

YOURTOWN MYPLACE TERMS AND CONDITIONS

1. General

- 1.1 These terms and conditions are myplace Terms and Conditions and form part of the General Terms and Conditions of **yourtown**.
- 1.2 myplace members are defined as supporters who are registered with **yourtown** (ABN 11 102 379 386) for automatic purchases of ticket/s in each Luxury Prize Home Draw or Prestige Car Draw, of which there are 10 Prize Home Draws and 6 Prestige Car Draws each calendar year.
- 1.3 Persons under the age of 18 are not permitted to sign up for a myplace membership.
- 1.4 Members of the **yourtown** Board of Directors, Executive Management, any persons engaged in the draw process, all **yourtown** Information and Technology staff, and the immediate family of those detailed, are not eligible to become a myplace member.

2. Registration

- 2.1 To register as a myplace member, you consent to providing your full name (as listed on your drivers licence, passport or proof of ID card), address, contact phone numbers, email address and credit card or PayPal or Direct Debit details to **yourtown**.
- 2.2 Prepayment by cheque, cash or money order are no longer accepted methods of payment by **yourtown** for myplace memberships
- 2.3 myplace members nominate the ticket quantity per draw which determines their subscription amount for their automatic ticket purchase through any one of the following methods:
 - a. Website – <https://yourtownprizehomes.com.au/myplace/memberships>
 - b. Mail – completing the ticket order form mailed via post. These can be returned to **yourtown**, Reply Paid 2944, Brisbane QLD 4001 in the envelope provided (Australia Only).
 - c. Phone – Customers can contact the **yourtown** Customer Call Centre to sign up in Australia: 1800 555 079 (Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399
 - d. For direct debit setup, please scroll down to the bottom of the myplace page and download our direct form from the website at <https://yourtownprizehomes.com.au/myplace> (direct debit available in Australia only) and email to support@yourtown.com.au or via post to the address listed above.

3. Acceptance

- 3.1 A supporter who registers to become a myplace member is deemed to have read, understood and accepted the Terms and Conditions and that they will be bound by these Terms and Conditions.
- 3.2 When you sign up to become a myplace member, you are entering into an agreement for **yourtown** to make automated payments from your nominated payment method each Draw. This is considered by the Australian Payments Clearing Association as a recurring payment arrangement.
- 3.3 Under a recurring payment agreement it is your responsibility to manage your account and notify **yourtown** when your credit card details change – including a change of card number and/or change of card expiry date. The expiring of the credit card does not automatically cancel the regular payment agreement and you must still contact **yourtown** directly to cancel your myplace membership.
- 3.4 It is the responsibility of the myplace member to keep their contact details up to date including address, phone number and email address for ticket delivery and prize fulfilment. **yourtown** accepts no responsibility where all efforts have been made to contact a myplace member where details are out of date and a prize cannot be communicated by one of the above means.

4. Ticket Allocation

- 4.1 As a myplace member you will automatically receive your nominated number of ticket/s equalling the value of your automatic spend amount (ticket subscription) in either the Luxury Prize Home Draws or Prestige Car Draws or both depending on your selection.
- 4.2 myplace tickets will be sent via the method you have chosen when signing up (email or post).
- 4.3 If your preferred method of receiving tickets is via email, please ensure that the email address of noreply@e.yourtown.com.au is saved as a favourite contact so that your ticket confirmation will be delivered to your inbox and not sent to spam or junk folders. If you do not receive your ticket/s by email within the campaign period, please contact support@yourtown.com.au to ensure your email address is valid and correct. Tickets are confirmation of your purchase, however, do not need to be printed or presented to show proof of entry. All ticket numbers are saved on the **yourtown** customer database and can be viewed in your online account.

- 4.4 Your nominated payment method will be debited, to the value of your automatic spend amount during the date range listed on the website at <https://yourtownprizehomes.com.au/myplace/memberships#calendar>. This is the first working day after the previous Luxury Prize Home Draw and Prestige Car Draw **or** as per the dates listed on the myplace calendar. Please note processing times for direct debits vary between financial institutions of between 2-8 days. A ticket is not valid or financial until payment is cleared from a financial institution.
- 4.5 Your ticket subscription will be debited by your preferred payment method approximately every 5-6 weeks for a Luxury Prize Home myplace membership or 8-9 weeks for Prestige Car Draws.
- 4.6 If you choose to become a myplace member during a draw, your nominated account will be debited immediately for the first draw and then as per the date range listed above in 4.4.
- 4.6 You should receive your tickets within 10 working days after a successful automatic payment. Regional or overseas supporters who request tickets by mail may take longer.
- 4.7 myplace ticket/s entitle automatic entry into member-only draws as listed in Section 8 below with no further ticket purchase necessary.

