

Greencross Royal Canin Take Your Cat To The Vet Promotion Terms and Conditions

Promoter	Royal Canin Australia Pty Ltd (ABN 88 092 020 178), Tower 1, Level 23, 727 Collins Street, Docklands VIC 3008.
Competition Period	12.01am (AEST) on 06/12/2021 to 11.59pm (AEDT) on 28/02/2022.
Who can enter?	Only Australian residents who are aged 18 or over.
Who can't enter?	Directors, officers, management and employees (and their immediate families) of: (a) the Promoter; and (b) the agencies, companies or participating premises associated with this competition.
Where will the competition run?	The competition will run through select Greencross Vet clinics in Australia.
Website	www.greencrossvets.com.au
Qualifying Purchase	A Greencross Vets veterinary consultation in-clinic
Entry instructions	To enter, you must, during the Competition Period: (a) your cat must be a Greencross Healthy Pets Plus member; (b) book a qualifying veterinary consultation at a Greencross Vets clinic that is participating in the campaign (c) visit the Website, locate the booking page and book a veterinary consultation for their cat and provide all other requested information. (d) Call their local Greencross Vet clinic to book a veterinary consultation appointment The Promoter is not responsible if your mobile device/desktop is not sufficiently capable for the purpose of submitting an entry, including having the requisite photograph capability.
How many winners will there be and how will they be chosen?	There will be 1 winner determined in respect of this competition. Major draw There will be 1 major draw conducted. The major draws will be held at 12.30pm (AEDT) on 02/03/2022 at Royal Canin, 23/727 Collins Street Dockland 3008. The first valid entry drawn randomly from the entries in respect to the qualifying entrants will win the major prize. The Promoter may draw additional reserve entries in a draw and record them in order, in case a winning entry/entrant is deemed invalid or a prize is unclaimed (Reserve Entrants).
What can I win?	There is 1 major prize available. The major prize is valued at \$1,000 and consists of: <ul style="list-style-type: none"> • 3 months supply of ROYAL CANIN® cat food (up to \$465); • Ibiyaya 5-in-1 Combo EVA Pet Carrier & Stroller - Apple Green (\$230); • Petoneer Fresco Pro Smart Pet Fountain White 2L (\$140); • Cat 2-in-1 cat scratcher and elevated bed (\$70); • ROYAL CANIN® cat tunnel (\$50) • ROYAL CANIN® interactive feeder (\$35); and • ROYAL CANIN® catnip ball (\$10).

Total prize pool	The total prize pool is \$1000.
How many times can I enter?	You can enter multiple times, provided you only enter once per Qualifying Purchase.
How and when will the winner/s be informed?	Winners will be notified by phone and in writing within two days of determination and will have their name and state/territory of residence published on the Website on 04/03/2022 for a period of 28 days.
Proof of purchase	<p>You must provide proof of purchase in order to claim the prize. Examples of proof include but aren't limited to:</p> <ul style="list-style-type: none"> - Booking confirmation in the form of an email or SMS - The Greencross Vets clinic you booked into can provide evidence on your behalf that a booking has been made for your pet within the campaign period. <p>If you don't produce the above proof of purchase when asked the Promoter may disqualify all of your entries and you will lose any right to a prize.</p> <p>Proof of purchase must be identical to that provided by you with your entry.</p> <p>If, in the Promoter's opinion, you have shared any proof of purchase with another person, your entries will be invalid and you will lose any right to a prize.</p>
Unclaimed prize/s	<p>Prize claim date: 5pm (AEDT) on 16/03/2022.</p> <p>Unclaimed prize determination: 1pm (AEDT) on 17/03/2022 at Royal Canin.</p> <p>If a prize has not been accepted or claimed by the prize claim date above or if, after making all reasonable attempts, the Promoter can't contact a winner (or a winner does not contact the Promoter) by the prize claim date above, the relevant entry/ies will be discarded and the Promoter will re-award the relevant prize/s to Reserve Entrant/s and/or carry out unclaimed prize draw/s (as relevant to the prize) at the date, time and place stated above to randomly distribute the prize/s. Any winner/s will be informed by phone and in writing within two days of determination and will also have their name and state/territory of residence published on the Website on 31/01/2022 for a period of 28 days.</p> <p>If any prize remains un-won at the end of this competition, or if a prize winner cannot be found, that information will be published on the Website on 28/02/2022.</p>
Collection and use of your personal information	<p>If you are a winner, you must take part in all publicity, photography and other promotional activity as the Promoter requires, without any compensation. You consent to the Promoter using your name and image in any promotional or advertising activity.</p> <p>All information entrants provide ("Personal Information") will be used for the purpose of administering this competition and awarding the prizes, and Greencross may disclose entrants' Personal Information to the Promoter and the Promoter's contractors and agents, including Royal Canin (Australia) Pty. Ltd. (ABN 88 092 020 178), Privacy Policy: https://www.greencrossvets.com.au/privacy/ to assist in conducting this competition, to hold and use for fraud and prevention purposes and as required, to regulatory authorities.</p> <p>The Promoter's Privacy Policy (see www.royalcanin.com.au/footer/terms-conditions-library/privacy-policy) includes information about:</p> <ul style="list-style-type: none"> (a) how to seek access to the personal information the Promoter holds about you and seek correction of the information; and (b) how to complain about a privacy breach and how the Promoter will deal with such a complaint.
Permit numbers	N/A

1 These Terms and Conditions incorporate and must be read together with the details outlined in the table above. Information about prizes and how to enter forms part of these Terms and Conditions. By entering, you accept these Terms and Conditions.

