Christmas Raffle 2026 - Terms and Conditions

1. Organiser and purpose

The Operation Smile Australia Christmas Raffle 2026 (the Raffle) is conducted by **Operation Smile Australia Limited** (ABN 57 086 621 427) to raise funds in support of Operation Smile Australia's craniofacial programs.

Funds raised will help children and families living with cleft and craniofacial conditions access safe, essential surgical care, and support education and training for local healthcare professionals. Permitted raffle operating costs may be deducted before the remaining proceeds are applied to these purposes.

Organiser contact: Operation Smile Australia
Address: Mater Hospital, Quarters Building, Raymond Terrace, South Brisbane QLD 4101

Phone: 07 3163 2866

Email: admin@operationsmile.com.au

Web: View Website

2. Eligibility

Entry into the Raffle is open to persons aged **18 years or over** who reside in **Queensland, New South Wales or Victoria**, subject to the eligibility requirements set out in these Terms and Conditions.

Employees, contractors and other persons directly involved in the conduct or administration of the Raffle, including the draw, are not eligible to enter. Persons involved in the management of Operation Smile Australia Limited, and their immediate family members, are also excluded from entry where required by applicable state laws.

3. Raffle dates

- **Opens:** 6 November 2026 at 9am AEST.
- **Closes:** 14 December 2026 at 5.00 pm AEST.
- **Draw:** 15 December 2026 at 9.00 am AEST.

All times are Queensland time (AEST, UTC+10).

All times are Brisbane, Queensland time (AEST, UTC+10). Entrants in states observing daylight saving time should note that local times may differ.

4. Tickets and entry

Raffle tickets are available for purchase online through the Operation Smile Australia Christmas Raffle page.

By purchasing raffle tickets, entrants agree to these Terms and Conditions.

- **Ticket price:** $10 per ticket, with ticket bundles also available.
- **Ticket bundles:** Entrants may purchase individual tickets or bundles. The number of tickets included and the total price of each bundle will be displayed on the raffle page before purchase. Any bundle discount will be offered on the same terms to all eligible purchasers.
- **Total tickets available:** A maximum of 4,750 tickets will be available for purchase.
- Each valid raffle ticket constitutes one entry into the draw.
- Ticket numbers will be automatically allocated and recorded by the online ticketing system.
- Entrants should retain their purchase confirmation and allocated ticket numbers for their records.
- Raffle ticket purchases are not tax-deductible donations.

5. Prizes

The Raffle offers 22 prizes with a combined approximate retail value of **$9,510 AUD.**

The complete prize list, including individual prize descriptions, approximate retail values and applicable conditions, is available at [insert link to full prize list].

- Prizes will be awarded as described in the published prize list.
- Each prize is subject to the specific conditions provided by the prize supplier or donor, including any booking requirements, availability restrictions, expiry dates, redemption requirements and usage limitations.
- Winners are responsible for reviewing and complying with the conditions applicable to their prize.
- Unless expressly stated in the prize description, any additional costs associated with redeeming or using a prize, including travel, transport, accommodation-related expenses, meals and incidental costs, are the responsibility of the winner.
- Prizes are not transferable, exchangeable or redeemable for cash, except where required by law.
- Prize images are for illustrative purposes only and may differ from the actual prize supplied.

6. Draw procedure

The prize draw will take place on 1**5 December 2026 at 9.00 am AEST** (Queensland time) at Operation Smile Australia's office in Brisbane, Queensland.

- Each valid ticket will have an equal and random chance of being drawn.
- The first ticket drawn will win the highest-value prize, with subsequent prizes drawn in descending order of approximate retail value.
- Each winning ticket will be removed from the draw and will not be eligible to win another prize.

- Once a ticket has been drawn and allocated a prize, it will be removed from the draw and will not be eligible to win another prize.
- Winning tickets will be recorded as they are selected.
- The draw will be conducted in accordance with applicable state and territory raffle laws and regulatory requirements.

The results of the draw will be recorded by Operation Smile Australia.

7. Winner notification and publication

Winners will be notified by telephone and/or email using the contact details provided at the time of entry. All winners will be contacted within **14 days of the draw**.

Raffle results will be published on the Operation Smile Australia website at www.operationsmile.org.au following the draw.

Entrants are responsible for providing accurate contact details and checking their communications for winner notifications.

8. Prize collection and delivery

Prize winners must respond to Operation Smile Australia (OSA) and provide any information reasonably required to arrange collection, delivery or redemption of their prize.

OSA will make every reasonable effort to contact winners and arrange delivery of prizes. Prizes will be delivered within **28 days of the draw**, unless a later delivery date is agreed to in writing by the winner or otherwise permitted under applicable laws.

Any delivery arrangements, geographical restrictions, booking requirements, expiry dates or other conditions will be specified in the relevant prize description. Winners are responsible for complying with any conditions attached to their prize.

If a winner cannot be contacted or a prize remains unclaimed, OSA will make reasonable attempts to locate the winner and distribute the prize. Any unclaimed prizes will be retained, dealt with or disposed of in accordance with the applicable state or territory laws and regulatory requirements.

9. Privacy

Personal information provided when entering the Raffle will be used to administer the Raffle, conduct the draw, contact winners and distribute prizes, in accordance with OSA's privacy policy.

Personal information will not be used for unrelated marketing purposes without appropriate consent.

10. General conditions

OSA reserves the right to take reasonable steps to address errors, suspected fraud or circumstances affecting the fair and lawful conduct of the Raffle, subject to applicable law.

If a prize becomes unavailable, OSA will take reasonable steps to resolve the issue in accordance with the applicable laws and the relevant prize conditions. Any alternative prize or

substitution will only be offered where permitted by law and, where required, with the winner's agreement

Nothing in these terms excludes rights that cannot be excluded under Australian law.

By purchasing a ticket, entrants agree to these terms and conditions.