



CROWN MYSTERY SEAT
Monday 24 February – Thursday 13 March 2025

TERMS & CONDITIONS

Promoter:	Crown Melbourne Limited (ABN 46 006 973 262), 8 Whiteman Street, Southbank VIC 3006.										
Entrants (Who can enter?):	Crown Rewards Members who are not prohibited from the Promoter for any reason.										
Participating Venue(s):	Maple Room and the Atrium Tables at the Promoter.										
Competition Period:	<p>Every Monday, Tuesday, Wednesday and Thursday from 6.00pm Monday 24 February 2025 to 9.00pm Thursday 13 March 2025.</p> <p>For the purposes of this Competition, a 'Day' and 'Daily' is defined as the period beginning 6.00pm and ending 9.00pm within each Day of the Competition Period.</p> <p>All times recorded throughout these Terms and Conditions are in Australian Eastern Daylight Time.</p>										
Entry Period:	<p>On each day of the Competition Period:</p> <table border="1" data-bbox="584 913 1222 1128"><thead><tr><th colspan="2">Maple Room & Atrium Tables</th></tr></thead><tbody><tr><td>Draw 1</td><td>6.00pm</td></tr><tr><td>Draw 2</td><td>6.30pm</td></tr><tr><td>Draw 3</td><td>8.30pm</td></tr><tr><td>Draw 4</td><td>9.00pm</td></tr></tbody></table>	Maple Room & Atrium Tables		Draw 1	6.00pm	Draw 2	6.30pm	Draw 3	8.30pm	Draw 4	9.00pm
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Entry Mechanic:	<p>To receive an automatic entry into the Competition, on any Day during the Competition Period at the time of the Entry Period, Entrants must be carded in with their Crown Rewards Card on a Table Game (excluding any electronic Table Games and Poker) at a Participating Venue at the time of the relevant Draw (Entry).</p> <p>Each valid Entry will provide the Entrant with one (1) Entry into the Draw at the Participating Venue for that Day of the Competition Period. Entries are only valid for the Prize Draws at the Participating Venue on the Day on which they are received and cannot be used to enter a Prize Draw on a different Day.</p>										
Maximum Entries per Entrant:	One (1) Entry per Entrant.										



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Prize Draws:	<p>There will be up to 48 winners determined in respect this Competition.</p> <p>There will be 48 electronic draws. The draws will be held at 6.00pm, 6.30pm, 8.30pm and 9.00pm at Maple Room and the Atrium Tables each Day of the Competition Period.</p> <p><u>Draw 1 (6.00pm)</u></p> <p>The first valid entry drawn randomly from the entries received by 5.00pm respectively at the Participating Venue will be declared a 'Winner' and receive a Prize.</p> <p>At the conclusion of Draw 1, all entries received for Draw 1 will be discarded. Entries received in respect of Draw 1 will not roll over to Draw 2.</p> <p><u>Draw 2 (6.30pm)</u></p> <p>The first valid entry drawn randomly from the entries received by 5.30pm respectively at the Participating Venue will be declared a 'Winner' and receive a Prize.</p> <p>At the conclusion of Draw 2, all entries received for Draw 2 will be discarded. Entries received in respect of Draw 1 and Draw 2 will not roll over to Draw 3.</p> <p><u>Draw 3 (8.30pm)</u></p> <p>The first valid entry drawn randomly from the entries received by 8.30pm respectively at the Participating Venue will be declared a 'Winner' and receive a Prize.</p> <p>At the conclusion of Draw 3, all entries received for Draw 3 will be discarded. Entries received in respect of Draw 1, Draw 2 and Draw 3 will not roll over to Draw 4.</p> <p><u>Draw 4 (9.00pm)</u></p> <p>The first valid entry drawn randomly from the entries received by 9.00pm at the Participating Venue will be declared a 'Winner' and receive a Prize.</p> <p>Entries received in respect of a Prize Draw at a Participating Venue on any Day of the Competition Period will not roll over to Prize Draws on subsequent Days of the Competition Period.</p>
Prizes:	There are up to 48 prizes available. Each Winner will receive \$500 cash.
Total Prize Pool:	Up to \$24,000.00
Prize Conditions:	<p>In addition to the General Terms & Conditions, the following Prize Conditions also apply to the Prizes.</p> <p>Draw Winners must select from the following options to redeem their cash prize:</p> <p>a) Receive the Prize via electronic funds transfer to the Draw Winner's nominated personal bank account. Draw Winners will be required to provide a copy of their bank statement which shows their name and</p>