5. Updating your details

- 5.1 You may update your nominated account or increase or decrease your nominated ticket quantity at any time by logging into your account on our website at www.yourtownprizehomes.com.au and selecting "My Account" in the top right hand corner or by calling the following numbers: Australia - 1800 555 054 Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399. Any changes will take effect from the open date of the next Draw.
- 5.2 It is your responsibility to ensure that there are sufficient funds in the nominated account before the due date of any automatic payment.

6. Cancellation

- 6.1 You may elect to stop automatic payments and cancel your myplace membership at any time by calling our Customer Service Team on the following numbers: Australia - 1800 555 054 Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399.
- 6.2 If you elect to stop automatic payments and cancel your membership after an automatic payment but before a Draw closing date, you may request to cancel any tickets issued and receive a refund. To receive a refund, tickets

must be returned to **yourtown** by the method they were sent. If the tickets were posted, you will be required to physically post the tickets back to **yourtown**. If your tickets were sent via email only, you will need to request cancellation of these in writing by email. If you request to cancel your tickets, you will not receive an entry in that Draw. **yourtown** reserves the right to re-sell tickets that have been cancelled.

- 6.3 **yourtown** will notify you in the event an automatic payment is declined by email or post. **yourtown** reserves to the right to cancel your myplace membership if multiple automatic payments are declined without further notice to you.
- 6.4 To reactivate your membership please contact our Customer Service Team on the following numbers: Australia - 1800 555 054 Toll Free except from mobile phones), New Zealand – 0800 441 206 (Toll Free), all other countries +61 7 3368 3399.

7. Pausing of myplace membership

- 7.1 You may elect to pause or suspend your myplace membership for up to 12 months by contacting us. Any pausing of myplace will be noted on your account, as well as the date the payments are due to be reinstated.
- 7.2 During any pause or suspension period, any automatic payments will cease and tickets will not be automatically issued in any Draw. You also will not be eligible to be entered into any of the member only draws during this period.
- 7.3 If you wish to purchase tickets outside of your paused myplace membership, you may do so by contacting us or purchasing tickets directly on the website. Any separate purchase outside of your myplace membership during this pause does not count towards eligibility in the myplace member only draws.

8. myplace Member Draws – Prize Home Draws

- 8.1 myplace Prize Home Member Draws between January – June 2025 (Draws 543 – 547) consist of 2 types of members only draws where eligibility is based on having an active and financial myplace membership (ie: not paused, cancelled, or unfinancial). These draws include **myplace 2nd Chance Draws** and **myplace \$50K Member Bonus Draws**.

8.1.1 myplace 2nd Chance Draws

- a) Eligibility for entry in the myplace 2nd Chance Draws are:
- Possession of a valid myplace ticket/s in the current Luxury Prize Home Draw, and
 - an active banking auto-instruction (for charging credit card, PayPal or a nominated bank account)
 - If payment is declined, you will not be eligible for the myplace 2nd Chance Draws until a successful transaction is completed
- b) Your myplace 2nd Chance Draw entitlement chances will be based on how many myplace ticket/s in total you have at the close of the nominated draw.

- c) The first 2nd Chance Draw will be drawn on Thursday 30 January 2025 (Draw 543) and the last 2nd Chance Draw will be drawn on Wednesday 18 June 2025 (Draw 547). A full list of open, close and draw dates for the first 6 months of 2025 is listed in point i) below.
- d) The value of the prize is \$10,000 to be won in each Draw 543, 544, 545, 546, 547.
- e) The prize will be Cash*. *Victorian and International residents will receive Gold Bullion to the same value due to State Gaming legislation. Prizes maybe substituted at **yourtown's** discretion except where gaming legislation applies.
- f) An electronic draw will be conducted on the draw day listed in the table shown below in point i).
- g) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at www.yourtownprizehomes.com.au/winners
- h) Winners are required to provide **yourtown** with current and correct Australian banking details on formal documentation to receive their prize. **yourtown** accepts no responsibility for prizes not received where incorrect bank details have been provided. Physical cash is not available.
- i) Winners are required to confirm prize has been received no later than 7 days after transfer has occurred by return email to winners@yourtown.com.au
- j) Open, Close and Draw dates for myplace 2nd Chance Draws for the first 6 months of 2025 are listed in the table below:

