

TERMS AND CONDITIONS

2021 INTERNATIONAL CUSTOMER SERVICE WEEK COMPETITION



PARTICIPATION

1. This competition ("Competition") is conducted by CUSTOMER SERVICE INSTITUTE OF AUSTRALIA, ABN 31 609 812 919, Level 2, 383 George Street Sydney, NSW, 2000 ("Promoter").
2. Entry to the Competition constitutes acceptance of these conditions.
3. The Competition is only open to Eligible Entrants. An "Eligible Entrant" is an individual who: (i) is a resident of Australia; (ii) is over 18 years of age; (iii) is not an employee of CUSTOMER SERVICE INSTITUTE OF AUSTRALIA ("CSIA"); and (iv) is not a spouse, defacto spouse, parent, child or sibling (whether full, half, step or by adoption) of such an employee; (v) is a current employee of the business they are nominated by.
4. The Competition Period opens at 9am on 21/09/2021 and closes at 5:00pm on 6/10/2021 ("Entry Period"). Unless otherwise indicated, all times are in Sydney which may be AEST or AEDT depending on the date.
5. The competition will be shared via email direct marketing to the CSIA membership database, on the CSIA website and CSIA social media channels.

HOW TO ENTER

6. To enter, Eligible Entrants must nominate maximum 2 (TWO) Customer Service Champions by completing the nomination form before the entry period has closed.


8. Nominees must be informed of their nomination prior to completing the entry form.
9. The Eligible Entrant acknowledges and agrees that his or her Entry will not be obscene, defamatory, threatening, harassing, hateful, racially or ethnically offensive, or encouraging of conduct that would be considered a criminal offence, gives rise to civil liability or violate any law.
10. All entrants must ensure that their entries are received by the Promoter during the Competition Period. The Promoter takes no responsibility for any late or misdirected entry or for any delays or failures in any telecommunications service or equipment.
11. All entries to the Competition may be subject to verification by the Promoter.
12. The Promoter will not reimburse an entrant for any reasonable costs incurred in complying with this condition. An entrant MUST deliver to the Promoter (by a means determined by the Promoter) copies of any documents the Promoter may request establishing eligibility to enter or win, including evidence of residence or identity. The Promoter may make one or more requests for such documents. Once the identity of documents available is established, an entrant must deliver requested copies within 7 days of being asked to do so. At the Promoter's request, an entrant MUST also, within 7 days of being asked, allow the Promoter to inspect and copy the original of any such document.
13. The Promoter may, at its absolute discretion, declare any or all entries made by an entrant invalid if the entrant: (i) fails to establish their entitlement to enter the Competition to the Promoter's reasonable satisfaction; or (ii) fails to produce items as required by Condition 12 or produces items that, in the Promoter's reasonable opinion, are illegible, stolen, forged, reconstructed, altered, incomplete or tampered with in any way; or (iii) in the Promoter's reasonable opinion, tampers with the entry process or benefits from such tampering; or (iv) in the Promoter's reasonable opinion, submits an entry which is not in accordance with these conditions.

HOW TO WIN

14. Final entries must be uploaded using the form located at www.csia.com.au
15. Competition Period closes at 5.00pm 6/10/2021
16. There will be ONE (1) winner.
17. The Eligible Entries of the competition will be judged by a panel appointed by the Promoter, at the Promoter's sole discretion. Each Entry will be judged on merit. This is a game of skill and chance plays no part in the determination of the winner. The Panel will choose the winner at the conclusion of the Entry Period.
18. The winner shall be determined at the conclusion of the Entry Period by CUSTOMER SERVICE INSTITUTE OF AUSTRALIA PTY LTD, ABN 31 609 812 919. The panel's decision is final and binding upon all entrants and no correspondence will be entered into. Entrants who are not winners will not receive any notification at all. The winner shall be notified via an email to the email address supplied in the nomination form by 12.00pm (midday) on 08/10/2021. In addition, the winner will be announced on CSIA social media channels
19. Upon entering the winner agrees for their image, name, position and employer to be included in the CSIA e-newsletter and CSIA Quarterly Magazine.

PRIZES

20. The winner and nominator will receive a prize pack consisting of:
 20. A professional one-year membership of CSIA
21. The total combined value of the prize pack is \$440
22. The prize is valued as at 21/09/2021. The Promoter takes no responsibility for any variations in value of a prize.
23. The prize pack will be substituted for the next membership level should the employer of the customer service champion already hold membership to CSIA or a five-year extension if the individual already holds membership of CSIA. Membership level details can be found [here](#).
24. If a prize (or part of a prize) is unavailable for any reason, the Promoter will, in its absolute discretion, substitute alternative goods or services of no lesser retail value and/or specification, subject to the approval of the authorities that have issued permits for the conduct of the Competition. The Promoter accepts no other liability or responsibility for any loss incurred by a winner or any other party if a prize (or part of a prize) is unavailable for any reason.
25. A right to receive a prize is not transferable or exchangeable and cannot be taken as a monetary payment.
26. Unless expressly stated in these conditions, all expenses incurred in relation to enjoyment of a prize are the responsibility of the winner.
27. If any prize is not claimed by a winner within one (1) month of the draw for that prize, the prize will be forfeited and will be awarded to an alternative winner. The Promoter reserves the right to reselect an alternative winner as necessary to distribute the Prize/s subject to any directions given by the relevant authority.



**BE PART
OF A BETTER
EXPERIENCE**

GENERAL

28. If for any reason the conduct or operation of the Competition is interfered with or disrupted in any way by a cause outside the reasonable control of the Promoter (including by vandalism, power failures, natural disasters, acts of God, civil unrest, strikes, tampering, computer bugs or viruses or technical failures), the Promoter reserves the right to cancel, terminate, modify or suspend or recommence the Competition, subject to the approval of the authorities that have issued permits for its conduct (if any).
29. The Promoter assumes no responsibility for: (i) any error, omission, interruption, or delay in the operation or transmission of any communication sent to (or by) the Promoter or any entrant whether caused by problems with communication networks or lines, computer systems, software or internet service providers, congestion on any carrier network or otherwise, (ii) any theft, destruction or unauthorized access to, or alteration of such communications; (iii) any problem with, or technical malfunction of, any computer system or other equipment used for the conduct of the Competition.
30. Caution: any attempt to cause damage to any website or the information on any website associated with this promotion or to otherwise undermine the fair and legitimate operation of this competition may be a violation of criminal and civil laws. The promoter reserves the right to seek damages to the fullest extent permitted by law in the event that any such attempt is made, whether or not that attempt results in any such damage, interference or undermining.
31. All of the Promoter's decisions are final and no correspondence will be entered into.
32. The Promoter accepts no responsibility for any tax liability incurred as a result of an entrant participating in the Competition. Entrants should obtain independent tax and financial advice.
33. To the full extent permitted by law, the Promoter, its associated companies and agencies and all those entities' personnel (the "Relevant Parties") exclude all liability for any loss (including any damage, claim, injury, cost or expense) which is suffered or incurred by any Eligible Entrant in connection with the Competition or prizes, including: (i) any indirect, economic or consequential loss; (ii) any loss arising from the negligence of a Relevant Party; (iii) any liability for personal injury or death. Nothing in these conditions is intended to exclude, restrict or modify an entrant's rights under the Competition and Consumer Act 2010.
34. If any provision of these conditions is unenforceable for any reason, it will be severed and the remaining provisions will remain in full force and effect.
35. These Terms and Conditions shall be governed by the law of New South Wales, Australia.

CONTACT

36. For any enquiries about the competition, please email info@csia.com.au.