

Terms and Conditions

Switch and Win Competition 2025

Participation in this Competition indicates acceptance of the below Terms and Conditions (including the Privacy Statement.)

PROMOTER	Townsville City Council ('The Promoter'), ABN 44 741 992 072, of 103 Walker Street, Townsville, Queensland 4810.
COMPETITION PERIOD	<p>The Switch and Win Competition ('Competition') will be held online and will be conducted in two (2) Rounds, with:</p> <ul style="list-style-type: none"> • Round 1 commencing on Monday, 14 July 2025 12.01am ('Commencement Date') and closing on Sunday, 14 September 2025 11.59pm ('Round 1 Competition Period'); and • Round 2 commencing on Monday, 15 September 2025 12.01am and closing on Sunday, 23 November 2025 11.59pm ('Round 2 Competition Period').
WHO CAN ENTER	<p>The competition is open to all people and entities who meet the following criteria ("Eligible Entrants"):</p> <ul style="list-style-type: none"> • own a Property in the Townsville Local Government Area; • have the consent of the registered owner of the property to manage the Rates Notice for the Property; • be signed up for E-Notices or sign up for E-Notices during the Competition Period; and • be over the age of the 18 years old. <p>The Competition is open to all people with the above requirements (excluding the below), in the Townsville City Council Local Government Area. Entries that do not meet the criteria of an Eligible Entrant are Invalid.</p>
WHO CANNOT ENTER	<p>The following people are not considered Eligible Entrants and cannot enter this Promotion/competition:-</p> <ul style="list-style-type: none"> • Employees of Townsville City Council and their immediate family members; and • Any person connected in any way with the competition or helping to set up the competition.
HOW TO ENTER	<p>An Eligible Entrant can enter the competition by:</p> <ol style="list-style-type: none"> 1. In the event the Eligible Entrant has Signed up for E-Notices prior to the Competition Period, the Eligible entrant will receive an invitation to complete the Entry Form and provide personal details to Townsville City Council by completing the Entry Form available from Townsville City Council Website during the Promotion Period (Eligible Entry); or

	<p>2. Sign up to E-Notices through E-Notices during the Competition Period and you agree to Townsville City Council using your registration details to automatically enter you into the Competition (<i>Automatic Eligible Entry</i>).</p> <p>Entries received after the closure of the Competition Period will not be accepted.</p>
ENTRY	<p>Entries for Round 1 Competition Period open on Monday, 14 July 2025 at 12.01am (closes Sunday 14 September at 11.59pm).</p> <p>Entries for Round 2 open on Monday, 15 September 2025 at 12.01am (closes Sunday 23 November 2025 at 11.59pm).</p> <p>Any Eligible Entries and Automatic Eligible Entries received past the close date will not be considered.</p> <p>All Eligible Entries and Automatic Eligible Entries received during the Round 1 Competition Period will automatically be included in the Round 2 Competition Period.</p> <p>Personal Information provided by Eligible Entrants when completing either Eligible Entries or Automatic Eligible Entries will be utilised by The Promoter to draw the Prizes and to notify the winners.</p> <p>By entering the competition and providing your contact information, including but not limited to your name, phone number and email address, you consent to Townsville City Council using such personal information for the purpose of updating Council's property record in relation to the property for which the entry is received.</p> <p>Entry to the Competition is free.</p> <p>Only one (1) Eligible Entry or Automatic Eligible Entry per property.</p> <p>An entrant needs to be natural person (a living human being, with certain rights and responsibilities under the law). Or</p> <p>Where a property is owned by a Company or Trustee, the Prize will be delivered to the email address registered for the delivery of the E-Notices.</p> <p>If an Entry has not adhered to the conditions of entry under these terms and conditions or if an entry is deemed incomplete or Invalid by the Promotor, at their absolute discretion, the entrant will be disqualified.</p> <p>The Promoter reserves the right to refuse any Entry into the Competition at any time.</p>

