



PLAY MONEY REWARDS — QLD BORDER BUSINESS ZONE TERMS AND CONDITIONS

The Queensland Government understands that many businesses located in the Border Business Zone are dependent on cross border trade and foot traffic and have been impacted by recent border closures announced by Queensland's Chief Health Officer. As part of its commitment to supporting those businesses, the Queensland Government has approved an extension of the Play Money Rewards Program targeted at businesses in the Border Business Zone. The Queensland Government has partnered with the City of Gold Coast and Destination Gold Coast to deliver the extension.

Important words and phrases used in these Terms and Conditions are explained below.

Border Business Zone Extension

The Queensland Government, through Destination Gold Coast, is funding an estimated 18,000 Play Money Rewards that can be redeemed for Eligible Experiences or Accommodation at approved providers at an estimated cost of \$1 million. People can claim Play Money Rewards if their booking value for the Eligible Experience or Accommodation is at least the minimum booking value listed below.

Activity	Booking value minimum	Play Money Reward value (including GST)
Eligible Experience	\$100	\$50
Accommodation	\$200	\$100

Each Play Money Reward will have a unique code and PIN that businesses will require to be able to redeem the value of the rewards from Destination Gold Coast.

Who is eligible to apply?

Destination Gold Coast is inviting eligible businesses in the Border Business Zone to submit Expressions of Interest (using the link below) to be a part of the Program extension. Eligible business owners must submit an EOI (using the link below) by no later than 5:00PM, Tuesday 19 October.

To be eligible a business must:

- be based and trading in the Border Business Zone (Coolangatta, Currumbin – Tugun and Currumbin Waters) since 30 June 2021 or on application;
- have an Australian Business Number for the business, that has been held continuously since 30 June 2021, which is registered to an address in the Gold Coast local government area;
- be a COVID-19 safe business and have a COVID-19 Safe Plan in place;
- operate in an Eligible Industry and not be an Excluded Business.

While national retailers are an Excluded Business, Destination Gold Coast reserves the right to assess the eligibility for franchisees of national retailers to be approved providers. Important words and phrases used in these Terms and Conditions are explained below.

Who isn't eligible to apply?

A business is not eligible to apply to be a part of the Play Money Rewards Program Border Business Zone Extension if the business:

- is not based and trading in the Border Business Zone;
- does not have an ABN held continuously since 30 June 2021;
- does not operate an Excluded Business.

Important words and phrases

In these Terms and Conditions, the following words and phrases have the meanings given to them in this part.

Accommodation means an accommodation booking with an approved provider.

Approved Provider means an eligible business approved for inclusion in the Program Extension for the Border Business Zone.

Border Business Zone means the areas shown within the Gold Coast local government area also described as Coolangatta, Currumbin–Tugun and Currumbin Waters.

Eligible Experience means an experience available for purchase with an approved provider.

Eligible Industry means any one of the following industries:

- cafés and restaurants
- tours and attractions including scenic and sightseeing transport
- arts and culture including performing arts operations, theatres, and entertainment centres
- accommodation (excluding private rentals, Airbnb etc)
- local retailers
- hairdressers / barbers
- nail salons
- gyms
- day spas (Incl. remedial massage treatments)
- amusement, theme parks, wildlife, and water parks
- recreational activities such as go-karting, indoor climbing, mini-golf, outdoor adventures etc.

Excluded Business means any one of the following:

- national retailers excluded;
- products or services involving alcohol (with no dining and/or retail option available), gambling or tobacco;
- online-only services;
- food delivery services;
- ride share services;
- public transport;
- adult entertainment services and retailers;
- medical procedures including cosmetic injectables and treatments
- personal services (personal fitness training, physiotherapy,

dentistry, medical)

- private rentals;
- home repair and maintenance;
- vehicle sales and maintenance;
- tattoo parlours; and
- pawnbrokers.

Promoter means Destination Gold Coast.

Promotion Period means from 26 October 2021 to 31 January 2022 (or until sold out).

What can Approved Providers do?

