

**Blackout Friday Frequently Asked Questions.**

**I don’t have a ticket, can I still attend?**

Yes of course – walk-ins are welcome! You might have to wait a bit longer to get in, but anyone can attend Blackout Friday even without a ticket.

**I have a ticket, does that guarantee entry?**

Yes, however you may be asked to wait slightly longer than your confirmed time slot to help us manage flow inside.

**Can I bring a guest / friend with me?**

Yes, walk-ins are welcome – however anyone without a ticket will need to wait in a separate walk-in queue at the entrance. So if you’re planning on coming together, we recommend booking a ticket together. It’s free!

**Is the event disability and wheelchair accessible?**

We have done our best to make this experience accessible for all people, including anyone using a wheelchair. Please let us know on the day if you have any accessibility needs and we will do our best to make our experience easy for you. If you need a sighted guide or someone to support you through please let us know at the entrance and we can make that happen.

**I have a ticket but missed my time slot, can I still come?**

Yes, walk-ins are always welcome – however you may need to wait a tiny bit longer if the current time slot is full. We’ll still make sure you get to experience the event!

**Why is Guide Dogs doing this?**

We’ve heard time and time again from people with low vision or blindness that online shopping can be a confusing and stressful experience when websites are inaccessible and product descriptions are inadequate. While we can't fix every website this sales season, we can do our best to understand the problem so businesses are motivated to do better and stop leaving over 500,000 Aussie consumers with low vision or blindness in the dark.

**Can I exchange my item?**

Unfortunately not – all our thrifted products are generously supplied by Uturn and to ensure we have enough for everyone, there are no returns or exchanges allowed. If you didn’t get exactly what you wanted based on the description, that’s kind of the point! You can always donate your product back to Uturn near the exit if you’re not keen on taking it with you.

**What if my chosen product isn’t in my size?**

Due to limited stock, we might not have your size in the product of your choice. If this is the case, we will offer you the appropriate size in another product category.

**How many products can I take?**

We only have enough stock for one product per person.

**I don’t want to be filmed, can I still attend?**

Yes, of course. Please let a Guide Dogs team member know that you’d prefer not to be filmed, and you’ll still be able to experience the event. Please note there may be unavoidable moments where you are in the background of a shot or walking through an image, however we’ll do our best to let you know and avoid this kind of inclusion.

**How can I help spread the word?**

Thank you for wanting to get involved! Share your experience by taking photos and videos on the day and uploading them to socials with the #BlackoutFriday and tag @GuideDogsAustralia. Every post you make helps educate people on the need for better product descriptions, and helps us improve online shopping accessibility for people with low vision or blindness.