

**Club Lime Train & Win  
Terms and Conditions****1. PROMOTER**

- 1.1. Viva Leisure Operations Pty Ltd (ABN 20 609 536 665) of registered office address: DKS N 2.0 North Building, Level 3/23 Challis Street, Dickson, ACT, 2602 (the "Promoter") is a subsidiary of Viva Leisure Limited (ABN 76 607 079 792) ("Viva") and is a member of the Viva Group which operates multiple facilities trading as Club Lime.

**2. ACCEPTANCE OF TERMS**

- 2.1. By entering this Promotion, you acknowledge that you have read, understood, and agree to be bound by these terms and conditions in their entirety.
- 2.2. These terms and conditions may be varied, amended, or modified at any time at the sole discretion of the Promoter. Any such variations shall take effect immediately upon publication or notification to participants. Participation in this Promotion following any variation shall constitute acceptance of the amended terms and conditions.
- 2.3. These Terms and Conditions will be available via <https://www.clublime.com.au/about/legal-stuff/>

**3. DEFINITIONS**

**Eligible Individual** means a person who:

- a) holds an Eligible Membership;
- b) is a resident of an Australian state or territory in which the Promotion is conducted (excluding the Australian Capital Territory and the Northern Territory); and
- c) attends an Eligible Location during the Promotion Period

in accordance with these terms.

**Eligible Location** means any Club Lime location in Australia participating in the Promotion, excluding locations in the Australian Capital Territory and the Northern Territory, and excluding Club Lime Nambour.

**Eligible Membership** means a current Club Lime membership that is active and in good standing (i.e. not suspended, cancelled, or in arrears) at the time of each Entry and at the time of the prize draw inclusively.

**Entry** means one (1) automatic entry into the Promotion for each Eligible Individual's Visit to an Eligible Location during the Promotion Period, subject to a limit of one (1) Entry per Eligible Individual per day.

**Prize** means one (1) of one hundred (100) \$100 prepaid digital Mastercard prizes (or equivalent as determined by the Promoter).

**Promotion** means the "Train & Win" member Visit prize draw conducted by the Promoter in accordance with these Terms.

**Terms and Conditions** or Terms means these terms and conditions, as amended from time to time.

**Winner** means an Eligible Individual whose Entry is randomly drawn and selected as a winner of a Prize in accordance with these Terms.

**Visit** means a single instance of an Eligible Individual accessing an Eligible Location, as evidenced by a successful entry swipe or check-in recorded in the Promoter's access control system, and limited to one (1) Visit per Eligible Individual per day.

#### 4. PROMOTION PERIOD

- 4.1. Promotion Period means the period commencing Wednesday 1 April 2026 at 12:00am (AEDT) and ending on Thursday 30 April 2026 at 11:59pm (AEDT), which may be amended at the Promoter's discretion.
- 4.2. Upon cessation of the Promotion Period no further claims or participation in the Promotion will be accepted.
- 4.3. The Promoter accepts no liability for any loss or disappointment suffered by any person as a result of the termination of the Promotion.

#### 5. ELIGIBILITY

- 5.1. Entry into the Promotion is open to Eligible Individuals only.
- 5.2. To be eligible to participate in the Promotion, an entrant must:
  - a) hold an Eligible Membership;
  - b) be a resident of an Australian state or territory in which the Promotion is conducted (excluding the Australian Capital Territory and the Northern Territory); and
  - c) attend an Eligible Location during the Promotion Period.
- 5.3. Employees of the Promoter and its related bodies corporate are not eligible to enter the Promotion.
- 5.4. To be eligible to receive a Prize, a Winner must have an Eligible Membership in good standing at the time of Entry and at the time of the prize draw.
- 5.5. The Promoter reserves the right, at any time, to verify the eligibility of any entrant or Winner.
- 5.6. The Promoter may require entrants or Winners to provide proof of identity, residency, membership status and/or Visit history to confirm eligibility.
- 5.7. Failure to provide requested documentation within a reasonable timeframe, or providing information that is false, misleading or incomplete, may result in:
  - a) disqualification from the Promotion; and/or
  - b) forfeiture of any Prize.
- 5.8. The Promoter reserves the right to disqualify any entrant or Winner who does not comply with these Terms.

