

Terms and Conditions

1. These terms and conditions apply to participants of the 'Eat.Play.Glow.' Gateway Sydney Offer ("Offer"). Participation in this Offer is deemed acceptance of these Terms and Conditions.
2. The "Promoter" is Dexus Property Services Pty Limited (ABN 66 080 918 252) of Gateway, 1 Macquarie Place, Sydney NSW 2000.
3. This Offer will be conducted at Gateway, 1 Macquarie Place, Sydney NSW 2000. ("Centre").

ELIGIBILITY

4. This Offer is only open to residents of NSW aged 18 years or over or are accompanied by an adult.
5. Participants must be able to attend the Centre during the Offer Period and Activation Times to participate and redeem prizes.
6. The following individuals are ineligible to participate in the Offer:
 - a. management of the Promoter, any related bodies corporate of the Promoter, or any of the retailers in the participating Centre/s or any of the Promoter's agencies that are associated with the Offer;
 - b. the spouse, de facto spouse, parent, child or sibling of an individual listed in paragraph a.; and
 - c. any person who the Promoter has previously notified is not permitted to participate in the Promoter's offers.

OFFER PERIOD

7. This Offer commences at 6:00pm AEST on Friday 22 May and ends at 9:30pm AEST on Saturday 13 June 2026, or until prize stocks are exhausted (whichever occurs first) ("Offer Period").
8. The Offer operates Wednesday to Sunday only during the Offer Period.
9. The Eat. Play. Glow. activation operates from 6:00pm AEST during the Offer Period and closes based on daily staffing schedules, crowd management requirements, safety considerations and prize availability ("Activation Times").
10. The Claw Machine will only be operational during scheduled Activation Times and will not operate outside of these hours.

CLAIM INSTRUCTIONS

11. To claim, eligible individuals must, during the Offer Period:
 - a. Spend \$30.00 or more on one day at a participating Gateway retailer listed in Schedule 1 ("Qualifying Spend");

To validate the spend receipt/s:

- b. Present your Qualifying Spend receipt to a staff member at the Eat.Play.Glow. Claw Machine activation located in the Food Court, during opening hours on the same day you make your qualifying spend, to be shown the QR code and begin the entry form;
- c. to facilitate the collection of the gift, successful claimants will need to upload their receipt and provide their name and email address via the entry form.

To complete the entry form:

- d. locate and scan the QR code on promotional signage provided by the promotional staff with your smartphone, fill out and submit the online claim form, including uploading the image of your Qualifying Spend receipt and providing your name, email address, and all other requested information;
 - e. upon successful validation of your claim, show the promotional staff your confirmation email to then be provided with the required qty of game tokens. The promotion staff may also stamp your receipt to finalise the entry process;
 - f. if your claim is not successful, you will be notified by email.
12. You may use one (1) receipt from a participating retailer to comprise your Qualifying Spend, to be claimed on the same day you make your Qualifying Spend.
13. The following receipts are not accepted as part of this Offer:
- a. receipts from the purchase of alcohol, tobacco, lottery tickets or gift cards; and
 - b. receipts from the purchase of goods or services which have subsequently been refunded before you have completed your claim.
14. The Promoter is not responsible if your mobile device/desktop is not sufficiently capable for the purpose of submitting a claim, including having the requisite photograph capability.

VALUE PACKS – TOKEN ALLOCATION

15. Eligible participants will receive game tokens based on their total Qualifying Spend as follows:

| Qualifying Spend Tier | Tokens Issued |
|------------------------------|----------------------|
| \$30.00 to \$49.94 | 1 token |
| \$49.95 - \$50.00 + | 2 tokens |

- 16. A maximum of two (2) tokens may be claimed per entry, regardless of total receipt spend.
- 17. A receipt cannot be split or used across multiple entries.
- 18. Tokens must be used on the day of issue and cannot be transferred, saved or reused on another day.

CLAIM LIMITS

- 19. There is a limit of two (2) tokens claimed per entry, with unlimited entries per day providing a new and valid receipt is used each entry.

20. A maximum of one (1) receipt may be used to make up a Qualifying Spend. All receipts must:
- Be dated the same day as the claim
 - Clearly show the retailer name, transaction date and transaction amount
21. Receipts cannot be reused, split across multiple claims or carried forward to another day.
22. The following receipts are not accepted:
- Purchases of gift cards, lottery tickets or tobacco
 - Lay by payments
 - Online purchases not fulfilled or collected in centre on the same day
 - Receipts that have been refunded or partially refunded

