

Novotel Surfers Paradise Instagram Competition Terms and Conditions

Information on how to enter the Promotion forms part of these Terms and Conditions. Entries not made in accordance with these Terms and Conditions will be disqualified.

Section 1: Promotion

1. **Promotion:** Guests currently staying at or who have stayed at Novotel Surfers Paradise can enter the competition by sharing a photo or video of their stay on Instagram, tagging the Novotel Surfers Paradise profile, and ensuring their account is set to public at the time of the draw. The winner will be randomly selected and notified by 14 October 2025 at 10 AM QLD time.

These Terms and Conditions will be published on the Novotel Surfers Paradise website and social media channels and are subject to change at any time during the competition period.

2. **Promoter:** The promoter is Novotel Surfers Paradise, operated by Accor Hotels, ABN 39 906 819 699. Address: Cnr Of Surfers Paradise Blvd, Hanlan St, Surfers Paradise QLD 4217
3. **Promotion Period:** The Promotion will commence on 09:00 AM (AEST) 27th September 2024 and close at 11:59 PM (AEST) on 13 October 2025.

Section 2: Eligibility

4. **Eligibility:** To be eligible to enter the Promotion, the entrant must:
 - a. Be aged 18 years or older at the time of entry.
 - b. Be a guest currently staying at or who has stayed at Novotel Surfers Paradise.
5. **Non-Eligibility:**
 - a. Entrants are not eligible to enter the Promotion or win any Prize if they are:
 - (i) an employee or immediate family member of an employee of the Promoter or Accor Hotels or the Promoter's related companies;
 - (ii) an employee of any marketing agency associated with the Promotion.
 - b. Individuals who do not meet the eligibility criteria as specified in Clause 4 are ineligible to participate.
6. Further, any missing or incorrect information or contact details provided to Novotel Surfers Paradise, or any subsequent removal of an entry before the conclusion of the Promotion, will render that entry invalid.

Section 3: Entry to the Promotion

7. To enter, entrants must, during the Promotion Period:
 - a. Share a photo or video of their stay on Instagram, tagging @novotel_surfersparadise and including the hashtag #NovotelHolidayMemories.

b. Ensure their Instagram account is set to public during the draw to allow verification.

c. Entrants may enter multiple times during the Promotion Period.

Each valid entry will automatically be entered into the Promotion. The winner will be selected at random, and the decision is final.

Section 4: Prize

8. **Prize Components:** The prize is as follows:

a. One voucher for a complimentary stay at Novotel Surfers Paradise, valid for two nights in a standard room for two guests (subject to availability).

b. Blackout dates apply, including [insert specific blackout dates].

c. Prize must be redeemed within 12 months from the date of issue.

d. Transportation is not included.

e. There is a strict no party policy.

f. An AUD 1 credit card deposit may be temporarily held to guarantee any incidentals.

9. **Prize Conditions:** The Prize is subject to the following conditions:

a. The prize will be supplied as described in these Terms and Conditions. The Prize is non-transferable and cannot be exchanged or redeemed for cash.

b. Taxes: The winner will be responsible for any tax liability associated with the Prize.

c. If a prize or element of a prize becomes unavailable for any reason beyond the Promoter's reasonable control, then a comparable prize or prize element of equal or greater value will be awarded in lieu.

Section 5: Prize Winner

10. **Contact:** The Promoter will contact the Prize Winner in writing via direct message on Instagram by 14 October 2025 at 10 AM QLD time to confirm their eligibility under these Terms and Conditions and to confirm whether the Prize Winner wishes to claim their Prize.

11. **Claim of Prize:** The entrant must confirm their eligibility within 1 working day after the Promoter has notified them about their winning entry. If the Prize Winner fails to do so by the deadline, the Prize will be forfeited, and the Promoter shall have the right to select another eligible winner.

12. **Winner Publicity:** In accepting the Prize, the Prize Winner agrees to participate in any publicity arrangements made by or on behalf of the Promoter in relation to the Promotion. The Prize Winner further acknowledges that the Promoter reserves the right to publicise their name, state, and competition entry without any payment being made to them in respect of this Promotion.

Section 6: General Conditions

13. **Lost, Delayed Communication:** The Promoter will not be responsible for any delayed, lost, or misdirected mail or any other communication.
14. **Release:** To the fullest extent permissible by law, each entrant in the Promotion including, without limitation, the Prize Winner, releases the Promoter from any claim, loss, damage, expense, or cost sustained or incurred by such entrant in connection with the Prize or their participation in the Promotion.
15. **Force Majeure:** Subject to applicable law, the Promoter will not be responsible for any act, omission, failure, or delay that is due to circumstances beyond the Promoter's control.
16. **Disputes:** In the event of a dispute, the decision of the Promoter is final and binding, and no correspondence will be entered into.
17. **Privacy Notice:** During the course of the Promotion, the Promoter may collect personal information in relation to entrants. This information will be used for the purpose of contacting and awarding the Prize to the Prize Winner and to publicise the results of the Promotion.
18. **Consent to Use of Personal Information for Marketing Purposes:** By entering this Promotion, unless otherwise advised, each entrant consents to the retention and use of the information collected by Novotel Surfers Paradise for future promotional, marketing, and publicity purposes without further reference or payment.
19. The Promoter may communicate or advertise this competition through social media channels. The competition, however, is in no way sponsored, endorsed, or administered by, or associated with Instagram. Entrants are providing their information to the Promoter and not to Instagram. Each entrant completely releases Instagram from any liability.