## 6. HOW TO ENTER

- 6.1. To enter the Promotion, an Eligible Individual must attend an Eligible Location during the Promotion Period.
- 6.2. An Eligible Individual will automatically receive one (1) Entry into the Promotion for each Visit to an Eligible Location that is successfully recorded in the Promoter's access or entry system during the Promotion Period.
- 6.3. Entries are limited to a maximum of one (1) Entry per Eligible Individual per day, regardless of the number of Visits made on that day.

## 7. ENTRY CONDITIONS

- 7.1. Entries will only be valid if the relevant Visit is successfully recorded in the Promoter's systems during the Promotion Period. Visits not recorded, or recorded outside the Promotion Period, will not constitute a valid Entry.
- 7.2. Only Visits by Eligible Individuals holding an Eligible Membership will constitute valid Entries. Casual visits, guest passes, trial visits or any access not associated with an Eligible Membership will not constitute valid Entries.
- 7.3. The Promoter's records of Visits and Entries are final and conclusive, and no correspondence will be entered into.
- 7.4. The Promoter is not responsible for any failure to record a Visit or Entry due to technical issues, system errors, network failures, or any other reason beyond its reasonable control. No Entry will be awarded unless the Visit is successfully recorded.
- 7.5. Entries cannot be manually submitted, retrospectively claimed, or otherwise added outside of the Promoter's systems.
- 7.6. The following will not constitute valid Entries and will be excluded from the Promotion:
  - a) Visits not recorded during the Promotion Period;
  - b) more than one (1) Entry per Eligible Individual per day;
  - c) Entries that are incomplete, corrupted, or not successfully recorded;
  - d) Entries submitted by individuals who are not Eligible Individuals;
  - e) Entries that the Promoter reasonably believes to be fraudulent, manipulated, or not made in the spirit of the Promotion; or
  - f) Entries arising from abnormal, misleading, or deceptive conduct, including but not limited to attempts to manipulate the entry process.
- 7.7. The Promoter reserves the right, at its discretion, to determine the validity of any Entry and to disqualify any Entry that does not comply with these Terms.

## 8. PRIZE DETAILS

- 8.1. The total prize pool for the Promotion is \$10,000 AUD.
- 8.2. The Prize is one (1) \$100 Club Lime prepaid Digital Mastercard, with a total of one hundred (100) prizes available to be won.
- 8.3. The Prize is claimable by the Winner and is non-transferable, non-exchangeable, and cannot be redeemed for cash or gift cards.
- 8.4. The Promoter reserves the right to substitute the Prize with items of equal value at their discretion.
- 8.5. The Winner must provide proof of identity and acknowledgement of these terms before claiming the Prize.
- 8.6. This Prize is not valid in conjunction with any other offer.

## 9. PRIZE DRAW

- 9.1. This Promotion is a game of chance. Winners will be randomly drawn from all valid Entries received during the Promotion Period.
- 9.2. The draw will take place on Thursday, 7 May 2026 at a time and location determined by the Promoter.
- 9.3. The draw will be conducted by the Promoter using an electronic random selection process.
- 9.4. A total of one hundred (100) Winners will be selected.
- 9.5. All valid Entries received during the Promotion Period will be pooled into a single national draw. Each valid Entry will have an equal chance of winning, and there is no allocation of Prizes by location, state, or territory.

## 10. WINNER NOTIFICATION AND PUBLICATION

- 10.1. Winners will be notified via SMS to the mobile number associated with their membership account on 8 May 2026.
- 10.2. Prizes will be delivered digitally to Winners via SMS.
- 10.3. The Promoter will take reasonable steps to identify and contact each Winner.
- 10.4. The Promoter accepts no responsibility for incorrect, incomplete, or outdated contact details recorded in an entrant's membership account.
- 10.5. The first name and suburb of each Winner may be published on the Promoter's website at [www.clublime.com.au](http://www.clublime.com.au) within a reasonable timeframe after the draw and will remain available for a minimum of twenty-eight (28) days.
- 10.6. By accepting a Prize, each Winner consents to the Promoter using their personal information for the purposes of administering the Promotion and complying with applicable legal requirements.

## 11. PRIZE DELIVERY AND CLAIM

- 11.1. Winners will be contacted by the Promoter using the contact details recorded in their membership account and provided with instructions on how to claim their Prize.
- 11.2. Winners must respond to the Promoter and provide any information reasonably requested, including proof of identity and eligibility, in order to claim their Prize.

