# PROMOTIONAL TERMS AND CONDITIONS

These Promotional Terms and Conditions apply to all First Bet Match, Deposit Match, Bonus Bets and other promotions or offers (collectively, “Promotional Offers”) that we may , in our absolute discretion, offer or provide to you from time to time.

## 1. GENERAL

i. You agree to be bound by these Promotional Terms and Conditions and any additional terms and conditions (including eligibility requirements) by participating in any Promotional Offer or accepting any benefit from a Promotional Offer.
ii. Any reference to a time is Australian Eastern Daylight Time or AEDT.
iii. All Promotional Offers are in Australian dollars unless specifically stated otherwise.
iv. Any Promotional Offer conducted by Facebook, Twitter or other social media platform is not sponsored or endorsed by that social media platform.
v. If you do not redeem your Promotional Offer coupon within 30 days after opening your Account, your Promotional Offer coupon may expire and you will forfeit it without any liability on our part. If you have partially redeemed your Promotional Offer coupon, the remainder of your Promotional Offer coupon may expire after 30 days from the date that you last used it and you will forfeit it without any liability on our part.

## 2. GENERAL ELIGIBILITY REQUIREMENTS

i. You are eligible to participate in a Promotional Offer when you satisfy these Promotional Terms and Conditions or any additional or replacement terms and conditions (including eligibility requirements), for example, those contained in our marketing, communications or online Betting Platforms for that type of Promotional Offer.
ii. You may be eligible to claim either a Deposit Match or a First Bet Match, but not both, when you open an Account with us for the first time.
iii. You are eligible for either one (1) Deposit Match or one (1) First Bet Match (but not both) and one (1) Bonus Bet per person, Account, household, residence, address (but not a PO Box or business address), internet connection, computer, mobile device and payment method (for example, a specific credit card or bank account.)
iv. You are eligible for either one (1) Deposit Match or one (1) First Bet Match (but not both) across all of our brands, including but not limited to ladbrokes.com.au, bookmaker.com.au and betstar.com.au.
v. Bonus Bets can result from the First Bet Match, Deposit Match or other Promotional Offers including but not limited to Refer-A-Friend, Loyalty Bonus and Deposit Incentive.)
vi. You are eligible to redeem only one (1) Promotional Offer per day. In the event that you have received more than one (1) Promotional Offer, we will (in our absolute discretion) permit you to redeem only one (1) of those.
vii. Promotional Offers are not transferable. If you receive a Promotional Offer, you are not permitted to transfer it to anyone else.
viii. If there is a discrepancy between the name associated with your Account and the name associated with your deposit method (eg. credit card holder), you may be ineligible for a Promotional Offer and the Promotional Offer may be withdrawn or invalidated.
ix. To be eligible to participate in any Promotional Offer, you must make a minimum cash deposit of the specified amount to your Account (including but not limited to credit card, PayPal, POLi, Neteller, electronic funds transfer and bank deposit). A transfer of funds from one Account to another Account is not considered a deposit.
x. Only Australian residents are eligible to participate in Promotional Offers. Residents of New South Wales, South Australia, Western Australia and Victoria may be ineligible to participate in the First Bet Match or Deposit Match and some other Promotional Offer types, unless they opened their Account prior to receiving notice of the Promotional Offer or prior to the Promotional Offer being advertised (whichever occurs first). Residents of Queensland are ineligible to participate in certain promotions. Please check the specific terms of each Promotional Offer for details.
xi. Promotional Offers are only available to bona fide recreational gamblers who at all times act in good faith and without fraud.
xii. Promotional Offers are not available to professional gamblers or other gamblers considered to be abusing or undermining the spirit or intention of the Promotional Offer.
xiii. Promotional Offers are not available to Punters Club account holders.

## 3. MINIMUM TURNOVER REQUIREMENTS

i. Minimum turnover requirements apply to all Promotional Offers. These requirements are set out in this section 3 and the relevant sections below.
ii. Unless specifically stated otherwise, all minimum turnover requirements must be turned over on events with a dividend of greater than or equal to $1.50 per $1 from your Account's cash balance only, within 90 days, and before you can withdraw any Bonus Bet or winnings resulting from a Bonus Bet.
iii. In accordance with our Account Terms and Conditions, you must turn over any cash deposits at least once before any withdrawals are permitted.
iv. The value of a wagered Bonus Bet does not count toward minimum turnover requirements.
v. The minimum turnover requirements for any Bonus Bets and winnings resulting from the Deposit Match is two times (2x).
vi. Unless specifically stated otherwise, the minimum turnover requirements for all other Bonus Bets and resulting winnings is one times (1x).
vii. Only the first stake on any particular event will count toward the applicable minimum turnover requirements. Subsequent bets on different entrants, runners, teams, sides or otherwise in the same event, will not count toward any applicable minimum turnover requirements.
viii. If the minimum turnover requirements are not met, a Bonus Bet or part thereof (if not already used), or any winnings accrued from that Bonus Bet, will be cancelled and removed from your Bonus Bet balance, and will be forfeited without any liability on our part.
ix. All minimum turnover requirements must be satisfied prior to any withdrawals being processed from your Account.

