

RIVER REVIVAL VOUCHERS | Round 3

Consumer FAQs

When and how can I apply for a River Revival Voucher?

Enter the ballot at any time from 9am ACDT on Monday 19 February 2024 until 10pm ACDT on Tuesday 20 February 2024 to register for your chance to secure a River Revival Voucher.

You will be entitled to enter the draw once for:

- a. One \$100 experience voucher (does not include dining) AND/OR

Selecting your preference for one of the following vouchers:

- b. \$100 accommodation voucher (minimum one night stay); OR
- c. \$200 accommodation voucher (two night stay minimum); OR
- d. \$750 houseboat or guided tour voucher (minimum \$1500 spend, inclusive of voucher spend)

Here's what you'll need to do if you're hoping to win both an experience and accommodation or houseboat / guided tour voucher:

If you would like to register for a \$100 experience voucher, you will need to select \$100 experience voucher and then select your preference for either a \$100 accommodation voucher, \$200 accommodation voucher or a \$750 houseboat / guided tour voucher.

What if I'd only like to register for an experience voucher?

If you would like to register for a \$100 experience voucher only, you will need to select the \$100 experience voucher and then select 'I do not want an accommodation or houseboat / guided tour voucher'.

What if I'd only like to register for an accommodation or houseboat / guided tour voucher?

If you'd like to register for an accommodation or houseboat / guided tour voucher only, you will need to select either the \$100 accommodation, \$200 accommodation or \$750 houseboat / guided tour voucher, and then select 'I do not want an experience voucher'.

By only registering for vouchers, you're interested in and excited to use, it means more vouchers can go to those eager to support the river regions.

Am I eligible for a River Revival Voucher?

Eligibility is open to all persons 18 years of age and older who are a resident of South Australia, Victoria or New South Wales.

To enter the ballot, you will need to provide:

- A valid email address
- Full name
- Mobile number (this is required for delivery of SMS verification code)

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- State/territory of residence

Directors, officers, management, employees and other staff (and the immediate families of directors, officers, management, employees and other staff) of the Promoter, or of the agencies or companies associated with this Promotion are ineligible to enter.

Terms and Conditions apply which are available at southaustralia.com/voucher.

What are the voucher values and how can they be used?

Vouchers will be available in denominations of \$100 experience, \$100 accommodation, \$200 accommodation, and \$750 houseboat/guided tours. They can be used only on participating accommodation providers, experiences, houseboats, and guided tours of **an equal or higher value**.

This means:

- \$100 experience vouchers can be applied to all experiences listed in the program
- \$100 accommodation vouchers can be applied to accommodation with a minimum one-night stay
- \$200 accommodation vouchers can be applied to accommodation with a minimum two-night stay
- \$750 houseboat / guided tour vouchers can be applied to houseboats and guided tours with a minimum \$1500 spend, inclusive of the \$750 voucher

To assist you to easily find experiences, accommodation, houseboats or guided tours you can use with your voucher, you will be able to 'filter' the available operators (based on your voucher value) through the website functionalities.

Vouchers will need to be redeemed within the relevant booking period.

If you were successful in winning a voucher in the ballot period and were notified via email and/or SMS on 21 February 2024, you will need to book and redeem your voucher via the River Revival Voucher marketplace (located via southaustralia.com/voucher) within the booking period of 21 February 2024 – 27 March 2024.

Can I apply for more than one voucher?

Yes. At the time of registering for the ballot, you will need to select the vouchers you would like to register for. You will be able to select one or two vouchers, as follows:

- a. One \$100 experience voucher (does not include dining) AND/OR

Selecting your preference once for one of the following vouchers:

- b. \$100 accommodation voucher (one night stay); OR
- c. \$200 accommodation voucher (two night stay minimum); OR
- d. \$750 houseboat or guided tour voucher (minimum \$1500 spend, inclusive of the \$750 voucher)

Here's what you'll need to do if you're hoping to win both an experience and accommodation or houseboat / guided tour voucher:

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If you would like to register for a \$100 experience voucher, you will need to select \$100 experience voucher and then select your preference for either a \$100 accommodation voucher, \$200 accommodation voucher or a \$750 houseboat / guided tour voucher.

What if I'd only like to register for an experience voucher?

If you would like to register for a \$100 experience voucher only, then you will need to select the \$100 experience voucher and then select 'I do not want an accommodation or houseboat / guided tour voucher'.

What if I'd only like to register for an accommodation or houseboat / guided tour voucher?

If you'd like to register for an accommodation or houseboat / guided tour voucher only, you will need to select either the \$100 accommodation, \$200 accommodation or \$750 houseboat / guided tour voucher, and then select 'I do not want an experience voucher'.

How will I know if I'm successful in the ballot?

