

# 2025 Valentine's Concert – Stay and Play at Joondalup Resort Competition

## Terms and Conditions

1. This competition is a trade promotion lottery (**Competition**) run by the City of Joondalup (**City**) in accordance with the *Gaming and Wagering Commission Act 1987 (WA)*.
2. Entry to the competition is free.
3. By submitting your entry, you acknowledge that you have read and accept these Terms and Conditions.
4. This competition is open to both resident and visitors of the City of Joondalup who purchase one or more tickets to the 2025 Valentine's Concert: Yesterday's Gone before Christmas 2024. Each purchaser will receive one (1) entry for every ticket purchased. The following are ineligible to enter: employees of the City of Joondalup, immediate family members of employees of the City of Joondalup, Elected Members of the City of Joondalup, partners, businesses, agencies and companies associated or involved with the 2025 Valentine's Concert.
5. This competition is open only for people who purchase one or more tickets to the 2025 Valentine's Concert before Christmas Day 2024. The competition will commence on 27 November 2024 at 9am AWST and remain open until 11.59pm AWST on Tuesday 24 December 2024. Customers who purchased tickets to the 2025 Valentine's Concert prior to the competition commencing will also be included in the prize draw. Ticket purchases made after 12am AWST on 25 December 2024 will not be eligible. Any tickets that are subsequently refunded will also not be eligible. The City reserves the right to disqualify any entrant who tampers with the entry process, who submits an entry that is not in accordance with these Terms and Conditions, or who has, in the opinion of the City, engaged in conduct in entering the Competition, which is considered fraudulent, misleading, or deceptive.
6. To enter the Competition, entrants must, during the Competition period, purchase one or more tickets to the 2025 Valentine's Concert: Yesterday's Gone either online via Ticketbooth (link: <https://events.ticketbooth.com.au/event/valentines-concert-2025>) or in person at the City of Joondalup Customer Service Centre.
7. The competition opens on Wednesday 27 November 2024 at 9.00am AWST and closes on Tuesday 24 December 2024 at 11.59pm AWST. Customers who purchased tickets to the 2025 Valentine's Concert prior to the competition commencing will also be included in the prize draw.
8. The information that entrants provide will be used by the City for the purpose of conducting this competition, including contacting the winner. The City will not share any information collected with third parties. By entering this competition, entrants consent to use their contact details for the purposes described in this clause. This information will

be collected, processed, used and protected in accordance with the applicable data security and privacy laws.

9. There will be one winner only. All eligible entrants will be transferred to an Excel Spreadsheet and selected by the random number generator function. The City reserves the right to request each winner to provide proof of their identity and/or proof of each winner to comply with any of the City's instructions on how to claim the Prize.
10. Each Prize is not transferrable, exchangeable or redeemable for cash. Once a Prize has left the City's premises, the City takes no responsibility for the Prize being damaged, lost or stolen.
11. If a Prize is unavailable for reasons beyond the City's control, the City reserves the right to substitute the Prize with a prize of equal or greater monetary value. This right is subject to any applicable legislation, regulations or directions from a regulatory authority.
12. A winner's use of the Prize is entirely at their own risk. Before a Prize is awarded, a winner may be required to sign an agreement to release the City from and indemnifying the City against any liability arising from the winner's acceptance and use of the Prize and the winner's participation in the competition.
13. The City will take all reasonable steps to identify and notify each winner to ensure that each winner receives their Prize. In the event of any prize left unclaimed, or the winner cannot be identified, by Friday 10 January 2025, the Prize will be forfeited.
14. The City will not be liable to any entrant who cannot be contacted or whose entry contains incorrect or misspelled information including email addresses. In such cases, this entrant forfeits any Prize, and no further correspondence will be entered into. The City will not accept late entries.
15. By entering this competition, entrants acknowledge that if they are a winner, photographs may be taken at the Prize collection for marketing and media purposes, and this will be done only with the winner's consent. Any such photographs taken, and copyright in the images, will belong to the City, and the City has the right to use these images without payment or other compensation to the Prize winner.
16. The City reserves the right to vary the terms of, or cancel, the competition at any time without liability to any entrant or other person, subject to applicable laws.
17. Any Prize supplied by a third party supplier is subject to the terms and conditions of that third party supplier. Each Prize may come with guarantees that cannot be excluded under the applicable Australian consumer laws. If those guarantees are not complied with, then you will have rights under the applicable Australian consumer laws. Subject to those guarantees and rights, the City will not be liable and excludes all liability (including negligence) for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) for damage to property, personal injury or death suffered or sustained in connection with the competition or the use or taking of any Prize except for any liability which cannot be excluded by law including as provided for under the applicable Australian consumer laws.
18. If entry is via social media or if the competition is promoted on social media, the competition is in no way sponsored, endorsed, administered by or associated with the social media platform and each entrant agrees to grant the social media platform a complete release from any claims that they now have or may have in the future which relate to or are incidental to the competition. Entrants acknowledge and agree that:

