

## Customer Direct Research Incentive Promotion TERMS & CONDITIONS

1. This promotion opens on Saturday 29th August 2009 (at 12am) and closes at midnight Wednesday 31st March 2010 (the **Competition Period**).
2. To be eligible for this promotion, all entrants must reside in New Zealand and be over 18 years of age. The New Zealand Racing Board (NZRB) reserves the right to require any entrant to produce identification and / or proof of age.
3. To be eligible for this promotion, entrants must fully complete an online NZRB survey using the Customer Direct service between 29th August 2009 and 31st March 2010. Entrants may enter only using the link sent to them via an original email from the NZRB, during the Competition Period. Surveys originating from forwarded or other non-original receipt emails will be deemed to be invalid. Once NZRB has received a fully completed NZRB survey, entrants will be automatically entered into the prize draw. A fully completed survey form shall include the entrant's First Names, Surname, and Date of Birth. Each applicant can only complete one online survey per event, and be eligible for entry into the promotion, once.
4. Board members, employees, agents (and agent's employees) and contractors of the NZ Racing Board/TAB and the Immediate Families of such persons are not eligible to enter this promotion or to win prizes. "Immediate Family" of a person means the parents, siblings, children, and spouse or partner (whether legal or de facto) of that person.
5. A random computer selection from all eligible entries will be made in the week of the 5th April 2010. This draw will be scrutinised by designated NZRB Risk, Legal or Audit personnel. The final decision in respect of any winning entry will be at the sole discretion of the Head of Risk, Legal and Audit of the NZRB and no correspondence will be entered into.
6. The entrant is responsible for supplying correct contact details when completing the online survey. The NZRB will attempt to contact the winner within the week commencing the 5th of April 2010. If the NZRB is unable to contact the selected winner by 19 April 2010 (after making reasonable efforts to do so), another respondent may be selected by the random process on the same terms and conditions as the original draw.
7. The winning entrant will receive a prize package (the **Prize**) for two adults to fly Air New Zealand economy class, to and from the Gold Coast. The prize package includes return flights to Auckland Airport from any NZ Domestic Airport (if required to enable the winner to get to Auckland to take the prize), return flights to Coolangatta Airport, ticket taxes and surcharges, transfers to a 3-4 star hotel in Gold Coast and accommodation for 5 nights and 2 Adult Escape Pass tickets for theme parks with a maximum value of \$3500. There is only one prize package available. If the winner is unable to use the prize package for the date that is booked, the NZRB will not be liable for any direct or indirect costs or losses incurred by the winner in rescheduling the prize package.
8. The winner and their travelling companion must hold valid passports at the time of travel.
9. The prize package must be taken by October 31st 2010.
10. The prize package does not include travel during the NZ School holiday periods. For more information on these dates please go to <http://www.minedu.govt.nz/>.
11. The prize package excludes NZ Departure fees, Travel Insurance, Tips and Gratuities to drivers, guides, porters and waiting staff, travel insurance policies, passport and Visa fees,

portage, or items of a personal nature, including, but not limited to drinks, room service, mini bars, laundry, and phone bills.

12. The prize is not transferable or convertible for other alternatives or exchanged for cash.

13. The winner agrees to be involved in any promotional activities stipulated by the organisers of the promotion, including but not limited to photographs and publication of the winners' name.

14. If for any reason this promotion is unable to be run as planned for any reasons beyond the control of the NZRB, the NZRB reserves the right in its sole discretion to cancel this promotion.

15. The NZRB reserves the right to disqualify any entrant for tampering with the entry process or attempting to act in a fraudulent or dishonest manner.

16. The NZRB is not liable for any direct, indirect, special or consequential loss or damage caused or suffered by the winner or their travelling companion(s) in relation to the Prize or this Competition.