If you are successful in the ballot, you will be notified via email and SMS on the date of the draw, Wednesday 21 February 2024.

Will there be a second chance draw for those vouchers not redeemed in the first booking period?

No, there will not be a second chance draw due to the smaller number of vouchers available in this round.

Can I use my \$750 houseboat / guided tour voucher as a deposit?

In some instances, tourism providers will require a deposit to confirm your booking. The \$750 voucher cannot be used as currency for the deposit, and the deposit will need to be paid directly to the tourism provider.

Why do some tourism providers show a 'from' price?

Some tourism operators will have a 'from' price to indicate the starting price for their experience, accommodation, houseboat or guided tour. This is because prices can vary based on factors such as peak and off-peak pricing, seasonality and availability

We recommend reviewing all tourism operator information and pricing provided to ensure the experience, accommodation, houseboat or guided tour is what you're looking for and wanting to book in.

If I won a voucher, when do I need to use it by?

If you were successful in the ballot and received a successful email and/or SMS on 21 February 2024, you are able to book your travel during the booking period of 21 February 2024 – 27 March 2024, for travel between 22 February 2024 – 30 June 2024. If you do not book your travel during the booking period, your voucher will expire.

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If friends/family also get a voucher, can we use them together on the same experience or accommodation?

Yes, it is possible to redeem multiple vouchers on the one booking provided that the vouchers are redeemed within the same booking period and the operator's Terms and Conditions allow for this.

For example, if two people win a \$750 voucher (with a minimum \$1500 spend) and are willing to travel together on a houseboat, then each person would need to incur a minimum spend of \$1500 each, being \$3000 in total, to redeem the two vouchers on the one booking.

How many times can I enter the ballot?

The ballot is designed to accept only one entry per person, per voucher round.

If you entered the ballot for round two which ran in June 2023, you can also enter the ballot for round three in February 2024 as it is a separate ballot.

Can I use my voucher in a different voucher denomination category?

While there is an excellent range of accommodation, experiences, houseboats and guided tours available in each voucher category, the following redemption conditions apply:

- a. **\$100 experience voucher** (does not include dining) can **only** be redeemed against experiences available in the \$100 category.
- b. **\$100 accommodation voucher** can **only** be redeemed against accommodation available in the \$100 category. This category will include single night and multi night options – with a one-night minimum stay.
- c. **\$200 accommodation voucher** can **only** be redeemed against accommodation available in the \$200 category. This category includes multi night options of a minimum \$200 or higher value – with a minimum two-night stay.
- d. **\$750 houseboat or guided tour voucher** can **only** be redeemed against houseboats and guided tours in the \$750 category. Offerings in this category require a minimum \$1500 spend, inclusive of the \$750 voucher.

If I get a \$100 or \$200 voucher, can I use it on experiences or accommodation in a lower category?

No. Vouchers can only be redeemed on experiences or accommodation of **an equal or higher value**.

That is:

- a. \$100 experience voucher (does not include dining)
- b. \$100 accommodation voucher (minimum one night stay)
- c. \$200 accommodation voucher (minimum two night stay)
- d. \$750 houseboat and guided tour voucher (minimum \$1500 spend per voucher)

If I get a \$200 voucher, can I use this on accommodation in the \$100 category, which are valued at \$200 or above?

No. The \$200 vouchers can only be used on accommodation in the \$200 category for two-night minimum stay or used on a houseboat / guided tour in the \$750 category.

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Can I change my voucher type after it's been allocated?

No. Vouchers are allocated as per the Terms and Conditions and cannot be changed once allocated. If you decide you won't be able to use your voucher, please remember they are transferable – simply give it to a friend or family member to use.

Is there a limit on how many River Revival Vouchers I can get?

Yes. Up to two vouchers per person, per voucher round. You are required to nominate your preference for up to two voucher types upon registering in the ballot.

When can I start using my River Revival Voucher?

If you are successful in the ballot, you will be able to book your experience, accommodation, houseboat and/or guided tour from 9am ACDT on Wednesday 21 February 2024 until 11.59pm ACDT on Wednesday 27 March 2024.

The travel period runs from Thursday 22 February 2024 to Sunday 30 June 2024 inclusive (bookable seven days per week, including Saturday and Sunday, and public holidays).

Can I redeem my voucher on an existing booking with an operator?

It is at the full discretion of the operator to allow eligible vouchers to be redeemed on a pre-existing booking.

Where allowed by the operator, the voucher can only be redeemed if the pre-existing booking was made with an operator registered in the River Revival Voucher program and the product is available with the specific voucher type.

The pre-existing booking must also be within the travel period of Thursday 22 February 2024 – Sunday 30 June 2024.

Where can I find out more?

The full terms and conditions for the River Revival Voucher Program – Round 3 are available via southaustralia.com.