

Terms and Conditions: Sydney Fish Market Customer Feedback Survey Incentive

1) Promoter

- A. The promoter is Sydney Fish Market Pty Ltd, ABN 24 064 254 306, of 1 Bridge Road, Glebe NSW 2037 (*Promoter*).

2) Promotion Period

- A. The promotion runs from 12:00am Thursday 1 October 2026 to 11:59pm Thursday 31 December 2026 (AEDT) (*Promotion Period*). The Promoter reserves the right to alter the Promotion Period at any time with reasonable prior notice.

3) Eligibility

- A. The Sydney Fish Market Visitor Feedback Survey is open to all respondents, including international visitors. However, only respondents who are residents of Australia, aged 18 years or older at the time of entry, are eligible to be entered into the prize draw.
- B. Employees of the Promoter, its associated agencies, retailers, contractors, and the immediate families of each, are not eligible to participate in the prize draw.

4) Entry Method

- A. No purchase is necessary to enter. To participate, individuals must complete the official Customer Feedback Survey at https://survey.au1.qualtrics.com/jfe/form/SV_0kf4QPzVEf6Z1Y2 within the Promotion Period.
- B. Completing the survey is free and open to all respondents. However, only survey respondents who meet the eligibility criteria in clause 3 will be entered into the prize draw. Respondents who do not meet these criteria are welcome and encouraged to complete the survey but are not eligible for the prize draw.

5) Limit on Entries

- A. Limit of one (1) survey submission, and therefore one (1) prize draw entry, per person during the Promotion Period.

6) Prizes

- A. There is one (1) Grand Prize to be won. The Grand Prize consists of one (1) AUD \$500 prepaid Visa gift card.

7) Prize Conditions

- A. The prize is not transferable or exchangeable and cannot be substituted for an alternative prize.
- B. The prepaid Visa gift card will be valid for 3 years from the date of purchase. The date of purchase may differ from the date of prize distribution. The card may also be subject to its issuer's own terms and conditions, including activation requirements and restrictions on its use (which may include restrictions on cash withdrawal or use at certain merchants). The Promoter is not responsible for the card issuer's terms and conditions, and recommends the winner reads them carefully upon receiving the card.

8) Winner Selection

- A. The prize draw is a game of chance. One (1) winner will be selected by random draw by the Promoter from all eligible entries received during the Promotion Period. All eligible entrants have an equal chance of being drawn.
- B. The date of the draw will depend on the volume of survey responses received, and the Promoter may choose to hold the draw once a sufficient number of responses have been collected. The winner will, in any event, be drawn on or before 31 December 2026.
- C. The winner will be notified by direct email, using the email address provided in their survey response. The winner must respond to this notification to claim the prize within five (5) days of being notified. If the winner does not respond within this time, the prize will be deemed unclaimed and forfeited, and the Promoter reserves the right to select an alternative winner (Redraw). The redraw process will repeat the above winner selection process.

9) Redemption

- A. Once the winner has responded to claim the prize in accordance with clause 8C, the prepaid Visa gift card must be collected in person from Sydney Fish Market, 1 Bridge Road, Glebe NSW 2037.
- B. Unclaimed prizes will be forfeited. Lost, stolen or damaged prizes will not be replaced.
- C. The prize cannot be used in conjunction with any other existing promotion, offer or privilege, unless otherwise stated.

10) Verification

- A. The Promoter reserves the right to verify the validity of entries and entrants, and to disqualify any person who tampers with the entry process or submits an entry that is not valid.

11) Liability

- A. To the extent permitted by law, the Promoter excludes all liability for any loss, damage or injury suffered or sustained in connection with the promotion or any prize, except for any liability which cannot be excluded by law.
- B. The Promoter may amend these Terms and Conditions, or suspend, cancel or terminate the promotion, where reasonably necessary, including for reasons outside the Promoter's control, and will take reasonable steps to notify entrants of any material change.

12) Privacy

- A. By completing the survey, respondents agree that their personal data may be collected, used, disclosed or otherwise processed by the Promoter for the purposes of conducting the survey, the prize draw, and contacting the winner, in accordance with the Promoter's Privacy Policy at <https://www.sydneyfishmarket.com.au/legal/>.
- B. The survey includes a separate, unticked checkbox by which respondents may choose to opt in to receive marketing communications from the Promoter. Selecting this checkbox is optional and is not required to complete the survey or to be entered into the prize draw. Where a respondent opts in, their personal information will be used for this purpose in accordance with the Promoter's Privacy Policy at <https://www.sydneyfishmarket.com.au/legal/>.

13) General

- A. The Promoter's decision is final, and no correspondence will be entered into. This promotion is conducted in accordance with the laws of New South Wales.