

TARONGA SAYS THANKS

Standard Terms and Conditions – November 2019

1. Instructions on how to claim and the reward form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions. Offer not valid in conjunction with any other offer.
2. Claims are only open to Australian residents who are official staff or volunteers of the following emergency services and wildlife carer organisations:
 - Fire and Rescue NSW
 - NSW Rural Fire Service
 - NSW Police
 - NSW State Emergency Services
 - Ambulance Service of NSW
 - Marine Rescue NSW
 - St John Ambulance Australia (NSW)
 - Surf Life Saving NSW
 - NPWS Firefighters
 - NSW Volunteer Rescue Association
 - Volunteer Wildlife Carers*

*This offer is open to volunteer wildlife carers affiliated with or volunteering on behalf of a group affiliated with: New South Wales Wildlife Council, Wires, Sydney Metropolitan Wildlife Services, or other recognised volunteer wildlife care groups. If you are unsure if you can qualify for a ticket, please get in touch with our team at Taronga by calling (02) 9969 2777.
3. Participants must be aged 4 years or older. Claimants aged between 4 and up to and including 13 years must be registered by a parent/guardian. Claimants aged between 14 years and up to but not including 18 years must also have parental/guardian approval to claim (however they are not required to provide their parent's details at the time of registration). All parents/guardians of a claimant who is a minor must read and consent to these Terms and Conditions. All parents/guardians may be required by Taronga to enter into a further agreement as evidence of consent to the minor submitting a claim in this promotion.
4. Claims for Taronga Zoo Sydney:
Open at Sunday 1 December 2019 at 9:30am AEDT and final claims close on Tuesday 31 December 2019 at 4:30pm ("Claim Period").
Claims for Taronga Western Plains Zoo Sydney:
Open at Sunday 1 December 2019 at 9:30am AEDT and final claims close Friday 31 January 2020 at 4:00pm AEDT.
Taronga Says Thanks guests will save 25%* on our self-contained Savannah Cabins and also Billabong Camp stays at Taronga Western Plains Zoo Dubbo.
*Valid: Sun-Thurs nights from 5 Thursday December 2019 to Monday 23 December 2019 and Monday 13 January 2020 to Friday 31 January 2020, excluding public holidays. Subject to availability. Bookings must be made via phone (02) 6881 1488.
NOTE: Taronga Says Thanks tickets are only valid for the one (1) day selected to visit either Taronga Zoo Sydney or Taronga Western Plains Zoo Dubbo during the booking process. This date will appear on your Moshtix ticket.
5. Up to four (4) tickets are available to claim per eligible emergency services member or wildlife carer.
6. To redeem their Voucher, individuals must visit Taronga Zoo Sydney or Taronga Western Plains Zoo Dubbo on the day they have nominated to claim their ticket. **NOTE:** in total, 20,000 are being made available across the campaign period. Individuals must present a valid form of staff or volunteer identification upon arrival at Taronga Zoo Sydney or Taronga Western Plains Zoo Dubbo to redeem this offer. Acceptance of these forms of identification will be at Taronga's discretion. Only original or officially certified copies, scans or photos will be accepted.
7. Incomplete, indecipherable or incorrect (in terms of the information provided on the claim form) claims will be deemed invalid.
8. Only one (1) claim permitted per person.
9. Vouchers are only valid for use at Taronga Zoo Sydney or Taronga Western Plains Zoo Dubbo. Vouchers cannot be exchanged for or upgraded to a Taronga annual pass/Zoo Friend membership or associated guest passes and memberships.
10. Taronga reserves the right, at any time, to verify the validity of claims and claimant's and reserves the right, in its sole discretion, to disqualify any individual who Taronga has reason to believe has breached any of these Terms and Conditions, tampered with the claim process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the initiative. Errors and omissions may be accepted at Taronga's discretion. Failure by Taronga to enforce any of its rights at any stage does not constitute a waiver of those rights. Taronga's legal rights to recover damages or other compensation from such an offender are reserved.
11. If there is a dispute as to the identity of a claimant, Taronga reserves the right, in its sole discretion, to determine the identity of the claimant.
12. Taronga's decision is final and no correspondence will be entered into.
13. The reward is subject to the standard terms and conditions of individual reward and service providers.
14. In the event of war, terrorism, state of emergency or disaster, Taronga reserves the right to cancel, terminate, modify or suspend the promotion.
15. Any ancillary costs associated with redeeming the Voucher are not included. Any unused balance of the Voucher will not be awarded as cash. Redemption of the Voucher is subject to any terms and conditions of the issuer including those specified on the Voucher.
16. If for any reason a claimant does not take/redeem a reward at the time stipulated by Taronga, then the reward will be forfeited.
17. If any reward is unavailable, Taronga, in its discretion, reserves the right to substitute the reward (or that part of the reward) with a reward of the equal value and/or specification.
18. Rewards are not transferable or exchangeable and cannot be taken as cash, unless otherwise specified.
19. Claimants consent to Taronga using their name, likeness, image and/or voice in the event they are a successful claimant (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting this promotion (including any outcome), and promoting any products manufactured, distributed and/or supplied by Taronga.
20. If this promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of Taronga including but not limited to technical difficulties, unauthorised intervention or fraud, Taronga reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify any claimant; or (b) to modify, suspend, terminate or cancel the promotion, as appropriate.

21. Any cost associated with accessing the promotional website is the claimant's responsibility and is dependent on the Internet service provider used.
22. The use of any automated software or any other mechanical or electronic means that allows a claimant to automatically claim repeatedly is prohibited and will render all claims submitted by that claimant invalid.
23. Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the States and Territories of Australia ("Non-Excludable Guarantees"). Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, Taronga (including its respective officers, employees and agents) excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of the promotion.
24. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, Taronga (including its respective officers, employees and agents) is not responsible for and excludes all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity); whether direct, indirect, special or consequential, arising in any way out of: (a) any technical difficulties or equipment malfunction (whether or not under Taronga's control); (b) any theft, unauthorised access or third party interference; (c) any claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by Taronga) due to any reason beyond the reasonable control of Taronga; (d) any variation in reward value to that stated in these Terms and Conditions; (e) any tax liability incurred by a claimant; or (f) use of the reward or attendance at Taronga Zoo.
25. As a condition of claiming a reward, the claimant must sign any legal documentation as and in the form required by Taronga and/or reward suppliers in their absolute discretion, including but not limited to a legal release and indemnity form. In the event a claimant is under the age of 18, a nominated parent/legal guardian of such claimant will be required to sign the legal documentation required under this clause on their behalf.
26. Taronga collects personal information ("PI") in order to conduct the promotion and may, for this purpose, disclose such PI to third parties, including but not limited to agents, contractors, service providers, prize suppliers and, as required, to Australian regulatory authorities. Entry is conditional on providing this PI. Taronga will also use and handle PI as set out in its Privacy Policy, which can be viewed at <https://taronga.org.au/about-us/privacy-policy>. In addition to any use that may be outlined in Taronga's Privacy Policy, Taronga may, for an indefinite period, unless otherwise advised, use the PI for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the claimant. Children under 18 years won't be contacted for marketing/fundraising purposes whilst under 18 years of age. The Privacy Policy also contains information about how claimants may opt out, access, update or correct their PI, how claimants may complain about a breach of the Australian Privacy Principles or any other applicable law and how those complaints will be dealt with. All entries become the property of Taronga. Taronga will not disclose claimant's personal information to any entity outside of Australia.
27. Taronga is Taronga Conservation Society Australia (ABN 41 733 619 876) of Bradleys Head Road, Mosman NSW 2088.