

2025 Quest “Win a Trip to Hawaii” Competition

Win a Trip to Hawaii with Quest Apartment Hotels

Participate

Enter the “Quest Win a Trip to Hawaii” competition commencing 1 December 2025 at 12:00am (AEST) and closing 31 December 2025 at 11:59pm (AEST), and go into the draw to win a luxury Hawaiian escape for two, including 5 nights at The Ritz-Carlton Residences, O’ahu Turtle Bay and a Flight Centre travel voucher valued at \$2,500 (total prize value up to \$11,000).

TERMS & CONDITIONS

Introduction

1. The promoter of the Quest Win a Trip to Hawaii Competition (**Competition**) is Quest Serviced Apartments Pty Ltd (ACN 119 523 483) (**Promoter**).
2. The Competition is a game of chance. The Competition has total prize value of \$ 11,000 (**Total Prize Value**).
3. The Competition commences 1 December 2025 at 12:00am (AEST) and closes 31 December 2025 at 11:59pm (AEST) (**Competition Period**).
4. “Entrant” or “You” means a person who is an Eligible Entrant that meets the Eligibility Criteria and enters the Competition.
5. These terms and conditions (**Terms and Conditions**) govern the Competition.
6. By participating, Entrants accept these Terms and Conditions.
7. Headings are for reference only and do not affect interpretation.

Eligible Entrants

8. To be eligible to enter the Competition you must be an Australian resident who is the age of 18 years or over and comply with these Terms and Conditions (**Eligible Entrants**).
9. Directors, management, employees and their immediate families, of the Promoter, retailers, suppliers, associated entities and agencies associated with this competition are ineligible to enter.

How to Enter

10. To enter, Eligible Entrants must, during the Competition Period:
 - (a) Follow @QuestApartmentHotels on Instagram;
 - (b) Like the designated promotional post;
 - (b) Tag a travel buddy in the comments section of the promotional post; and
 - (c) Sign up to become a Quest Advantage member and complete the entry form available the designated campaign page on the Quest website www.questapartments.com.au/hotel-deals/win-a-trip-to-hawaii (collectively the **Entry Criteria**).
11. To receive one (1) bonus entry share the promotional post as an Instagram Story and tag @QuestApartmentHotels
12. The prize draw is open to Eligible Entrants who satisfy the Entry Criteria. Entries in any other form will not be accepted.

13. Each Eligible Entrant may submit one (1) entry with the option of one (1) additional discretionary Bonus Entry.
14. Consent to receive personalised news and offers via email is a mandatory requirement to enter the Competition.
15. Entries submitted in any other form or outside the Competition Period will not be accepted.

Draw Date and Time

16. All valid entries will be included in the draw.
17. The Promoter will conduct the prize draw on 12 January 202 at 10:00am (AEST) at Quest Apartments, Level 7, 87 Wellington Street, Collingwood VIC 3066 (**Premises**) by random electronic means.
18. One (1) valid entry will be drawn as the winner (**Prize Winner**).

Prize

19. The Prize Winner will receive:
 - (a) A 5-night stay at The Ritz-Carlton Residences, O'ahu Turtle Bay, Hawaii in an Ocean View Lanai Guest Room for two people, valued up to \$8,500; and
 - (b) Flight Centre voucher to the total value of \$2,500 to be used towards return flights from Australia.
20. The Prize must be taken as stated and is subject to hotel and travel availability.
21. The Prize must be taken as stated. While the Promoter will consult with the winner as to their preferred travel dates, this will be subject to availability and other conditions including conditions of the Hotel, such as black-out dates, and the Promoter reserve the right to determine the specifics of the Prize at their absolute discretion.
22. The Prize or any unused portion of the Prize is not transferable or exchangeable and cannot be redeemed for cash. The Prize is not valid in conjunction with any other offer. No compensation will be payable if the Prize Winner is unable to use the Prize as stated.
23. If the Prize is unavailable, for whatever reason, the Promoter reserve the right to substitute the Prize for a prize of equal or greater value and/or specification, subject to relevant laws. The Promoter accept no responsibility for any variation in prize value (including between advertising of the Competition and redemption of the Prize).
24. All expenses other than those expressly referred within these Terms will be at the Prize Winner's cost. The Promoter will not be liable for the failure of the Prize Winner to meet travel schedules or cancellations, and no cash or other prize will be awarded if the Prize Winner cancels for any reason. The Prize is not transferable and is not redeemable for cash.
25. Once the Prize has been awarded and claimed by the Prize Winner, the Promoter will not be responsible for any prize that has been lost, stolen, forged, damaged, or tampered with in any way.
26. The Prizes include vouchers obtained from third party suppliers, these are subject to the terms and conditions of the respective third parties. The Promoter is not responsible or liable for any loss, damage or injury suffered by the Prize Winner as arising from, or in connection with the Prize or the Conduct of a third party.