Once accepted into the Program, and when the Program is live, businesses will be provided with information about how to access the 'Play Money Rewards' online business portal (**Program Portal**). In the Program Portal businesses will be able to see all redeemed 'Play Money Rewards' for their business. The Program Portal will also be where Play Money Rewards will be validated and redeemed while transacting with the customer.

Businesses will be reimbursed within five to ten (5-10) days from the date of the 'Play Money Reward' being redeemed within the Program Portal. Full payment of \$100 (inclusive of GST) for Eligible Experiences or \$200 (inclusive of GST) for Accommodation. Each redeemed 'Play Money Reward' will be paid via EFT from the Promoter into the nominated bank account supplied by the business in their Expression of Interest.

Each 'Play Money Reward':

- is for one-time use;
- is only valid for redemption within the Promotion Period;
- will be deemed fully used once the 'Play Money Reward' has been redeemed;
- cannot be redeemed in part;
- is not legal tender;
- the 'Play Money Reward' can only be purchased with a single operator/business; and
- is not transferable.

The Promoter is not responsible for late, lost, incomplete, incorrectly submitted, illegible or misdirected use of the promotional code or for any delays or failures in any telecommunications service or equipment. The Promoter is not responsible to pay an Approved Provider the value of allocated Play Money Rewards – only the value redeemed using the Program Portal.

The Promoter reserves the right, at any time, to verify the validity of businesses and reserves the right, in its sole discretion, to disqualify any business who the Promoter has reason to believe

has breached any of these Terms and Conditions, tampered with the promotional code redemption process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the promotion. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.

GENERAL

If for any reason the conduct or operation of the Program is interfered with or disrupted in any way (including by vandalism, power failures, natural disasters, acts of God, civil unrest, strikes, computer bugs or viruses, tampering or technical failures), the Promoter reserves the right to cancel, terminate, modify or suspend or recommence the Program or Promotion Period.

The Promoter assumes no responsibility for:

- Any error, omission, interruption, or delay in the operation or transmission of any communication sent to (or by) the Promoter or any User whether caused by problems with communication networks or lines, computer systems, software or internet service providers, congestion on any carrier network or otherwise;
- Any theft, destruction or unauthorised access to, or alteration of such communications;
- Any problem with, or technical malfunction of, any computer system or other equipment used for the conduct of the Program;
- Any incorrect or incomplete information which may be communicated in the course of the administering of this Program (whether as a result of one of the foregoing causes or otherwise);
- Any delay in acceptance or redemption of the Program;
- Restrictions on redemption of 'Play Money Rewards' from businesses with 'Blackout' dates and/or other restrictions;
- Terms and conditions set by businesses participating in the promotion.

All businesses participate in the Program at their own risk. To the full extent permitted by law, the Promoter, its associated companies and agencies and the Queensland Government, and any of their personnel exclude all liability for, and each business

participating in the Program must indemnify the Promoter its associated companies and agencies and the Queensland Government in respect of, any loss (including any damage, claim, injury, cost or expense) which is suffered or incurred by any business or third party in connection with the Program.

The business acknowledges and permits the Promoter during and after the Program to:

1. Collect, store, handle, access, manage, transfer, use and disclose personal information about the applicants on behalf of businesses, the business (including name, suburb and image) including sharing such information with Australian and Queensland Government departments, agencies or authorities, in which event any personal information will be handled by the Government in accordance with the Information Privacy Act 2009. The purposes for which your information will be collected, used and disclosed are [management and operation of the Program Extension, analysing the success of the Program Extension, verifying the identity of an applicant or the eligibility of the business, government processes and accountability, providing reports to Parliament and Members of Parliament responsible for delivery of the Program Extension.
2. Contact the business for any reason related to the Program.
3. The collection, use and disclosure of all business information is handled in accordance with the Promoter's Privacy Policy available at: <https://www.destinationgoldcoast.com/privacy/>
4. The Promoter reserves the right to alter or amend these terms and conditions and/or to cancel the campaign at any time prior to the campaign concluding without further recourse to the business. The Promoter will exercise the rights reserved under this provision reasonably and only at the direct of the Queensland Government where required to better achieve the purposes of the Program Extension or if the funding allocation for the Program Extension has been exhausted.