

Customer Feedback Survey 2025

TERMS & CONDITIONS

Eligibility

- Entry is open to residents of Australia aged 18 years or older.
- Employees of Alexandra Hills Shopping Centre and their immediate families are not eligible to enter any associated prize draw.

Survey Period

- The Survey opens on Wednesday 10 September and closes Sunday 26 October at 12midnight AEST.

How to Enter

- To participate, complete the Alexandra Hills Shopping Centre "Customer Feedback Survey" during the promotional period.
- Only one entry per person will be accepted.

Prize Draw (if applicable)

- All completed Survey entries will go into the draw to win a \$500 Gift Card.
- Total prize pool is valued at \$500.
- The winner will be drawn at random on Monday 27 October and notified via telephone.
- The prize will be awarded to the person named in the entry. Any entry that is made on behalf of an entrant or third party will be invalid. If there is a dispute as to the identity of an entrant or winner, the Promoter reserves the right, in its sole discretion, to determine the identity of the entrant or winner.
- The competition will be drawn by a representative of Alexandra Hills Shopping Centre, whose decision will be final and no correspondence will be entered into.
- The winner will be required to collect their prize from the Alexandra Hills Shopping Centre Management Office.
- The prize is not transferable or redeemable for cash.
- If the prize is unclaimed within 14 days, a redraw will occur.

Use of Personal Information

- By entering this competition and submitting your Survey, you agree to be added to our email database. You may unsubscribe at any time.
- Personal information collected through this Survey is used solely for the purposes of improving customer experience and administering the prize draw (if applicable).
- All entry forms remain the property of the promoter at all times. In lodging an entry, all entrants consent to their names being entered onto a database and accept that maintaining their anonymity is not practicable in the circumstances.
- For the purposes of compliance with applicable Privacy Legislation, entrants are advised that: they can contact the promoter for details of the information held about them at the address of the promoter stated above; the purpose for which the information on them is being collected is for marketing purposes related to the promotion of Alexandra Hills Shopping Centre and its retailers; the information on them is not usually disclosed to third party organisations; failure to provide all the information required to make a valid entry will result in their entries being ineligible to be a winning entry form.

General

- By participating in the Survey, entrants agree to these Terms and Conditions.
- Alexandra Hills Shopping Centre reserves the right to cancel or amend the Survey or these Terms and Conditions at any time without prior notice.
- The following persons are not eligible to enter the competition:
 - Tenants of Alexandra Hills Shopping Centre.
 - Employees of tenants of Alexandra Hills Shopping Centre.
 - Contractors of Alexandra Hills Shopping Centre and their employees.
 - Immediate family members of any of the above i.e. spouses and children.
- Any changes will be updated on our website or communicated directly.

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TERMS & CONDITIONS (Continued)

Liability

- The Promoter and any companies associated with this Survey accept no responsibility for any loss or damage whatsoever which is suffered [including but not limited to indirect or consequential loss] or for any personal injury suffered or sustained as a consequence of the use and enjoyment of any item gained via the prize except for any liability which cannot be excluded by law.
- The Promoter accepts no responsibility for any tax implications that may arise from the prize winnings or the use thereof. It is the responsibility of each entrant to seek independent advice on the possible implications this may have on their own financial situation.
- Unless due to fraud or ineligibility under these Terms and Conditions, all valid prize claims in excess of the advertised prize pool value will be honoured.
- 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 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, then it will be suspended.
- The Promoter reserves the right to disqualify any individual who tampers with the entry process and to cancel, terminate, modify or suspend the promotion.
- The Promoter reserves the right to cancel the Promotion and not award the prize where circumstances beyond the Promoter's control prevent the Promoter from providing the prize.. Should the Promoter cancel the Promotion, the Promoter will:
 - Advertise that the Promotion has been cancelled by placing a notice at the Centre Management Office and on Alexandra Hills Shopping Centre website;
 - Not use the personal information you have provided.
- If all or any part of any Term or 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 Conditions of Entry and the other Terms and Conditions hereof shall remain in full force.
- Participation in the Promotion implies acceptance of all Conditions of Entry.

Promoter and Benefiting Business:

Alexandra Hills Shopping Centre, Corner Finucane Road and Cambridge Drive, Alexandra Hills QLD 4161.