



## Roadside Assistance – Santa Fe Giveaway Competition

### Terms and Conditions

1. This competition is a promotion run by RACQ Operations Pty Ltd ABN 80 009 663 414 of 2649 Logan Road, Eight Mile Plains, Qld, 4113 (“**Promoter**”).
2. Entries and information on prizes and how to enter form part of these terms and conditions (“**Terms**”). Entries not completed in accordance with these Terms are ineligible. Participation in this competition constitutes acceptance of these Terms.

### Eligible Entrants

3. The competition is open to residents of Queensland aged 16 years and over who purchase, renew or upgrade mid-term or at time of renewal an Eligible Product during the Promotion Period (both terms defined below), subject to the following conditions:
  - a. “Eligible Product” means any of the following:
    - i. RACQ Everyday Lite
    - ii. RACQ Everyday
    - iii. RACQ Everyday Plus
    - iv. RACQ Ultra Care
    - v. RACQ Ultimate Care
    - vi. RACQ RV
    - vii. Associate RACQ Everyday Plus
    - viii. Associate RACQ Ultra Care
    - ix. Associate RACQ Ultimate Care
  - b. An RACQ member will not be eligible to participate in this competition if they:
    - i. purchase an Eligible Product, but then cancel the purchase within the 21-day cooling-off period.
  - c. To avoid any doubts:
    - i. RACQ members who purchase during the Promotional Period an additional Eligible Product for vehicles not currently covered by an existing Eligible Product are eligible to participate in this competition.
4. Directors, officers, management, employees and other staff (and the immediate families of directors, officers, management, employees and other staff) of the Promoter and of related entities and agents of the Promoter are ineligible to enter. Persons employed by the Promoter on 31 August 2025 and currently employed by RACQ Insurance Limited or its related entity in the business conducted by RACQ Insurance Limited are ineligible to enter. Manufacturer roadside assistance programs, RACQ Fleet Care, RACQ Roadside for Business and RACQ Plus Care for Business are also ineligible to enter.
5. The Promoter reserves the right in its sole discretion to disqualify any individual who the Promoter has reason to believe breached any of these Terms or engaged in any unlawful or improper misconduct calculated to jeopardise the fair and proper conduct of the competition. The Promoter reserves its legal rights to recover damages or other compensation from such an offender.

### Competition Details

1. The competition commences at 12.00am on 1 March 2026 and closes at 11.59pm on 30 June 2026 (“Promotion Period”).
2. Eligible entrants who purchase, renew or upgrade an Eligible Product during the Promotion Period will automatically be entered into this competition.
3. Only one entry per Eligible Product purchased, renewed or upgraded is permitted, and only one prize will be awarded.
4. Times quoted are local times (i.e., AEST).
5. All entries become the property of the Promoter. No responsibility is accepted for late, lost or misdirected entries.

### Prizes and Prize Winner

6. The competition will be drawn at 10am on 22 July 2026 by the Promoter at [2649 Logan Road, Brisbane](#); and conducted by RACQ Marketing and RACQ Mobility Product.
7. There will be 1 winner in this competition randomly chosen from all eligible entries. The Promoter’s decision is final, and no correspondence will be entered into.
8. The first valid entry drawn will be the winner of the prize.
9. The draw conductor may draw additional reserve entries in case an invalid entry or entrant is drawn.
10. The total prize pool value is approximately \$59,990, and the prize will be a white HYUANDI SANTA FE HEV 7S 1.6T 2WD AUTO. Prize components, including without limitation model and colour, may alter at the discretion of the Promoter. Any change in the value of the prize between the publishing date and the date that the prize is claimed is not the responsibility of the Promoter.
11. The winner will be notified by phone using the contact number provided by the winner within two (2) business days of the draw. The winner will not be published anywhere. Prizes must be claimed by 12pm AEST on 19 August 2026. In the event the winner has not claimed their prize by 12pm AEST on 19 August 2026, the prize will be deemed unclaimed and the Promoter will redraw the prize.
12. In the event of an unclaimed prize, a redraw will occur at 1pm AEST on 19 August 2026 by RACQ Marketing at RACQ, 2649 Logan Rd, Eight Mile Plains, QLD 4113. The redraw winner will be notified via email using the email address provided by the



winner when they entered the competition within two (2) business days of the draw. The winner will not be published anywhere. Prizes must be claimed by 12pm AEST on 22 October 2026. In the event the winner has not claimed their prize by 12pm AEST on 22 October 2026, the prize will be deemed unclaimed and the Promoter will repurpose the prize in a way they see fit.