PRIZE HOME DRAW	Open	Close	Drawn
543			
myplace 2 nd Chance Draw	Friday, 22 November 2024	Tuesday, 28 January 2025 10pm AEST	Friday, 31 January 2025 6am AEST
PRIZE HOME DRAW		Close	Drawn
544			
myplace 2 nd Chance Draw	Wed, 8 January 2025	Sunday, 2 March 2025 10pm AEST	Wednesday, 5 March 2025 6am AEST
PRIZE HOME DRAW		Close	Drawn
545			
myplace 2 nd Chance Draw	Wed, 12 February 2025	Sunday, 6 April 2025 10pm AEST	Wednesday, 9 April 2025 6am AEST
PRIZE HOME DRAW		Close	Drawn
546			
myplace 2 nd Chance Draw	Wed, 19 March 2025	Sunday, 18 May 2025 10pm AEST	Wednesday, 21 May 2025 6am AEST
PRIZE HOME DRAW		Close	Drawn
547			
myplace 2 nd Chance Draw	Wed, 23 April 2025	Sunday, 15 June 2025 10pm AEST	Wednesday, 18 June 2025 6am AEST

8.1.2 myplace \$50K Member Bonus Draws

There will be 2 x myplace \$50K Member Bonus Draws between January and June 2025. Eligibility for entry into these myplace \$50K Member Bonus Draws are:

myplace \$50K Member Bonus Draw 1

- a) A myplace member must be a financial myplace member and have in place an active banking auto-instruction. myplace members will have 2 chances in the \$50K Member Bonus Draw 1 if they have myplace tickets in Draw 543 and Draw 544. If a myplace member only has a ticket/s in Draw 544 they will have 1 chance.
- b) A myplace member must have a myplace ticket/s in Draw 544 to be eligible in the myplace \$50K Member Bonus Draw 1. If a myplace member cancels their myplace membership after Draw 543 they will not be entered into the draw.
- c) your myplace \$50K Member Bonus Draw 1 entitlement chances are not based on how many myplace ticket/s in total you have at the close of the nominated draw.
- d) One (1) winner is drawn for the myplace \$50K Member Bonus Draw 1. This draw is open from Draw 543 on Friday, 22 November 2024 until close date in Draw 544 on Sunday, 2 March 2025 at 10pm AEST.

myplace \$50K Member Bonus Draw 2

- a) A myplace member must be a financial myplace member and have in place an active banking auto-instruction. myplace members will have 3 chances in the myplace \$50K Member Bonus Draw 2 if they have myplace tickets in Draw 545, Draw 546 and Draw 547. If a myplace member only has a ticket/s in Draw 547 they will have 1 chance.
- b) A myplace member must have a myplace ticket/s in Draw 547 to be eligible in the myplace \$50K Member Bonus Draw 2. If a myplace member cancels their myplace membership after Draw 545 or Draw 546 they will not be entered into the draw.
- c) your myplace \$50K Member Bonus Draw 2 entitlement chances are not based on how many myplace ticket/s in total you have at the close of the nominated draw.
- d) One (1) winner is drawn for the myplace \$50K Member Bonus Draw 2. This draw is open from Draw 545 on Wednesday, 12 February 2025 until close date in Draw 547 on Sunday, 15 June 2025 at 10pm AEST.

The following criteria applies to both myplace \$50K Member Bonus Draws:

- d) The prize is a choice of Gold Bullion or Travel Voucher. Gold is valued at the purchase price on the day of the draw. Selling costs of between 2 and 2.5% apply and are incurred by the winner at the time of sale. The value of the Gold Bullion could be affected by the fluctuating spot price on the

day of sale. The true value of the gold if sold may not be worth the full prize value as purchased on the day of the draw. The travel voucher can only be used at our partnered Flight Centre, Eagle Street Store in Brisbane. The voucher must be redeemed within 3 years of draw date. Any unused credit will be forfeited after 3 years.

