



**Ladbrokes Digital Australia Pty Ltd**

ABN 25 151 956 768

461-473 Lutwyche Road, Lutwyche QLD 4030

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## Ladbrokes Customer Feedback Survey Competition

### Terms and Conditions

1. The promoter is Ladbrokes Digital Australia Pty Ltd (ABN 25 151 956 768) of 461-473 Lutwyche Road, Lutwyche Queensland, 4030, phone 1300 523 276 (**Promoter**). The Promoter and its related companies are referred to as the **Promoter Group**.
2. Instructions and information on how to enter the competition form part of these terms and conditions, and entry into the competition is deemed acceptance of these terms and conditions and all of the Promoter's terms and conditions.
3. Receiving and completing the Ladbrokes Customer Feedback Survey fulfils the conditions of entry into the competition.
4. Entry to the competition will be open from 12:00pm 20 April 2018 until 12:00am 5 May 2018.
5. Entrants can only have one entry in the competition.
6. Directors, managers, agents, employees of the Promoter Group and their immediate families are not eligible to win any prizes resulting from this competition.
7. The prizes for the competition are 5 x \$100 bonus bets, to be registered in a Ladbrokes betting account (**prize**).
8. The retail value for each prize is \$100 AUD.
9. The following conditions apply to the prize:
  - a. Due to regulatory restrictions, residents of South Australia are ineligible to receive a prize.
  - b. The prize is limited to the item described in clause 7;
  - c. The prizes will be deposited to a Ladbrokes betting account in the winners' names within 72 hours after the winner being determined.
  - d. The prize is subject to terms and conditions (including turnover requirements) available at [www.ladbrokes.com.au/terms-and-conditions/](http://www.ladbrokes.com.au/terms-and-conditions/);
  - e. The prizes must be used within [timeframe]. The prizes will expire [timeframe] after issuance.
  - f. If the prize (or a component of it) is not available for any reason, the Promoter reserves the right to substitute the prize with another of similar value, or at the Promoter's discretion, with a cash sum equivalent to the retail value of that component of the prize; and

- g. The right to the prize is not transferable or assignable to another person, or redeemable for cash (other than in accordance with clause 10(g)).
10. The winning entry form will be drawn randomly by computer on Saturday 5 May 2018 at 10:00am at 461-473 Lutwyche Road, Lutwyche Queensland 4030.
11. The Promoter's decision as to the result of the prizes is final and no correspondence will be entered into.
12. The Promoter will deposit the prize into the winner's Ladbrokes account and attempt to notify the winners via the email address or phone number nominated as part of the entry process within 3 days after the determination of the winning entry.
13. The Promoter reserves the right, at any time, to verify the validity of any entry or disqualify any entrant who submits an entry that is not in accordance with these terms and conditions or who tampers with the entry process. The decision to verify, validate or disqualify an entry is in the Promoter's absolute discretion.
14. If the Promoter reasonably considers that a change to these terms and conditions is likely to benefit entrants or be immaterial detriment to entrants, then the Promoter can make the change immediately and does not need to notify entrants. Alternatively, the Promoter may vary these terms and conditions by placing a notification at all places where these terms and conditions are made available to entrants.
15. The Promoter is not responsible for any problems or technical malfunction of any computer system, software or internet difficulties, including any damage to an entrant's device, resulting from participating in the competition. Any cost associated with participating in the competition are the entrant's responsibility.
16. The Promoter will not be liable for any loss or damage or personal injury suffered or sustained in relation to the competition or a prize except for any liability which cannot be excluded by law.
17. If the Promoter is prevented from or delayed in performing an obligation by Force Majeure then the obligation is suspended during, but for no longer than, the period the Force Majeure continues and any further period that is reasonable in the circumstances. 'Force Majeure' means any event beyond the reasonable control of the Promoter, which occurs without the fault or negligence of the Promoter.
18. Subject to obtaining the approval from the regulator (if applicable), the Promoter reserves the right to delay or modify any aspect of this competition if for any reason it is not capable or running as planned (including without limitation, by reason of infection by computer virus, bugs, tampering, fraud, technical failures, power failures or due to any other causes unforeseen or beyond the reasonable control of the Promoter which corrupt or affect the administration, security, fairness, integrity or proper conduct of the competition) but only to the extent necessary to overcome the issue that is affecting the running of the competition as planned.

19. By participating in the competition, an entrant authorises the Promoter Group, and contractors and agents of the Promoter Group, to access, collect and use personal information about the entrant, and disclose personal information about the entrant, to the Promoter Group and its contractors and agents, for the purposes of (i) conducting the competition and (ii) providing the entrant with information and marketing material about products and services of the Promoter Group. Such information may be provided electronically, or by contacting the entrant by telephone or other means, until such time as the entrant asks the Promoter not to provide further information. The Promoter's Privacy Policy (available at [www.ladbrokes.com.au/terms-and-conditions/](http://www.ladbrokes.com.au/terms-and-conditions/)) contains information about how to access, correct or make a complaint about the Promoter's handling of personal information. A prize winner may be asked by the Promoter to participate in publicity associated with the competition. The prize winner will have the right to elect whether or not to participate in that publicity.
20. If an entrant does not provide the personal information requested, the entrant cannot participate in the competition and will not receive information about products and services of the Promoter Group. An entrant can request access to information held about them by contacting the Promoter at [support@ladbrokes.com.au](mailto:support@ladbrokes.com.au).
21. All references to time in these terms and conditions are a reference to local Queensland time.