Winner Notification and Publication

27. The Promoter will contact and notify the Prize Winner by email within 72 hours of the Prize Draw Date and provide details of how to redeem the Prize.
28. The name of the prize winner (including surname, first initial and postcode) will be published on the Promoter's website at www.questapartments.com.au/hotel-deals/win-a-trip-to-hawaii on 15 January 2026.

Entrant Consent

29. By entering the Competition, each Entrant agrees that:

- (a) the Promoter may publish the Entrant's name as the Prize Winner of the Prize in any forum that the Promoter chooses;
- (b) the Promoter may publish the Entrant's name, likeness, image or voice (or a combination) if they are the Prize Winner in any forum that the Promoter chooses;
- (c) they will participate in any publicity accompanying or resulting from this Competition in printed and/or online formats for an unlimited period of time without remuneration for the purpose of promoting the Competition, the Promoter or the products and services of the Promoter;
- (d) the entrant's information will be shared and/or available to Quest following the Competition; and
- (e) the entrant agrees to join the Quest Advantage program, and the Promoter may collect and use the entrant's personal information in connection with such purposes. For further information regarding the Quest Online Advantage program, please click [here](#).

Claiming Quest Prize

- 30. The Prize must be redeemed and utilized by no later than 15 December 2026 and will be arranged by the Promoter in accordance with clause 20-26.
- 31. The Prize Winner will be responsible to pay for any ancillary or incidental costs which may arise or are incurred as a result of winning the Prize including but not limited to any costs related to transport and car parking costs, passports, visas, travel insurance food and beverages, entertainment and activities, and Wi-Fi internet access.

Unclaimed Prizes

- 32. The Promoter will make all reasonable efforts to identify and locate the Prize Winner. If the Promoter is unable to contact the Prize Winner, then the Promoter will attempt to contact the Prize Winner by alternative contact details only if such details have been provided.
- 33. If the Promoter has been unable to contact the Prize Winner and the Prize remains unclaimed within three months after the Prize Draw Date, the Prize Winner forfeits the Prize and an unclaimed Prize Draw will be held.
- 34. The Promoter will redraw the Prize via electronic means at the Premises on 13 April 2026 AEST (**Unclaimed Prize Draw**).
- 35. The Promoter will notify the new Prize Winner by email within 72 hours and provide details of how to redeem the Prize.
- 36. The new Prize Winner will have their names (surname, first initial and postcode) published on the Promoter's website via <https://www.questapartments.com.au/travel-guides/road-trips> from 13 April 2026.

Limitation of Liability and variation of Competition

- 37. Except as otherwise required by law, if any act, omission, event or circumstance occurs, including but not limited to vandalism, natural disasters, acts of God, civil unrest, strike, war, act of terrorism, pandemic or government-imposed travel restrictions, which is beyond the reasonable control of the Promoter and which prevents or significantly hinders the Promoter from complying with these Terms and Conditions, the Promoter will not be liable for any failure to perform or delay in performing its obligations. The Promoter reserve the right (subject to any applicable law) to cancel, terminate, modify or suspend this Competition and these Terms and Conditions.
- 38. Except for any liability that cannot be excluded by law, the Promoter, its related bodies corporate and their respective officers, employees, contractors, franchisees and agents will not be liable for any losses (including loss of opportunity), damages, expenses, costs or personal injuries arising out of or in connection with this Competition, or the use of any Prize and the entrants release and indemnify the Promoter from and against all actions, claims and liabilities, that the entrant now has or in the future may have against the Promoter for any loss, damage or injury (including any

special or consequential loss) suffered as a direct or indirect result of the entrant's participation in the Competition.

Privacy

39. The Promoter will handle the collection and disclosure of any personal information provided in connection with this Competition in accordance with the *Privacy Act 1988* (Cth) and the Australian Privacy Principles.
40. When you enter the competition or if you are selected as a Prize Winner, the Promoter, Quest Serviced Apartments Pty Ltd ("**QSA**") and QSA's Affiliates (collectively referred to as "**we**" or "**us**") will collect your personal information, such as first name, last name, state, telephone number, email-address and mailing address. Without your personal information, we may be able to effectively run the competition, select a winner and award the Prize. While we will use best efforts to ensure your personal information is safe and secure, to the extent permitted by law, we are not responsible for any unauthorised access to, and disclosure of, your personal information. Nothing in these terms' limits, excludes or modifies our obligations under the applicable privacy legislation.
41. You agree and grant to us, permission to use your personal information, including images, collected and used to participate in and conduct this Competition for the following purposes:
- (a) **Competitional Purposes:** We may use personal information for Competitional and future marketing purposes, including but not limited to, advertising, social media posts, website content and Competitional materials.
 - (b) **Publication:** We may publish the images on our official social media accounts
 - (c) **Non-Commercial Use:** We may use your images for non-commercial purposes related to the Competition and marketing of our products and services, including for any internal business purposes.
42. By entering this Competition, Eligible Entrant's consent to the use of their personal information for the purpose set out in clause 40, and that the Promoter may contact them for future marketing and material purposes without payment. Eligible Entrants agree that the Promoter may use this information for that purpose.
43. If you do not wish to receive marketing and Competitional material from us, please contact us at marketing@questapartments.com.au

