



# Terms and Conditions

## 1. Who is eligible to win prizes?

Eligible prize winners drawn through the Golden groper platform by purchasing a membership or power pack for non-members, must reside within the state of Western Australia. Entrants must provide a valid Western Australian residential address and proof of residency upon request. This is a Western Australian initiative only.

Prize Release Condition: "Prize will only be released after verification of eligibility, identity, and Western Australian residency."

## 2. Verification Clause

Golden Groper reserves the right to verify the validity of entries and entrants (including an entrant's identity, age and place of residence).

Golden Groper may require entrants to provide identification including but not limited to:

- driver's license
- utility bill
- other proof of residency

## 3. Disqualification Clause

Golden Groper reserves the right to disqualify any entrant who:

- provides false or misleading information,
- provides an address outside Western Australia,
- attempts to circumvent eligibility requirements, or
- breaches these Terms and Conditions.

## 4. Western Australia clause

By entering, participants warrant that the residential address provided is their true and current residential address within Western Australia.

## 5. Anti Fraud Clause

IP & Device Checks: Golden groper (the promoter) reserves the right to reject entries suspected of being fraudulent or originating from automated systems.



## **6. What happens if a winner resides outside of Western Australia?**

During registration the buyer is required to provide an address stating they reside within Western Australia. In any event, if a buyer breaches these terms and conditions the prize will be forfeited.

In any case the prize draw amount will be jackpotted to the following weeks identical draw.

## **7. Member Accounts**

Member accounts include a personalised membership profile that highlights all draws entered, benefits received, and Groper Gold earned, including lifetime totals. Through the member portal, users can access enhanced discounts, exclusive perks, and additional rewards.

## **8. Non-member accounts**

Non-members have the ability to purchase tickets for all draws with the exception being member only draws. Non-member accounts will still have the ability to earn groper gold.

## **9. Power Packs**

Power Packs allow non-members to purchase entries into scheduled giveaways. They also enable members to increase their number of entries in a draw by purchasing additional tickets.

## **10. What is Groper Gold?**

Reward credits are what you earn when you purchase available memberships at the Earn Locations. Groper Gold is redeemable through the Golden groper program by way of power packs.



## **11. How do I earn Groper Gold?**

You can earn Groper Gold by purchasing available memberships or power packs at the Earn Locations. You must be logged into your Golden Groper account and have an active Golden Groper Membership to earn Groper Gold for that membership.

## **12. Can I use Groper Gold earned on Golden Groper for re-investment of draw tickets?**

Yes. All Groper Gold earned through the Golden Groper platform can be spent within the Golden Groper platform by purchasing Power packs for upcoming scheduled and promotional draws. Additionally, utilising our approved partnerships to purchase gift cards.

## **13. At what rate will I earn Groper Gold?**

When you purchase available memberships at an Earn Location, you will earn the percentage of your membership total (in AUD) in Groper Gold published below (Earn Ratio) to use at the Earn Locations. For example, if the current Earn Ratio is 1:01, and you spend \$90 through memberships within Golden Groper (made up of two months of a gold membership at a \$45 membership price), you will also earn up to 90 Groper Gold or \$9 on your account. We reserve the right to increase or reduce the Earn Percentage from time to time.

<b>Membership</b>	<b>Groper Gold to AUD</b>
Basic	10:1
Essentials	10:1
Gold	10:1
Power Packs	10:1

## **14. When will Groper Gold be credited to my account?**

In many cases, Groper Gold will be credited to your Golden Groper account on or around the date of acquisition. The latest time that Groper Gold will be credited to your account is 1-2 business days after you have earned the Groper Gold.



## **15. On which purchases will I not earn Groper Gold?**

You will earn Groper Gold on all purchases through Golden Groper memberships and power pack options.

