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## FREQUENTLY ASKED QUESTIONS

**Q: How much do the packs cost?**

A: There are two pack sizes this year

- DIY 50 packs are \$275
- DIY 100 packs are \$550

**Q: What's included in packs?**

A: See below

| <b>DIY Strawberry Sundae 100 Pack<br/>(Approx. 100 ice-creams)</b>      | <b>DIY Strawberry Sundae 50 Pack<br/>(Approx. 50 ice creams)</b>        |
|---|---|
| 2 x 5 Litres of the Official Ekka Strawberry Ice-cream                  | 1 x 5 litre Official Ekka Strawberry Ice-cream                          |
| 1 x 5 Litres of the Official Ekka Vanilla Ice-cream                     | 3 x 920ml Official Ekka Vanilla Ice-cream                               |
| 1 x 250g Whipped Cream  | 1 x 250g Whipped Cream  |
| 5kg Strawberry's  | 2.5kg Strawberry's  |
| 100 x ice cream cones   | 50 x ice cream cones  |
| 1 x special instructions on how to make your very own taste of the Ekka | 1 x special instructions on how to make your very own taste of the Ekka |
| 20 x Paper Cups (Gluten Free Option)                                    | 10 x Paper Cups (Gluten Free Option)                                    |
| 2 x Ice Cream Scoops  | 1 x Ice Cream Scoop   |
| Promotional signs & collateral  | Promotional signs & collateral  |
| <b>\$550</b>  | <b>\$275</b>  |

**Q: I don't want to buy a 50 pack, can I get a smaller pack?**

A: No, unfortunately due to cost and logistics the only pack sizes available this year are 50 & 100 packs. We encourage people to get together with other businesses or community groups to order a 50 or 100 pack. You will also be able to purchase single ice-creams from our stores at the Ekka Show from 7-15 August.

**Q: Where can I pick up my pack from?**

A: This year there are two pick-up locations in Brisbane:

- Northside – Burnie Brae, 60 Kirin St, Chermside, 4032
- Southside - Nissan Arena, (Plaza)- 590 Main Rd, Nathan, 4111

**Q: What dates/times are the pick-up sites open?**

A: Monday 2<sup>nd</sup> August and Tuesday 3<sup>rd</sup> August from 7.00am - 6.00pm



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**Q: What if I can't pick up from your locations?**

A: We recommend picking up packs from one of our two pick-up locations, however, delivery is possible by arrangement at an additional cost for larger orders (see 'Do you deliver' question).

**Q: Why don't you have more pick-up locations. I can't get to where you have them.**

A: We would like to have more locations, however with the Ekka Show being held this year we have limited options for pick-up locations and resources to manage collection points.

**Q: I can't pick-up my order. Can I send someone else instead?**

A: You can nominate someone else to pick-up your order as long as they have a copy of the receipt.

**Q: Do they come in boxes?**

A: We will have the DIY ingredients packaged but we recommend you also bring something to keep them cold in the same way as if you purchased ice cream from the supermarket. You are welcome to bring your own shopping bags, cold bags or esky to collect.

**Q: Do you deliver?**

A: Delivery can be arranged for an additional cost for orders of 3 or more packs. To enquire email [events@thecommongood.org.au](mailto:events@thecommongood.org.au) or phone 1800 501 269.

**Q: When do orders close?**

A: Packs must be ordered and paid for by **Monday 26 July 2021** but stock is limited so orders will be taken on a first in and paid basis (funds cleared before delivery).

**Q: When can I distribute the Strawberry Sundaes?**

A: The promotion will run from 1-7 August, the week prior to Ekka Week (Friday 7-15 August) and you should aim to distribute the Strawberry Sundaes during this time.

**Q: What are the ingredients as I have food allergies?**

A: Contact us if you have a specific food allergy. A gluten free option is available (a proportion of paper cups included instead of ice cream cones).

**Q: Can I sell them from my shop?**

A: No. we are not allowing the Strawberry Sundaes to be sold at any retail site or store.



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**Q: Do you need volunteers?**

A: Yes. We may need some volunteers for specific days and sites. We also need approximately 2,000 volunteers to help with the Strawberry Sundaes at the Ekka Show. Please see our website for more details.

**Q: How much money raised goes to the research?**

A: 100% of all profits from the sale of Strawberry Sundaes go to funding research programs. We currently fund over 139 research programs and all our admin expenses are covered by our social enterprise cafes, so 100% of profits and donations go towards research

**Q: Can I get an invoice?**

A: Yes, you can have an invoice, but please note your order is not finalised or reserved until we receive payment.

**Q: Is buying a pack tax deductible?**

A: No, this is not a tax-deductible donation as you are receiving goods. This may be a tax-deductible expense to your business in relation to staff or customer engagement – please check with your accountant.

**Q: If I buy a pack can I sell them to others to raise funds or recoup cost?**

A: No, we are not allowing the Strawberry Sundaes to be sold.