

**Riverlink Shopping Centre**  
**'Scratch n Win – Download the Riverlink App and make a purchase at a participating store to WIN an instant prize and go into the draw to win a \$500 Riverlink Gift Card'**  
**Terms and Conditions**

**Terms and Conditions**

1. Information on how to enter the 'Scratch n Win – Download the Riverlink App and make a purchase at a participating store to WIN an instant prize and go into the draw to win a \$500 Riverlink Gift Card' (**Promotion**) and the prizes form part of these Terms and Conditions.
2. Participation in the Promotion is deemed acceptance of these Terms and Conditions.
3. The Promotion will commence at 10am Saturday 1<sup>st</sup> April and close at 2pm, Sunday 16<sup>th</sup> April 2023 (**Promotion Period**).

**Promoter**

4. The Promotion promoter is Riverlink Shopping Centre ABN 65 002 203 581 at Cnr Downs Street & The Terrace, North Ipswich QLD 4305 (**Promoter**).

**How to Enter**

5. Entry in the Promotion is only open to people located in the state of Queensland (**Entrants**).
6. Entry in the Promotion is subject to:
  - a. the Entrant being a Rewards App member and making a purchase at any participating store at Riverlink Shopping Centre during the Promotion Period (**Purchase**); and
  - b. for entering the major prize draw of a \$500 Riverlink Gift Card (**Draw**); the Entrant, during the Promotion Period, be a Riverlink Rewards member and make a valid purchase at a participating Riverlink App store and scanning the QR code to enter into the draw; and
  - c. for entering into the 'Scratch n Win' to potentially win an instant prize: receiving a 'You Have Won' notification and using that 'You Have Won' notification to claim the relevant prize. Entrants are eligible to obtain a 'You Have Won' prize if they present the notification to the staff at the Customer Service Booth located near Coles, and correctly redeem the prize via the Riverlink App.
7. Where an Entrant has already participated in the 'Scratch n Win', the Promoter reserves the right in its discretion to disqualify or suspend that Entrant's entry into a subsequent 'Scratch n Win'.
8. Participation in the 'Scratch n Win' instant prize competition may occur during Centre trading hours and redeemed between the operating hours of 10am – 2pm daily during the Promotion Period (excluding Good Friday – 7<sup>th</sup> April).

**Conditions of Entry**

9. Entrants must be 15 years of age or over to participate in the Promotion. Where an Entrant is under 15 years of age, or has a disability, and participates in the Promotion their legal guardian takes full responsibility for that Entrant and all risk and liability associated with that Entrant's involvement in the Promotion and for the Entrant's compliance with these Terms and Conditions.
10. Entrants may enter the Promotion multiple times during the Promotion Period, provided that for each entry in the Promotion the Entrant provides a 'You Have Won' notification from the Riverlink App during the Promotion Period and complies with these Terms and Conditions.
11. Receipts from partial lay-bys, bill payments such as the payment of credit card bills, bank transactions, bank fees and charges and service bills (such as gas, electricity, rates and phone bills), alcohol, tobacco, TAB and Lotto, or which are otherwise indecipherable or incomplete will not be accepted as receipts for the purpose of entry into the Promotion.
12. The Promoter reserves the right, at any time, to verify the validity of entries for the Promotion and verify the validity of Entrants including any Entrant's identity, age and place of residence and reserves the right in its sole discretion to disqualify any Entrant who tampers with the entry process for the Promotion or who the Promoter has reason to believe has breached one or more of these Terms and Conditions, engaged in any unlawful or other improper misconduct which jeopardises the fair and proper conduct of the Promotion, or who submits an entry for the Promotion that is not in accordance with these Terms and Conditions.
13. The following people are not permitted to enter into the Promotion:
  - a. employees and the immediate families of the Promoter, participating outlets and the agencies associated with this Promotion. Immediate families mean parents, siblings, spouse, children and grandparents; and
  - b. management and staff of stores at Riverlink Shopping Centre.
14. The prize values for the Promotion are correct at the commencement of the Promotion. The Promoter is not responsible for any subsequent variation in values.
15. The prizes are not redeemable for cash and not transferable and must be taken as offered.
16. If the prize or part of the prize is unavailable the Promoter in its discretion reserves the right to substitute the prize or that part of the prize with a prize of the equal value and/or specification.
17. All winners must organise their own collection of prizes from Riverlink Shopping Centre at the Customer Service booth on the allocated dates & times.
18. Once a prize has left the Promoter's/supplier's premises, the Promoter and its agencies and companies associated with the Promotion will not be responsible for any delay in delivery, loss or damage to, or caused by that prize.