## 4. FIRST BET MATCH

i. If you are eligible, a First Bet Match coupon may be activated when you open a new Account with us.
ii. To redeem your First Bet Match coupon you must make a cash deposit to your account and place a bet within 90 days after opening your Account.
iii. Only cash bets qualify for the First Bet Match. Free Bets and Bonus Bets do not qualify. Bets placed on credit do not qualify.
iv. If you redeem the First Bet Match coupon, your first cash bet will be matched in your Account with a Bonus Bet coupon equal to the value of your first cash bet, or to the maximum amount specified, whichever is lower. Multipliers may apply and will be detailed on the relevant First Bet Match coupon if they do.
v. If expressly stated that a First Bet Match applies to more than your first bet (for example, 'the average of your next three (3) bets'), additional terms and conditions may apply and will be included on the relevant First Bet Match coupon.
vi. If your First Bet Match results in payment of winnings to you, these winnings (less the stake amount) will be deposited to your Account. There are no minimum turnover requirements for these winnings.

## 5. DEPOSIT MATCH

i. If you are eligible, a Deposit Match coupon may be activated when you open a new Account with us.
ii. To redeem the Deposit Match coupon, you must make a cash deposit to your new Account. Your first deposit to your new Account will be matched with a Bonus Bet coupon equal to the value of your first deposit, or to the maximum amount specified, whichever is lower. Multipliers may apply and will be detailed on the relevant coupon if they do.
iii. The Bonus Bet coupon will be awarded upon receipt of clear funds into your Account.

## 6. BONUS BETS

i. Unless specifically stated otherwise, a Bonus Bet will be credited to your Account within 24 hours.
ii. Using a Bonus Bet or part thereof as any component of a 'no loss wagering proposition' is strictly prohibited. 'No loss wagering proposition' includes placing bets on all likely outcomes of an event, equal or zero margin bets and hedge betting. Bonus Bets wagered in this manner will be considered 'irregular bets' and may be cancelled and forfeited at our discretion.
iii. A Bonus Bet can be used as a single bet or may be divided in up to 4 smaller, equal valued Bonus Bets or 'splits' where this is available within our online Betting Platforms. Bonus Bets may not be modified once Split.

iv. A Bonus Bet must be consumed as a single bet.
v. Only one (1) Bonus Bet can be redeemed per event.
vi. If you make a withdrawal request from your Account prior to the Bonus Bets being consumed or resulted, all Bonus Bets will be cancelled and forfeited.
vii. If you make a withdrawal request from your Account prior to satisfaction of the relevant minimum turnover requirements, we may in our absolute discretion honour the withdrawal, but the amount of any used Bonus Bets and winnings from Bonus Bets will be remove from your Account balance and forfeited without any liability on our part.
viii. If your Bonus Bet(s) result in payment of a dividend to you, these winnings (less the stake amount) will be deposited to your Account.

## 7. INELIGIBILITY & IRREGULAR BETS

i. If at any time we determine that you are ineligible to participate in any Promotional Offer or have breached, abused or undermined these Promotional Terms and Conditions or any additional terms and conditions (including eligibility requirements), or the spirit or intent of the Promotional Offer, we reserve the right to refuse your participation in that Promotional Offer, disqualify you from participating in that Promotional Offer, and cancel, void or reverse any relevant bet.
ii. Irregular bets and irregular betting patterns include, but are not limited to, placing bets on all likely outcomes of an event, equal or zero margin bets, hedge betting and placing single bets using the entire (or majority) of your Account balance on a single bet where the majority of your Account balance is derived from Promotional Offers.
iii. Irregular bet types and irregular betting patterns continue to evolve. We reserve the right to determine what is or may constitute an irregular bet or irregular betting pattern in our sole discretion.
iv. Before any withdrawals are processed from your Account where you have taken advantage of a Promotional Offer, all bets will be reviewed for any irregular bets and irregular betting patterns.
v. We may withhold any withdrawal where an irregular bet or irregular betting pattern has been identified.
vi. We reserve the right to cancel and void any bet, regardless of whether it relates to a Promotional Offer or not and regardless of whether it is pending or resulted, where we determine that the bet is an irregular bet or there is an irregular betting pattern.

## 8. LIMITS FOR PROMOTIONAL OFFERS

i. Unless otherwise specified, the total benefit claimable by any individual or Account holder under any Promotional Offer, either separately or as a combination of more than one Promotional Offers, is to a maximum of $500.
ii. For promotions that involve a complimentary Pre-paid Card or complimentary Cash In:
    - we reserve the right to limit redemption to one redemption per promotion per person; and
    - redemption must be done within 7 days (or a lesser specified time), or the complimentary Pre-paid Card or complimentary Cash In expires and is no longer redeemable.

## 9. CLAIMING PROMOTIONAL OFFERS

i. Unless otherwise specified, all Promotional Offers are claimed by entering the relevant Promotional Offer code within your Account on our online Betting Platforms.

## 10. MODIFICATION OR WITHDRAWAL OF PROMOTIONAL OFFERS

i. We may modify or withdraw the types of Promotional Offers that we make available at any time without prior notice.
ii. We may also withdraw any Promotional Offer at any time without prior notice.

## 11. DISPUTES

i. We retain records for all Promotional Offers for a period of one (1) month from the date the final results for that Promotional Offer are determined.
ii. Any disputes regarding any Promotional Offer should be escalated in accordance with our Dispute Resolution Process available on our website.

## 12. SEVERABILITY

i. Each clause within these Promotional Terms and Conditions is severable from this document. If a clause is found to be void, invalid or unenforceable for any reason, the remaining clauses remain in full force and effect.

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