

**QUEENSLAND COUNTRY BANK**  
**'Brisbane Heat: Ultimate Experience Competition'**  
**Terms and Conditions**

Instructions on how to enter and prizes form part of these terms and conditions.

Section 1: General Information

1. **Promoter:** Queensland Country Bank Limited (ABN 77 087 651 027 AFSL/Australian Credit Licence 244 533) trading under the registered business name of 'Queensland Country', 333 Ross River Road, Aitkenvale QLD 4814. The Promoter can be contacted on 1800 075 078.
2. **Promotion Period:** The Promotion will run from 9.00am on Tuesday, 2 July 2024 until 5.00pm on Wednesday, 31 July 2024.
3. **Eligibility:** To be eligible to enter the draw, entrants must satisfy the following criteria:
  - (a) Complete the online form on the Queensland Country Bank website to register their interest in the competition:  
<https://www.queenslandcountry.bank/campaign/2024/ultimate-experience>
  - (b) All entrants must be 18 years and over;
  - (c) All entrants must be a resident of Queensland to enter during the promotion period;
  - (d) Entrants cannot be a director, employee or an immediate family member of a director or employee, of the Promoter or its related entities, Brisbane Heat Pty Ltd (ABN 71 152 487 002) or its related entities;
    - (i) **Immediate family member** - includes your spouse or partner, your (or your spouse's) children, parents or other relatives, provided these live permanently with you;
  - (e) Consent to the publication of the winner's name and images by the Promoter across various media channels, including but not limited to the following:
    - (i) The Promoter's website;
    - (ii) The Promoter's social media;
    - (iii) Print and other media publications produced by the Promoter or under the authorisation of the Promoter;
    - (iv) Other social media, websites and print, including, but not limited to newsletters, e-newsletters, displays, reports, marketing collateral, presentations at the Promoter's discretion and authority;
    - (v) Other documents as the Promoter directs;
    - (vi) Brisbane Heat's website, social media and e-newsletters.
  - (f) Agree to the terms and conditions of this Promotion.
4. **Entry conditions:** Entrants may enter the Promotion by satisfying all eligibility criteria.

The prize winner must be able to provide an email address to be sent the tickets by 5.00pm on Monday, 5 August 2024 AEST. An inability to do so will trigger the re-draw clause detailed at Item 8 of these Terms and Conditions.

5. **Prize details:** There will be one (1) prize awarded during the Promotion Period. Eligible entrants will be entitled to a Brisbane Heat Ultimate Experience for two (2) people, the prize consists of:

- Two (2) suite tickets to the first Brisbane Heat BBL 24-25 season home game at the Gabba in Brisbane, Queensland (dates to be announced 15<sup>th</sup> July 2024)
- Two (2) night's accommodation at a 5-star hotel offering (similar to The Johnson, team hotel) for two (2) people.
- Flights for two (2) people from any major airport in Queensland to the value of \$2,000.
- Transfers to and from the Gabba, Brisbane; and to and from the Brisbane Airport.
- Brisbane Heat merchandise pack including a Brisbane Heat signed jersey valued at \$500.
- A pitch walk pre-game including a tour of the Gabba and dressing rooms.
- One (1) \$1,000 Cards4All Visa Gift Card\*.

\*The Gift Card is issued by Cards4All Pty Ltd (ABN 99 118 809 886) and may be used at an EFTPOS terminal where accepted by the merchant. Some businesses may not accept Gift Cards. The prize winner is subject to the Cards4All Gift Card terms and conditions, details of which are provided with the gift card.

The total prize value is \$5,000.00.

6. Draw details: The prize winner will be determined by a random draw of all entrants that satisfied the eligibility criteria in Clause 3.

The prize draw will take place at 10.00am on Thursday, 1 August 2024 AEST, at the Promoter's Head Office at the address provided in Clause 1.

7. Collection details: The prize winner will be notified via phone after 10.00am on Thursday, 1 August 2024 and will need to provide a valid email address to receive tickets via email by 5.00pm on Monday, 5 August 2024 AEST.
8. Re-draw details: A re-draw will be conducted by the Promoter at 10am on Tuesday, 6 August 2024 AEST, at the address provided in Clause 1, in respect of any prize that remains unclaimed. The prize winner drawn under this Clause 8 will be determined by random draw and is subject to entrants satisfying the eligibility criteria in Clause 3.
9. Prize non-refundable: The prize is non-refundable, non-transferable and cannot be taken in any form other than that provided in Clause 5 of these terms and conditions.
10. Taxation & Financial Implications: In entering this Promotion entrants undertake to obtain their own advice in respect to any taxation or other financial implications which may arise in consequence of receiving the prize.
11. Release: To the extent permissible by law, you release the Promoter, the Promoter's related entities, the Brisbane Heat Pty Ltd and any related entities, its and their respective directors, officers, employees and agents from any causes of action, loss, liability, damage, personal injury, expense (including any claim for legal expenses), cost or charge sustained or in any way incurred by you (including any indirect or consequential loss) in connection with your participation in the Promotion and the prize package.
12. Force Majeure: The Promoter will not be responsible or liable for any loss, cost or damage arising out of any act, omission, failure or delay by the Promoter, which is due to an act of god, riots, acts of terrorism, storms, fire, any labour or industrial dispute, any strike, and other acts which are not reasonably within the control of the Promoter.

13. Lost or delayed communications: The Promoter will not be responsible for any delayed, lost or misdirected mail or any other communication.
14. Privacy Notice: In participating in this Promotion entrants agree to the lawful collection, use and disclosure of their personal information as authorised under the Privacy Act 1988 and in accordance with the Promoter's privacy policy. During the course of the Promotion, personal information will be collected by the Promoter for the purposes of undertaking market research, promoting its products and services and those of its related entities and business partners and also to award the prize. As part of this process personal information may be provided to third parties. All information will be treated in accordance with the Promoter's privacy policy, a copy of which can be obtained from [www.queenslandcountry.bank](http://www.queenslandcountry.bank) or any branch of the Promoter.

The Promoter may contact the prize winner to obtain permission to use their name and image for promotional activities related to the Promotion.

Additionally, the Promoter may invite entrants to participate in future promotions, this consent is provided by checking the box to accept these terms and conditions.

Entrants are able to request access to their personal information collected by the Promoter during the Promotion by contacting the Promoter:

- a. In person at any branch of the Promoter
  - b. By phone call to 1800 075 078
  - c. By email to [info@queenslandcountry.bank](mailto:info@queenslandcountry.bank)
  - d. In writing to: Privacy Officer, Queensland Country Bank Limited, PO Box 679, Aitkenvale QLD 4814.
15. Program Interruption: The Promoter, in its sole discretion, reserves the right to cancel, suspend, terminate or modify the Promotion if fraud, technical failures or any other factor beyond the Promoter's reasonable control adversely affect the Promoter's ability to conduct the Promotion as described in these terms and conditions.