CONSENT	By entering the competition each Eligible Entrant consents and agrees to the Townsville City Council holding, using and disclosing information about entrants for research, marketing, and promotional purposes of Townsville City Council, including the publishing of the Eligible Entrants First Name and Suburb of the Property owned for the Eligible Entry.
CONDUCT OF THE PRIZE DRAWS AND NOTIFICATION OF WINNERS	<p>Once the competition has closed for each round, the (2) winners from each of the 10 Local Government Divisions will be chosen by a nominated employee of the Promoter, at their absolute discretion, from the Eligible Entries received by the Promoter.</p> <p>The winner does not need to be present at the time of draw.</p> <p>Prize is not redeemable for cash.</p> <p>All decisions by the Promoter regarding winning entries are final.</p> <p>The Promoter will select winners onsite at 103 Walker Street, Townsville City, QLD 4810 , on:</p> <ul style="list-style-type: none"> • Round 1: Monday, 29 September 2025 10.00am; and • Round 2: Monday, 1 December 2025 10.00am. <p>The winners may be published on the Promoters social media platforms at the discretion of the promoter.</p> <p>The Promoter will notify the winning entrants via telephone or email listed on the Eligible Entry or Automatic Eligible Entry:</p> <ul style="list-style-type: none"> • Round 1: on Monday, 29 September 2025; and • Round 2: on Monday, 1 December 2025; <p>confirming the prize.</p> <p>If the Promotor has been unable to contact the winner 10 business days after the the draw, the winning entry will be redrawn from the existing pool of entries on the 11th Business day, and the new winner will be notified via email or phone.</p> <p>All decisions by the Promoter regarding the winning entry are final.</p>

PRIZES

By entering the Competition, an entrant goes into the draw to win the following prizes:

First Round:

- Division 1 property owners - 2 x \$250.00 visa cash cards;
- Division 2 property owners - 2 x \$250.00 visa cash cards;
- Division 3 property owners - 2 x \$250.00 visa cash cards;
- Division 4 property owners - 2 x \$250.00 visa cash cards;
- Division 5 property owners - 2 x \$250.00 visa cash cards;
- Division 6 property owners - 2 x \$250.00 visa cash cards;
- Division 7 property owners - 2 x \$250.00 visa cash cards;
- Division 8 property owners - 2 x \$250.00 visa cash cards;
- Division 9 property owners - 2 x \$250.00 visa cash cards; and
- Division 10 property owners - 2 x \$250.00 visa cash cards.

Second Round:

- Division 1 property owners - 2 x \$250.00 visa cash cards;
- Division 2 property owners - 2 x \$250.00 visa cash cards;
- Division 3 property owners - 2 x \$250.00 visa cash cards;
- Division 4 property owners - 2 x \$250.00 visa cash cards;
- Division 5 property owners - 2 x \$250.00 visa cash cards;
- Division 6 property owners - 2 x \$250.00 visa cash cards;
- Division 7 property owners - 2 x \$250.00 visa cash cards;
- Division 8 property owners - 2 x \$250.00 visa cash cards;
- Division 9 property owners - 2 x \$250.00 visa cash cards; and
- Division 10 property owners - 2 x \$250.00 visa cash cards.

The Prizes will be limited to one (1) Prize per Property and is not transferrable to any other Property and/or person.

The visa cash cards are in Australian Dollars (AUD).

Please note, the prize is not redeemable for cash.

Privacy Collection Notice >> Townsville City Council collects and manages personal information in the course of performing its activities, functions and duties, including for issuing notices electronically or via hard copy in the mail and to notify competition winners. We respect the privacy of the personal information held by us. If you choose not to provide your name and contact details, you will not be able to register for eNotices. The way in which Council manages personal information is governed by the *Information Privacy Act 2009*. Generally, we will not disclose your personal information outside of Council unless we are required to do so by law, or unless you have given us your consent to such disclosure. For further information about how we manage personal information, how to access or amend your personal information or raise a complaint if you consider we have breached our obligations to manage your personal information, please see our Information Privacy Policy.