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	account number. Draw Winners may also be required to complete an Authority to Disperse Funds form; or b) Receive the Prize in the form of cash, gaming chips or cheque or any combination of these (at the winner's election), at the Cage of the Promoter.
Are Entrants required to be present at the Prize Draws?	Entrants must be physically present at the Prize Draw for that Day and confirm this fact and their eligibility to win under these Terms and Conditions by notifying a staff member of the Promoter in person within one (1) minute of the actual time of the Prize Draw and the drawn Entrant must provide personal identification to the satisfaction of the Promoter. If a drawn Entrant fails to notify a staff member of the Promoter by the deadline, the drawn Entrant will be deemed to have forfeited their right to participate in the Promotional Game and no redraw will take place.
How are winners notified?	Winners will be notified in writing via official prize letter on the Day of the respective Prize Draw. The official prize letter will be valid from the date of issue to 28 days after the conclusion of the Competition Period and must be redeemed within this period, otherwise the Prize will be forfeited.

GENERAL TERMS & CONDITIONS

These Terms and Conditions incorporate and must be read together with the details outlined in the Schedule. Participation and eligibility to claim a Prize in this Competition are subject to agreement to these Terms and Conditions and the Schedule.

- a) **Entries:** Your entry must be received during the Competition Period and will be deemed to be received when received by the Promoter. Any entry forms/entry cards/unique codes from any other Competition cannot be used for this Competition and are void if illegible, incomplete, copied, forged, stolen or interfered with. The Promoter shall not be liable in any way if entries are unavailable as a result of technical malfunction or operator fault. Employees of the Crown Group of Companies, including Crown Resorts, Crown Perth, Crown Melbourne, Crown Sydney, Crown Aspinalls London and Betfair are not permitted to enter or participate in this Competition. Any spouse, partner, sibling, parent or child of an Executive team member of the Promoter are also not permitted to enter or participate in this Competition.
- b) **Prizes:**
- i) Prize values are correct as at the date of preparing these Terms and Conditions. The Promoter is not responsible for any change in prize value.
 - ii) Prizes are non-negotiable and non-cash Prizes are not redeemable for cash, or any other goods or services and must be taken as and when offered or will be forfeited. If forfeited, the Promoter will not be liable.
 - iii) Where a winner is not able to redeem a Prize (or part thereof) due to physical inability or incapacity, poor weather or any other circumstances beyond the Promoter or the prize provider's reasonable control, then that Prize (or part thereof) will be forfeited and is not redeemable for cash, or any other prize, goods or services.
 - iv) If a Prize is unavailable for any reason at the time of a Prize Draw, the Promoter will award the winner a similar Prize of equivalent value (as determined by the Promoter).
 - v) In the event that a Prize Draw cannot be conducted at the specified time due to unforeseen circumstances outside the Promoter's reasonable control, the affected Prize Draw will take place as soon as is practicable after the delay has been resolved.