- a. any information they provide in connection with the competition is provided to the City and not to any social network; and
- b. any questions, comments or complaints regarding the competition will be directed to the City, not a social network.

## Information on the Prize

1. The competition opens on Wednesday 27 November 2024, at 9.00am AWST and closes on Tuesday 24 December, at 11.59pm AWST. Customers who have already purchased tickets to the 2025 Valentine's Concert prior to the competition commencing will also be included in the prize draw.
2. The prize is one Stay and Play voucher for Joondalup Resort which consists of: a one night stay for two people in a resort room with breakfast included, plus an 18 hole round of golf with a cart for one person. The Prize has a total value of \$450.
3. There will be one winner only. All eligible entrants will be transferred to an Excel Spreadsheet and selected by the random number generator function.
4. Winner(s) will be notified via email and/or phone number within ten (10) days of having been drawn as the Prize winner.
5. If the winner of the Prize draw is under 18 years of age or is unable to provide proof of age as 18 years or older, the Prize will be given in consultation with the winner's parent or guardian.
6. The City will take all reasonable steps to notify the winner so they can redeem their Prize. In the event that the winner cannot be contacted by Friday 10 January 2025, the Prize will be forfeited.
7. Each Prize is not transferrable, exchangeable or redeemable for cash. Once a Prize has left the City's premises, the City takes no responsibility for the Prize being damaged, lost or stolen.
8. If a Prize is unavailable for reasons beyond the City's control, the City reserves the right to substitute the Prize with a prize of equal or greater monetary value. This right is subject to any applicable legislation, regulations or directions from a regulatory authority.
9. A winner's use of the Prize is entirely at their own risk. Before a Prize is awarded, a winner may be required to sign an agreement to release the City from and indemnifying the City against any liability arising from the winner's acceptance and use of the Prize and the winner's participation in the competition.

## How to Enter

To enter the Competition, entrants must purchase one or more tickets to the 2025 Valentine's Concert: Yesterday's Gone – The Fleetwood Mac Legacy between 9.00am AWST on Wednesday 13 November 2024 and 11.59pm AWST on 24 December 2024. Each purchaser will receive one (1) entry for every ticket purchased. Tickets can be purchased either online via Ticketbooth (link: <https://events.ticketbooth.com.au/event/valentines-concert-2025>) or in person at the City of Joondalup Customer Service Centre.

## Entry Details

The Competition is open to both resident and non-residents of the City of Joondalup who purchase one or more tickets to the 2025 Valentine's Concert: Yesterday's Gone before Christmas 2024. Each purchaser will receive one (1) entry for every ticket purchased. Employees of the City of Joondalup, immediate family members of employees of the City of Joondalup, Elected Members of the City of Joondalup, partners, businesses, agencies and companies associated or involved with the 2025 Valentine's Concert are ineligible to enter the Competition.