if available) _____

3. Service Profile

3.1 Provide a brief description of your organisation or business activities

3.2 If you operate services or venues that have a particularly high profile but which are not easily identifiable as part of the same organisation or business, you are encouraged to list them separately below. These services and venues will be specifically listed as key affiliates in the Companion Card database.

This may apply to organisations and businesses that manage a range of facilities, services and/or grants. It is not necessary for organisations and businesses with multiple outlets that trade under the same name (eg, a chain of cinemas) to list every outlet.

Name of Venue/Event/Activity/Grant	Description	Suburb
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

Companion Card Affiliate Terms & Conditions

- 1 Affiliates understand that the Companion Card will only be used when the cardholder requires the assistance of a companion to participate at a particular venue/activity.
- 2 The minimum expectation of Companion Card affiliates is that they will issue cardholders from any Australian state or territory with one Companion Ticket, or admission, at no extra charge. This ticket will be exempt from all booking fees.
- 3 Where a cardholder needs more than one companion to provide the attendant care support, the cardholder will negotiate this with the venue/activity operator at the time of booking.
- 4 The Companion Card can be used to obtain a Companion Ticket for any programs, services and sessions run by affiliated venue/activity operators. This will be subject to the usual admission availability and conditions.
- 5 Booking and ticket distribution practices for Companion Tickets should not be more difficult than the standard ticketing practices of the affiliated venue/activity.
- 6 The Companion Card can be used in conjunction with any recognised concession cards.
- 7 The venue/activity must ensure cardholders are able to be seated or located physically close to their companions. Companions will remain close to cardholders to assist them as required. Cardholders with specific seating requirements will inform the venue/activity at the time of booking.
- 8 Some venue/activity operators may charge for participation over and above general admission costs (eg, a fee for rides in addition to an entry fee at a fun park). Affiliated venue/activity operators must issue a Companion Ticket for both admission, and for additional components such as rides if the cardholder requires assistance in order to participate.
- 9 Companion Cards may be used to purchase a package deal for the cardholder that combines admission costs with ancillary components such as meals, etc. When taking a booking for a package deal, affiliates should provide details of what is included with the Companion Ticket. It is essential that the companion's support to the cardholder is not disrupted if the ancillary components are not included in the Companion Ticket (eg, if meals are not included, the companion must be able to bring or access food in a manner that enables them to provide continual support to the cardholder).
- 10 Affiliated venues/activities agree to, where possible, display the Companion Card logo in a prominent position at their business premises or ticketing outlet, and in promotional material.
- 11 Only the person whose photograph and details appear on the Companion Card can use the card.
- 12 Companion Tickets cannot be used without the Companion Card cardholder being present.

The Companion Card program is an initiative of the South Australian Government, jointly managed by the Department for Families and Communities and National Disability Services.

The Companion Card® is a registered trade mark owned by the State of Victoria. No party may use the words 'Companion Card' or its associated logos without obtaining permission from the State of Victoria.