

## **Trip.com x Sydney FC Competition Terms and Conditions**

These Terms and Conditions govern participation in the competition (“Competition”) organised by Trip.com Travel Singapore Pte. Ltd. (“Trip.com”) in partnership with Sydney FC. By entering the Competition, each participant (“Participant”) agrees to be bound by these Terms and Conditions.

### **1. Promotion Period**

The Promotion Period commences at 12:01am 12 January 2026 and closes at 4:59pm 31 January 2026 (“Promotion Period”). Only tickets purchased during the Promotion Period constitute valid entries. Tickets purchased before or after the Promotion Period do not qualify.

Entries are deemed to be received at the time the ticket purchase is recorded in Sydney FC’s ticketing system. Trip.com and Sydney FC accept no responsibility for late, lost, incomplete, incorrectly submitted, or misdirected entries.

### **2. Eligibility**

To enter the Competition, Participants must:

- Purchase a valid ticket to Sydney FC Derby Match against Western Sydney Wanderers held on 31 January; and
- Be Australian residents or individuals holding long-term Australian visas or permits with validity of at least 12 months, aged 18 years or older.

Only paid tickets purchased through Sydney FC’s official ticketing channels are eligible. Complimentary, discounted, or promotional tickets do not constitute valid entries unless expressly approved by Sydney FC.

Each valid match ticket constitutes one (1) entry. Entries are automatically generated upon ticket purchase and cannot be purchased, traded, transferred, or assigned.

If multiple tickets are purchased in a single order, each ticket will count as one (1) entry. All entries from that order will be assigned to the purchaser of the tickets. For clarity, only the purchaser will be considered the Participant and eligible to win the Prize, regardless of who attends the match.

If a ticket is cancelled, refunded, or voided for any reason, the corresponding entry will be deemed invalid.

Eligibility to enter the Competition is based solely on the purchase of a valid ticket(s). Attendance at the match does not affect eligibility to win the Prize.

Sydney FC and Trip.com are not responsible for incorrect or incomplete contact details provided at the time of ticket purchase, including where notification cannot be delivered due to inaccurate information, spam filtering, or technical issues.

Multiple entries are permitted; however, each individual may only be awarded one (1) Prize.

Trip.com and Sydney FC retain sole discretion in determining the eligibility of any Participant.

### **3. Prize Details and Redemption**

Trip.com is the prize provider for this Competition. The Prize consists of the following components, each of which must be redeemed in accordance with the conditions set out below.

#### **A. Sofitel Gold Coast Broadbeach Accommodation Voucher**

The Prize includes a **Sofitel Gold Coast Broadbeach accommodation voucher** for a four-night stay in a Superior Ocean View Room, including buffet breakfast for up to four (4) guests. The voucher must be redeemed in accordance with the conditions below.

##### **i. Hotel Redemption Process**

- The winner will receive the accommodation voucher in PDF format.
- The winner must contact Sofitel Gold Coast Broadbeach directly to arrange their stay.
- The voucher code must be quoted at the time of booking, and the hotel will not confirm a reservation without it.
- The hotel may require identity verification at check-in.

##### **ii. Hotel Booking Conditions**

- Valid for four (4) consecutive nights in a Superior Ocean View Room.
- Includes buffet breakfast for up to four (4) guests.
- Valid until 31 December 2026, with no extensions permitted.
- Bookings are subject to availability and blackout dates, including peak periods and special events.
- Bookings are subject to the hotel's standard terms, conditions, and peak period restrictions.
- Changes or cancellations are governed by the hotel's policies and may incur fees payable by the winner.

### **iii. Hotel Voucher Limitations**

- Non-transferable and non-exchangeable.
- Not redeemable for cash.
- No compensation is provided for unused nights or inclusions.
- Hotel voucher is valid until 31 December 2026 and cannot be extended under any circumstances.
- All bookings remain subject to availability.

### **B. Trip.com Flight Voucher (Value: Up to AUD 2,000)**

The Prize includes a **Trip.com flight voucher valued at up to AUD 2,000**, redeemable exclusively for flight bookings to and from Gold Coast Airport made through Trip.com on behalf of the winner.

#### **i. Flight Voucher Redemption Process**

- The voucher is not self-service and cannot be redeemed directly on the Trip.com website or app.
- The winner must contact Trip.com via the designated email address provided at the time of Prize fulfilment.
- The winner must provide all information required to complete the booking, including preferred travel dates, flight route, fare class, number of passengers, baggage requirements, and each passenger's full legal name.
- Trip.com will respond within five (5) business days to confirm availability.
- Trip.com may request that the winner call to complete the booking process.
- Trip.com will use best efforts to secure the winner's nominated flights, but availability may fluctuate and the winner may be required to select an alternative flight.

#### **ii. Flight Voucher Booking Conditions**

- All flight bookings will be processed by Trip.com staff on behalf of the winner.
- The voucher is intended for flights to and from Gold Coast Airport, and Trip.com may decline any redemption request outside this intended use.
- All bookings are subject to airline availability, fare conditions, and applicable third-party terms.
- Trip.com is not responsible for fare changes, availability issues, or costs beyond the voucher value.

