

WIN A TWO-NIGHT STAY AT QUALITY RESORT SORRENTO TERMS AND CONDITIONS

PARTICIPATION

1. The promoter is Wesfarmers Kleenheat Gas Pty Ltd ABN 40 008 679 543 of Building 161, Car Park 12, Murdoch University, Murdoch WA 6150 (“Kleenheat” or “we”).
2. Entry to the competition constitutes acceptance of these Terms and Conditions of Entry (“Conditions”). Instructions on how to enter and other details contained within promotional, electronic and print materials form part of the Conditions. These Conditions prevail to the extent of any inconsistency with the terms and conditions set out in any such materials.
3. To be eligible to enter (“Eligible Entrant”), you must:
 - a. be a Western Australian resident;
 - b. be 18 years of age or over; and
 - c. not be an employee (or an immediate family member of an employee) of Kleenheat, its agencies or any organisation associated with this competition. For the purposes of this competition, “immediate family member” includes spouse, de facto spouse, parent, and natural, adopted or step child or sibling, whether or not they live in the same household as the employee.
4. The following current Kleenheat residential natural gas customers are not eligible to redeem the prize:
 - a. current Kleenheat residential natural gas customers who have fallen into arrears in relation to payments for their Kleenheat natural gas account;
 - b. current Kleenheat residential natural gas customers who have elected to switch to an alternative supplier, but have yet to take supply from that alternative supplier (pending switch away)
5. We may (in our absolute discretion):
 - a. verify entrant’s identity, age and the validity of entry;
 - b. disqualify entrants who submit an entry that is not in accordance with these terms or who tampers with the entry process;
 - c. disqualify entrants who enter using multiple aliases;
 - d. accept or reject entries that contain errors or omissions; and
 - e. deem incomplete, plagiarised, defamatory or indecipherable entries invalid.
6. The competition is open for entry to Eligible Entrants between 10:00 Western Standard Time (WST) on 23 May 2016 and 17:00 WST on 6 June 2016 (“**Entry Period**”) in Western Australia.

ENTRY METHOD

7. The Eligible Entrant must post a picture with a short description on why they would like to win a two-night stay at Quality Resort Sorrento, on either one of Kleenheat's social channels, tagging '@kleenheat' with hashtag 'kleenheat':
 - Facebook: <https://www.facebook.com/kleenheat>
 - Instagram: <https://instagram.com/kleenheat/>
 - Twitter: <https://twitter.com/@kleenheat>
8. The competition is a game of skill and only one (1) winner will be selected from all Eligible Entrants received by Kleenheat within the Entry Period.
9. Entry is limited to one entry per social account on Facebook, Twitter or Instagram. Any subsequent entry from a person after the first valid entry is received will be invalid.
10. Upon receipt, entries become the property of Kleenheat. Information resulting from the Entrant's entry and participation in the promotion is used by Kleenheat for the determination of the Prize winner and for the purpose of contacting the Entrant about Kleenheat's natural gas offer (unless and until the Entrant informs Kleenheat that the Entrant no longer consents to be contacted about Kleenheat natural gas). Information about Entrants may also be used by Kleenheat, its agents, contractors and related companies, for other purposes as set out below. By applying or participating in the competition, Entrants consent to these uses and disclosure of their information.

PRIZE

11. One winner will win a two (2) night stay in a studio-hotel style ocean view room for two (2) people at Quality Resort Sorrento Beach, 1 Padbury Circle, Sorrento, WA 6020.
12. The total prize value is AUD\$498.
13. The Prize is not redeemable for cash and is non-transferable.
14. This prize is valid until 22 December 2016 and is subject to the resort's availability and conditions apply. Not available over Christmas/New Year period due to minimum night stay restrictions and may not be available over Saturday nights.
15. Details of the prize winner will be published on <https://www.kleenheat.com.au/about/competition-winners> within 10 business days from the end of the Entry Period.
16. All prizes must be taken as offered and are not transferable or exchangeable for cash or other goods.
17. The Prize winner must either be an existing Kleenheat natural gas or LPG customer or become a new Kleenheat natural gas or LPG customer to redeem the prize.

