

**CARNIVAL CRUISE LINE – GLOW AT SYDNEY ZOO TICKET GIVEAWAY PROMOTION  
TERMS AND CONDITIONS**

All information in this document forms part of the Terms and Conditions of the Promotion, including the Schedule and Terms of Entry. By entering the Promotion, participants are deemed to accept these Terms and Conditions.

**SCHEDULE**

<b>Subject</b>	<b>Terms</b>
<b>Name of Promotion</b>	<b>GLOW at Sydney Zoo Ticket Giveaway ('Promotion')</b>
<b>Promoter</b>	Name: Carnival plc trading as Carnival Cruise Line ABN: 23 107 998 443 Address: Level 5, 465 Victoria Avenue, Chatswood, NSW Australia 2067
<b>Prize Supplier</b>	Name: Sydney Zoo Pty Ltd ABN: 55 168 970 090 Address: 700 Great Western Highway, Bungarribee, NSW 2767 Australia
<b>Permit Number(s)</b>	N/A
<b>Eligibility</b>	<p>Participation in the Promotion is open to residents of New South Wales, Australia aged 18 years or older.</p> <p>Entrants must be available to attend GLOW at Sydney Zoo 2026 during the event dates following the announcement of the winners. As at the date of publication of these Terms and Conditions, the event dates are 8 May 2026 to 14 June 2026 (which may be subject to change by the Prize Supplier). Entrants agree that any changes to the event dates are outside of the Promoter's control and the Promoter is not liable for any such changes. If a winner is unable to attend the event for any reason, their entry will be deemed invalid and the Prize may be awarded to a reserve winner, subject to any directions from a regulatory authority.</p> <p>Employees (and their immediate families) of the following entities are <b>ineligible</b> to enter this Promotion:</p> <ol style="list-style-type: none"> <li>a. the Promoter;</li> <li>b. the Prize Supplier;</li> <li>c. any co-operative partner directly involved in the administration or execution of this Promotion;</li> <li>d. agencies and contractors associated with this Promotion, including advertising, marketing, legal, and fulfilment partners; and</li> <li>e. any entity or individual otherwise prohibited from entry under applicable State or Territory laws.</li> </ol> <p>Immediate family means any of the following: spouse, ex-spouse, de facto spouse, child or step-child (whether natural or adopted), parent, step-parent, grandparent, step-grandparent, uncle, aunt, niece, nephew, brother, sister, step-brother, step-sister or first cousin.</p>
<b>State/Territory</b>	New South Wales, Australia

<b>Promotional Period</b>	The Promotion starts at 09:00 AM AEST Friday 08 May 2026 and ends at 11:59 PM AEST Monday 18 May 2026 (' <b>Promotional Period</b> '). Entries must be received within the Promotional Period.
<b>Prize(s)</b>	<ol style="list-style-type: none"> <li>1. There are four (4) Prizes to be awarded.</li> <li>2. Each winner will receive one (1) Family Pass to GLOW at Sydney Zoo, consisting of four (4) single entry tickets ('<b>Prize</b>').</li> <li>3. Two (2) winners will be selected from eligible Facebook entries and two (2) winners from eligible Instagram entries.</li> <li>4. The Prize must be taken as is and is not transferable, exchangeable or redeemable for cash.</li> <li>5. Travel to and from Sydney Zoo, accommodation, spending money, rides, food, and any other expenses are not included.</li> <li>6. Redemption and use of tickets are subject to the terms and conditions of the Prize Supplier.</li> </ol>
<b>Total prize pool value</b>	The total prize pool value is up to AUD\$624 incl GST.
<b>Method of Entry</b>	<p>To enter, during the Promotional Period individuals must:</p> <ol style="list-style-type: none"> <li>1. Comment on Carnival Cruise Line Australia's Facebook and/or Instagram promotional post captioned:  We're giving away 4 x Family Passes (4 single entry tickets per Family Pass) to GLOW at Sydney Zoo  Step into The Waterhole by Carnival Cruise Line – where the night comes alive with rippling light, vibrant colour, and larger than life animal and plant sculptures you can wander through and play amongst.  HOW TO WIN:  <ol style="list-style-type: none"> <li>1. TAG your crew below (1 tag = 1 entry)</li> <li>2. FOLLOW @CarnivalCruiseLineAU</li> <li>3. SHARE to your Story for a BONUS entry (don't forget to tag us!)</li> </ol>   DETAILS:  4 x Family Passes to be won (4 tickets each) <ul style="list-style-type: none"> <li>- 2 winners on Facebook</li> <li>- 2 winners on Instagram</li> </ul>   Winner Announced: Tuesday, 19 May 2026   <i>Note: Travel to Sydney is not included. This giveaway is not sponsored by or associated with Meta. T&amp;Cs apply.</i> </li> <li>2. Tag at least one (1) person in the comments on the promotional post on Facebook or Instagram (each tag counts as one (1) entry);</li> <li>3. follow @CarnivalCruiseLineAU on the platform they enter; and</li> <li>4. optionally share the promotional post to their Instagram Story or Facebook Story and tag @CarnivalCruiseLineAU for one (1) bonus entry.</li> </ol> <p>All eligible entries will be entered into the draw.  Incomplete or indecipherable entries will be deemed invalid.</p>
<b>Number of Entries</b>	Multiple entries are permitted, subject to one (1) entry per valid tag. Bonus Story share entry is limited to one (1) per person.

