

Terms and Conditions

Promotion Details	
Promotion	<i>12 Days of Christmas – December 2024</i>
Unique Job No.	<i>GAMLS10102</i>
Promoter	The Star Pty Limited (ABN 25 060 510 410) of 80 Pyrmont Street, Pyrmont NSW 2009
Promotional Period	This Promotion commences at 7.15pm AEDT on Friday, 13 December 2024 and concludes at 10.45pm AEDT on Tuesday, 24 December 2024.
Eligible Entrants	<p>Participation in the Promotion is open to persons who are for the duration of the Promotional Period:</p> <ul style="list-style-type: none"> (a) aged 18 years or over; (b) an existing member of The Star Club with a valid The Star Club Membership Card (“Card”) and a Star Club account that is not inactive or deactivated, including due to outstanding enhanced customer due diligence or source of wealth checks; (c) not excluded (including an exclusion direction, an exclusion order or a self-exclusion order) from a casino or premises operated by The Star Entertainment Group Limited (ABN 85 149 629 023) or its related entities (collectively, “The Star Group”); (d) not the subject of a Withdrawal of License from a casino or premises operated by The Star Group; (e) not restricted or prevented from entering the casino area due to a ‘temporary prevention of entry’ for contravention of a Playbreak rule; (f) not a director, officer, or manager of any entity in The Star Group or of an organisation benefitting from the Promotion; (g) not an employee or contractor of any entity in The Star Group or of an organisation benefitting from the Promotion; (h) not an immediate family member of any persons listed in paragraph (f) above; and (i) not an immediate family member of any employee or contractor listed in paragraph (g) above where that employee or contractor is responsible for, or involved in, the setup or determination of any winner or issuing of any Prizes for this Promotion. <p>For the purposes of this clause, ‘immediate family member’ means a spouse (including de-facto partner), parent, natural or adopted child or step-child, or sibling or step-sibling (whether the sibling or step-sibling is natural or adopted by a parent).</p> <p>(The above persons are “Eligible Entrants”).</p> <p>A person who does not satisfy any of the criteria for an “Eligible Entrant” for the duration of the Promotional Period is an “Invalid Entrant” and their Entry will be deemed invalid (“Invalid Entry”).</p> <p>The Promoter may, in its reasonable discretion taking into account these Terms and Conditions, deem an Entry to be an Invalid Entry and disqualify such an Entry, including the following:</p> <ul style="list-style-type: none"> (a) an Entry from an Invalid Entrant; (b) an Entry that is fraudulent or forged; and (c) an Entry (or the entrant) otherwise does not comply with these Terms and Conditions. <p>An entrant who is a member of The Star Club and requests to cancel their membership prior to, or during, the Promotional Period will also be an Invalid Entrant.</p>