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- vi) By accepting or participating in any prize, the Winner's companion (if applicable) also accepts these Terms and Conditions. Winners and their companions (if applicable) are responsible for all other unspecified costs related to the Prize, including any costs associated with ongoing use of the Prize.
- vii) Prizes may be subject to additional Prize Conditions. Third party terms and conditions (such as those of the prize provider) may apply in relation to the receipt of the prize.
- viii) Unless otherwise stated in these Terms and Conditions, if the Winner fails to claim the Prize or respond to Winner notifications within 28 days, the Winner will forfeit the prize and no substitute will be offered. A redraw will occur only if specified in these Terms and Conditions.
- c) **Tax:** The Promoter is not responsible for any tax implications arising from the Entrant winning a Prize.
- d) **Entrant Consent and Licence:** The Promoter reserves the right to, and the Entrant grants the Promoter the consent and licence to, use an Entrant's name, suburb, photograph, entry, image and likeness for the purpose of promoting and advertising Crown and the Crown Entertainment Complex.
- e) **Privacy Collection Statement:** The Promoter may collect, use and disclose entrants' personal information, including name and contact details, for purposes associated with the conduct of the Competition, sending emails to entrants regarding their entries into the Competition, publicising the results and Prize collection. Uses may also include future promotion, marketing, and publicity in accordance with the Promoter's Privacy Policy: <https://www.crownperth.com.au/general/privacy-policy> (Crown Perth), <https://www.crownmelbourne.com.au/general/privacy-policy> (Crown Melbourne), and <https://www.crownsydney.com.au/general/rules-policies/privacy-policy> (Crown Sydney). Unless otherwise advised by the entrant, by entering this Competition, each entrant consents to the retention and use of their information in this manner.
- f) **Consumer Rights:** Nothing in these Terms and Conditions restricts, excludes or modifies any consumer rights an Entrant may have under any statute, including the *Competition and Consumer Act 2010* (Cth) which may not be excluded, restricted or modified by agreement.
- g) **Indemnity:** Subject to their Consumer Rights, each Entrant and any person partaking in any component of the Prize, releases and indemnifies the Promoter from any claim, loss, damage, injury, expense, cost or charge sustained or in any way incurred in connection with the Prize or Competition or participation in the Prize or Competition. The Promoter (including its employees, agents and contractors) has no liability to any person for injury (including illness or death), loss or damage whatsoever (including but not limited to direct, indirect, consequential or economic loss) suffered or sustained in connection with this Competition, the promotion of this Competition, or the awarding, condition, use or misuse of any Prize, except for any liability which cannot be excluded by law (in which case, that liability is limited to the greatest extent allowed by law). This clause does not apply to the extent that the Promoter's liability (if any) arises from an act or omission of the Promoter in respect of its supply of services and/or goods to the Winners in the ordinary course of the Promoter's business.
- h) **Limitation of Liability:** To the fullest extent permitted by law, the Promoter excludes liability for any problems or technical malfunction or human error. The Promoter's responsibility for the provision of Prizes is limited to the prizes as described in these Terms and Conditions, the Promoter accepts no further liability or commitment beyond those stated and is not liable for any failure of the Promoter's agents or contactors to supply the Prizes as stated. All times are best estimates only and the Promoter does not guarantee that events will take place exactly at the times stated. The Promoter will not be responsible for any act, omission, failure or delay by the Promoter that is due to any acts which are not reasonably within its control, including as a result of any technical malfunction.
- i) **Social Media Platforms:** This Competition is in no way sponsored, endorsed or administered by, or associated with any social media platform, including Facebook, Instagram and Twitter. Entrants provide their information to the Promoter and not to any social media platform. Entrants completely release any relevant social media platforms from any and all liability.



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- j) **Third Party Brands:** Third party brands named in connection with this Competition (including in Prizes) are not affiliated with or sponsors of this Competition, unless otherwise stated.
- k) **Alterations of Terms and Conditions:** The Promoter reserves the right to cancel, terminate, modify, or suspend the Competition or amend these terms and conditions, subject to any directions from a regulatory authority. The Promoter will update these Terms and Conditions as soon as is practicable if this occurs.
- l) **Disqualification:** If a person has been disqualified from any prior promotion, competition or offer for any reason by the Promoter, they are not permitted to enter or participate in this Competition. Any failure to comply with these Terms and Conditions may result in the disqualification of any Entrant. Disqualification will be at the Promoter's sole discretion.
- m) **Disputes:** In the event that there is a dispute concerning the conduct of the Competition or claiming a prize, the Promoter will resolve the dispute in direct consultation with the Entrant. The Promoter's decision in connection with any aspect of this Competition will be binding and final on every Entrant.
- n) **Excluded Entrants:** This Competition is not open to Entrants or other persons excluded from the casino pursuant to the provisions of the *Casino Control Act 1991 (Vic)*, *Casino Control Act 1992 (NSW)*, or *Casino Control Act 1984 (WA)* or who are otherwise prohibited from entering any Crown property including Crown Melbourne, Crown Perth or Crown Sydney, for any reason, including persons who become prohibited before or after a draw (up to the time of receipt or collection of a Prize by an Entrant).
- o) **Crown PlaySafe:** The Promoter practices safer gambling and supports guest safety and wellbeing. The Crown PlaySafe contact number is 1800 801 098 and the Gambling Help Online website is www.gamblinghelponline.org.au.