Social Media Platforms

44. This competition is in no way sponsored, endorsed, administered by or associated with any social media platform, including but not limited to Facebook, Instagram or TikTok (**Social Media Platforms**).
45. By sharing your entry into this Competition across the Social Media Platforms, Eligible Entrants:
- (a) agree to comply with Social Media Platform's terms of use;
 - (b) release the relevant Social Media Platform from all claims based on, related to or arising from the Competition; and
 - (c) acknowledge and agree that this Competition is in no way sponsored, endorsed, administered by or affiliated with the Social Media Platforms.
46. The Promoter is not responsible for any loss, damage or injury to Eligible Entrants resulting from entering or participating in this Competition including arising from any comments made, or material published, by third parties about the Eligible Entrants on any Social Media Platform in connection with this Competition.

Dispute Resolution

47. In the event of a dispute concerning the conduct of the trade promotion or claiming a prize, Entrants must contact the Promoter to attempt to resolve the dispute in good faith. If the matter cannot be resolved, either party may refer the matter to mediation administered by the Australian Commercial Disputes Centre. The costs of mediation will be shared equally between the parties

Governing Law

48. These terms and conditions, and the trade promotion and any claim or dispute between the Promoter and an Entrant are governed by the laws of the state of Victoria. Entrants submit to the non-exclusive jurisdiction of courts and tribunals of Victoria in connection with any dispute concerning these terms and conditions and the trade promotion.

General

49. The Promoters' decision concerning any aspect of the Competition is final, and no correspondence will be entered into. The Promoter accepts no responsibility for late, lost or misdirected entries or other communications. Entries will be deemed void if illegitimate, forged, manipulated or tampered with in any way.
50. The Promoter take no responsibility when they cannot contact the Prize Winner who have not provided correct or complete contact details. If an entrant's contact details change during the Competition Period, the entrant must notify the Promoter before the winner draw. A request to modify any entry information should be directed to the Promoter.
51. The Promoter reserves the right to request verification of the social media profile of Eligible Entrants and of the age, identity and residential address of the Prize Winner and any other information relevant to entry into or participation in this Competition. Verification is at the discretion of the Promoter, whose decision is final.
52. If for any reason beyond the reasonable control of the Promoter this Competition is not capable of running as planned, the Promoter reserves the right in its sole discretion to take any action that may be available to it, and to cancel, terminate, modify or suspend the Competition, unless to do so would be prohibited by law.
53. In their absolute discretion, the Promote may not accept a particular entry or may disqualify an entry without giving reasons and without liability to any entrants. Without limiting this, the Promoter reserve the right to verify the validity of entries, Prize claims and entrants and disqualify any entrant who submits an entry that is misleading or not in accordance with these Terms and Conditions or who manipulates or tampers with the entry process. In the event the Prize Winner breaches these Terms and Conditions, the Prize Winner will forfeit the Prize in whole and no substitute will be offered. Errors and omission will be accepted at the Promoter's absolute discretion.
54. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights.
55. The Promoter will not be responsible for any entries that are not received for any reason within the Competition Period, whether lost, delayed, corrupted or otherwise due to any technical difficulties or malfunctions. Incomplete or indecipherable entries may be deemed invalid.
56. If the winner of the Prize is under the age of 18, the Prize will be forfeited.
57. Once you are a member of the Quest Advantage loyalty program, you may unsubscribe from receiving any news and offers at any time.
58. To redeem the Prize, the Entrant must agree to and sign any disclaimers or agreements that may be required by the Promoter at its sole and absolute discretion. It is the sole responsibility of the Entrants to update their details with the Promoter or otherwise provide updated contact details for ease of correspondence and prize notification.
59. Entrants acknowledge that any material gathered and produced as a result of their entries will be owned by the Promoter.

60. If the Competition is interfered with or frustrated in any way or is not capable of being conducted as reasonably anticipated due to any reason beyond the reasonable control of the Promoter, including but not limited to technical difficulties, unauthorised intervention or fraud, the Promoter reserves the right, in its sole discretion, to the fullest extent permitted by law (a) to disqualify the Entrant; and/or (b) to modify, suspend, terminate or cancel the Competition.

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