	<p>Invalid Entrants are not, or will no longer be, eligible to enter or participate in the Promotion and will forfeit any entitlement to a Prize. If an Invalid Entrant or person with an Invalid Entry is awarded a Prize inadvertently, they must return it to the Promoter immediately upon request.</p> <p>If at the time a Drawn Entrant claims a Prize or a Prize Winner is to receive a Prize, that person does not satisfy the criteria for an Eligible Entrant, their Entry will be deemed an Invalid Entry and will be disqualified and that person will not receive the Prize.</p>												
<p>Entry</p>	<p>Eligible Entrants can enter into a prize draw (“Prize Draw”) by playing on any compatible slot machine(s), electronic table game(s) or table game(s) (excluding Poker), on the Main Casino Floor at The Star Sydney on a Draw Day (defined below) during the draw times.</p> <table border="1" data-bbox="375 555 716 992"> <tr><td>13 December, 2024</td></tr> <tr><td>14 December, 2024</td></tr> <tr><td>15 December, 2024</td></tr> <tr><td>16 December, 2024</td></tr> <tr><td>17 December, 2024</td></tr> <tr><td>18 December, 2024</td></tr> <tr><td>19 December, 2024</td></tr> <tr><td>20 December, 2024</td></tr> <tr><td>21 December, 2024</td></tr> <tr><td>22 December, 2024</td></tr> <tr><td>23 December, 2024</td></tr> <tr><td>24 December, 2024</td></tr> </table> <p>Eligible Entrants must have a valid rating, which is open and not closed at the time of the Prize Draw (“Valid Open Rating”). A person obtains a Valid Open Rating by:</p> <ol style="list-style-type: none"> a. providing their Card to a table games staff member at an eligible table (excluding Poker) for that staff member to enter into the table management system; or b. inserting their Card, prior to commencing play, into a slot machine or electronic table game. <p>All Valid Open Ratings will be recorded in the Synkros Casino Management System (“Synkros”) for each of the Prize Draws.</p> <p>From time to time, the Promoter may undertake planned system upgrades or changes to Synkros or other systems, during which time Entries into the Promotion may not be recorded. Except in cases of emergency outages, The Star Sydney will provide reasonable prior notice of such system upgrades or changes through on property signage.</p> <p>The Promoter may determine if a rating is invalid (and therefore not a Valid Open Rating), in the Promoter’s reasonable discretion including if the rating has been open for an extended period or in the event of an identifiable system error.</p>	13 December, 2024	14 December, 2024	15 December, 2024	16 December, 2024	17 December, 2024	18 December, 2024	19 December, 2024	20 December, 2024	21 December, 2024	22 December, 2024	23 December, 2024	24 December, 2024
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<p>Entry Limit</p>	<p>An Eligible Entrant can enter each Prize Draw on a Draw Day (defined above) until the Eligible Entrant becomes a Prize Winner, provided that the Eligible Entrant’s Entry is in accordance with these Terms and Conditions.</p>												
<p>Prize</p>	<p>There are up to seventy-two (72) Prizes to be won in this Promotion. The total prize pool for the Promotional Period is valued at up to \$126,713.08 and consists of a prize display (“Prize Display”) comprising of seventy-two (72) individual boxes (“Prize Box(es)”), which will include the following:</p> <table border="1" data-bbox="375 1944 965 2056"> <thead> <tr> <th>Prize Type</th> <th>RRP</th> <th>Quantity</th> </tr> </thead> <tbody> <tr> <td>Luxury Timepiece – Cartier De Santos</td> <td>\$11,500</td> <td>1</td> </tr> </tbody> </table>	Prize Type	RRP	Quantity	Luxury Timepiece – Cartier De Santos	\$11,500	1						
Prize Type	RRP	Quantity											
Luxury Timepiece – Cartier De Santos	\$11,500	1											

37.5g Gold Bullion	\$5,152.90	2
iPhone 16 Pro Max 256GB	\$1,953.64	2
Monetary Prize	\$10,000	1
Monetary Prize	\$5,000	6
Monetary Prize	\$500	16
The Star Grand Hotel Voucher	\$1500	10
Entertainment Credits	\$2,000	10
Entertainment Credits	\$1,000	12
Entertainment Credits	\$500	12
Total	\$126,713.08	

(each, a “Prize”).

The **Luxury Timepiece** is subject to the following terms and conditions:

The Luxury Timepiece is a Cartier Santos De Cartier, Steel valued at \$11,500.

Kennedy is the supplier of the Luxury Timepiece (Prize Supplier). Subject to the delivery of Luxury Timepiece in dispatch from the Prize Supplier, Prize Winner/s on the relevant Promotional Day may be issued with a Prize confirmation letter in order to collect their Prize at a later time disclosed by the Promoter.

Gold Bullion is subject to the following terms and conditions:

There will be a total of two (2) 37.5g Gold Bullions available at a total value of \$5,152.90. Gold price is valued as of 5.25 pm AEDT on 29/10/2024.

ABC Bullion is the supplier of the Gold Bullion ("Prize Supplier"). Subject to the delivery of Gold Bullion in dispatch from the Prize Supplier, Prize Winner/s on the relevant Promotional Day may be issued with a Prize confirmation letter in order to collect their Prize at a later time disclosed by the Promoter.

iPhone 16 Pro Max 256GB is subject to the following terms and conditions:

The iPhone 16 Pro Max 256GB with 256GB of storage.

