

**Commonwealth
Bank**

Win a Hamilton Island Holiday Package Terms and Conditions

1 November 2025

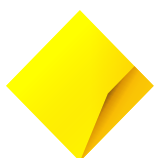
Public

Terms and Conditions

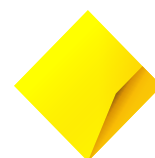
1. The Commonwealth Bank of Australia 'Win a Hamilton Island Holiday Package' (Promotion) is conducted by the Commonwealth Bank of Australia ABN 48 123 123 124 of 1 Locomotive Street, South Eveleigh NSW 2015 (Promoter).
2. The Promotion commences at 12:00AM AEDT on 1 November 2025 and closes at 11:59PM AEDT on 30 November 2025 (Promotion Period).
3. Entry is open to Australian residents who:
 - a) Are a CommBank customer, who holds an active eligible CommBank retail or business credit or debit card, StepPay card or Travel Money Card, and has a Travel Booking profile; and
 - b) Are over 18 years old; and
 - c) Have access to the latest CommBank app (version 5.11 or later) or NetBank access; and
 - d) Are not a person that is (as determined by the Promoter):
 - i. involved (whether as a principal, agent or employee) in the conduct or the promotion of the Promotion (including any person who determines who is to win a prize in the Promotion); or
 - ii. involved in the management of the Promoter or any of the Promoter's related entities or any other benefitting organisation

Eligible Entrants

4. To enter, Eligible Entrants must, at any time before the end of the Promotion Period:
 - a) Visit the Promotion's information page in Travel Booking via the CommBank app or NetBank and complete the entry form by answering the following question in 25 words or less **"What makes the perfect summer island escape?"**
 - b) Agree to share their full name, mobile number, email address, postcode with Hopper Pty Ltd (ABN 93 008 042 699) (Hopper) by clicking on the confirmation button on the Promotion's information page.
5. A person is only eligible to enter the Promotion one time.
6. Entries will be judged on the creativity of their response by a panel of judges by 5:00PM AEDT on 15 December 2025 at 1 Locomotive Street, South Eveleigh NSW 2015.
7. The entry that is judged as being the most creative as determined by the Promoter, will be awarded the Prize (Winner).
8. The Promoter will select a further five additional eligible entries to be reserve winners if the Prize is not claimed in accordance with these terms (Reserve Winners).
9. Eligible Entrants are only eligible to win one Prize.
10. The Promoter will notify the Winner by telephone / email within 7 days of the Prize being awarded and will publish the last name and first initial on the CommBank website within 30 days of the selection.



11. The Winner must claim the Prize by 11:59PM AEDT on 31 December 2025 by confirming via return email or by such other method specified in the notification email.
12. If the Prize is not claimed by that time the Winner will be taken to have forfeited the Prize, and the Promoter will award the Prize instead to the Reserve Winner to have been next selected.
13. As a condition of claiming the prize:
 - a) the Winner or Reserve Winner (as the case may be); or (Prize Recipient), must, [on their own behalf, and on behalf of the Winner or Reserve Winner (as applicable)]
 - b) accept these terms
 - c) consent to the publication of their details in accordance with these terms] [or confirm that they do not want either their last name or the initial of their first name published];]
 - d) consent to the Promoter using the Prize Recipient's and/or the Winner's / Reserve Winner's name, likeness, image and/or voice (including photograph, film and/or recording of the same) and suburb in any media for an unlimited period without remuneration for the purpose of this Promotion (including any outcome), [and promoting any products manufactured, distributed and/or supplied by the Promoter];
 - e) sign any legal release and indemnity as may be reasonably required by the Promoter and/or any suppliers of any elements of the Prize; and
 - f) must have a Travel Booking profile. The profile is created:
 - i. By accessing Travel Booking via the Commbank app or by visiting commbank.com.au/travelbooking and,
 - ii. Consenting to sharing details with Hopper by clicking 'Explore and book travel' and landing on the Travel Booking website
 - g) must share their NetBank ID to identify their unique Travel Booking profile
 - h) consent to their unique travel profile ID of their Travel Booking profile being shared with Hopper.
14. The Prize consists of:
 - a) 3 nights accommodation in a Family Connect Terrace or Family Connect Balcony room (accessible options available) at The Sundays, Hamilton Island
 - i. Maximum guests: 4 adults, 2 children (3 – 12 years old) and 2 infants (0 – 2 years old). (Note: Family Connect Rooms consists of 2 rooms joined by an internal interconnecting door; maximum guests per room is 2 adults, 1 child (3 – 12 years old) and 1 infant (0 – 2 years old).
 - ii. If your party size is smaller, you can choose to change your room to one of the other Sundays Rooms i.e. The Sundays Balcony or The Sundays Terrace (accessible options available)
 - b) A la carte breakfast daily



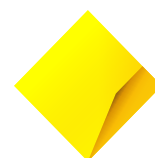
- c) 1 round of golf (18 holes) per adult for up to 4 adults
 - d) \$750 AUD room credit for in-room dining and for all businesses across Hamilton Island that accept room charge
 - e) Return airport/marina transfers to the hotel
 - f) Use of complimentary island shuttle service and;
 - g) Unlimited use of catamarans, windsurfers, kayaks, stand-up paddleboards, and snorkelling equipment.
 - h) The total value of the Prize is \$6,480 AUD (Prize).
15. Any additional incidental charges, such as meals (other than those specified), mini-bar, laundry, room service, telephone calls, and other expenses charged to your room, are at your expense and must be settled before departure.
16. The Prize is not transferable, available for sale, or redeemable for cash. Airfares are not included. Prize must be redeemed within the validity period as stated on the Prize letter, or it will be forfeited. If the Prize is transferred, it will be forfeited.
17. All bookings must be made no later than fourteen (14) days prior to travel. Prize is subject to availability and is not available over restricted travel dates, including but not limited to 20 December 2025 – 10 January 2026, and 3 – 6 April 2026. Further blackout dates may apply.
18. To redeem the Prize, log onto www.hamiltonisland.com.au/prize and complete the tentative booking request form with your details and preferred travel dates. Confirmation will be provided within five (5) working days. It is strongly recommended to book well in advance to secure preferred travel dates and to avoid arranging flights until your accommodation is confirmed.