## **16. How and when can I enjoy my Golden Groper Gold?**

Subject to any Minimum Credits Level requirements (see section 8), you can spend your credits on future Golden Groper prize draws. For example, if you are purchasing a \$45 membership and you have earned and saved up 450 Groper Gold in your Golden Groper Account, you can use your \$45 credit on a Power pack for a specific open draw.

## **17. When can I enjoy spending my Groper Gold Credits on purchases?**

You can choose to spend your Groper Gold on purchases as soon as you have sufficient Groper Gold to purchase a Power Pack, available to spend in your Golden Groper Account.

## **18. On which purchases can I not apply Groper Gold Credits?**

Groper Gold Credits can be claimed on all memberships and non-member ticket purchases.

## **19. Is there a maximum number of Groper Gold Credits that I can have in my account?**

No. However, we reserve the right to apply a maximum limit on the amount of Groper Gold that you may earn by updating these terms and conditions in accordance with clause 10 of the Golden Groper Program T&Cs.

## **20. Will my Groper Gold expire?**

No, your Groper Gold does not expire.



## **21. Where can I check my Groper Gold balance?**

You can check your Groper Gold Credits balance by logging into your Golden Groper Account and navigating to the members portal.

## **22. Can someone else use my Groper Gold?**

No, Groper Gold are personal to you and cannot be transferred to or used by anyone else.

## **23. Can these terms and conditions be changed or terminated?**

Yes, we may amend or terminate these terms and conditions in accordance with clause 10 of the Golden Groper Program T&Cs.

## **24. What are my responsibilities in relation to my Golden Groper Gold?**

Please keep your personal details updated by updating your Golden Groper Account. This is because, if you don't keep your personal details up to date, we may not be able to provide you with your Groper Gold, and we may need to cancel your Golden Groper Membership.

It is your responsibility to keep your Golden Groper Account or username and password safe and secure. Please treat your Golden Groper Account or password as your confidential information. You must take all reasonable steps to prevent unauthorised use or access to your Golden Groper Account information about your membership, including your account password. This includes that you must not use a password Account which you have used for any other of your other online accounts. You acknowledge that unauthorised access to your Golden Groper Account and personal information may occur if you do not take these steps.



## **25. What are Golden Groper's other rights in relation to the Golden Groper Program?**

We may add or remove items from the list of items or types of items which are deemed to be Ineligible without notice to you.

We may reverse any Groper Gold which have been allocated to your Golden Groper Account where you have been refunded for available memberships in respect of which Groper Gold were earned.

We may reverse any Groper Gold which have been allocated to your Golden Groper Account if there are any other grounds which we consider (in our discretion) justify a reversal - for instance, if the Groper Gold were allocated to your Golden Groper Account by mistake (including through our error) or if you earned them by misusing an offer, or through fraudulent means.

We reserve the right to monitor your purchase history to ensure that any Groper Gold are accumulated legitimately.

We reserve the right at any time without notice to reverse any Groper Gold allocated to your Golden Groper account where we have grounds to do so under these terms and conditions.

Grounds for reversing any Groper Gold allocated to your Golden Groper account include if you (or someone using your Golden Groper account details):

- abuse, misuse or attempt to abuse or misuse your Groper Gold, or anything else associated with the Golden Groper Program.
- do anything that is contrary to these terms and conditions.
- fraudulently accumulate Groper Gold.
- use or attempt to use your Groper Gold for purchases made by a person other than you;
- engage in unacceptable conduct in connection with your Groper Gold, which will be deemed to include if Golden Groper Program has a reasonable suspicion of conduct by you which amounts to dishonesty, fraud or wrongful conduct;
- become bankrupt or die; or
- do not have an active and paid-up Golden Groper Membership or(as applicable).



You agree that, except to the extent that these terms and conditions expressly provide otherwise, we do not need to notify you in advance, or give you any reasons, with regard to any action we take concerning your Groper Gold Credit.