13. The prize is not transferable, exchangeable or redeemable for cash.
14. No entry fee is charged by the Promoter to enter this Competition. Where entry is online, there is no additional cost to enter the Competition other than any cost paid by the entrant to access the website of entry via their internet service provider.
15. The Promoter is not responsible for any travel or any other associated costs of entering the Competition or collecting the prize.
16. The Promoter will use its best endeavours to provide the prize as listed. If the prize (or any element of the prize) is unavailable, the Promoter, in its absolute discretion, reserves the right to substitute the prize (or that part of the prize) with a prize of equivalent value and/or specification, subject to any written directions from a regulatory authority.
17. If the winner of the prize is under the age of 18 years (where entry by persons under 18 is not permitted), the Promoter may, at its discretion, award the prize to the winner's parent or guardian.

## Marketing

18. The information that entrants provide will be used by the Promoter for the purpose of conducting the competition, and to periodically keep entrants informed about the goods and services provided by the Promoter, related entities and its service providers. By entering this competition entrants consent to the use of their contact details for the purposes described in this clause. The Promoter may use or disclose entrants' personal information to related entities or other appropriate third parties in accordance with its privacy policy available on its Internet site at [racq.com](http://racq.com).
19. In participating in the prize activity, the winner agrees to participate and cooperate as required in all editorial activities relating to this promotion, including but not limited to being interviewed, video-recorded and photographed. The winner agrees to grant the Promoter and its related entities a perpetual, non-exclusive licence to use such audio, footage and/or photographs in all media worldwide and the winner will not be entitled to any fee for such use. The winner agrees that they will not sell or otherwise provide their story, video and/or photographs to any media or other organisation.
20. Entrants consent to the Promoter and its related entities using their name, likeness, image and/or voice in the event they are a prize winner (including photograph, film and/or recording of the same) in any media for an unlimited period without remuneration for the purpose of promoting the promotion (including any outcome), and promoting products manufactured, distributed and/or supplied by the Promoter or its related entities.

## General

21. If for any reason this competition is not capable of being conducted by the Promoter as intended, whether because of computer virus, mobile phone failure, bugs, tampering, unauthorised intervention, fraud, technical failures, or any other cause beyond the reasonable control of the Promoter which in the Promoter's opinion affects the administration of the competition, security, fairness or integrity, the Promoter may in its sole discretion, cancel, modify or suspend the competition, subject to the approval of the Office of Liquor and Gaming Regulation in Queensland as may be required.
22. Without limiting any other paragraph, the Promoter may at its discretion amend any aspect of this competition or these Terms, subject to applicable laws and subject to the approval of the relevant regulatory authorities.
23. The Promoter, its related entities, and the directors, officers, management, employees and other staff of the Promoter and its related entities ("**Promoter's Agents**") will not be liable for any loss or damage or for any personal injury sustained as a result of taking the prize(s) or entering into this competition. The Promoter and the Promoter's Agents make no representations or warranties as to the quality, suitability or merchantability or any goods or services offered as prizes. To the extent permitted by law, the Promoter and the Promoter's Agents are not liable for any loss suffered to person or property by reason of any act or omission, deliberate or negligent, by the Promoter or the Promoter's Agents, in connection with the arrangement for the supply, or the supply, of goods and services by any person to the prize winner and, where applicable, to any persons accompanying the prize winners.
24. If, notwithstanding the above, the Promoter or the Promoter's Agents are found to be liable to any person in connection with this competition the Promoter's and the Promoter's Agents' maximum aggregate liability is limited to \$1.00.
25. To the maximum extent permitted by law, the Promoter and the Promoter's Agents will not be liable to any person for indirect or consequential loss or damage suffered by any person in connection with the entering the competition, or as a result of taking the prize. This applies to all claims, whether such claims are made in tort (including without limitation negligence), in equity, under statute or any other basis.
26. The laws of Queensland govern this competition.