

**TENNIS AUSTRALIA
AUSTRALIA OPEN 2025 VOICE OF CUSTOMER
SURVEY GIVEAWAY
TERMS AND CONDITIONS**



Schedule to Terms of Entry

Name of Competition	Australian Open 2025 Voice of Customer (VoC) Survey Giveaway
Promoter	Tennis Australia Ltd (ABN 61 006 281 125) trading as Tennis Australia, Melbourne Park, Olympic Boulevard, Melbourne, Victoria 3000.
Permit Numbers	N/A
Location	Australia
Entry Restrictions	Entrants must be a minimum of 12 years of age to enter. Entrants under 18 years of age must have permission to enter the Competition from a parent/guardian to be eligible to enter.
Competition Period	The Competition begins daily at 10:00 AEDT and ends at 23:59 AEDT from Monday, 6 January 2025 to Sunday, 26 January 2025
Entry Method	During the Competition Period, entrants must: <ul style="list-style-type: none"> • Attend the Australian Open 2025 AND <ul style="list-style-type: none"> • Complete one of the following: <ul style="list-style-type: none"> ○ Australian Open 2025 Onsite VoC General survey ○ Australian Open 2025 Onsite VoC <i>Retail</i> survey ○ Australian Open 2025 Onsite VoC <i>Food and beverage</i> survey
Maximum number of entries	Entrants are allowed to submit only one entry for each survey per day.
Draw Details	The draw will take place daily at 9:00 from Tuesday 7 th January to Monday 27 th January at Tennis Australia, Melbourne Park, Olympic Boulevard, Melbourne, Victoria, 3000.
Prize Details	2x Australian Open 2025 Ground Pass Tickets + \$25 Mastercard voucher (Men Final Day exception: \$25 Mastercard voucher only) <u>All tickets allocated by the Promoter are subject to the applicable ticket conditions of sale and entry, to be made available prior to entry.</u>
Total Prize Pool	The maximum prize value is \$1980 (incl. GST) at time of publication of these Terms of Entry.
Notification of Winners	The winner will be notified daily via the email provided at the time of completing the survey.
Publication Details	The daily winner will be published by the Promoter on its website.
Prize Claim Date and Time	The prize must be accepted by the winner by 12:00 AEDT on the day after the draw
Unclaimed Prize Draw and Publication Details	The unclaimed prize draw will be conducted at 12:00 AEDT two days after the draw at Tennis Australia, Melbourne Park, Olympic Boulevard, Melbourne, Victoria 3000. The winner of the unclaimed prize draw will be published by the Promoter on its website and/or Instagram account.
Prize Delivery	The tickets will be sent to the nominated winner via email

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	once they are available. Instructions on how to collect the Mastercard voucher will be sent to the winner via email.
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Tennis Australia Trade Promotion: Game of Chance

1. These terms must be read together with the Schedule for the Competition which defines certain terminology used in these terms and conditions. Entry into the Competition is deemed acceptance of these terms.

Eligibility to Enter

2. Entry is only open to persons residing in the Location who comply with the Entry Restrictions (if any). Entrants can only enter in their own name. The Promoter reserves the right to request the winner to provide proof of purchase to enter this Competition, proof of age, identity and residential address, in order to claim the prize. Proof of purchase, age, identification and residential address considered suitable for verification is at the discretion of the Promoter. In the event that the winner cannot provide suitable proof, the winner will forfeit the prize in whole and no substitute will be offered. Entrants may submit the Maximum number of entries.
3. Officers, contractors, employees and their immediate families of the Promoter or any of its related bodies corporates, or of its agencies or contractors involved with this Competition are ineligible to enter.

Entry

4. To enter the Competition, entrants must follow the Entry Method during the Competition Period. All entries received after this time are ineligible for entry into the Competition and no responsibility will be accepted by the Promoter for lost, late, incomplete, incorrectly submitted, delayed, illegible, corrupted or misdirected entries claims or correspondence.
5. All eligible entrants will go into the draw. The draw will be conducted in accordance with the Draw Details. The Prize will be awarded to a valid entrant randomly drawn in accordance with the Prize Details.
6. The result of the draw will be final. No correspondence will be entered into.
7. This is a game of chance.

Prize

8. The prize is specified in the Prize Details. The total prize pool is specified in the Total Prize Pool section of the Schedule.
9. The prize is not transferable, exchangeable or redeemable for cash. The prize value is accurate at the date of commencement of the Competition. The Promoter accepts no responsibility for any variation in the value of a prize after that date. Refunds will not be made in respect to unused services or prizes. Where a prize, or part of a prize, is unavailable, the Promoter retains the right to substitute the prize (or part) with a prize (or part) of equal or greater value subject to relevant State and Territory regulations.
10. In the event that for any reason whatsoever a winner does not take an element of the prize at the time stipulated by the Promoter then that element of the prize will be forfeited by the winner and cash will not be awarded in lieu of that element of the prize.
11. All costs associated with a prize not specifically included in the Prize Details including, but not limited to, any transport costs, transfer costs, meals, taxes, insurance and other ancillary costs are the responsibility

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of the winner.

