



1. Redemption: The Gift Voucher is valid for redemption exclusively through the Townsville North Queensland website. It cannot be redeemed directly with operators, hotels, or through third-party websites.
2. Voucher Value: The total voucher value is \$500 AUD. No cash refunds, change, or credit will be issued for any unused portion of the voucher.
3. Booking Eligibility: The Gift Voucher may be applied to eligible tourism products and accommodation listed on the Townsville North Queensland website. Operator or product blackout dates may apply.
4. Non-Transferable: The Gift Voucher is non-transferable, non-redeemable for cash, and cannot be resold, exchanged, or used for commercial purposes without written consent.
5. Validity Period: The Gift Voucher must be redeemed within the validity period specified at the time of issue. Expired vouchers cannot be extended, refunded, or reissued.
6. Booking Confirmation: Bookings made using the Gift Voucher are not confirmed until paid in full, with the voucher value applied at checkout.
7. Partial Use: If the booking exceeds \$500, the balance must be paid by the customer at the time of booking. If the booking is less than \$500, the remaining balance will be forfeited and cannot be carried over.
8. Cancellations: If you cancel a booking made using the Gift Voucher, only the portion of money physically paid by you (if any) is refundable in accordance with the operator's cancellation policy. Voucher value applied to the booking is forfeited.
9. Operator Terms: Individual operators may apply their own terms, conditions, and restrictions. These will apply in addition to these Gift Voucher Terms and Conditions.
10. Liability: Townsville Enterprise facilitates connections between consumers and operators but does not endorse, certify, or guarantee the quality, availability, or legality of third-party services.
11. Data Use and Privacy: By redeeming this voucher, you consent to Townsville North Queensland collecting your personal information for the purpose of administering the voucher and related bookings. Where required, Townsville North Queensland will share winners' or voucher holders' contact details with relevant operators and partners solely to facilitate redemption of the prize or booking. All personal data will be managed in accordance with Townsville North Queensland's Privacy Policy.
12. Participation at Own Risk: By redeeming this voucher, the customer acknowledges and accepts that some tourism activities carry inherent risks, including the risk of personal injury, illness, property damage, or death. Customers participate voluntarily and at their own risk and are strongly encouraged to obtain appropriate travel insurance.
13. Force Majeure: Townsville North Queensland and its operators are not responsible for the failure or inability to provide services due to events outside their control, including but not limited to weather, natural disasters, pandemics, government restrictions, or acts of God. In such circumstances, the booking and voucher may be forfeited without refund or replacement.
14. Right to Amend: Townsville North Queensland reserves the right to amend these Terms and Conditions at any time without notice.
15. Indemnity: Customers agree to indemnify and hold harmless Townsville Enterprise Limited, its employees, officers, and partners from any claims, losses, damages, costs, or liabilities arising from the use of this voucher or participation in any related activity.