Resolving disputes

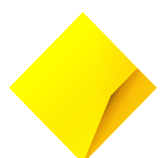
19. Complaints regarding the Promotion may be submitted by:
- a) completing the online complaints form available at commbank.com.au/contactus;
 - b) calling 13 22 21; or
 - c) visiting any Commonwealth Bank branch.
20. If there is a dispute concerning the complaint, the decision of the Promoter is final and binding, and no further correspondence will be entered into.

General

21. Information on how to enter and Prize details set out in all communications regarding the Promotion form part of these terms.
22. Should they be a Winner, Eligible Entrants consent to publication of their details in accordance with these terms.



23. Any entry not complying with these terms is invalid. Errors and omissions may be accepted at the Promoter's discretion.
24. The Promoter's decision is final in relation to all aspects of this Promotion, and no correspondence will be entered into.
25. Beneficiaries of the Prize accept the Prize 'as is' and acknowledge that the Promoter accepts no responsibility for any tax implications that may arise from their Prize. Beneficiaries of the Prize should seek advice from the Australian Tax Office or their own taxation adviser or independent financial adviser.
26. Promoter reserves the right, at any time, in its sole discretion, to verify the validity of entries and Eligible Entrants (including an Eligible Entrant's identity, age, place of residence) and reserves the right, in its sole discretion, to disqualify any Eligible Entrant whom the Promoter has reason to believe has breached any of these terms, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the Promotion. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.
27. If for any reason this Promotion is not capable of running as planned (including, but not limited to infection by computer virus, bugs, unauthorised intervention, fraud, technical failures or any other causes beyond the control of the Promoter which corrupt or affect the administration, security, fairness, integrity or proper conduct of this Promotion), the Promoter may, subject to the approval of all relevant regulatory authorities, take any action that may be available including cancelling, terminating, modifying or suspending the Promotion.
28. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
29. Nothing in these terms limits, excludes or modifies or purports to limit, exclude or modify the statutory consumer guarantees as provided under the Competition and Consumer Act, as well as any other implied warranties under the ASIC Act or similar consumer protection laws in the states and territories of Australia **(Non-Excludable Guarantees)**.
30. Except for any liability that cannot by law be excluded, including the Non-Excludable Guarantees, the Promoter and its related entities (including its respective directors, officers, employees and agents) are not responsible for and exclude 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: (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; (e) any tax liability incurred by a beneficiary of a Prize (including an Eligible Entrant and the Prize Recipient); (f) use/taking of the Prize (g) the Promotion.
31. All entries become the sole property of the Promoter. The Promoter collects your personal information so that it may process your entry, administer this Promotion and contact you regarding information on products or services that may be of interest to you.



32. The Promoter may communicate personal information to external providers and organisations to which it may outsource certain functions.
33. The Promoter will use and handle your personal information as set out in its Privacy Policy, which can be viewed at www.commbank.com.au or obtained from a branch. The Privacy Policy set outs how you may access, update or correct your personal information, change your direct marketing preferences or make a privacy complaint.
34. You may contact the Promoter via the Privacy Officer, Customer Relations, Commonwealth Bank Group, Reply Paid 41, NSW 2001, by calling 13 2221 or by visiting any branch. Hamilton Island Enterprises reserves the right to amend these terms and conditions at any time. The promoter is Commonwealth Bank of Australia ABN 48 123 123 124 of 1 Locomotive Street, South Eveleigh NSW 2015.

Abridged Terms and Conditions

Entry is only open to Australian residents only who are, a CommBank customer, aged 18 years or over, who holds an active eligible CommBank retail or business credit or debit card, StepPay card or Travel Money Card, and has a Travel Booking profile. Entrants must complete the entry form via Travel Booking in the CommBank app or NetBank and tell us in 25 words or less "What makes the perfect summer island escape?". Offer valid for entries received between 12:00AM AEDT on 1 November 2025 and closes at 11:59PM AEDT on 30 November 2025 (Promotion Period). Maximum 1 entry per person. The Prize is 3 nights accommodation for a maximum of 4 adults, 2 children (3 – 12 years old) and 2 infants (0 – 2 years old) in a Family Connect Terrace or Family Connect Balcony room (accessible options available) at [The Sundays, Hamilton Island](#), a la carte breakfast daily, 1 round of golf (18 holes) for up to 4 adults at [Hamilton Island Golf Club](#), \$750 AUD room credit for in-room dining and for all businesses across Hamilton Island that accept room charge, return airport/marina transfers to the hotel, use of complimentary island shuttle service and unlimited use of catamarans, windsurfers, kayaks, stand-up paddleboards, and snorkelling equipment. Airfares not included. Prize is not transferable, not redeemable for cash. Subject to availability and blackout dates. Book at least 14 days before travel. Additional charges apply for extras. The total value of the prize is \$6,480 AUD. Judged by a panel of judges by 5:00PM AEDT on 15 December 2025 at 1 Locomotive Street, South Eveleigh NSW 2015. Commonwealth Bank of Australia ABN 48 123 123 124 of 1 Locomotive Street, South Eveleigh NSW 2015 (Promoter). Winner will be notified via telephone / email within 7 days. Visit commbank.com.au/travelbookinghamiltonislandcomp for full Terms and Conditions.