GIFTS

23. Each game token entitles the participant to redeem **one (1) prize** of the Claw Machine, using a total of three (3) attempts.
24. If a participant does not successfully retrieve a prize from the Claw Machine after using their available 3 attempts, authorised promotion staff will provide the participant with one (1) prize capsule by hand. In all cases, each redeemed prize is subject to availability and while stocks last.
25. **Every valid play of the Claw Machine will result in the participant receiving one (1) prize, while stocks last.**
26. There are 3280 gifts available for the entire Offer Period, while stocks last, awarded on a first-in basis, and at random from the following prize pools

| | Gift | Individual gift value | Quantity | Total |
|----------|--|---|-----------------|--------------|
| 1 | Gateway Foodie Plush Key Ring | \$3.69 | 1,985 | \$7,324.65 |
| 2 | Gelato Messina prize pool | | 155 | \$4,525.00 |
| | <ul style="list-style-type: none"> • Mushroom bottle • Lanolips Mango • Mini crossbody cooler bag • Bucket hat • Cook book • Gloria plush cow toy • Socks • Golden scoop • Bus plush toy • Sunscreen | <ul style="list-style-type: none"> \$25.00 \$15.00 \$25.00 \$45.00 \$40.00 \$45.00 \$20.00 \$25.00 \$35.00 \$30.00 \$30.00 | | |
| 3 | Yo-Chi prize | \$17.00 | 120 | \$2,040.00 |
| 4 | Gateway Foodie Mystery voucher | | 680 | \$10,349 |
| | <ul style="list-style-type: none"> • Gateway gift Card • Yo-Chi gift Card | <ul style="list-style-type: none"> \$10.00 \$20.00 | | |

| | | | | |
|--------------|---|---|--------------|--------------------|
| | <ul style="list-style-type: none"> • Gelato Messina 2-scoop voucher • Chat Thai voucher • Schnitz voucher • Oporto voucher • Yayoi \$30 gift card • Yayoi \$50 gift card • Basax meal voucher • Hurricane's Grill gift card | <ul style="list-style-type: none"> \$8.90 \$10.00 \$15.00 \$15.00 \$30.00 \$50.00 \$16.90 \$25.00 | | |
| 5 | Australia The Gift – Nanoblock prize | | 300 | \$2,200.00 |
| | <ul style="list-style-type: none"> • Nanoblock small • Nanoblock medium | <ul style="list-style-type: none"> \$16.99 \$34.99 | | |
| 6 | Australia the Gift – UGG Bag prize | \$110.00 | 20 | \$2,200.00 |
| 7 | Gong Cha prize – Mystery Tumbler Bag | \$25.00 | 10 | \$250.00 |
| 8 | Four Frogs Creperie prize – Nutella Crepe Pack 1 Nutella tote bag containing 1 x 750g Nutella jar, 1 x Four Frogs Plain Flour, 1 x Four Frogs Crêpe recipe card, and 1 x Four Frogs apron | \$75.00 | 10 | \$750 |
| TOTAL | | | 3,280 | \$29,638.65 |

27. Successful claimants will receive one (1) of the 3,280 gifts listed above, determined by the prize card within their retrieved prize capsule. For avoidance of doubt, successful claimants cannot choose their gift type and if the stock of one (1) gift type is exhausted, a successful claimant will instead receive the gift type that is in stock. The Promoter is not liable if you do not get your preferred gift.

28. Total gift pool valued at up to \$29,638.65

CLAW MACHINE PRIZE DISPENSER MECHANIC

29. The Claw Machine contains the daily allocated quantity of prize capsules, each containing one (1) prize card.
30. Upon completion of a valid play, the Claw Machine will dispense one (1) capsule selected during play.
31. The participant must open the container and present the prize card contained inside to authorised promotional staff to receive the corresponding prize.
32. The empty capsule must be returned to the designated return box immediately after redemption of the prize card.
33. Prize cards must be redeemed at the time of play during Activation Times.
34. Prize cards cannot be replaced if lost, damaged, stolen or discarded. Failure to present a valid prize card will result in forfeiture of the prize.
35. Prize capsules remain the property of the Promoter at all times. The Promoter reserves the right to refuse prize redemption if a participant fails to return a container or tampers with a container or prize card.
36. Prize allocation depends on the participant's skill, timing and precision when operating the Claw Machine.
37. Prizes vary in type and recommended retail value. There is no guarantee of winning a specific prize, and the Promoter makes no representations regarding the likelihood of winning any particular prize.
38. Once a prize has been issued by promotional staff, prize fulfilment is deemed complete.