JB Hifi Group Pty Ltd is the supplier ("Prize Supplier"). Subject to the delivery of iPhone 16 Pro Max in dispatch from the Prize Supplier, Prize Winner/s on the Draw Day may be issued with a Prize confirmation letter in order to collect their Prize at a later time disclosed by the Promoter. This is an independent promotion and has not been sponsored or otherwise authorized by Apple.

The Star Grand Sydney Voucher is subject to the following terms and conditions:

The relevant booking must be redeemed by 11:59pm AEDT on Wednesday, 31 December 2025. Bookings are essential. Blackout dates apply. Bookings cannot be made for Friday or Saturday nights, public holidays, or school holidays. Bookings are subject to availability and The Star Grand Sydney hotel’s general terms and conditions located [here](#).

This Prize is not redeemable for cash, and any unused portion is non-refundable. It includes booking/s at The Star Grand hotel in up to a 1-bedroom Harbour View Suite located at The Star Sydney. All room charges must be settled by the guest during checkout.

Maximum two (2) adults are allowed for an overnight stay with existing bedding. An additional \$80 charge applies for a rollaway bed for a third adult. Hotel room capacity is subject to The Star Grand Hotel’s terms and conditions.

A strict No Party Policy applies. 24-hour Cancellation Policy applies.

This prize is not valid with any other offer and is non-transferable.

	<p>A security bond of \$500 per night is required at check-in and will be returned to the guest at the time of checkout if in-room conditions are met, as per The Star Grand Hotel’s terms and conditions.</p> <p>“Entertainment credits” refer to the choice of Casino Dollars or Food and Non-Alcoholic Beverage Voucher. Casino Dollars will be credited to the Prize Winner’s membership account within forty-eight (48) hours of the end of the Promotional Period. If the Prize Winner selects Casino Dollars as their prize, they will forfeit 10% of their eligible Prize value. Casino Dollars are valid for one hundred and eighty (180) days from the member’s last recorded rating. A copy of The Star Club brochure is available at the Star Club Desk or see: https://www.thestarclub.com.au/member-benefits/about-casino-dollars for further details.</p> <p>Food and Non-Alcoholic Beverage Vouchers are valid for one hundred and eighty (180) days from the date of issue, in the denominations of \$100 and \$500. Food & Non-Alcoholic Beverage Vouchers will be credited to the Prize Winner’s Membership Account within forty-eight (48) hours after the Promotional Period. Vouchers can be redeemed on food and non-alcoholic beverages at selected outlets owned by the Promoter, subject to outlet opening hours and availability. Excludes Public Holidays and special events. Vouchers may be redeemed multiple times until the balance of the Voucher is cleared. Vouchers are not redeemable for cash and any unused portion is non-refundable after the expiry of the Voucher. Vouchers cannot be used to pay for alcoholic beverages. Vouchers can be used in conjunction with other member benefits and other discounts at The Star Sydney.</p>																																																															
<p>Prize Determination</p>	<p>There will be a total of seventy-two (72) Prize Draws throughout the Promotional Period. Six (6) Prize Draws will be conducted approximately every thirty (30) minutes from 7.15pm to 9.45pm AEDT on each Draw Day. The final Prize Draw will take place at approximately 9.45pm AEDT.</p> <p>The Prize Draws will follow the following structure:</p> <table border="1" data-bbox="437 1055 1305 2047"> <thead> <tr> <th>Draw Day</th> <th>1st Draw</th> <th>2nd Draw</th> <th>3rd Draw</th> <th>4th Draw</th> <th>5th Draw</th> <th>6th Draw</th> </tr> </thead> <tbody> <tr> <td>13 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>14 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>15 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>16 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>17 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>18 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>19 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> <tr> <td>20 December, 2024</td> <td>7.15pm</td> <td>7.45pm</td> <td>8.15pm</td> <td>8.45pm</td> <td>9.15pm</td> <td>9.45pm</td> </tr> </tbody> </table>	Draw Day	1 st Draw	2 nd Draw	3 rd Draw	4 th Draw	5 th Draw	6 th Draw	13 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	14 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	15 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	16 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	17 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	18 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	19 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm	20 December, 2024	7.15pm	7.45pm	8.15pm	8.45pm	9.15pm	9.45pm
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Draw times are approximate only and are subject to minor changes. Changes to Draw times varying greater than 15 minutes will be announced on the public address system and displayed on screens at the Main Draw Location.