## **26. What is Golden Groper's liability in respect of the Golden Groper Gold Program?**

You acknowledge and agree that there may be:

- a. delay in issuing you with, or non-issue to you of, any Rewards Credits; acts, errors or omissions by us in the course of administering your Groper Gold ; a suspension and/or termination of the Golden Groper Gold program, including the ability for members to collect Rewards Credits, and to the maximum extent permitted by law (and provided that nothing in these terms and conditions limits your rights under the Australian Consumer Law), we will not be liable to you in any way for any cause in connection with such matters, including for any unused Groper Gold Credits in your account at the time of termination or their expiry.

You agree that any comments, suggestions or recommendations you may receive from us or others in relation to Groper gold Credits may not be suitable, accurate or complete and you must not rely on them in a way which may give rise to any loss or damage.

## **27. When will prizes be drawn?**

Draws will be scheduled in accordance with the Golden Groper operating model.

In circumstances where ticket sales do not meet the required operational thresholds, Golden Groper has the ability to adjust the scheduling of weekly prize draws to ensure the continued strength and sustainability of the program. Golden Groper also retains the discretion to refine or enhance its operating model as needed without notice to support long-term growth, member value, and overall business integrity.

## **28. Prizes**

Prizes are non-transferable, non-refundable, and cannot be exchanged for cash. 6.3 Golden Groper (the promotor) reserves the right to substitute a prize of equal or greater value if necessary.



## **29. Winner Selection**

Winners will be chosen randomly by the Australian certified digital draws organisation [Randomdraws.com](https://www.randomdraws.com) on the specified draw date. Winners will be notified by [email / phone / social media / website and in writing as soon as practically possible though any event within 7 days. Golden Groper (the promotor's) decision is final, and no correspondence will be entered into.

## **30. Privacy**

The Promoter collects personal information for the purpose of administering the giveaway.

By entering, entrants consent to the use of their personal information by the Promoter in accordance with its Privacy Policy.

Winners' names and entries may be used for promotional purposes unless prohibited by law

## **31. Liability**

To the extent permitted by law, Golden Groper (the Promoter) excludes all liability for any loss, damage, or personal injury suffered in connection with the giveaway or the prize.

## **32. General**

Golden Groper (the promoter) reserves the right to cancel, modify, or suspend the giveaway in the event of unforeseen circumstances.

These Terms & Conditions are governed by the laws of Western Australia.

## **33. Acceptance of terms**

By entering, participants acknowledge that they have read, understood, and agree to be bound by these Terms & Conditions.



## 34. How do I cancel my membership

If you choose to cancel your membership, please allow up to four weeks for the cancellation to be fully processed by our Administration Team. You can do this by simply choosing the cancel or change option in the membership portal.

## 35. Who do I contact if I have a complaint or query?

If you have a query or complaint, please contact us. You can do this by contacting us via [our website](#) or sending our administration an email at [admin@goldengroper.com.au](mailto:admin@goldengroper.com.au)

## Definitions

**Golden Groper Account** means an active Golden Groper customer account.

**Golden Groper Membership** means a membership for Golden Groper.

**Golden Groper Member** means a current and active member of the Golden Groper.

**Golden Groper Basic membership** refers to the Golden Groper customer monthly membership program which gives the member incentives based on their value of contribution.

**Golden Groper Essentials membership** refers to the Golden Groper customer monthly membership program which gives the member incentives based on their value of contribution.

**Golden Groper Gold membership** refers to the Golden Groper customer monthly membership program which gives the member incentives based on their value of contribution.

**Golden Groper Power packs** refer to entries to scheduled monthly giveaways additional to the subscribed membership. Power Packs are also how non-members purchase entries into each monthly draw.

**Groper Gold** refers to points earned on the account in support of your membership and power pack purchases.

**Lifetime Groper Gold** refers to the amount of Groper Gold you have acquired over your Golden Groper membership.



**Golden Groper T&Cs** means the terms and conditions that govern your Golden Groper Program.

**Golden Groper** means Bronzek Pty Ltd and its related bodies corporate.