Please note:

- For the Prize winner who elects to take up the natural gas option and whose residence is not already connected to natural gas, the Prize does not include the cost of extending the gas mains to your home, meter installation or costs of engaging a gasfitter.
 - The Prize only extend to supply of natural gas and LPG for ordinary household or domestic use at the Prize winner's residential address, and excludes commercial or industrial applications or resupply to other persons or premises.
18. All prizes must be taken as offered and may not be transferred or substituted except at Kleenheat's discretion and subject to State or Territory legislation. Save for any stated cash component of the Prize, the Prize is not redeemable for cash. However, Kleenheat reserves the right to substitute a prize of equal or greater value where necessary due to Prize unavailability. Any tax on the Prize is the responsibility of the winner. Independent financial advice should be sought by any person participating in this competition.
19. If, for any reason, the winner is not able to participate in or accept any part of a prize or the winner does not take the prize at the time stipulated by the promoter, the prize will be forfeited.
20. It is a condition of accepting a prize that the winner must comply with all the conditions of use of the prize
21. Kleenheat reserves the right to verify the validity of entries and reserves the right to disqualify any entrant for tampering with the entry process or for submitting an entry which is not in accordance with these Terms and Conditions.

SELECTING A WINNER

22. The winner will be selected on 7 June 2016 ("Draw Period") at Kleenheat, Building 161, Car Park 12, Murdoch University, Murdoch, Western Australia.
23. The prize winner will be notified through social media and then telephone and email within two business days after the selection date. The prize will be delivered (via registered post and email) to the winner within 14 days after notification. Any postage and handling charges will be paid by Kleenheat.
24. In the event that any of the prizes are undeliverable or remain unclaimed by 14 June 2016, the prize will be automatically forfeited. Subject to any direction to the contrary from a relevant State or Territory lottery authority, an alternative prize winner will be selected by Kleenheat on 15 June 2016. In this eventuality the alternative winner will be notified in writing within five business days, and the winner's details will be published on the website.

CHANGING THE COMPETITION

25. If any act, omission, event or circumstance occurs which is beyond the reasonable control of Kleenheat and which prevents them from complying with these Conditions, Kleenheat will not be liable for any failure to perform or delay in performing its obligations and Kleenheat reserves the right (subject to compliance with regulatory requirements) to cancel, terminate or modify or suspend this competition.

LIABILITY

26. We (and our officers, employees and agents) are not liable for any loss, expense, damage or liability suffered or incurred by you in connection with the competition, including:

- any late, lost, incomplete, incorrectly submitted, delayed, illegible or misdirected entries;
- any technical difficulties or equipment malfunction;
- any theft, unauthorised access or interference by another person;
- any entry or prize claim that is late, lost, altered, damaged or misdirected;
- any variation in prize value to that stated in these terms;
- any tax liability incurred by you;
- use of, or taking of, a prize; or
- participation in the competition.

PRIVACY

27. The entrants' personal information will be collected by or on behalf of Kleenheat to enable it to update its customer database, to administer the competition and publicise the Prize winners, and to enable it to inform you of products and services that may be of interest to you including by way of direct marketing. If we do not collect your personal information then we will not be able to process your entry in the Competition. The personal information of:

- the Prize winners may be provided to others assisting in the conduct of the competition, including but not limited to the competition administrator and to regulatory authorities. Kleenheat will disclose the Prize winner's first initial, surname, suburb and State/Territory of residence online, and will publish these details at www.kleenheat.com.au at the conclusion of the competition. An entrant also agrees that Kleenheat may, in the event the entrant is the winner, publish or cause to be published the entrant's name and postcode in any media, as required under the relevant State or Territory lottery legislation; and
- entrant details may be provided to external agencies or persons bound under confidentiality agreements including market research businesses, advertising agencies and other businesses that assist us with the promotion of our products and services (including via direct marketing by any permitted means including telephone, email or SMS).

28. In participating in the competition, winners consent to Kleenheat using their (and their companion's) name, likeness, image and/or voice (including any photograph, film and/or recording of them) in any media at any time or times and agree to grant Kleenheat a perpetual and non-exclusive licence to use such footage and photographs in all media worldwide and the winner (and their companion) will not be entitled to any fee for such use for the purpose of promoting this competition and Kleenheat.

29. By entering this competition, you consent to Kleenheat sending marketing communications to your nominated email address.

30. All personal information collected by Kleenheat under this competition is handled in accordance with Kleenheat's Privacy Policy which can be found at www.kleenheat.com.au/privacy. Details on how to:

- gain access to your personal information in our possession;
- correct personal information in our possession; or
- make a complaint about Kleenheat's handling of your personal information,

is contained in that Privacy Policy. Should you wish to be removed from Kleenheat's direct marketing database, or stop receiving direct marketing material from Kleenheat, you can contact Kleenheat on 13 21 80 or (in the case of email or SMS communications) unsubscribe using the method set out in the relevant message.