<b>Selection of winner(s)</b>	<ol style="list-style-type: none"> <li>1. This is a game of chance. Skill plays no part in determining the winners.</li> <li>2. The draw will be facilitated by Promoter and will take place at Level 5, 465 Victoria Avenue, Chatswood NSW 2067 at 10.00 AM AEST Tuesday 19 May 2026.</li> <li>3. The first two (2) valid Facebook entries and first two (2) valid Instagram entries drawn will each win a Prize.</li> <li>4. The winner will be notified via direct message on the platform they entered within two (2) business days of the draw.</li> <li>5. Winners' names may be published on Carnival Cruise Line Australia's social media channels.</li> <li>6. The Promoter may draw additional reserve entries and record them in order to be used in the event of an invalid entry or ineligible entrant is drawn.</li> <li>7. If the Prize is unclaimed by 11.00 AM AEST Wednesday 21 May 2026, an unclaimed draw may take place on Thursday 22 May 2026 at the same time and location as the original draw, subject to any directions from a regulatory authority.</li> </ol>
<b>Method of Notification</b>	<p>Winners will be notified in writing within two (2) business days of the draw (or redraw, if applicable).</p>
<b>Publication of winner(s)</b>	<p>The winners' names may be published on Carnival Cruise Line Australia's social media channels by no later than two (2) business days after the winner(s) are selected by draw (or redraw, if applicable) is conducted and will remain on the website for no less than twenty-eight (28) days.</p>
<b>Collection and use of your personal information</b>	<p>The Promoter collects personal information in order to conduct the Promotion and administer the Prize and may, for this purpose, disclose such information to third parties, including but not limited to the Prize Supplier, co-operative partners, agents, contractors, service providers and suppliers. This may include disclosures to organisations and as required to regulatory authorities in and outside Australia, including in places such as in the United States and New Zealand. Entry is conditional on providing this information. The Promoter may, for an indefinite period, unless otherwise advised, use the information for promotional, marketing, publicity, research and profiling purposes, including sending electronic messages or telephoning the winner in accordance with its Privacy Policy available here: <a href="https://www.carnival.com.au/about-carnival/legal-notice/privacy-notice">https://www.carnival.com.au/about-carnival/legal-notice/privacy-notice</a>. Entrants should direct any request to opt out, access, update or correct information to the Promoter.</p>
<b>Special Conditions</b>	<p>Redemption of the Prize is subject to any terms and conditions of the Prize Supplier.</p>

## Terms of Entry

### Entry

1. Entries must be received during the Promotional Period.
2. The Promoter reserves the right, at any time, to verify the validity of entries and entrants (including an entrant's identity, age and place of residence) and to disqualify any entrant who the Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the entry process or engaged in any unlawful or other improper conduct calculated to jeopardise fair and proper conduct of the Promotion. Errors and omissions may be accepted at the Promoter's discretion.
3. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.
4. Any costs associated with entering the Promotion, including data costs, are the entrant's responsibility.

