



Crown Cash Surprise
6.00am Wednesday 2 July – 5.59am Monday 28 July 2025

TERMS & CONDITIONS

SCHEDULE

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 excluded or prohibited from entering any Crown property for any reason.
Participating Venue(s):	All electronic Table Games on the Main Casino Floor, Teak Room, The Mahogany Room, The Mahogany Lounge and Maple Room at the Promoter.
Competition Period:	6.00am (AEST) Wednesday 2 July – 5.59am (AEST) Monday 28 July 2025 For the purpose of this Competition, a day is defined as 6:00am to 5:59am within each date of the Competition Period (Day).
Entry Mechanic:	<p>To enter the competition, on any Day during the relevant Entry Period, Entrants must:</p> <ul style="list-style-type: none">a. Register for the Competition at any Voucher Issuance Kiosk (VIK) by swiping their Crown Rewards Card and selecting the 'Competition Icon' on the VIK screen; andb. Accumulate 25 Crown Rewards points from rated play at any electronic Table Game at a Participating Venue using their Crown Rewards Card. <p>For every 25 Crown Rewards points earned at any electronic Table Game Entrants will receive one (1) automatic entry into the Prize Draw. All 25 Crown Rewards Points must be earned on the same Day to qualify for one (1) entry. If less than 25 Crown Rewards points are accumulated in one Day, they do not contribute towards the points required on a different Day.</p> <p>If an Entrant registers for a Prize Draw after the Entry Period has already commenced, entries will be backdated from the Entry Period start date.</p> <p>Entrants must register at a VIK for each Entry Period to be eligible for the respective Draw.</p>
Maximum Entries per Entrant:	Up to 20 entries per Entrant, per Day during the Competition Period.
Prize Draw(s):	<p>There will be three (3) winners determined in respect of this Competition.</p> <p>There will be one (1) prize draw conducted. The draw will be held at 2.00pm (AEDT) on Tuesday 29 July 2025 at the offices of the Promoter (Prize Draw). The first three (3) valid entries drawn from the entries received during the Competition Period will win a prize (Winners).</p>
Prize(s):	There are three Prizes to be won. Each Winner will receive a \$5,000 Cash prize.
Total Prize Pool:	Up to \$15,000.00
Prize Conditions:	In addition to the General Terms & Conditions, the following Prize Conditions also apply to the Prizes.



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	<p>Draw Winners must select from the following options to redeem their cash prize:</p> <ul style="list-style-type: none">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 account number. Draw Winners may also be required to complete an Authority to Disperse Funds form; orb) 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 Draw(s)?	Entrants are not required to be present at the time of the Prize Draw.
How are winners notified?	<p>Winners will be notified via phone call and in writing with an official prize letter by 5 August 2025.</p> <p>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.</p> <p>In the event that, after making reasonable attempts, the Promoter has been unable to contact a winner and/or a winner has not claimed their Prize by 4.59pm (AEST) Tuesday 26 August 2025, the Prize will be deemed forfeited and no re-draw will occur.</p> <p>Details of prize winners will be published on the Promoter's website (www.crownmelbourne.com.au) by Friday 1 August 2025 for 28 days.</p>

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.



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- 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.
 - 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



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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.
- 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.