

Red Energy Meet Hari the Rhino Experience, Taronga Zoo Sydney Promotion



Terms and Conditions (16 April 2026)

1. The Promotion

- (1) Information on how to win tickets forms part of these Terms and Conditions and registration in this Red Energy "Meet Hari the Rhino Experience, Taronga Zoo Sydney" offer (**Promotion**) is deemed acceptance of these Terms and Conditions.
- (2) The Promotion commences at 12:01am AEST, Tuesday 5 May 2026 and entries close at 11.59pm AEST, Thursday 7 May 2026 (**Promotion Period**).
- (3) The Promotion is a game of skill.

2. Promoter's Details

The promoter is Red Energy Pty Limited (ABN 60 107 479 372) of 570 Church Street, Cremorne, Victoria 3121 (**Promoter**).

3. Eligibility

- (1) Subject to **clauses 3(2) and 3(3)**, entry in the Promotion is open to any customer of the Promoter who is 18 years or older and who is currently on, or has signed up to, a Red Energy plan for electricity and/or gas at a residential address located in New South Wales (**Eligible Entrant**). Employees and their immediate families of the Promoter and the Taronga Conservation Society (**ABN 41 733 619 876**) (**Taronga Zoo**) and their affiliates and subsidiaries are not eligible to enter.
- (2) The Promoter reserves the right to verify the validity of each entry. The Promoter reserves the right to disqualify any person for tampering with the entry process or who otherwise does not comply with these Terms and Conditions.
- (3) Entries into the Promotion are limited to one per Eligible Entrant. Any unauthorised multiple entries will be ineligible to win.

4. How to Enter the Promotion

- (1) To enter the Promotion, an Eligible Entrant must:
 - (a) complete the online entry form on the Promoter's website at <https://www.redenergy.com.au/campaign/taronga-zoo-competition/> during the Promotion Period; and
 - (b) respond in 25 words or less to the question "Why do you want to meet Hari the Greater One-horned Rhino, thanks to Red Energy?".
- (2) An Eligible Entrant who submits a valid entry by following the process set out in **clause 4(1)**, will be an "**Entrant**" and their entry will be dealt with in accordance with **clause 6**.
- (3) Entries received outside of the Promotion Period will be ineligible for entry. Entries are deemed to be received at the time of receipt by the Promoter. Records of the Promoter are final and conclusive as to time of receipt.

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- (4) Unacceptable entries may be deemed invalid, at the Promoter's sole discretion.

5. The Prizes

- (1) The Promoter is offering Entrants the chance to win one of thirty (30) identical prizes each comprising four (4) tickets valid for entry to Taronga Zoo Sydney on Sunday 24 May 2026, issued in accordance with **clause 7 (Prize)**:

6. Prize Winners

- (1) The best thirty (30) entries that are judged by the Promoter as the most creative and original entries from all correct, valid and eligible entries will win a Prize (**Prize Winners**).
- (2) Entries will be judged between 12:01am AEST and 5:00pm AEST on Monday 11 May 2026 at Level 5, 225 George Street, Sydney NSW 2000, or any other premises the Promoter deems appropriate (**Prize Judging**). The Promoter will judge the winners based on the judging criteria in **clause 6(1)**, at its discretion and the decision will be final and binding on the Entrants and no further communication will be entered into.
- (3) Within two (2) business days of the Prize Judging, the Promoter will notify the Prize Winners by:
 - (a) email, at the email registered with the Promoter;
 - (b) telephone, at the telephone number registered with the Promoter; and
 - (c) publishing the Prize Winner's names on the Promoter's website at <https://www.redenergy.com.au/campaign/taronga-zoo-competition/>.
- (4) If a Prize Winner:
 - (a) responds within 72hrs of the Prize Judging, they will have been deemed to have accepted their Prize (Prize Winner's Acceptance); or
 - (b) fails to respond within 72hrs of the Prize Judging, their Prize will be deemed unclaimed.
- (5) A Prize will not be replaced by the Promoter if it is damaged, lost or stolen.
- (6) If a Prize is deemed unclaimed in accordance with clause 4(b), then the Promoter reserves the right to award a Prize to another Eligible Entrant.