- e) An electronic draw will be conducted on the draw day listed in the table shown below in point h).
- f) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at www.yourtowntprizehomes.com.au/winners
- g) Winners are required to select a prize option no later than 7 days after the draw has occurred by return email to winners@yourtown.com.au
- h) Open, Close and Draw dates for myplace \$50K Member Bonus Draws for the first 6 months of 2025 are listed in the table below:

PRIZE HOME DRAW 543/544	Open	Close	Drawn
myplace \$50K Member Bonus Draw	Friday, 22 November 2024 Draw 543	Sunday, 2 March 2025 10pm AEST Draw 544	Wednesday, 5 March 2025 6am AEST Draw 544
PRIZE HOME DRAW 545/546/547		Close	Drawn
myplace \$50K Member Bonus Draw	Wed, 12 February 2025 Draw 545	Sunday, 15 June 2025 10pm AEST Draw 547	Wednesday, 18 June 2025 6am AEST Draw 547

9. myplace Member Draws – Prestige Car Draws

myplace Prestige Car Member Draws between January – June 2025 (Draws 1148 - 1150) include myplace 2nd Chance Car Draws.

9.1 myplace 2nd Chance Car Draws

- a) Eligibility for entry into the myplace 2nd Chance Car Draws are:
 - i. Possession of a valid ticket/s in the current Prestige Car Draw, and
 - ii. an active banking auto-instruction (for charging credit card or PayPal or Direct Debit).
 - iii. If your payment is declined prior to the nominated close date of the draw, you will not be eligible for the myplace 2nd Chance Car Draw.
- b) Your myplace 2nd Chance Car Draw entitlement chances will be based on how many myplace ticket/s in total you have at the close of the nominated draw.
- c) One (1) winner is drawn for the myplace 2nd Chance Draw.
- d) The value of the myplace 2nd Chance Car Draw is \$5,000.
- e) The prize is Gold Bullion. Gold is valued at the purchase price on the day of the draw. Selling costs of between 2 and 2.5% apply and are incurred by the winner at the time of sale. The value of the Gold Bullion could be affected by the fluctuating spot price on the day of sale. The true value of the gold if sold may not be worth the full prize value as purchased on the day of the draw.
- f) The myplace 2nd Chance Car Draw closes at 10pm AEST on the nominated Art Union close day as listed in the Table show in point i) below.
- g) An electronic draw will be conducted at 6am AEST at 5 Cordova Street, Milton Qld 4064 on the dates listed in the Table shown in point i) below.
- h) Winners will be notified by phone, email and post on the day of the draw and published on the **yourtown** website at www.yourtowntprizehomes.com.au/winners
- i) Open, Close and Draw dates for myplace 2nd Chance Car draws for the first 6 months in 2025 are listed below:

Draw #	Website Open	Close	Drawn
Draw 1148	Tues, 17 Dec 2024	Wed, 19 Feb 2025	Fri, 21 Feb 2025
Draw 1149	Tues, 18 Feb 2025	Mon, 14 April 2025	Wed, 16 April 2025
Draw 1150	Tues, 29 Apr 2025	Wed, 26 June 2025	Fri, 27 June 2025

10. Redraw Arrangements

If a prize is unclaimed in the ACT within 3 months of the draw date, **yourtown** will comply with the terms and conditions stipulated by ACT Gaming and Racing Commission in relation to a redraw. Such redraw for the myplace Bonus Draws for both Prize Home and Prestige car draws would occur at **yourtown**, Suite 5, Cordova St, Milton Qld 4064 **3 months** from the draw dates listed in Section 8.1.1, 8.1.2 and 9.1. The draw/s would be drawn by electronic draw at 6am AEST. See Draw specific Terms and Conditions for redraw dates.

Note: "ACT" refers to the ACT address listed on the ticket of the purchaser.

11. Overseas myplace members

- 11.1 Overseas non-Australian citizens or residents must check in their own country that there are no restrictions on them purchasing a ticket in the draw. Citizens of New Zealand holding a subclass 444 Special Category visa (SCV) can participate in the Draw. If an overseas non-Australian citizen or resident, including citizens of New Zealand not holding an SCV, is the 1st prize winner of a property, **yourtown** cannot deliver that property unless the prize winner obtains all necessary FIRB approval on their own application.
- 11.2 Winners who reside overseas (outside of Australia) may have the above prizes including gift cards and Gold Bullion substituted for a different prize to the same value in AUD that can both (1) be used in their country of residence and (2) complies with Australian local gaming legislation.
- 11.3 All tickets and prizes are in Australian dollars (AUD) and **yourtown** is only able to accept payment in Australian currency.