12. If a winner of a prize is under the age of 18 years, the Promoter may, at its discretion, award the prize to the winner's parent or guardian.

Notification and Collection of Prizes and Redraw Process

13. The winner will be notified in accordance with the Notification of Winners section of the Schedule and have their full name and state of residence published in the manner set out in the Publication Details.
14. The winner/s must confirm their eligibility and contact the Promoter by the Prize Claim Date and Time. In the event that the winner/s are unable to be contacted, and all methods of communication are unsuccessful, that winner's entry will be deemed to be invalid and the Promoter reserves the right to conduct such further draws on the Unclaimed Prize Draw Date as are necessary to distribute the Prize, subject to any directions given by any relevant authority. If required by law or any relevant authority, the winners will have their name published in accordance with the Unclaimed Prize Draw Publication Details. If the Prize is no longer capable of being redeemed, the new winner will receive a prize, as determined by the Promoter, of equivalent value (as if the original prize had been awarded to that person, less any administrative expenses incurred by the Promoter), subject to the approval of the relevant authorities in the Location if required. If no Unclaimed Prize Draw Date is specified, any unclaimed Prize will be distributed at the Promoter's discretion.

Privacy

15. The Promoter may use a third party to conduct the Surveys and any personal information you provide in your response to a Survey will be subject to privacy policies of that third party. The third party may disclose your personal information to the Promoter and by entering the Competition, you consent to the further collection, storage, use and disclosure of your personal information in accordance with the tennis privacy statement located at <http://www.tennis.com.au/privacy-statement> and the tennis privacy policy located at <http://www.tennis.com.au/privacy>, which contain information about how you may access and seek correction of your personal information, how you can complain about a breach of your privacy and how the complaint will be dealt with. If you do not agree, you must not provide your personal information, and you will be ineligible to be selected as a winner.
16. Each entrant must ensure that any other person whose details have been provided by the entrant to the Promoter for the purposes of the Competition has given their implied or express consent for their details to be provided to the Promoter and any of its related bodies corporate and to be contacted by the Promoter or any of its related bodies corporate in relation to this Competition.
17. Where the Competition is communicated or promoted on Instagram, entrants and participants in the Competition acknowledge that the Competition is in no way sponsored, endorsed or administered by or associated with Instagram and entrants and participants in the competition release Instagram and its associated companies from all liability arising from the Competition. Entrants provide their information to the Promoter and not to Instagram.

Discontinuance and Disqualification of Competition

18. The Promoter reserves the right to discontinue the Competition at any time and at its sole discretion may cancel, terminate, suspend or modify the Competition and/or, if necessary, to provide an alternative prize or prizes to the same value as an original prize or prizes. Any change to or cancellation of this Competition, for whatever reason, is subject to the written direction of all relevant legislative departments in the Location.
19. Without limiting the foregoing, the Promoter reserves the right to verify the validity of entries and to disqualify

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any entry which, in the opinion of the Promoter, can be considered objectionable, profane, potentially insulting, inflammatory or defamatory, or any entrant whose entry is not compliant with these terms or who has, in the opinion of Promoter, engaged in conduct in entering the Competition which is fraudulent, misleading, deceptive or generally damaging to the goodwill or reputation of the Competition and/or Promoter. The Promoter reserves the right in its sole discretion to disqualify any individual who the Promoter has reason to believe has breached any of these conditions or engaged in any unlawful or other improper misconduct calculated to jeopardise the fair and proper conduct of the Competition.

Entry Rights

20. All entries and materials submitted to the Promoter in connection with this Competition become the property of the Promoter and each entrant consents to the Promoter using the entrant's entry, name, likeness, image, voice and/or participation in a prize (including photograph, film and/or recording of the same) in any media for an unlimited period of time without further notification, remuneration or compensation for the purpose of promoting, publicizing or marketing the Competition (including any outcome), and/or promoting any products or services manufactured, distributed and/or supplied by the Promoter.

Exclusion of Liability

21. The Promoter and its associated agencies and companies take no responsibility for the loss of, any damage to or delay in the transit of any part of the prize due to incorrect or imprecise delivery or contact details provided by an entrant.
22. To the extent permitted by law, the Promoter makes no representations or warranties as to the quality, suitability or merchantability of any of the goods or services offered as prizes.
23. The Promoter is not responsible for losses associated with any change to the value of any prizes.
24. To the extent permitted by law, the Promoter and its associated agencies and companies will not be liable for any loss suffered or sustained for personal injury or death or any loss suffered to personal property and including, but not limited to, consequential (including economic) loss by reason of any act or omission, deliberate or negligent, by the Promoter, or its servants or agents, in connection with the arrangements for supply, or the supply, of any goods or services by any person to the winner and where applicable, to any persons accompanying the winner.