

Terms and Conditions for Prizes

Competition Terms and Conditions:

1. The Let's Chat Ballarat Expo Prize Draw is conducted by the City of Ballarat (ABN: 37 601 599 422).
2. Entering is deemed acceptance of these Terms and Conditions.
3. Promotion periods:
 - a. Door Prize Draw Day 1: Entries open Thursday 20 March 2025 at 4:00 pm and close Thursday 20 March 2025 at 8:00 pm (AEST).
 - b. Door Prize Draw Day 2: Entries open Friday 21 March 2025 at 9:00 am and close Friday 21 March 2025 at 1:00 pm (AEST).
 - c. Overall Attendance Prize: Entries open Thursday 20 March 2025 at 4:00 pm and close Friday 21 March 2025 at 1:00pm (AEST)
 - d. Making Your Voice Matter Survey Prize Draw: Entries open Thursday 20 March 2025 8:00 am and close Sunday 20 April 2025 at 8:00 pm (AEST).
 - e. Expo Customer Experience Survey Prize Draw: Entries open Thursday 20 March 2025 at 4:00 pm and close Friday 21 March 2025 at 5:00 pm (AEST).
4. Entry into the promotion is open to all residents of Australia.
5. Entrants under 18 years of age must have parent/guardian approval to enter, and further, the parent/guardian must read and consent to these Terms and Conditions.
6. City of Ballarat employees, Ballarat City Councillors, and their immediate family are not eligible to win this promotion.
7. To enter, eligible individuals must:
 - a. Daily Door Prize Draw: Attend the event, scan the QR code at the event or have a City of Ballarat officer record details on a hard copy form. Only one entry per person per day.
 - b. Overall Attendance Draw: Attend the event at any time over the two days, scan the QR code at the event or have a City of Ballarat officer record details on a hard copy form.
 - c. Making Your Voice Matter Survey Prize Draw: Complete the survey and provide name and contact details within the survey dates.
 - d. Let's Chat Ballarat Community Expo Experience Survey Prize Draw: Complete the survey within the times listed above and provide name and contact details.
8. Winners will be drawn at random by the City of Ballarat.
9. Entries that are offensive or deemed inappropriate by the City of Ballarat will not be considered.

10. Winners will be notified by phone within a week of their respective competition closing:
 - a. Door Prize Draw winners will be contacted within a week after 21 March 2025.
 - b. Overall Attendance Prize will be contacted within a week after 21 March 2025.
 - c. Making Your Voice Matter Survey winners will be contacted within a week after 20 April 2025.
 - d. Let's Chat Ballarat Community Expo Experience Survey winners will be contacted within a week after its closing date.

11. The first drawn winner of the Making Your Voice Matter Survey Prize Draw can choose either a grocery or fuel voucher to the value of \$200. The second drawn winner will receive the remaining grocery or fuel voucher to the value of \$200.

12. The first drawn winner of the Let's Chat Ballarat Community Expo Experience Survey can choose either a grocery or fuel voucher to the value of \$200. The second drawn winner will receive the remaining grocery or fuel voucher to the value of \$200.

13. In the instance that the winner drawn is under the age of 18, the prize will be awarded to the parent/guardian.

14. The prize is non-transferable.

15. No part of this prize is exchangeable.

16. Survey prize vouchers can be emailed as an electronic voucher or collected from the City of Ballarat Phoenix Building Customer Service Foyer. If a survey prize winner does not respond within 14 days of being notified, the winner's prize will be forfeited, and the City of Ballarat shall be entitled to draw another winner in accordance with the process described above.

17. The City of Ballarat's decision is final, and no correspondence will be entered into.

18. Your personal information is being collected by the City of Ballarat to enable identification of the winner. Your information will be stored in Council's database and used to identify you when communicating with Council and for the delivery of services and information. For further information on how your personal information is handled, refer to Council's Privacy Policy at www.ballarat.vic.gov.au.

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