CARNIVAL CRUISE LINE – QAGOMA MAKE, BELIEVE, MAGIC FAMILY EXPERIENCE 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

Subject	Terms
Name of Promotion	**Make Believe Magic Family Experience ('Promotion')**
Promoter	Name: Carnival UK Ltd. trading as Carnival Cruise Line, a company registered in the United Kingdom ABN: 23 107 998 443 Address: Level 5, 465 Victoria Avenue, Chatswood, NSW Australia 2067
Prize Supplier	Name: The Queensland Art Gallery Board of Trustees trading as QAGOMA ABN: 66 758 806 810 Address: Stanley Place, Cultural Precinct, South Bank QLD 4101
Permit Number(s)	N/A
Eligibility	Participation in the Promotion is open to residents of Australia aged 18 years or older. Employees (and their immediate families) of the following entities are **ineligible** to enter this Promotion: a. the Promoter; b. the Prize Supplier; c. any co-operative partner directly involved in the administration or execution of this Promotion; d. agencies and contractors associated with this Promotion, including advertising, marketing, legal, and fulfilment partners; and e. any entity or individual otherwise prohibited from entry under applicable State or Territory laws. 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.
State/Territory	Australia wide
Promotional Period	The Promotion starts at 09:00 AM AEDT Monday 09 November 2026 and ends at 11:59 PM AEDT Monday 16 November 2026 ('**Promotional Period**'). Entries must be received within the Promotional Period.
Prize(s)	1. There are two (2) Prizes to be awarded. 2. One (1) winner will be selected from eligible Facebook entries and one (1) winner will be selected from eligible Instagram entries. 3. Each winner will receive one (1) Make Believe Magic Family Experience consisting of: a. five (5) complimentary exhibition entry tickets to *Make, Believe, Magic: The Worlds of The Jim Henson Company* exhibition at GOMA; and b. one (1) copy of the *Make, Believe, Magic: The Worlds of The Jim Henson Company* exhibition publication. ("**Prize**")

	4. The Prize must be taken as offered and is not transferable, exchangeable or redeemable for cash. 5. Any costs associated with redeeming or using the Prize, including but not limited to travel, accommodation, meals, parking and other incidental expenses, are the responsibility of the winner 6. Redemption and use of the Prize are subject to the terms and conditions of the Prize Supplier.
Total prize pool value	The total prize pool value is up to AUD$679.90 incl GST. • $560.00 – 10 x adult exhibition flexi ticket passes • $119.90 – 2 x exhibition publications
Method of Entry	To enter, during the Promotional Period individuals must: 1. Comment on Carnival Cruise Line Australia's Facebook and/or Instagram promotional post captioned: **WIN a 'Make, Believe, Magic' Family Experience!** ✨ We're celebrating our partnership with Make, Believe, Magic: The Worlds of The Jim Henson Company at GOMA with a magical giveaway! 2 x Make Believe Magic Family Experiences to be won Each prize includes: - Five (5) exhibition entry passes - One (1) copy of the official exhibition publication HOW TO WIN: - TAG who you'd bring along for a magical family day out at GOMA (1 tag = 1 entry, multiple entries permitted) - FOLLOW @CarnivalCruiseLineAU - **SHARE this post to your Story for 1 BONUS entry (don't forget to tag us!)** DETAILS: - 1 winner on Facebook - 1 winner on Instagram Winners announced: Tuesday, 17 November 2026 T&Cs apply. Open to Australian residents aged 18 years or over. This giveaway is not sponsored, endorsed, administered by or associated with Meta. 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); 3. Follow @CarnivalCruiseLineAU on the platform on which they enter; 4. Optionally share the promotional post to their Instagram Story or Facebook Story and tag @CarnivalCruiseLineAU for one (1) bonus entry. All eligible entries will be entered into the draw. Incomplete or indecipherable entries will be deemed invalid.
Number of Entries	Multiple entries are permitted, subject to one (1) entry per valid tag. Bonus Story share entry is limited to one (1) per person.

Selection of winner(s)	1. This is a game of chance. Skill plays no part in determining the winner. 2. The draw will be facilitated by Promoter and will take place at Level 5, 465 Victoria Avenue, Chatswood NSW 2067 at 11.00 AM AEDT on Tuesday 17 November 2026. 3. The first valid Facebook entry and first valid Instagram entries drawn will each win a Prize. 4. The winner will be notified via direct message on the platform they entered within two (2) business days of the draw. 5. Winners' names may be published on Carnival Cruise Line Australia's social media channels. 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. 7. If the Prize is unclaimed by 10:00 AM AEDT on Wednesday 16 December 2026, an unclaimed draw may take place on Thursday 17 December 2026 at the same time and location as the original draw, subject to any directions from a regulatory authority.
Method of Notification	The winner will be notified in writing within seven (7) business days of the draw (or redraw, if applicable).
Publication of winner(s)	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 channel for no less than twenty-eight (28) days.
Collection and use of your personal information	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: https://www.carnival.com.au/about-carnival/legal-notice/privacy-notice. Entrants should direct any request to opt out, access, update or correct information to the Promoter.
Special Conditions	Redemption of the Prize is subject to any terms and conditions of the Prize Supplier.

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 to 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 Promotor 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. With the exception of the intellectual property rights set out in these terms and conditions, 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. **For South Australian residents only:** Nothing in this clause excludes the application of the *Lotteries Act 2019* (SA) or the *Lotteries Regulations 2021* (SA), and entrants will be subject to the laws and courts of the jurisdiction in which they ordinarily reside.