

WA Seniors “Win \$100 off your natural gas bill” Competition Terms and Conditions

Participation

1. The promoter is Western Australian Seniors Card Centre of Gordon Stephenson House, Level 2, 140 William Street, Perth WA 6000. (“WA Seniors Card Centre” or “we”).
2. Instructions on how to enter and other details contained within promotional, electronic and print materials form part of the terms and conditions. By participating in this competition entrants shall be deemed to agree to abide by these terms and conditions. These terms and 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:
 - be a resident of Western Australia;
 - be a Western Australian Seniors Card holder
4. We may (in our absolute discretion):
 - verify an entrant’s identity, age and the validity of entry;
 - disqualify entrants who submit an entry that is not in accordance with these terms or who tampers with the entry process;
 - disqualify entrants who enter using multiple aliases;
 - accept or reject entries that contain errors or omissions; and
 - deem incomplete, plagiarised, defamatory or indecipherable entries invalid.
5. The competition commences at 12:00pm (WST) on 1 April 2019 and concludes at 11:59pm (WST) on 30 April 2019 (“Entry Period”).

Entering

6. To enter the competition, an Eligible Entrant must complete the online form at <https://www.seniorcard.wa.gov.au/competitions> during the Entry Period and follow the instructions to fully and correctly complete and successfully submit the online form, providing their full name, Western Australian Seniors Card number, valid email address, daytime contact phone number, and competition keyword.
7. Entry is limited to one unique entry per Eligible Entrant. If more than one entry is received from an entrant during the Entry Period, only the first entry will be valid.
8. Upon receipt, entries become the property of WA Seniors Card Centre. Information resulting from the entrant’s entry and participation in the promotion is used by WA Seniors Card Centre for the determination of the Prize winner. Information about entrants may also be used by Kleenheat, its agents, contractors and related companies, for other purposes as set out below. By participating in the competition, entrants consent to these uses and disclosure of their information.

9. One (1) winner will win \$100 (inclusive of GST) off their Kleenheat natural gas bill with Kleenheat.

Please note:

- For a prize winner 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 extends to supply of natural gas 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.
 - The \$100 credit will be applied to your Kleenheat natural gas residential account and will be shown on your next Kleenheat bill. The credit value is not transferrable and cannot be exchanged for a cash refund. If the account is cancelled at any time, any unused promotional credit value will be forfeited.
 - Offer ends 31 June 2019. This offer cannot be used in conjunction with any other promotional code offer.
10. The Prize winner must become a Kleenheat natural gas customer or be an existing customer to redeem the prize. (Note: To be eligible to receive the prize, you must be a Western Australian resident in an area where Kleenheat supplies natural gas.)
11. The total Prize pool is AUD\$100 inclusive of GST.
12. The Prize 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.

Selecting a winner

13. A draw ("Draw") will be conducted to determine the winners and take place at Western Australian Seniors Card Centre of Gordon Stephenson House, Level 2, 140 William Street, Perth WA 6000.
14. The Prize winner will be notified via phone or email within three (3) days of the Draw. All reasonable steps to notify the winner will be taken by Kleenheat. The Prize winner must respond with verification of their details by 12:00PM (WST) 14 days from the day of notification to claim his or her Prize ("Notification Period").

Alternative winner

15. In the event Prize winner failing to or being unable to satisfy these terms and conditions or forfeiting or not claiming the Prize within the Notification Period, an unclaimed prize draw will be conducted

at Western Australian Seniors Card Centre of Gordon Stephenson House, Level 2, 140 William Street, Perth WA 6000 on 1 May 2019. In this eventuality the alternative Prize winner will be notified via phone or email within 2 business days of the unclaimed Prize draw taking place.

16. In the event of a dispute regarding these terms and conditions, the decision of the General Manager of Kleenheat will be final and binding and no correspondence will be entered into.

Changing the competition

17. If any act, omission, event or circumstance occurs which is beyond the reasonable control of Kleenheat and which prevents it from complying with these terms and 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 promotion.

Liability

18. To the extent permitted by law, 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

19. The entrants' personal information will be collected by or on behalf of Kleenheat to enable it 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 the Prize provider, and their agents, to the extent necessary for Prizes to be delivered to the Prize winners, 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 kleenheat.com.au/about/competition-winners 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

- entrants 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).

20. 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.