Each Prize Draw will be held at a designated location on The Main Casino Floor at The Star Sydney, which will be clearly marked and visible to Eligible Entrants (“**Main Draw Location**”).

At each Prize Draw, one (1) Eligible Entrant will be randomly selected from the Virtual Barrel by a representative of the Promoter (“**Drawn Entrant**”) at the main stage of the Main Gaming Floor at The Star Sydney (“**Main Draw Location**”). The Virtual Barrel is an electronic random draw system.

In order to determine which Prize has been won by the Prize Winner, the Representative will invite the Prize Winner onto the stage at the Main Draw Location to select a Prize Box. The Prize Winner may only select one Prize Box and will win the Prize displayed inside the Prize Box. Once the Prize Box is selected, it will be omitted from future selections during the Promotion Period.

For example, if the Prize Winner selects a Prize Box which displays “The Star Grand Hotel Voucher” inside the box, then the Prize Winner will win one “The Star Grand Hotel Voucher”.

The Prize Winner may nominate another person (immediate family member or a Licensed representative of the Promoter) to select a Prize Box on their behalf if the Prize Winner is not physically able to take part, or the Prize Winner can provide medical evidence as to why they are unable to take part.

Whether a person other than the Prize Winner is allowed select a Prize Box will be decided by the Promoter acting reasonably. The Prize Winner only and not their nominated person will receive the Prize. The nominated person will comply with the Prize Procedure as if they were the Prize Winner.

If at the time a Drawn Entrant claims a Prize or a Prize Winner is to receive a Prize, that person is excluded (including under an exclusion direction, an exclusion order or a self-exclusion order) from a casino or premises operated by The Star Group or is the subject of a Withdrawal of License from a casino or premises operated by The Star Group, their Entry will be deemed an Invalid Entry and will be disqualified and that person will not receive the Prize.

Notification of Prize Winners

The name and membership number of each Drawn Entrant will be announced on the public address system at the Main Draw Location.

The Promoter does not guarantee that all Draw announcements will be audible and understandable in all parts of the Main Draw Location at all times.

	<p>To claim a Prize, the Drawn Entrant must present themselves to a representative of the Promoter in the Main Draw Location or any host desk at The Star Sydney casino within four (4) minutes of their name being announced (“Standard Presentation Period”) as timed by the clock displayed at the Main Draw Location.</p> <p>The Promoter subject to any directions from the regulatory authority, may at any time (including after the Standard Presentation Period expires) and at its reasonable discretion, extend the Standard Presentation Period (“Extended Presentation Period”) applicable to any particular Drawn Entrant if that Drawn Entrant:</p> <ul style="list-style-type: none"> a. is on The Star Sydney premises during the Standard Presentation Period and attempts to present themselves at the Main Draw Location during the Standard Presentation Period, or is in the course of attempting to present themselves at the Main Draw Location when the Standard Presentation Period expires; and b. identifies themselves to a representative The Promoter during the Standard Presentation Period. <p>The Drawn Entrant must then produce within four (4) minutes of the expiry of the Standard Presentation Period or Extended Presentation Period (as the case may be), their Card or produce Valid ID that is valid and acceptable to the representative of the Promoter (“Prize Winner”).</p> <p>“Valid ID” means:</p> <ul style="list-style-type: none"> a. a passport, Australian driver’s licence or other form of photographic identification in which the photograph is clear and undamaged and that is otherwise acceptable to the Promoter; or b. two forms of non-photographic identification that are valid and acceptable to the Promoter. <p>If a Drawn Entrant does not present themselves to a representative of the Promoter at the Main Draw Location within the Standard Presentation Period or Extended Presentation Period (as the case may be) or cannot produce his/her Card or Valid ID within four (4) minutes of the expiry of the Standard Presentation Period or Extended Presentation Period (as the case may be) at the Main Draw Location, the Drawn Entrant will be deemed an invalid selection (“Invalid Selection”).</p>
<p>Prize Redraw/s</p>	<p>If the Drawn Entrant is deemed an Invalid Selection or Invalid Entrant, the Promoter will immediately conduct a redraw or redraws until a valid Prize Winner is found. An Eligible Entrant must have a Valid Open Rating at the time of the redraw. All of the above requirements will apply in relation to any redraw.</p>