DAILY PRIZE ALLOCATION

39. Daily prize quantities vary by day and are limited.

40. Prizes are allocated per activation day as outlined below.

| | |
|--------------------------|-----|
| Friday 22 May | 250 |
| Saturday 23 May | 250 |
| Sunday 24 May | 160 |
| Wednesday 27 May | 115 |
| Thursday 28 May | 115 |
| Friday 29 May | 250 |
| Saturday 30 May | 250 |
| Sunday 31 May | 160 |
| Wednesday 3 June | 115 |
| Thursday 4 June | 115 |
| Friday 5 June | 250 |
| Saturday 6 June | 270 |
| Sunday 7 June | 250 |
| Wednesday 10 June | 115 |
| Thursday 11 June | 115 |
| Friday 12 June | 250 |
| Saturday 13 June | 250 |

SAFETY AND OPERATIONAL CONDITIONS

41. Children must be supervised by a parent or guardian at all times.
42. Participants must follow all instructions given by promotional staff when using the Claw Machine.
43. The Promoter reserves the right to manage queues, suspend or temporarily close the activation during peak periods for safety, operational or stock management reasons.

GIFT CONDITIONS

44. All prize gift cards and vouchers are subject to each retailer's individual prize terms and conditions listed on the gift card/ voucher. For further details please contact the individual retailer.

UNCLAIMED GIFTS

45. There will be no unclaimed gifts as gifts will be automatically awarded to successful claimants at the time of successful entry. It is a claimant's responsibility to ensure that they enter their email address correctly and collect their gift on the same night after receiving a valid successful claim email. If they fail to enter their email address correctly and collect the gift, the gift will be forfeited.

PROOF OF PURCHASE

46. You must keep your Qualifying Spend itemised receipt/s as proof of purchase for your claim/s. Your Qualifying Spend receipt/s must clearly identify whether the Qualifying Spend was made, the product/s purchased (of which must be/comprise the Qualifying Spend) and the date of purchase (which must be during the Offer Period, before you claim).

47. If you don't produce the above proof of purchase for your claim/s when asked, the Promoter may disqualify your claim/s and you will lose any right to a gift.
48. Proof of purchase must be identical to that provided by you with your claim/s.
49. If, in the Promoter's opinion, you have shared any proof of purchase with another person, your claim/s will be invalid and you will lose any right to a gift.

GENERAL

50. You must not:
 - a. tamper with the claim process (including but not limited to manipulating the system via bots, script use, or any other means to circumvent the claim process);
 - b. engage in any conduct that may jeopardise the fair and proper conduct of this Offer;
 - c. act in a disruptive, annoying, threatening, abusive or harassing manner;
 - d. do anything that may diminish the good name or reputation of the Promoter or any of its related entities or of the agencies or companies associated with this Offer;
 - e. breach any law;
 - f. breach any "community guidelines" issued by the Promoter from time to time, published at gatewaysydney.com.au; or
 - g. behave in a way that is otherwise inappropriate.
51. If relevant, incomplete, indecipherable or illegible claims will be deemed invalid.
52. If there is a dispute as to the identity of the participant, the Promoter reserves the right to determine the identity of the participant.
53. Gifts are subject to the standard terms and conditions of individual gift providers, including any validity period/s, if applicable. Gifts and all elements of gifts must be taken as and when offered. If for any reason a successful claimant does not take a gift or an element of a gift at the time stipulated, then the gift or that element of the gift will be forfeited and will not be redeemable for cash. Any failure by you or (if applicable) your companion/s to comply with the conditions imposed by the gift supplier(s) may result in the gift being cancelled or withdrawn without liability for the Promoter or the gift supplier(s).
54. The Promoter is not responsible for any dispute between you and any person with whom you choose to, or choose not to, share a gift.
55. If any gift (or part of any gift) is unavailable due to reasons beyond the control of the Promoter, the Promoter at its discretion, reserves the right to substitute the gift (or that part of the gift) with a gift or part of a gift with an equal or higher value and/or specification, subject to any written directions from a regulatory authority if applicable.
56. Gifts, or any unused portion of a gift, are not transferable or exchangeable and cannot be taken as cash, unless otherwise specified by the Promoter.
57. Participants consent to the Promoter using the participant's name, likeness, image and/or voice in the event they are a successful claimant (including photograph, film and/or recording of the same) in any media without remuneration for the purpose of promoting this Offer (including any outcome), and promoting any products manufactured, distributed and/or supplied by the Promoter or the Promoter's

retailer(s).

