

**CRAIGIEBURN CENTRAL CUSTOMER SURVEY PROMOTION**

Promotion Dates: 14.04.2025 – 18.5.2025

**TERMS AND CONDITIONS**

Information on how to enter and participate forms part of these Terms and Conditions. Participation in the Craigieburn Central 'Customer Survey' Promotion is deemed acceptance of these Terms and Conditions.

**WHO CAN PARTICIPATE?**

1. Subject to Condition 2, this Promotion is open to people aged 13 years or over.
2. Parent/carer must be present for people under the age of 18 years in order for them to participate in the Promotion.

**PROMOTION PERIOD**

3. This Promotion will run continuously from 9:00am Monday 14<sup>th</sup> April 2025 – 11:59pm Sunday 18<sup>th</sup> May2025 ('Promotion Period').
4. Participation in the Promotion is not offered outside this Promotion Period.

**ELIGIBILITY DETAILS**

5. To be eligible to participate in the Promotion, all Participants must complete the survey available at <https://craigieburncentral.com.au/offer/customer-survey/>
6. Participants must complete all steps listed above, or risk having their entry voided.
7. Multiple entries are not permitted.
8. The Promoter's directors, management, employees, retailers, tenants of participating centres in addition to agencies and suppliers associated with this Promotion are ineligible to enter.

**PROMOTION DETAILS**

9. The Promotion entitles participants to enter the Craigieburn Central Customer Survey Promotion, with the chance to win 1 \$300 Craigieburn Central Gift Card.
10. There will be One Winner selected at the conclusion of the Promotion Period.
11. The Winner will be drawn on Monday 19<sup>th</sup> May by the Craigieburn Central Centre Management Team with Winner to be contacted via phone with instructions on how/when to collect their prizes.

**ADDITIONAL TERMS & CONDITIONS**

12. It is free of charge to enter Promotion.
13. The Promotion item is not transferable, changeable, or redeemable for cash.
14. Gift cards **purchased** on or after 1 November 2019 must be redeemable for at least 3 years after the day they were supplied or purchased. The 3-year rule **does not** apply to gift cards that are:
  - a. able to be reloaded or topped up
  - b. donated for promotional purposes. For example, a business handing out \$15 vouchers to passers-by for its grand opening.
  - c. available only for a specified period. For example, performance of a visiting ballet company.
  - d. supplied at a genuine discount. For example, a \$60 card for a massage valued at \$100.
  - e. part of an employee reward scheme
  - f. part of a customer loyalty program
  - g. second-hand gift cards
  - h. part of a temporary marketing promotion. For example, customers buy a certain product from Business A, which provides a \$50 voucher to use at Business B.
  - i. supplied to certain charities or government agencies.

For further information please visit: <https://www.accc.gov.au/business/advertising-and-promotions/gift-cards-and-discount-vouchers>

15. The Promoter reserves the right to allow or disallow entries at its absolute discretion and without reason.
16. If an entrant is unable to redeem the offer for any reason, no compensation is payable.
17. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
18. All decisions made by the Promoter, its employees or agents are final, and no correspondence will be entered.
19. The Promoter may amend, suspend, or cancel any aspect of the Promotion (including any offering) at any time at its sole discretion.
20. Except for any liability that cannot be excluded by law, the Promoter (including its officers, directors, shareholders, employees, advisors, assignees, agents, licensees, representatives, advertising and promotional agencies), excludes all liability (including negligence), for any personal injury or any loss or damage (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way out of the
21. Promotion, including, but not limited to, where attributable to any of the following:

CRAIGIEBURN CENTRAL CUSTOMER SURVEY (2025) PROMOTION TERMS AND CONDITIONS

- a. any technical difficulties or equipment malfunction (whether or not under the Promoter's control);
  - b. any theft, unauthorized access or third-party interference.
  - c. any Promotion claim that is late, lost, altered, damaged or misdirected;
  - d. any variation in the Promotion;
  - e. any tax liability incurred by a claimant or entrant, or use of the Promotion.
22. As a condition of participating in the Promotion, the entrants indemnify the Promoter, all organisers, sponsors and all other persons and organisations associated in any way with the promotion against all claims, damages, liabilities, costs and expenses (including legal fees on a solicitor and client basis) which an entrant may incur arising out of their participation in the Promotion and/or redeeming the Promotion, howsoever caused.
  23. The Promoter collects and holds personal information provided by entrants for the purposes of this Promotion, and to advise details of further promotions by mail, email, or text. You will always be given the right to opt out of receiving further communications. Failure to provide requested personal information may disqualify a person from being able to receive the offer, personal information provided by entrants will be held by the Promoter at the address specified in clause 16 below. Under the Privacy Act 1993, entrants have the right to access and correct any such personal information.
  24. From time to time, we are made aware of email scams and social media posts that claim to be authentic communications. Winners of competitions are selected and announced in accordance with the competition Terms and Conditions. A reminder to be cyber safe and aware that Craigieburn Central will never ask you to go to another page to claim a prize, request sensitive information such as banking, card details or passwords, or invite you to become 'friends' with us on social accounts. Please note winners will receive communication exclusively through our official page @CraigieburnCentral. To verify and confirm the validity of your win please contact Craigieburn Central Centre Management on (03) 9643 0677
  25. Entrants may access and request correction of any of the details about them held by the Promoter by sending an email to [vscuteri@retprogroup.com.au](mailto:vscuteri@retprogroup.com.au)
  26. The Promoter is Craigieburn Central Shopping Centre, located at 340 Craigieburn Road, Craigieburn 3064.  
ABN: 29 140 217