General Terms and Conditions

1. These General Terms and Conditions incorporate and must be read together with the details outlined in the table above and with the **Rules of the Game** for all table games (excluding poker), slot machines and electronic table games at The Star Sydney (together, the “**Terms and Conditions**”). **A copy of the Rules of the Game can be found at <https://www.star.com.au/sydney/casino/rules-of-games>.** By entering the Promotion, you accept the Terms and Conditions.
2. The Star Club Terms and Conditions also apply. A copy can be found at <https://www.thestarclub.com.au/terms-conditions>
3. Your Entry into this Promotion must be received during the Promotional Period and is subject to the Entry Limit and eligibility requirements stated in these Terms and Conditions. Your Entry is deemed to be received only when received by the Promoter. If your Entry is based on participation that is deemed invalid, or if your membership status is cancelled or otherwise amended so that you are no longer an Eligible Entrant, your Entry into the Promotion will be deemed invalid.
4. The Promoter is not liable for any problems with communications networks. You are responsible for your own costs associated with entering. If you enter using multiple aliases/addresses/email addresses/phone numbers you may be disqualified.

5. Where relevant, it is your responsibility to open or close your rating prior to a Prize Determination by asking the Dealer/Games Supervisor to open or close your rating at any eligible table game, or to remove your Card from a gaming machine or electronic table game.
6. In the event that a malfunction occurs with the SYNKROS system, the Promoter will if practical extract from the SYNKROS system all data necessary to determine Entries earned in accordance with these Terms and Conditions.
7. The Promoter reserves the right to waive or vary the identification requirements specified in these Terms and Conditions in circumstances where the identity of a Prize Winner is determinable without the assistance of the specified identification.
8. If you or your Entry are deemed by the Promoter to breach these Terms and Conditions, your Entry (or at the Promoter's discretion, all of your entries) will be voided.
9. The Promoter may, at any time, require you to produce documentation to establish to the Promoter's satisfaction the validity of your Entry (including documentation establishing your identity, age, place of residence and place of employment). Failure by the Promoter to enforce any of its rights at any stage does not waive those rights.
10. You must not:
 - a. tamper with the Promotion's Entry process;
 - b. engage in any conduct that may jeopardise the fair and proper conduct of the Promotion;
 - c. act in a disruptive, annoying, threatening, abusive or harassing manner directly or indirectly in relation to the Promotion;
 - 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 Promotion;
 - e. breach any law; or
 - f. behave in a way that is otherwise inappropriate or offensive directly or indirectly in relation to the Promotion.
11. The Promoter is not liable for any Entry, Prize claim or correspondence that is, due to factors outside of its reasonable control, misplaced, misdirected, delayed, lost, incomplete, illegible or incorrectly submitted.
12. The Promoter may cancel or change any Prize offered under the Promotion if there are any changes to the law which would or might render the Promotion or any Prize offered under the Promotion unlawful.
13. The Prizes and all elements of the Prizes must be taken as and when offered or will be forfeited, and if forfeited, the Promoter will not be liable. Prizes are subject to any additional terms and conditions imposed by the Promoter or relevant supplier.
14. The Promoter is not responsible for any dispute between you and any person with whom you choose to, or choose not to, share any Prize.
15. The Promoter will not permit a Prize, Entry or other feature of the Promotion to be transferred, or exchanged or redeemed for cash. Each Prize value is correct as at the date of preparing these Terms and Conditions and includes any applicable GST. The Promoter is not responsible for any change in any Prize value. You agree that if a Prize (or element of a Prize) is unavailable for any reason the Promoter may provide another item of equal or higher value, subject to any necessary approval by any regulatory authority.
16. To the extent that a situation, malfunction, or other issue arises for which these Terms and Conditions make no provision or in relation to which the relevant terms and conditions are unclear, the Promoter reserves the right to:
 - a. make a decision regarding those circumstances which is not inconsistent with these Terms and Conditions; and/or
 - b. postpone any determination of a Prize Winner to a time and place which will allow the determination to be conducted in accordance with all Terms and Conditions other than those Terms and Conditions which specify the time and/or place of the determination of a Prize Winner.
17. If this Promotion cannot run as planned for any reason beyond the Promoter's reasonable control, including act of god, law, public health order, pandemic, software, hardware or communications issues, unauthorised intervention, tampering, fraud or technical failure, the closure of the Promoter's premises, government directives, and the like, the Promoter may end, change, suspend or cancel the Promotion or disqualify affected entries/entrants, subject to any necessary approval by a regulatory authority.
18. If the Promoter determines that the integrity of the Promotion and/or any Draw has been compromised it may, subject to notifying the relevant regulatory authority, either postpone the Promotion and/or the Draw until such a time as the integrity of the Promotion and/or Draw has been validated or cancel the Draw.
19. The Promoter may disclose your personal information, including details of Prize Winner/s where required or authorised to do so by or under law or the disclosure is reasonably necessary to enforce the law. This may occur under the laws that apply to the Promoter's business, for example, where a regulatory authority requests information from the Promoter.
20. The Promoter is not responsible for any tax implications arising from you winning a prize. You should seek independent financial advice. If for GST purposes this promotion 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.

