

QANTAS

Terms and Conditions – Qantas Learning Hub Incentive

- 1) Information on how to enter forms part of the terms and conditions of entry. Entry into the promotion is deemed acceptance of these terms and conditions. Headings in this document are included for ease of reference, and do not affect interpretation in any way.
- 2) The promoter is Qantas Airways Limited of 401 King Street, London, W6 9NJ (**Promoter**).

Duration

- 3) All references to time in this document are a reference to the local time in London (GMT / BST) on the date stated. The promotion commences at 00:01 on Sunday 1 October 2023 and closes at 23:59 on Sunday 31 March 2024 (**Promotion Period**).
- 4) Monthly completion of learning modules will commence on the 1st day of each month at 00:01 and finish on the last day of the month at 23:59 with completion required within that time frame.

Eligibility to enter

- 5) Entry is open only to residents of the United Kingdom who are agents with associated IATA / TIDS and have access to <https://learninghub.qantas.com> who are aged of 18 years or older (**Eligible Entrants**) and excluding directors, management, employees and their immediate families of the Promoter and its related bodies corporate and registered travel companions of employees of the Promoter and its related bodies corporate.

Entry into the promotion

- 6) To enter, Eligible Entrants must during the Promotion Period:
 - a) For Monthly Prizes:
 - i. Register and create a profile on the Qantas Learning Hub using a unique personal or corporate email address (cannot be generic shared email address i.e. not admin@xxtravel.co.uk).
 - ii. Complete one learning module on the Qantas Learning Hub during the relevant calendar month of the Promotion Period to be eligible for Monthly Prizes.
 - b) For the Major Prize:
 - i. In addition to 6(a)i, each entrant must complete a total of six (6) modules during the Promotion Period and;
 - ii. In January or February 2024, make a booking on Qantas international operated services from the UK to Singapore or Australia, issued on Qantas 081 ticket stock (**Eligible Qantas Booking**). The Eligible Qantas Booking must be ticketed prior to the end of the Promotion Period and;
 - iii. Email gantasincentiveuk@qantas.com.au with the booking PNR to be validated for entry.
- 7) The Promoter is not responsible for any lost, late or misdirected entries.
- 8) The time of entry will be deemed to be the time the entry is received by the Promoter.
- 9) The Promoter reserves the right, at any time, to verify the validity of entries and Eligible Entrants (including an entrant's identity, age and place of residence) and to disqualify any entrant who tampers with the entry process. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.

Drawing of entries

- 10) Monthly and Major Prize draws will be drawn at random and will take place as per the dates in the table below. All prize winners will be announced on [www.qantas.com/ukincentive]. The draws will take place at Qantas, 401 King Street, London W6 9NJ. The draw will be conducted by the Promoter.

Entry Month	Draw Date & Time	Winners to claim prizes by	Redraw date & time	Backup winners to claim prizes by	Winners announced on [www.qantas.com/ukincentive] by
October Monthly Prizes	Wednesday 1 November 10:00 GMT	Friday 3 November 12:00 GMT	Friday 3 November 12:15 GMT	Tuesday 7 November 12:00 GMT	Tuesday 14 November
November Monthly Prizes	Friday 1 December 10:00 GMT	Tuesday 5 December 12:00 GMT	Tuesday 5 December 12:15 GMT	Thursday 7 December 12:00 GMT	Thursday 14 December
December Monthly Prizes	Tuesday 2 January 10:00 GMT	Thursday 4 January 12:00 GMT	Thursday 4 January 12:15 GMT	Monday 8 January 12:00 GMT	Monday 15 January
January Monthly Prizes	Thursday 1 February 10:00 GMT	Monday 5 February 12:00 GMT	Monday 5 February 12:15 GMT	Wednesday 7 February 12:00 GMT	Wednesday 14 February
February Monthly Prizes	Friday 1 March 10:00 GMT	Tuesday 5 March 12:00 GMT	Tuesday 5 March 12:15 GMT	Thursday 7 March 12:00 GMT	Thursday 14 March
March Monthly Prizes	Tuesday 2 April 10:00 GMT+1 (BST)	Thursday 4 April 12:00 GMT+1 (BST)	Thursday 4 April 12:15 GMT+1 (BST)	Monday 8 April 12:00 GMT+1 (BST)	Monday 15 April
Oct-Mar Major Prize	Thursday 4 April 10:00 GMT+1 (BST)	Monday 8 April 12:00 GMT+1 (BST)	Monday 8 April 12:15 GMT+1 (BST)	Wednesday 10 April 12:00 GMT+1 (BST)	Wednesday 17 April

- 11) The results of the draws are final and no correspondence will be entered into.

The prize

- 12) There will be 19 (nineteen) prizes. The maximum total prize pool value is AU\$25,000 based on the recommended retail value and the exchange rate at the time of printing. The Promoter accepts no responsibility for any variation in the value of the prizes.
- a) There will be 18 (eighteen) monthly prizes and one major prize.