- 11.3. It is the responsibility of each entrant to ensure that their contact details, including their mobile number, are accurate and up to date in the Promoter's records.
- 11.4. The Promoter will not be responsible for any failure to contact a Winner where the contact details recorded in the entrant's membership account are incorrect, incomplete, or outdated.
- 11.5. Once a Winner has successfully completed the claim process, the Prize will be delivered electronically, including via SMS or other digital method determined by the Promoter.
- 11.6. Winners must follow the instructions provided to access, activate, and use their Prize, including complying with any applicable third-party terms and conditions.
- 11.7. If a Winner does not respond or is unable to be contacted within 7 days of contact (or such longer period determined by the Promoter), the Prize may be deemed unclaimed and dealt with in accordance with clause 12.

## 12. UNCLAIMED PRIZES/ REDRAW

- 12.1. If a Winner is found to be ineligible or does not comply with these Terms, the Promoter may, at its discretion, deem that Winner's Entry invalid and the Prize forfeited.
- 12.2. If a Winner cannot be contacted, does not respond, or does not complete the Prize claim process within a reasonable timeframe determined by the Promoter, the Prize may be deemed unclaimed.
- 12.3. In the event of an unclaimed or forfeited Prize, the Promoter may conduct a redraw to determine an alternative Winner from the remaining valid Entries.
- 12.4. Any redraw will be conducted in the same manner as the original draw and as soon as reasonably practicable after the relevant Prize is deemed unclaimed or forfeited.
- 12.5. Any alternative Winner drawn in accordance with this clause will be notified in the same manner as the original Winners.
- 12.6. The Promoter may publish the first name and suburb of any redraw Winner on the Promoter's website in accordance with clause 10.

## 13. PRIZE CONDITIONS

- 13.1. Each Prize is a digital prepaid Mastercard and is not redeemable for cash, transferable, or exchangeable, except as required by law.
- 13.2. The prepaid digital Mastercard is issued by Vault Payment Solutions Group Pty Ltd pursuant to an intermediary authorisation with Flexewallet Pty Ltd (AFSL 448066) under licence from Mastercard International Incorporated.
- 13.3. Winners will receive instructions via SMS on how to access, activate, and use the Prize. Winners must follow these instructions to activate the prepaid digital Mastercard.
- 13.4. Use of the prepaid digital Mastercard is subject to the terms and conditions of the card issuer, available at <https://www.vaultps.com.au/vault-open-loop-digital-mastercard-terms-and-conditions/> via <https://www.vaultps.com.au/terms-conditions/> (or such other URL as notified to Winners). By activating and using the Prize, Winners agree to be bound by those terms and conditions.

- 13.5. Winners acknowledge that use of the prepaid digital Mastercard may require the collection, use, and disclosure of personal information by the card issuer and its service providers in accordance with their respective privacy policies.
- 13.6. The prepaid digital Mastercard must be activated within any timeframe specified by the issuer or in the instructions provided to the Winner. Once activated, the card is valid for the period specified by the issuer, after which any unused balance will be forfeited.
- 13.7. Any ancillary costs associated with activating or using the prepaid digital Mastercard, including but not limited to internet access, mobile data, or device compatibility, are the responsibility of the Winner.
- 13.8. The Promoter is not a provider of financial products or services and does not provide any financial advice in relation to the prepaid digital Mastercard.
- 13.9. The Promoter is not responsible for any delay, failure, or error in the delivery, access, activation, or use of the prepaid digital Mastercard, including where such issues arise from third-party systems, telecommunications networks, or the card issuer.
- 13.10. The Promoter is not responsible for any loss, theft, unauthorised use, or misuse of the prepaid digital Mastercard, including where a Winner loses access to the SMS, link, or device used to access the Prize.
- 13.11. The Promoter is not responsible for any issues relating to transactions made using the prepaid digital Mastercard, including declined transactions, processing errors, or merchant disputes. Any such issues must be directed to the card issuer or relevant third-party provider.
- 13.12. To the maximum extent permitted by law, the Promoter makes no representations or warranties regarding the prepaid digital Mastercard and disclaims all liability arising from or in connection with its use.
- 13.13. The Promoter is not responsible for any acts, omissions, or failures of the card issuer or any third-party provider involved in the supply or operation of the prepaid digital Mastercard.
- 13.14. By accepting and using the Prize, each Winner acknowledges that the Promoter's role is limited to facilitating the provision of the prepaid digital Mastercard and that all use of the Prize is at the Winner's own risk, subject to any rights under the Australian Consumer Law.

