

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 on 14 April 2026** and closes at **2:59pm on 26 April 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 the **Sydney FC vs Auckland FC** match held on **26 April 2026**; and
- Be Australian residents or individuals holding long-term Australian visas or permits with at least 12 months’ validity, 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 in writing 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 a 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 a 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. Three (3) winners will each receive one (1) of the following hotel accommodation vouchers. Prizes are allocated at random and cannot be exchanged for another hotel.

A. Novotel Surfers Paradise Accommodation Voucher

This Prize includes a **3-night stay in a Deluxe Family Room**, including breakfast for **2 adults and 2 children**.

- i. Redemption Process**
 1. Winner receives Voucher in PDF format via email.
 2. Booking must be made directly with Novotel Surfers Paradise Reservations, quoting the voucher number.
 3. The original voucher must be presented at check-in.
- ii. Booking Conditions**
 - Valid until **10 December 2026**.
 - Must be redeemed for **3 consecutive nights**.
 - Subject to availability; blackout dates and special event periods apply
 - The hotel is undergoing façade works with intermittent weekday noise and potential mid-week pool impacts.
- iii. Voucher Limitations**
 - Non-refundable, non-exchangeable, and not redeemable for cash.
 - No extensions permitted.
 - Lost or destroyed vouchers cannot be replaced.

B. The Star Gold Coast Accommodation Voucher

This Prize includes a **4-night stay in a 2-Bedroom Apartment at The Star Residences**.

- i. Redemption Process**
 1. Winner receives the voucher via email.
 2. Bookings must be made by contacting **MarketingGC@star.com.au**, quoting the voucher number.
 3. Voucher must be presented upon arrival.
- ii. Booking Conditions**
 - Valid until **15 December 2026**.

- Must be redeemed for **4 consecutive nights**.
 - Subject to availability and blackout dates specifically: 24 Dec 2026 – 17 Jan 2027
- iii. **Voucher Limitations**
- Non-transferable, non-exchangeable, and not redeemable for cash.
 - No credit for unused portions.
 - Cannot be used with other offers.
 - Winner must be 18+ and not excluded from any Star Entertainment Group venue.

C. Paradise Resort Gold Coast Accommodation Voucher

This Prize includes a **4-night stay in a Deluxe Resort Room for 2 adults and up to 2 children, plus one Kids Club voucher per child.**

- i. **Redemption Process**
1. Winner receives Voucher in PDF format via email.
 2. Booking must be made via phone, email, or social media, quoting the voucher number.
- ii. **Booking Conditions**
- Valid until **30 June 2027**
 - Subject to availability; excludes school holidays, public holidays, and high/peak periods.
 - Must be redeemed for 4 consecutive nights.
- iii. **Voucher Limitations**
- Non-transferable and cannot be resold online.
 - Not redeemable for cash.
 - Must be redeemed in accordance with hotel terms.

D. General Prize Conditions

- The winner may be asked to present the voucher at the time of check in.
- All ancillary costs (flights, transfers, meals not included, insurance, incidentals) are the responsibility of the winner.
- Prize validity periods cannot be extended.
- No compensation for unused portions.
- If a winner cannot redeem their allocated Prize, it will be forfeited.
- Winners and guests must meet all identification and travel requirements.
- Any tax liability arising from acceptance or use of the Prize is the sole responsibility of the winner.
- Trip.com may substitute a Prize with one of equivalent value if the original becomes unavailable.

4. Winner Selection and Notification

Sydney FC will conduct the prize draw by **28 May 2026** via an electronic random draw method.

Sydney FC will notify the selected winner(s) 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 this period, Sydney FC may conduct a further draw.

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

Once a winner is verified by Sydney FC, their contact details will be provided to Trip.com for the purpose of issuing the relevant hotel accommodation voucher and assisting with redemption.

Trip.com and Sydney FC'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 hotels.

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 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> (pages.trip.com in Bing)) 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.