- Once a booking is confirmed, Trip.com is no longer responsible for the booking. All changes, cancellations, or amendments are subject to airline policies and may incur additional fees payable by the winner.
- Trip.com may require the winner to verify their identity before processing the redemption.

### **iii. Flight Voucher Limitations**

- Non-transferable, non-exchangeable, and not redeemable for cash or credit.
- Any unused portion of the voucher is forfeited and cannot be applied to other Trip.com products.
- Flight voucher must be redeemed by 31 December 2026

### **iv. Costs Exceeding the Flight Voucher Value**

If the total cost of the selected flights exceeds AUD 2,000: a. The winner must provide payment information to Trip.com at the time of booking so the booking can be completed; or b. If the winner does not wish to provide payment information, they must advise Trip.com of the maximum fare they wish to book within the AUD 2,000 limit. Trip.com will then book flights up to that value.

Any unused portion of the voucher will be forfeited and cannot be applied to other Trip.com products or future bookings.

### **C. General Prize Conditions**

- All ancillary costs associated with redeeming or using the Prize—including transfers, meals (other than those expressly included), travel insurance, and incidentals—are the sole responsibility of the winner.
- Prize validity periods cannot be extended under any circumstances.
- The Prize or any component of the Prize must not be resold or offered for resale.
- No compensation will be provided for any unused portion of the Prize.
- If the winner is unable to redeem or use any component of the Prize, that component will be forfeited.
- The winner and their guests are responsible for ensuring they meet all travel, identification, and documentation requirements.
- Any tax liability arising from acceptance or use of the Prize is the sole responsibility of the winner.
- Trip.com may substitute any Prize component with another of equivalent value if the original component becomes unavailable.

#### **4. Winner Selection and Notification**

Sydney FC will conduct the prize draw on 2 February 2026.

The draw will be conducted as a random draw, using a manual or electronic method determined by Sydney FC.

Sydney FC will notify the selected winner(s) on or before 3 February 2026 using the contact details provided at the time of ticket purchase.

The winner must confirm acceptance of the Prize and provide any required information within five (5) days of receiving the notification.

If the Prize remains unclaimed after the five (5) day acceptance period, Sydney FC may conduct a further draw to award the Prize to another eligible Participant.

Trip.com and Sydney FC may require the winner to provide suitable identification and proof of purchase before awarding the Prize. The name on the winner's identification must match the name used to purchase the match ticket.

If a winner fails to provide adequate identification or proof of purchase when requested, Trip.com may deem the entry invalid and award the Prize to another Participant.

Trip.com's decision regarding Prize redemption and eligibility is final.

#### **5. General Terms**

Trip.com may disqualify any Participant suspected of fraudulent behaviour, cheating, tampering with the entry process, using automated or bulk entry mechanisms, or engaging in conduct that may jeopardise the fair operation of the Competition.

Participants must not engage in conduct that may negatively affect the goodwill or reputation of Trip.com or Sydney FC.

Trip.com is not responsible for the acts or omissions of third-party suppliers, including airlines and Sofitel Gold Coast Broadbeach.

The winner participates in travel and accommodation at their own risk. To the extent permitted by law, Trip.com and Sydney FC exclude liability for any loss, injury, or damage suffered in connection with the Prize.

Trip.com is not liable for any failure to perform its obligations due to events beyond its reasonable control.

Trip.com is not liable for any third-party claims arising from a Participant's actions.

Trip.com may amend, suspend, or terminate the Competition at any time where necessary.

If the match is postponed, relocated, or cancelled, the Competition will proceed unless otherwise determined by Trip.com and Sydney FC.

In the event of any dispute regarding the Competition, Prize, or interpretation of these Terms and Conditions, the decision of Trip.com shall be final and binding.

## **6. Personal Data & Publicity**

By participating, Participants consent to Trip.com and Sydney FC collecting, using, and processing personal data (including but not limited to name, contact details, and ticket purchase information) for:

- Administering the Competition
- Prize fulfilment
- Publicity and marketing
- Personal data will be handled in accordance with Trip.com's Privacy Notice (<https://pages.trip.com/service-guideline/privacy-policy-en-my.html>) and applicable law.

Personal data may be shared with third-party service providers or partners where required.

Participants may request access to or correction of their personal data by contacting Trip.com.

## **7. Winner Publicity Clause**

By accepting the Prize, the winner consents to Trip.com and Sydney FC using their personal data for promotional purposes without further compensation, unless prohibited by law.

## **8. Promoter Details**

The promoter of this Competition is Trip.com Travel Singapore Pte. Ltd., in partnership with Sydney FC.

## **9. Governing Law**

These Terms and Conditions are governed by the laws of Singapore, and the courts of Singapore will have jurisdiction over any dispute. This will not deprive the participants of any mandatory rights of their home country.

## **10. Disputes**

Any disputes arising from this Competition will first be addressed through Trip.com's customer service process. If unresolved, disputes may be referred to the relevant

consumer protection authority or resolved through the courts as specified in item 9 above.