58. The Promoter reserves the right, at any time, to verify the validity of claims (including contacting participating retailers) and participants (including a participant's identity, age and place of residence) and to disqualify any participant who submits a claim that is not in accordance with these Terms and Conditions or who tampers with the claim process. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
59. If this Offer is interfered with or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right to the fullest extent permitted by law to (a) disqualify a participant engaging in unauthorised intervention or fraud; or (b) to modify, suspend, terminate or cancel the Offer, as appropriate and if applicable, subject to any written directions from a regulatory authority.
60. If any dispute arises concerning the conduct of this Offer, the Promoter will take reasonable steps to consider your point of view, taking into account any facts or evidence you put forward, and to respond to it fairly within a reasonable time. However, the Promoter's decision is final, and no correspondence will be entered into.
61. Any cost associated with accessing the promotional website is the participant's responsibility and is dependent on the internet service provider used. The use of any automated claim software or any other mechanical or electronic means that allows a participant to automatically claim repeatedly is prohibited and will render all claims submitted by that participant invalid.
62. Your claim must be received during the Offer Period (or as otherwise specified in these Terms and Conditions) and will be deemed to be received only when received by the Promoter. If online or SMS claiming is available, you will receive a return message confirming your claim. You are responsible for your own costs associated with claiming. If you claim using multiple phone numbers/email addresses/addresses/aliases, you may be disqualified.
63. The Promoter is not responsible for any tax implications arising from you claiming a gift. You should seek independent financial advice. If for GST purposes this Offer results in any supply being made for non-monetary consideration, you must follow the Australian Taxation Office's stated view that where the parties are at arm's length, goods and services exchanged are of equal GST inclusive market values.
64. Nothing in these Terms and Conditions limit, exclude or modify or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act 2010 (Cth), as well as any other implied warranties under similar consumer protection laws in the State and Territories of Australia ("Non-Excludable Guarantees").
65. The Promoter (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 out of the Offer, including without limitation:
 - a. any technical difficulties or equipment malfunction;
 - b. any theft, unauthorised access or third party interference;
 - c. any claim or correspondence that is late, lost, altered, damaged or misdirected due to any reason beyond the reasonable control of the Promoter;
 - d. any variation in the gift value to that stated in these Terms and Conditions;

- e. any tax liability incurred by a participant; or
- f. use of the gift,

except for any liability which under statute, including under the Non-Excludable Guarantees, cannot be excluded (in which case that liability is limited to the greatest extent allowed by law).

66. This Offer is in no way sponsored, endorsed or administered by, or associated with any social media platform, including Instagram or Facebook. You provide your information to the Promoter and not to any social media platform. You completely release any relevant social media platforms from any and all liability.

PRIVACY

67. In order to conduct this Offer, the Promoter needs to collect personal information about each participant and may for this purpose, disclose such information to third parties, including but not limited to agents, contractors, service providers, gift suppliers and, if required, to Australian regulatory authorities. Participation in the Offer is conditional on providing this information.
68. By participating, you consent to the Promoter using this information for promotional, marketing, publicity and research purposes, including telephoning the participant or sending email or SMS messages provided that where required by the *Spam Act 2003* (Cth), the Promoter includes a functional unsubscribe facility in each direct marketing communication it sends you that you may use to opt-out of any further such communications and provided that the functional unsubscribe facility complies with the *Spam Regulations 2021* (Cth). You also consent to receive email or SMS messages from the Promoter without any functional unsubscribe facility if they relate primarily to the conduct of this Offer. The Promoter may use your personal information for such other purposes as set out in the Dexus Group Privacy Policy, which is available at <http://www.dexus.com/who-we-are/privacy-policy>. Unless otherwise indicated by the Promoter, the Promoter may disclose personal information to entities outside of Australia, including in the United States, Europe and the Asia-Pacific region.
69. In order to facilitate the collection or redemption of gifts, you may need to provide your personal information to third parties (such as retailers) associated with this offer. The collection, use and disclosure of your personal information by such third party will be in accordance with the relevant third party's privacy policy. If you have marked the "opt-in" box on the claim form relating to a third party collecting your personal information, you consent to the storage of your personal information on the specified third party's database/s and the specified third party may use this information for future promotional and marketing purposes regarding their products and services including contacting you via electronic messaging provided that where required by the *Spam Act 2003* (Cth), the third party includes a functional unsubscribe facility in each direct marketing communication it sends you that you may use to opt-out of any further such communications and provided that the functional unsubscribe facility complies with the *Spam Regulations 2021* (Cth). You should contact the relevant third party/ies for their privacy policy/ies.
70. The Dexus Group Privacy Policy also contains information about how participants may access, update or correct their personal information and how Australian participants may complain about a breach of the Australian Privacy Principles and how those complaints will be dealt with.

Schedule 1 – Participating Retailers

Australia the Gift
Basax
Betty's Burgers
Cali Press
Casa Nova
Chambers Coffee
Chat Thai
Four Frogs
Fossix
Gelato Messina
Gianni & Co
Gong Cha
Gozleme King
Hero Sushi
Hokka Hokka Chinese
Hurricanes Grill
Kokumai
Mad Mex
McDonald's
Mr & Mrs Pho
Neptune Palace
Oporto
Paragon Hotel
Sammi's
Schnitz
Ship Inn Hotel
The Men's Grooming
Top Juice
Winghaus
Yo-Chi
YAYOI