21. Should a Prize Winner consent to having his/her photograph taken, that Prize Winner consents to having his/her name and photograph published in any form of media and agrees to participate in any reasonable promotion requested by the Promoter.
22. A copy of these Terms and Conditions can be obtained from The Star Club desk at The Star Sydney premises.
23. If any dispute arises between an entrant of the Promotion and the Promoter concerning the conduct of this Promotion or claiming a Prize, the Promoter will take reasonable steps to consider the entrant's point of view, taking into account any facts or evidence the entrant puts forward, and to respond to it fairly within a reasonable time. Where any person is not satisfied with a decision of the Promoter relating to this Promotion, the person may lodge a complaint with an inspector under section 33 of the *Gaming and Liquor Administration Act 2007* (NSW). In all other respects, the Promoter's decision is final, and no correspondence will be entered into.
24. In these Terms and Conditions, the word "including" and any similar words are not words of limitation.
25. Nothing in these Terms and Conditions restricts, excludes or modifies any consumer rights under any statute including the Competition and Consumer Act 2010 (Cth).
26. Subject to the previous paragraph, the Promoter and the agencies and companies associated with this Promotion are not liable (including in negligence) for any loss (including indirect, special or consequential loss or loss of profits), expense, damage, personal injury, illness or death suffered in connection with this Promotion or any Prize (including the use of any Prize), except for any liability which under statute cannot be excluded (in which case that liability is limited to the greatest extent allowed by law).
27. The Prize Winner and any other person(s) nominated to share the Prize with the Prize Winner may be required, as a condition of accepting a Prize, to sign an agreement to release the Promoter from any liability arising from the use of or participation in the Prize.
28. Without limiting paragraph 27, the Promoter and the agencies and companies associated with this Promotion are not liable for any loss of, damage to or delay in delivery of Prizes or for any damage that occurs to Prizes if/when displayed at the Promoter's premises, to the extent those things are due to factors outside the Promoter's reasonable control.
29. The Promoter needs to collect the personal information of entrants so that Entries can be entered into the Promotion and any relevant Prize can be provided to a Prize Winner and (if applicable) their nominated companion. The Promoter will use entrants' personal information to conduct and manage the Promotion. The Promoter may disclose entrants' personal information to its related companies, agents and contractors to assist in conducting this Promotion and to communicate with entrants. The Privacy Policy of The Star Entertainment Group <http://www.starentertainmentgroup.com.au/privacy-policy> includes information about:
 - a. the purposes for which The Star Entertainment Group, including the Promoter, may collect, store, use and disclose entrants' personal information;
 - b. how entrants can seek access to the personal information the Promoter holds about them and request changes to it; and
 - c. how entrants can complain about a privacy breach and how the Promoter will deal with such a complaint.
30. The laws of the state of New South Wales govern the Promotion.
31. Help is close at hand. GambleAware gambleaware.nsw.gov.au 1800 858 858.
32. Guests must be 18 years of age or over to enter the casino.
33. Player activity statements are available on request from The Guest Service Desk, via The Star App, or our website.