Entry

2 Your entry must be received during the Competition Period and will be deemed to be received only when received by the Promoter. If you return a Qualifying Purchase your entry may be deemed invalid at the Promoter's discretion (unless the product is defective). The Promoter is not liable for any problems with communications networks. You are responsible for your own costs associated with entering. If you enter

using automatically generated entries or multiple phone numbers/email addresses/addresses/aliases, you may be disqualified.

Prizes

- 3 Prizes and all elements of prizes must be taken as and when offered or will be forfeited, and if forfeited, the Promoter will not be liable. Prizes are subject to any additional terms and conditions imposed by the relevant supplier or the Promoter, including, validity period/s.
- 4 The Promoter is not responsible for any dispute between you and any person with whom you choose to, or choose not to, share a prize.

General

- 5 Any failure by you to comply with the conditions imposed by the prize supplier(s) may result in the prize being cancelled or withdrawn without liability for the Promoter or the prize supplier(s).
- 6 If you or your entry are deemed by the Promoter to breach these Terms and Conditions, your entry (or at the Promoter's discretion, all of your entries) may be discarded. The Promoter may, at any time, require you to produce documentation to establish to the Promoter's satisfaction the validity of your entries (including documentation establishing your identity, age, place of residence and place of employment). Failure by the Promoter to enforce any of its rights at any stage does not waive those rights.
- 7 You must not:
- (a) tamper with the entry process;
 - (b) engage in any conduct that may jeopardise the fair and proper conduct of the competition;
 - (c) act in a disruptive, annoying, threatening, abusive or harassing manner;
 - (d) do anything that may diminish the good name or reputation of the Promoter or any of its related entities or of the agencies or companies associated with this competition;
 - (e) breach any law; or
 - (f) behave in a way that is otherwise inappropriate.
- 8 The Promoter is not liable for entries, prize claims or correspondence that are misplaced, misdirected, delayed, lost, incomplete, illegible or incorrectly submitted.
- 9 If any dispute arises between you and the Promoter concerning the conduct of this competition or claiming a prize, the Promoter will take reasonable steps to consider your point of view, taking into account any facts or evidence you put forward, and to respond to it fairly within a reasonable time. In all other respects, the Promoter's decision in connection with all aspects of this competition is final.
- 10 Prizes cannot be transferred or exchanged nor redeemed for cash. Without limiting any other term of these Terms and Conditions, all prizes (and elements of prizes) must be taken as and when specified, or will be forfeited with no replacement. The prize values are correct as at the date of preparing these Terms and Conditions and include any applicable GST. The Promoter is not responsible for any change in prize value. You agree that if a prize (or element of a prize) is unavailable for any reason the Promoter may provide another item of equal or higher value, subject to any necessary approval by the state/territory gaming authorities.
- 11 By entering, you request that your full address not be published.
- 12 If this competition cannot run as planned for any reason beyond the Promoter's control, for example due to software, hardware or communications issues, unauthorised intervention, tampering, fraud or technical failure, government directives, pandemic, public health orders and the like, the Promoter may end, change, suspend or cancel the competition or disqualify affected entries/entrants, subject to any necessary approval by the state/territory gaming authorities.
- 13 The Promoter is not responsible for any tax implications arising from you winning a prize. You should seek independent financial advice. If for GST purposes this competition results in any supply being made for non-monetary consideration, you must follow the Australian Taxation Office's stated view that where the parties are at arm's length, goods and services exchanged are of equal GST inclusive market values.

Liability

- 14 Nothing in these Terms and Conditions restricts, excludes or modifies any consumer rights under any statute including the *Competition and Consumer Act 2010* (Cth).
- 15 Subject to the previous paragraph, the Promoter and the agencies and companies associated with this competition are not liable (including in negligence) for any loss (including indirect, special or consequential loss or loss of profits), expense, damage, personal injury (including allergies, skin conditions or other reactions, as relevant), illness or death suffered in connection with this competition

or any prize, except for any liability which under statute cannot be excluded (in which case that liability is limited to the greatest extent allowed by law).

- 16 Without limiting the previous paragraph, the Promoter and the agencies and companies associated with this competition are not liable for any loss of, damage to or delay in delivery of prize/s, or for any damage that occurs to displayed prize/s (where relevant). Unless otherwise specified, prize/s will only be delivered to addresses in Australia.
- 17 This competition is in no way sponsored, endorsed or administered by, or associated with any social media platform, including Facebook, Instagram and Twitter. You provide your information to the Promoter and not to any social media platform. You completely release any relevant social media platforms from any and all liability.