

# Unticketed Visitors and Tricky Questions

Thank you for opening your home for Sustainable House Day 2025.

This document is intended to help you handle visitors who have not purchased a ticket or who ask tricky questions during tours.

Use it as a guide and take what you need from it.



**If you need any additional support with visitors on the day, offer to call Renew so they can discuss it directly with Renew staff. Contact the SHD team on 03 9631 5406.**

## Tips for handling unticketed visitors

Open House Tours are ticketed events and your address is only released to ticket holders so it is unlikely that people will turn up without a ticket. However, word gets around or passersby may see your signage so walk-ins may arrive. You opening your home and visitors purchasing tickets includes agreeing to terms and conditions and registering for the purpose of the public liability insurance provided by Renew for the event. Unauthorised visitors may void this insurance, putting the visitors and homeowner at risk in the event of an accident.

We suggest that you politely turn them away:

“Thank you for your interest, but this is a ticketed event, and we are unable to sell you a ticket now. You might like to join the Webinar Series or find other events on the Sustainable House Day website instead.”

Offer them an SHD brochure if you have some spares.

## Tips for handling tricky questions or comments

Nobody knows the answers to every question, and some attendees are well-informed or especially curious about particular topics. You don't need to have all the answers that people ask on every topic and sometimes other attendees can learn by listening to others that might be on your tour.

Remember you can always take questions on notice, or throw it open for discussion. If someone is overly critical of a decision you've taken at your home, remind them that it was the best decision that you could have taken at the time, that everyone has different circumstances, and there are lots of different ways of implementing changes.