### Prize(s)

5. The Prize(s) and all elements of Prize(s) must be taken as is.
6. The Prize is subject to the standard terms and conditions of the Promoter. It is a condition of accepting the Prize that the winner (and their accompanying guests, if applicable) must comply with all conditions of use of the Prize.
7. The Prize is subject to availability. If the Prize (or part of the Prize) is unavailable, the Promoter, at its discretion, reserves the right to substitute the Prize (or that part of the Prize) with a prize of substantially equal value and/or specification, subject to any written directions from a regulatory authority.
8. Subject to the unclaimed prize draw clause, if for any reason the winner does not take or redeem the Prize (or an element of the Prize) by the time stipulated by the Promoter, then the Prize (or that element of the Prize) will be forfeited.
9. In accepting the Prize, the winner acknowledges that they may incur ongoing costs associated with the Prize that are the responsibility of the winner.
10. The Prize(s), or any unused portion of the Prize, is not transferable or exchangeable and cannot be taken as cash. If the winner, for whatever reason, does not take an element of the Prize within the time stipulated then that element of the Prize will be forfeited by the winner.

### Liability

11. Nothing in these Terms and Conditions limit, exclude, modify or purports to limit, exclude or modify any statutory consumer guarantees as provided under consumer protection laws in Australia ('**Non-Excludable Guarantees**').
12. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter (including its respective officers, employees and agents) excludes 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 Promotion.
13. Except for any liability that cannot by law be excluded, the Promoter (including its respective officers, employees and agents) is not responsible for, and excludes 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 Promotion including but not limited to: a) any technical difficulties or equipment malfunction (whether or not under the Promoter's control); b) any theft, unauthorised access or third party interference; c) any entry or prize claim that is late, lost, altered, damaged or misdirected (whether or not after their receipt by the Promoter) due to any reason beyond the reasonable control of the Promoter; d) any variation in prize value to that stated in these Terms and Conditions; e) if the Prize is delayed, postponed or cancelled for any reason beyond the reasonable control of the Promoter; f) any tax liability incurred by a winner or entrant; or g) use of and/or taking of the Prize.
14. This Promotion is in no way sponsored, endorsed or administered by, or associated with any social media platform, including Facebook, Instagram and Twitter. Entrants provide information to the Promoter and not to any social media platform. Entrants completely release any relevant social media platforms from any and all liability.

## **General**

15. The Promoter's decision is final and no correspondence will be entered into.
16. The winner (and their accompanying guests, if applicable) are responsible for ensuring they have the necessary and valid travel documentation, including passports, any requisite visas and insurance. The winner (and their accompanying guests, if applicable) will be responsible for any expenses incurred in obtaining necessary travel documentation, including any fines or penalties incurred as a result of not having the requisite travel documentation.
17. By accepting the Prize, the winner agrees to participate in and co-operate with all reasonable media editorial requests by the Promoter and Prize Supplier, including but not limited to, being interviewed and photographed, and the winner grants the Promoter and Prize Supplier a perpetual and non-exclusive licence to use such footage and photographs in all media worldwide and the winner will not be entitled to any fee for use.
18. The winner agrees they will not sell or otherwise provide their story and/or photographs to any media or other organisation.
19. The winner must provide valid identification to the Promoter. The winner must be over the age of 18 years (subject to applicable age restrictions).
20. If this competition cannot run as planned for any reason beyond the Promoter's control, for example due to software, hardware or communications issues, unauthorised intervention, tampering, fraud or technical failure, the Promoter may end, change, suspend or cancel the competition or disqualify affected entries/entrants, subject to any necessary approval by the state/territory gaming authorities.
21. The Promoter accepts no responsibility for any winner's tax implications that may arise from winning in this Promotion. Independent financial advice should be sought.
22. The laws of New South Wales apply to this Promotion to the exclusion of any other law and the winner submits to the exclusive jurisdiction of the courts of New South Wales.