

Terms & Conditions for the Holiday Away Campaign

1. Eligibility Criteria

- The competition is open to individuals aged 18 and over, residing in Sydney and the Greater Sydney region, New South Wales, Australia.
- Employees, contractors, and immediate family members of Macarthur Solar/Energy are not eligible to participate.
- To enter, participants must purchase solar services from Macarthur Solar within 2 weeks of receiving their proposal, and will receive 1 entry.
- Participants who **switch to Macarthur Energy as their energy retailer will receive a 2nd entry** and participants who purchase a **community battery** will receive a **3rd entry**.

For clarity, participants who purchase a **solar system, switch to Macarthur Energy as their energy retailer and community battery** will receive **3 entries**.

2. Entry Process & Rules

- Eligible participants will automatically be entered upon completing their purchase with Macarthur Solar within 2 weeks of receiving a proposal.
- A valid entry requires full payment within the stated time frame.
- Each participant is limited to a maximum of **3 entries**, determined by the package(s) purchased.
- Participants must provide accurate and complete information when entering; otherwise, their entry will be invalidated.

3. Winner Selection and Notification

- The winner will be selected via a **random draw** at an event held at the end of November.
- All participants **must be present** at the draw event to claim the prize. If the selected winner is not present, an alternate winner will be chosen by **redraw** at the event.
- The winner will be publicly announced at the event, and no other form of notification will be issued.
- The winner will have **5 minutes** to claim the prize after the announcement. Failure to do so will result in the selection of an alternate winner.

4. Competition Timing

- The competition runs from **August 1st, 2024, 12:00 AM to November 14th, 2024, 11:59 PM**.
- The prize must be claimed at the draw event at the end of November.

5. Prize Details & Limitations

- The prize consists of a **\$5,000 vacation voucher** issued by **Hello World Camden**, redeemable for any travel or holiday package of the winner's choice.
- The prize is **non-transferable** and **cannot be redeemed for cash**.
- There are no blackout dates or restrictions on locations for the use of the voucher.
- Any additional costs beyond the \$5,000 value, including but not limited to taxes, travel insurance, and expenses exceeding the voucher amount, will be the responsibility of the winner.

6. Winner's Obligations for Using the Prize

- The prize has no expiration date but must be used within **12 months** of winning.

- The holiday must be booked through **Hello World Camden**, where the voucher was purchased.

7. Privacy and Data Usage

- By entering, participants agree to have their personal data used for the purpose of this competition and for future marketing communications from Macarthur Solar/Energy.
- Entrants will automatically be added to our marketing database but can opt out at any time by following the unsubscribe process in any marketing communication.
- Entrant data will not be shared with third parties except **Hello World Camden** for prize facilitation.

8. Legal Disclaimers and Liabilities

- Macarthur Solar/Energy is not responsible for any dissatisfaction or issues arising from the travel services provided by **Hello World Camden** or third-party suppliers involved in the vacation booking.
- The prize is subject to availability and other factors, including but not limited to travel restrictions or external factors such as COVID-19. Macarthur Solar/Energy will not be responsible for any delays or cancellations beyond its control.
- Macarthur Solar/Energy will not be liable for any losses, damages, or injuries arising from the use of the prize.

Additional Legal Coverage:

- **Force Majeure:** Macarthur Solar/Energy will not be held liable for any failure or delay in performance due to circumstances beyond its control, including but not limited to natural disasters, pandemics, government restrictions, or any other unforeseen events that may affect the prize or the event.
- **Third-Party Disclaimer:** Macarthur Solar/Energy is not responsible for the quality of services provided by third-party travel providers or any changes in availability, terms, or conditions that the provider may impose.
- **No Endorsement:** This promotion is not endorsed, sponsored, or administered by Hello World or any other travel company. Macarthur Solar/Energy is solely responsible for the administration of the competition.

9. Governing Law and Jurisdiction

- This competition is governed by the laws of **New South Wales, Australia**. Any disputes related to the competition will be resolved in the courts of New South Wales.

10. Disqualification and Other Miscellaneous Provisions

- Participants may be disqualified for providing false, incomplete, or misleading information during the entry process or for engaging in fraudulent behaviour.
- Macarthur Solar/Energy reserves the right to amend these terms, extend the competition deadline, or cancel the competition if necessary. Any changes will be communicated via email or on the competition's official landing page.
- Incomplete entries or failure to comply with the competition rules will result in disqualification.