**Details of Prize Value**

19. Instant Prizes: There will be \$7,500 worth of prizes available for the 'Scratch n Win'.
20. Draw Prize: The Draw prize is a \$500 Riverlink Gift Card which must be spent at Riverlink Shopping Centre.
21. There are 996 prizes in total offered in conjunction with the Promotion.
22. Total prize pool for the Promotion is valued at: \$8,000.00 at the commencement of the Promotion Period.

**Major Prize Draw Details**

23. The prize winner for the Draw will be drawn by random selection at 10am, Monday 17<sup>th</sup> April at the Centre Management Office, Riverlink Shopping Centre, Cnr Downs St & The Terrace, North Ipswich QLD 4305.
24. The prize winner for the Draw:
  - d. will be notified by phone and/or email that their entry has been selected in the draw; and
  - e. must show the Promoter their ID in order to claim the prize for the Draw.
25. The prize winner for the Draw must claim the Draw prize no later than 4pm, 30<sup>th</sup> April 2023.
26. If despite every reasonable effort the winner for the Draw cannot be contacted or cannot in the opinion of the Promoter satisfactorily prove eligibility for the winning entry, the prize winner for the Draw will be re-drawn. Any redraw/s will be conducted at 4pm, 8<sup>th</sup> May 2023 at the Centre Management Office, Riverlink Shopping Centre, Cnr Downs St & The Terrace, North Ipswich QLD 4305.
27. If for any reason a winner of one or more Promotion prizes, including the Draw prize, does not take the prize or any element of the prize within the timeframe stipulated in these Terms and Conditions then that prize or that element of that prize may be forfeited in the Promoter's discretion.

**Customer's information**

28. The Promoter will collect personal information in order to conduct the Promotion, and for this purpose disclose such personal information to third parties, including but not limited to agents, contractors, service providers and prize suppliers. Entry in the Promotion is conditional on providing this personal information. The Promoter will also use and handle this personal information as described in its Privacy Policy located at: <https://www.riverlink.net.au/privacy-policy/>. To access or update the Entrant's information, or for more details on the Promoter's privacy obligations, please contact the Privacy Officer at:  
Email: [reception@riverlink.net.au](mailto:reception@riverlink.net.au)  
Address: Privacy Officer, Cnr Downs St & The Terrace, North Ipswich QLD 4305  
Telephone: 07 3294 5500
29. By entering the Promotion, each Entrant licenses and grants the Promoter and its affiliates and sub-licensees a non-exclusive, royalty-free, fee-free, perpetual, worldwide, irrevocable right to use, reproduce, publish, modify, adapt and display their entry for any purpose, and in any media, including but not limited to future promotional, publicity and marketing purposes, without payment or compensation restriction on use, attribution or liability.

30. Each Entrant consents to the Promoter using their name, likeness, image and/or voice in any medium, worldwide, for an unlimited period of time, without remuneration.

**Promoter's decision**

31. The Promoter's decision on any aspect of the Promotion is final and no correspondence will be entered into.

**Liability**

32. Except for any liability that cannot be excluded by law, the Promoter and any companies associated with this Promotion (including their officers, employees and agents), excludes all liability (including negligence) for any personal injury or any loss or damage whatsoever which is suffered (including loss of opportunity), whether direct, indirect, special or consequential, arising in any way from participating in the Promotion or otherwise arising out of the Promotion, including but not limited to, where arising out of any technical difficulties or equipment malfunction (whether or not under the Promoter's control), any theft, unauthorised access or third party interference, any entry that is late, lost, altered, incomplete, incorrectly submitted, delayed, corrupted, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter including but not limited to Entrant error or omission, alteration, tampering, deletion, theft, destruction, transmission interruption or communications failure, any tax liability incurred by an Entrant, or any use of a prize by a winner.
33. Nothing in these Terms and Conditions restricts, excludes or modifies or purports to restrict, exclude or modify any statutory consumer rights under any applicable law including the Competition and Consumer Act 2010 (Cth).
34. It is the responsibility of each Entrant to seek independent advice on the possible implications this may have on their own financial situation.
35. The Promoter reserves the right to cancel, terminate, modify or suspend the Promotion if required, including if for any reason this Promotion is not capable of running as planned including infection by computer virus, bugs, tampering, unauthorised intervention, fraud, technical failures, COVID-19 restrictions or any other causes beyond the control of the Promoter, which corrupts or affects the administration security, fairness, integrity or proper conduct of this Promotion.
36. If all or any part of any term of condition contained in these Terms and Conditions shall be declared or become unenforceable, invalid or illegal for any reason, such term or provision (or part thereof) shall be deemed severed from these Terms and Conditions and the other terms and conditions hereof shall remain in full force.
37. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.

**Further Information**

For further information regarding the Terms and Conditions please contact the Promoter's Centre Management.

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Participating retailers include all of Riverlink's major\* and mini major stores and any store in the centre that has the Riverlink Rewards app QR code present at counter.

\*Excluding Woolworths and Aldi.