- b) Monthly prizes will be allocated as drawn. i.e. First name drawn will be 1st Prize winner, second name drawn will be 2nd prize winner and third name drawn will be 3rd prize winner with 3 prizes per month. The prizes are non-transferable or interchangeable between months and are allocated as per the following table:

Prize Month	Monthly Prizes		
	1st Prize	2nd Prize	3rd Prize
October	An Audience with Kylie. Live in London on Friday 1 December for you and three friends.	£250 shopping voucher	4 Luggage Air Tags
November	£500 Australasia Manchester restaurant voucher	£250 shopping voucher	Qantas inflight beer and wine selection
December	Cirque De Soleil. Live in London on Thursday 25 January for you and three friends.	£250 shopping voucher	£100 cinema voucher
January	Fly a Qantas 737 simulator at FlightPad for you and three friends	£250 shopping voucher	Qantas inflight beer and wine selection
February	£500 Marco Pierre White gift voucher	£250 shopping voucher	4 Luggage Air Tags
March	£500 Australasia Manchester restaurant voucher	£250 shopping voucher	£100 cinema voucher

- c) The Major prize is 2 (two) x Qantas Economy tickets (incl base fare and all applicable taxes) from London Heathrow to Singapore or Australia.
- Flights are subject to availability, which can be confirmed at the time of redemption. Travel dates and Blackout periods as follows:
 - Travel dates:
 - 14Apr24 – 30Jun24
 - 01Sep24 – 05Dec24
 - 07Feb25 – 20Mar25
 - Blackout periods:
 - Ex AU 22Jun – 02Jul24 / 02Jan-12Jan25
 - Ex UK 01Oct – 31Oct24 / 03Dec-17Dec24
 - Flights are valid on Qantas operated services only between London Heathrow to Singapore or Australia, valid for one entry and exit point to / from SIN/PER/MEL/SYD/BNE.
 - Open Jaw (fly into one destination and out of another) allowed. Any domestic sectors required as a result will be at prize winners' own cost.
 - The winning agent must remain employed by the agency under which they entered the draw, at the time of travel.
 - Prize travel must be booked by 30 Jun 2024 and completed by 31 May 2025. There can be no changes to travel arrangements once tickets have been issued.
- 13) The Major prize winner will need to make own way and at own cost to London Heathrow. Additional Flights and accommodation will not form any part of the prize. The Monthly prize winners will need to make their own way and at own cost to the respective shows, experiences and restaurants mentioned above.
- 14) The prize(s) includes VAT and taxes included in the price of the ticket. Unless otherwise stated, the prize(s) does not include travel insurance, passports, visas, meals, taxes not included in the price of the ticket, ground transportation, flights, accommodation or any other costs of a personal nature. Compliance with any health or other government requirements is the responsibility of the prize-winner and companion. The Promoter makes no representation as to the safety, conditions or other issues that may exist at any destination. Prize travel is subject to Qantas' General Conditions of Carriage.
- 15) Prize travel is subject to availability at the time of booking and prize travel is subject to availability of prize travel fares at the time of booking. The winners and their companions must travel together on all prize travel and will not accrue Qantas Points on any element of the prize.
- 16) Each prize must be taken as stated and no compensation will be payable if a winner is unable to use the prize as stated. Prizes are not exchangeable or redeemable for cash or other goods or services. A prize cannot be transferred to any other person, unless agreed to by the Promoter. It is a condition of accepting a prize that the winner accept the conditions of use of that prize.

- 17) If the prize (or part of the prize) is unavailable, the Promoter, in its discretion, reserves the right to substitute the prize (or that part of the prize) with a prize to the equal value and/or specification, subject to any written directions from a regulatory authority.

Notification of the winner

- 18) The winners will be notified by email as per the dates in clause 10. All winner names will be published on [www.qantas.com/ukincentive].

Limitation of liability and variation of terms

- 19) If any act, omission, event or circumstance occurs which is beyond the reasonable control of the Promoter and which prevents the Promoter from complying with these terms and conditions, the Promoter will not be liable for any failure to perform or delay in performing its obligations. The Promoter reserves the right (subject to any applicable law) to cancel, terminate or modify or suspend this promotion.
- 20) The Promoter, its related bodies corporate and their respective officers, employees, contractors and agents (**Promotion Parties**) will not be liable for any losses, damages, expenses, costs or personal injuries arising out of this promotion, the promotion of this promotion or the use of any prize, including but not limited to any breach of these terms and conditions, contract or tort (including negligence) and any other common law, equitable or statutory remedy (**Damages**) whatsoever, including but not limited to direct, indirect and consequential Damages, including Damages that cannot reasonably be considered to arise naturally and in the ordinary course of things, even if those Damages were in the contemplation of the Promotion Parties.
- 21) The exclusion of liability in clause 22 does not apply to limit or exclude liability:
- a) for personal injury or death suffered or sustained in connection with the supply of goods or services which are supplied by the Promoter in the ordinary course of business. To remove doubt: third party goods or services, which other than in connection with this promotion, are in the normal course of business supplied by a third party unrelated to the Promotion Parties, are not supplied by the Promoter in the ordinary course of business; and the Promoter's Conditions of Carriage and general booking conditions (and any exclusions contained therein) apply despite any statement to the contrary in these terms and conditions; or
 - b) to the extent it is not permissible at law to limit or exclude liability in the manner contemplated in that clause (in which case that liability is limited to the maximum extent allowable by law).

Entry details and privacy

- 22) Entry details remain the property of the Promoter. The name and photograph of the winner may be used for promotional purposes by the Promoter, unless the winner otherwise notifies the Promoter at the time of accepting the prize. Entrants consent to the Promoter using personal information provided in connection with this promotion for the purposes of facilitating the conduct of the promotion and awarding any prizes (including to third parties involved in the promotion and any applicable statutory authorities) and to conduct marketing activities. Without limiting the foregoing, entrants' personal information provided in connection with this promotion will be handled in accordance with the Promoter's Privacy Statement, visit www.qantas.com/privacy to obtain a copy.

Tax Implications

- 23) The Promoter accepts no responsibility for any tax implications that may arise from accepting a prize. Independent financial advice should be sought.