#### 14. PRIVACY

- 14.1. You acknowledge and agree that all personal information collected, used, and retained by the Promoter in connection with this promotion will be handled in accordance with Viva's Privacy Policy and collection notice, which is expressly incorporated into these Terms and Conditions by reference. These Policies are available at [www.vivaleisure.com.au/legal](http://www.vivaleisure.com.au/legal).

#### 15. MARKETING

- 15.1. By submitting an entry to the Promotion, the entrant expressly consents to the Promoter, Club Lime, Viva Leisure Limited and their related bodies corporate collecting, using and disclosing the entrant's personal information for the purposes of administering the Promotion and for marketing, promotional and advertising communications relating to their products, services, offers and events.

15.2. As a condition of entry into the Promotion, entrants must consent to receiving marketing communications from the Promoter and its related entities. If an entrant does not consent to receiving such communications, they must not submit an entry to the Promotion. Any entry submitted without such consent may be deemed invalid at the Promoter's discretion.

15.3. Entrants acknowledge that they may unsubscribe from marketing communications at any time by using the unsubscribe facility included in marketing communications.

## 16. LIABILITY AND INDEMNITY

16.1. To the extent permitted by law, the Promoter (including its officers, employees, and agents) excludes all liability for any loss, damage, injury, or delay (including indirect or consequential loss) suffered by any person in connection with:

- a) participation in the Promotion;
- b) use of, or inability to use, a Prize;
- c) any failure to record an Entry or Visit, or any technical difficulties, system errors, or equipment malfunction;
- d) unauthorised access to, or alteration of, Entries or personal information;
- e) any act or omission of any third-party provider, including but not limited to the prepaid card issuer or telecommunications providers; or
- f) any tax implications arising from winning a Prize.

16.2. Nothing in these Terms excludes, restricts, or modifies any consumer guarantee, right, or remedy conferred by the Australian Consumer Law or any other applicable law that cannot be lawfully excluded.

16.3. To the extent permitted by law, the Promoter's liability for breach of any non-excludable consumer guarantee is limited, at the Promoter's option:

- a) in the case of goods, to replacing the goods or supplying equivalent goods, or paying the cost of doing so; or
- b) in the case of services, to supplying the services again or paying the cost of having the services supplied again.

## 17. REFUNDS

17.1. There is no fee to enter the Promotion. Any fees paid by participants in connection with a Club Lime membership or other optional services are separate to this Promotion and are non-refundable, except as required by applicable law, including the Australian Consumer Law.

## 18. DISPUTES

- 18.1. Any disputes or complaints arising out of or in connection with the Promotion should be submitted in writing to [info@vivaleisure.com.au](mailto:info@vivaleisure.com.au) within twenty-eight (28) days of the issue arising or becoming known to the participant.
- 18.2. The Promoter will use reasonable endeavours to investigate and resolve any dispute in a timely manner and may, at its discretion:
- a) request additional information;
  - b) determine appropriate remedies or corrective measures; and
  - c) set reasonable timeframes for resolution.
- 18.3. Subject to clause 18.4, the Promoter's decisions in relation to the Promotion are final and no correspondence will be entered into.
- 18.4. Nothing in these Terms limits, excludes, or restricts any rights a participant may have under the Australian Consumer Law or any other applicable law.

## 19. GENERAL

- 19.1. Failure by the Promoter to enforce any provision of these Terms will not be deemed a waiver of that provision or of the Promoter's rights.
- 19.2. The Promoter reserves all rights and remedies available to it at law or in equity. The exercise of any right or remedy does not preclude the exercise of any other right or remedy.
- 19.3. If any provision of these Terms is held to be invalid, unenforceable, or illegal, that provision will be severed and the remaining provisions will continue in full force and effect.
- 19.4. These Terms constitute the entire agreement in relation to the Promotion and supersede all prior agreements, understandings, and representations relating to the Promotion.
- 19.5. The Promoter will not be liable for any delay or failure to perform its obligations under these Terms where such delay or failure is due to events beyond its reasonable control, including but not limited to acts of God, natural disasters, pandemics, labour disputes, cyber incidents, or government actions.
- 19.6. These Terms are governed by the laws of the Australian Capital Territory. Participants submit to the non-exclusive jurisdiction of the courts of the Australian Capital Territory.