7. Prize Details

- (1) Within a reasonable time frame of the Prize Winner's Acceptance, the Promoter will contact the Prize Winners directly to arrange the itinerary associated with the Prize. The Promoter will also provide the Prize Winners with all information, tickets and all other necessary instructions in order for the Prize Winner to redeem the Prize. The Prize Winners must cooperate with the Promoter.
- (2) It is the responsibility of the Prize Winner to organise transport to/from Taronga Zoo, Sydney.

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- (3) The Prize Winner and their companion are responsible for their own travel insurance for the period of travel.
- (4) Hotel incidentals, transfers, spending money, meals, phone calls, taxis, additional activities and travel expenses and any other ancillary costs, including but not limited to insurance and any applicable insurance excesses, not listed in the Prize Details above or as advised by the Promoter at the time of winning are the responsibility of the Prize Winner and their companion as incurred.
- (5) Dates, venues and schedules are not under the Promoter's control and are subject to change. The Promoter takes no responsibility for any date, venue or schedule changes.

8. Other Matters Relating to the Promotion

- (1) It is a condition of accepting the Prize that the Prize Winner and his/her companion may be required to sign a release of liability in a form to be determined in the absolute discretion of the Promoter.
- (2) If a Prize or receipt of it incurs a tax liability, the Prize Winner is liable for the payment of such a tax.
- (3) It is a condition of accepting a Prize that the Prize Winner accepts the conditions applicable to the individual components of the Prize. The Prize cannot be transferred, exchanged or redeemed for cash.
- (4) Subject to State legislation, the Promoter reserves the right to substitute the Prize in whole (or any of its components), with a substitute prize of equal or greater value and the Prize Winner will be notified accordingly.
- (5) Acceptance of the Prize is deemed consent for the Promoter to use the Prize Winner's details, voice, image, likeness and photographs for promotional, marketing and publicity purposes on the Promoter's website or in other forms of social media or on other websites or in any other media used by the Promoter for an indefinite time without any further attribution, reference, payment or other compensation to the Prize Winner.

9. Privacy

By entering this Promotion, each Entrant is taken to consent to the Promoter and Taronga Zoo using the Entrant's personal information to administer the Promotion and disclosing the Entrant's personal information to organisations that assist the Promoter and Taronga Zoo with administering the Promotion to third parties as required by law. If the information requested is not provided by the Entrant, the Entrant may not participate in the Promotion. For details about how the Promoter and Taronga Zoo may use your information, and what your rights are under Australian privacy laws, please refer to the Promoter's Privacy Policy available at redenergy.com.au/privacy and Taronga Zoo' Privacy Policy available at <https://www.teamtaronga.org.au/privacy>

10. Liability

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- (1) Nothing in these Terms and Conditions limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Australian Consumer Law (Schedule 2 to the Competition and Consumer Act 2010 (Cth)), or similar state-based consumer protection laws (**Non-Excludable Guarantees**).
- (2) Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter and its related bodies corporate (including their respective officers, employees and agents) exclude all liability (including negligence), for any personal injury; or any loss or damage (including loss of opportunity) whether direct, indirect, special or consequential, arising in any way:
 - (a) out of the Promotion; or
 - (b) without limiting 10(2)(a), out of:
 - (i) any technical difficulties, equipment malfunction, any delayed email, any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, technical problems or traffic congestion on the internet or any website (whether or not under the Promoter or its related bodies corporates' control);
 - (ii) any theft, destruction, unauthorised access or third party interference of entries under this Promotion;
 - (iii) any entry or Prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter or its related bodies corporate;
 - (iv) any tax liability incurred by a Prize Winner or Entrant; or
 - (v) use of a Prize.

11. Variations

- (1) The Promoter in its sole discretion may modify, suspend or terminate all or part of the Promotion, or disqualify and prohibit further participation in this Promotion, in the event that any portion of this Promotion is compromised by a virus, bugs, non-authorised human intervention, hackers or other causes beyond the reasonable control of the Promoter which, in the sole opinion of the Promoter, corrupts or impairs the administration, security, fairness, or proper conduct of the Promotion.
- (2) The Promoter reserves the right to update these Terms and Conditions from time to time in its sole discretion for administrative reasons or to ensure efficient operation of the Promotion. Changes will be posted on the Promoter's website at redenergy.com.au/termsandconditions.

12. General

- (1) Failure by the Promoter to enforce any one of these Terms and Conditions in any instance(s) will not give rise to any claim or right of action by any Entrant or Prize Winner or other person.

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- (2) The laws of the State of New South Wales apply to this Promotion.