

## URBANEST 2019 CUSTOMER SATISFACTION SURVEY COMPETITION AUGUST 2019

*Have your say and enter the competition to win 1 of 3 \$500 STA travel vouchers*

How to enter:

- 1 Complete the 2019 Customer Satisfaction Survey.
- 2 Enter your name, email address and contact number.
- 3 Answer the question at the end of the survey.

Competition commences at 9:00am (AEST) on Monday 19th August 2019 and ends at midnight (AEST) on Sunday 1<sup>st</sup> September 2019. Terms and Conditions below.

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### Terms and Conditions

1. Information on how to enter, mechanics of how to enter and prizes form part of these Conditions of Entry. Entry into this promotion is deemed acceptance of these Conditions of Entry by each Entrant. Entry is via Internet only.
2. Entry is only open to persons who are currently a resident at an Urbanest property in Australia with a residential tenancy agreement ending no earlier than 1<sup>st</sup> September 2019. The directors, management and employees (and their immediate families) of the Promoter, its related entities, printers, suppliers, providers and agencies whom are directly associated with the conduct of this promotion are ineligible to enter the promotion.
3. One (1) entry per person is permitted.
4. There will be three (3) winners chosen.
5. There is no entry fee and no purchase necessary to enter this competition.
6. The promotion commences at 9:00am (AEST) on **19/08/2019** and closes at midnight (AEDT) on **01/09/2019 (Promotional Period)**. After this date, no further entries to the competition will be permitted.
7. All valid Entries will be judged by a panel of appropriately qualified judges at 10:00am (AEST) on **15/09/2019** at the Promoter's premises to determine three (3) winners judged to be the best from all eligible Entries received (**Judging**). All eligible Entries will be judged on a basis of originality and creative merit. This is a game of skill and chance plays no part in determining the winner. The winner will be notified via email and phone. All reasonable steps to notify the winner of the results of the Judging will be taken by the Promoter. The Judges' decision is final, and no correspondence will be entered into. If the winner cannot be contacted or do not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the winner and pick a replacement winner.
8. To enter, Entrants must, during the Promotional Period:
  1. Completed every question of the 2019 Customer Satisfaction Survey.
  2. Enter their name, email address and contact number.
  3. Answer the question at the end of the survey.
9. The three Entrants judged to have submitted the best Entries from all eligible Entries received will win one (1) AUD \$500 STA travel voucher each. Total maximum prize pool is AUD \$1,500.00.
10. No responsibility can be accepted for entries not received for whatever reason.
11. A prize will only be awarded following any winner validation and verification that the Promoter requires in its sole discretion.

12. The promoter reserves the right to cancel or amend the competition and these terms and conditions without notice. Any changes to the competition will be notified to entrants as soon as possible by the promoter.
13. The promoter will notify the winner when and where the prize can be collected.
14. The promoter's decision in respect of all matters to do with the competition will be final and no correspondence will be entered into.
15. By entering this competition, an entrant is indicating his/her agreement to be bound by these terms and conditions.
16. The competition and these terms and conditions will be governed by Australian law and any disputes will be subject to the exclusive jurisdiction of the courts of Australia.
17. The winner agrees to the use of his/her name and image in any publicity material. Any personal data relating to the winner or any other entrants will be used solely in accordance with current data protection legislation in Australia and will not be disclosed to a third party without the entrant's prior consent.
18. The information provided will be used in conjunction with the following Privacy Policy found at <http://urbanest.com.au/about/the-legal-stuff>.
19. Costs associated with accessing a Promotional Website remain an Entrant's responsibility and may vary depending on the Internet service provider used.
20. If the prize or element of the prize becomes unavailable, for any reason beyond the Promoter's reasonable control, then a comparable prize or prize element of equal or greater value will be awarded in lieu, subject to any written directions made under applicable State or Territory legislation.
21. The Promoter, its associated agencies and companies excludes all liability (including negligence) except for any liability that cannot be excluded by law (including any applicable Consumer Guarantee under the Australian Consumer Law), for any direct or indirect injury, loss and/or damage arising in any way out of the promotion. This includes, but is not limited to: (i) technical malfunctions, delays or failures, including those resulting from accessing any materials related to this promotion and any incorrect, inaccurate or incomplete information communicated in the course of, or in connection with, this promotion as a result of any technical malfunctions, delays or failures; (ii) theft, unauthorised access or third party interference; (iii) lost or damaged entries, prize claims or prizes; and/or (iv) acceptance and/or use of any prize. Applicable manufacturers and/or distributors should be contacted in regard to all prize warranty claims
22. If this promotion is not capable of running as planned for any reason, including but not limited to war, terrorism, state of emergency or disaster (including natural disaster), infection by computer virus, bugs, tampering, unauthorised intervention, technical failures or anything which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter reserves the right, in its sole discretion, to cancel, terminate, modify or suspend the promotion and/or, if necessary, to provide an alternative prize to the same value as the original prize, subject to any written directions made under applicable State or Territory legislation.
23. **Promoter:** Urbanest Pty Limited (ABN 94 128 382 310), Level 22, 68 Pitt St, Sydney NSW 2000. Telephone: (02) 9229 1800.