12. Responsible Gaming

For information on how to play responsibly, call the Gambling Hotline on 1800 858 858 (Australia Only) or online at <https://gamblinghelpline.org.au>. Members must be 18 years of age to purchase tickets.

13. Privacy

- a. **yourtown** is committed to protecting and securing your privacy and the personal information provided to us.
- b. All personal information collected and held by **yourtown** is protected in accordance with privacy legislation and the Australian Privacy Principles.

- c. **yourtown** only collects supporter's personal information for the purposes identified below, and to comply with gaming legislation in the various States and Territories where the Art Union operates. Personal information is collected in a fair and lawful manner at all times.
- d. Supporter's right to opt-out:
From time-to-time, promotional offers and special events will be communicated to supporters through direct marketing and other channels. Supporters have the right to opt-out of these communications and can do so through any one of the options listed below:
- Free Post – **yourtown**, Reply Paid 2944, Brisbane QLD 4001 (Australia only)
 - Post - Other countries – **yourtown**, GPO Box 2944, Brisbane QLD 4001 Australia
 - Online – yourtownprizehomes.com.au – select My Account
 - Phone Australia – 1800 500 101 (Toll Free except from mobile phones)
 - All other countries - +61 7 3368 3399
 - Clicking on the unsubscribe link contained at the bottom of promotional emails
 - Using the unsubscribe link in SMS's
- e. What kind of personal information is collected? **yourtown** collects and holds the following personal information:
- Full name and address
 - Contact details – home phone, mobile, email address
 - Payment details – credit card number and expiry date
 - Date of birth (to verify supporter is 18+ years)
 - Title
 - Transaction details associated with the purchase of yourtown Art Union tickets and Donations
- e. Purpose for collection:
- **yourtown** collects supporter's personal information for the primary purpose of fundraising, which includes recording and processing of **yourtown** Art Union ticket sales and donations. Supporter's personal information is also used for the secondary purpose of marketing, planning, product development and research
- f. Use and disclosure:
Personal information collected by **yourtown** will only be used for the purpose it was collected and will not be disclosed to any person, body or agency unless we have your consent or where it is required by law. **yourtown** will not use or disclose or permit the use or disclosure of personal supporter information that could be used to identify an individual supporter in any circumstances except:

- To ensure the proper functioning of the **yourtown** operation
 - Where the personal supporter information is to be used by a retained agent for marketing, planning, product development and research
 - When **yourtown** is required by law to disclose the personal supporter information
 - When the supporter has consented to the use or disclosure
- g. Cross-Border disclosure:
- Your personal information is not sent overseas, and is used only by **yourtown**
- h. Security of personal information:
yourtown undertakes all reasonable steps necessary to ensure that supporter information is secure from any unauthorised access or disclosure
- i. Supporter access to personal information:
You may ask for access to your information by:
- emailing: privacy@yourtown.com.au
in writing to:
The Chief Executive Officer
yourtown
GPO Box 2469
Brisbane QLD 4001
- j. How to make a privacy complaint:
Enquiries, feedback and complaints concerning privacy can be emailed to privacy@yourtown.com.au or made in writing to:
- The Chief Executive Officer
yourtown
GPO Box 2469
Brisbane QLD 4001
- k. Refund policy:
- a) Every endeavour will be made by **yourtown** to ensure that supporters of Prize Home and Prestige Car Draws and Donors are provided with clear and concise information when purchasing tickets or making a donation. In accordance with Australian consumer law, **yourtown** is not obligated to provide a refund for any 'change of heart' decision related to the purchase of a ticket in our Art Unions or donations made to **yourtown**. However, where an individual believes that an administrative error has been made by them or **yourtown**, then **yourtown** will consider the refund on a case-by-case basis in the existing draw. Where we have made an error or where there has been a genuine mistake made by the purchaser,

yourtown will provide a refund in accordance with legislative requirements or specific Art Union licence conditions. Refund only valid in an open Art Union.

- I. These terms and conditions are subject to change throughout the year. You are viewing the latest update as at 17 October 2025.