



**RED TARONGA FLEX ZOO FRIENDS FAMILY FLEX MEMBERSHIP
OFFER TERMS AND CONDITIONS (NEW SOUTH WALES)
(as at 20 March 2026)**

1. RED ENERGY TARONGA ZOO FRIENDS FAMILY FLEX ANNUAL MEMBERSHIP OFFER

- (1) Subject to these Terms and Conditions, this Red Energy offer (**Offer**) is made by Red Energy Pty Ltd ABN 60 107 479 372 of 570 Church Street, Cremorne, Victoria, 3121 (**Red or we or us or our**).
- (2) The Offer commences at 8:00am (AEDT) on 20 March 2026 and is ongoing until the Offer is withdrawn under **clause 4(1)(a)(i) (Offer Period)**.
- (3) Employees and their immediate families of Red (and its related entities) and Taronga Conservation Society Australia ABN 41 733 619 876 (and its related entities) (**Taronga**) are not eligible for this Offer.
- (4) The Offer is only available to residents in New South Wales who meet the eligibility criteria as set out in these Terms and Conditions.

2. ELIGIBILITY

- (1) Subject to **clause 2(3)**, if you are a resident of New South Wales and you sign up a new or existing residential supply address on the Red Taronga Flex electricity plan during the Offer Period, and:
 - (a) you have provided a valid email address; and
 - (b) any applicable cooling-off period has expired and we become responsible to supply you with electricity,

(Eligible Customer), you will be eligible to receive one (1) Zoo Friends Family Flex Annual Membership, which includes 1 Adult Family Flex Pass in your name (**Adult Pass**), and Child Family Flex Passes for any children (aged under 16 years) residing in the same household as you (**Child Passes**), on transferring your electricity to Red (if you are a new customer) or on switching to this Offer (if you are an existing customer).
- (2) The name on your Adult Pass must match the primary name on your electricity account and the Adult Pass is non-transferrable. To activate your membership:
 - (a) you must have your photo taken by Taronga; and
 - (b) for a Child Pass, you may be requested to provide proof of household (for example, Medicare card) in order to validate that all children in a membership group ordinarily reside in the same household.
- (3) Eligible Customers will not be entitled to receive more than one (1) Zoo Friends Family Flex Annual Membership concurrently. This means if you sign up multiple supply addresses under the same Red Energy account, you will not receive Zoo Friends Family Flex Annual Memberships for those additional supply addresses.
- (4) The Zoo Friends Family Flex Annual Membership period for Red Taronga Flex customers who move homes will be reset to a new 12-month validity period.
- (5) Customers who change energy providers and move back to Red are entitled to a maximum of one zoo membership every 12 months.



3. YOUR RED ENERGY TARONGA ZOO FRIENDS FAMILY FLEX MEMBERSHIP

- (1) When we become responsible to supply you with electricity, Taronga will record the Primary Account holder listed on the Red Taronga Flex electricity plan as the adult listed on the Zoo Membership. The membership cannot be transferred to any other name or household.
- (2) Zoo Friends Family Flex Annual Membership is valid for unlimited entry at Taronga Zoo Sydney and Taronga Western Plains Zoo Dubbo and is valid for a period of 12 months from the date of the transfer of your electricity to Red Energy.
- (3) Additional guest passes or members cannot be added to the Zoo Friends membership under this Offer.
- (4) The Zoo Friends Family Flex Annual Membership is subject to any other terms and conditions as provided by Taronga.

4. MISCELLANEOUS

- (1) Notwithstanding any other provision in these Terms and Conditions,
Red may:
 - (i) suspend or withdraw all or any part of this Offer for any reason and at any time; and/or
 - (ii) vary the terms or content of all or part of this Offer including (without limitation) any time or date in this Offer, these Terms and Conditions and the composition of the Zoo Friends Family Flex Annual Membership;to the extent permitted by law, Red will not be liable to any person for any cost, loss, damage, liability, expense or claim arising, whether directly or indirectly, in connection with the use of the membership.
- (2) If Red suspends, withdraws or varies these terms and conditions under **clauses 4(1)(a)(i) or clause 4(1)(a)(ii)**, Red will promptly publish such suspension, withdrawal or variation on its Website and notify impacted customers where required under these Terms and Conditions. Red reserves the right to keep public copies of expired offers in relation to Taronga on the website as reference for customers who may continue to be on the offers.
- (3) The law applying in New South Wales applies to the Offer and these Terms and Conditions.
- (4) Nothing in these Terms and Conditions is intended to create a partnership, joint venture or agency relationship between Red, and Taronga. Each party acknowledges and agrees that it has no authority to bind the other party.

5. PRIVACY

By taking up the Offer, an Eligible Customer understands and agrees that Red may use and disclose the information provided by the Eligible Customer on the terms set out in its Privacy Statement located at www.redenergy.com.au/privacy. An Eligible Customer can find out more about how Red may use their information, and what their rights are under Australian privacy laws, in Red's Privacy policy available at www.redenergy.com.au/privacy.