

## 1. How to Enter

- 1.1. Take part in our anonymous survey and tell us about you think about **Kids Helpline (KHL) Webchat experience** and you could win 1 of 2 x \$25 e-gift Card!

Go to <https://survey.alchemer.com/s3/8356098/Webchat-experience-survey>

to complete the survey. After you submit your response, you'll be prompted to provide your email address if you'd like to enter the draw. Your responses to the survey will not affect the prize draw. Your responses will be kept anonymous. Your email address will not be shared with anyone others than the KHL projects team at **yourtown**.

- 1.2. Entry into the draw is limited to those who complete the survey in its entirety (i.e. answer all the questions). Those who partially complete the survey are not eligible to win a gift card.
- 1.3. The winner will be drawn at random. Entries close at 9:00am AEST on the 4<sup>th</sup> of August 2025.
- 1.4. One entry per person permitted. If entrants submit more than one entry each, they will receive one chance to win and only be eligible for one (1) major prize.
- 1.5. We will contact the winner via email. Good luck!

## 2. Terms and Conditions of Entry

- 2.1. Subject to these Terms and Conditions, **Kids Helpline Webchat Experience Survey** Gift Card Draw is conducted by **yourtown**, Promoter: T J Adams, **yourtown**, Suite 5, Cordova Street, Milton QLD 4064; GPO Box 2469, Brisbane QLD 4001. Phone: +61 7 3368 3399. Website [yourtown.com.au](http://yourtown.com.au). ABN 11 102 379 386. Kids Helpline is a service of **yourtown**. Website [kidshelpline.com.au](http://kidshelpline.com.au).
- 2.2. Information on how to enter and description of prizes form part of these Terms and Conditions. Participation in this promotion is deemed acceptance of these Terms and Conditions.
- 2.3. Promotion period from 19<sup>th</sup> of June 2025 to 10:00am AEST to the 4<sup>th</sup> of August 2025.
- 2.4. Promotion closes at 9:00am AEST on the 4<sup>th</sup> of August 2025 and is drawn by 1pm on that day.
- 2.5. Entry is open to anyone who completes the Kids Helpline Webchat experience survey.
- 2.6. Directors, Management and Executives of **yourtown**, persons directly engaged in conducting the promotion draw and their immediate families are not eligible to enter.
- 2.7. Internet entries will be deemed accepted at the time of receipt by **yourtown** and not the time of transmission.
- 2.8. Entrants who provide incorrect, misleading or fraudulent information are ineligible in the promotion and all entries of an entrant who is deemed by **yourtown** to have provided incorrect or misleading information may, at the discretion of **yourtown** be deemed invalid.

- 2.9. **yourtown** reserves the right to withdraw or amend the promotion at any time where it becomes necessary to do so. Where the promotion is withdrawn or amended, notice of such withdrawal or amendment will be provided on the **yourtown** website.
- 2.10. To the fullest extent permissible by law, **yourtown** shall not be liable for any loss or damage, injury or disappointment whosoever which is suffered or sustained as a result of participation in the promotion (including any damage to the entrant's or any other person's computer, mobile phone or other device as a result of downloading or accessing any materials).

### 3. Prizes

- 3.1. The Prize is 2 x \$25 Visa e-Gift Card.
- 3.2. The Prize will be sent by email to the email address the Winner provides.
- 3.3. Prizes are not transferrable or redeemable for cash.
- 3.4. The prize is valid for 12 months unless otherwise specified by the Retailer.
- 3.5. Prize values refer to Australian currency.

### 4. Prize Winners and Results

- 4.1. Winners will be drawn at random using a Random Number Generator, from those who completed the survey in its entirety and provide their email address.
- 4.2. **yourtown's** decision is final and no correspondence will be entered into.
- 4.3. The draw will take place at Suite 5 Cordova Street, Milton QLD 4064.
- 4.4. Winners will be notified via email within 2 days of the draw and e-gift card sent once email has been confirmed.
- 4.5. Winners must confirm their email address within one (1) week of receiving notification they have won to validate their win. If the Winner does not confirm email address within this time, they will no longer be eligible to receive a prize and **yourtown** reserves the right to select a substitute Winner.