

GSL MEDIA – MASTER COMPETITION TERMS & CONDITIONS

Last updated: September 2026

These Master Competition Terms & Conditions apply to competitions and promotions conducted by GSL Media Pty Ltd across its radio stations, websites, applications, social media channels, SMS, events, outside broadcasts and other platforms unless otherwise stated in a promotion-specific schedule (“Promotion Schedule”).

By entering or participating in a promotion, entrants agree to these Master Terms & Conditions and the applicable Promotion Schedule.

Where there is any inconsistency between these Master Terms & Conditions and a Promotion Schedule, the Promotion Schedule will prevail to the extent of the inconsistency.

1. PROMOTER

The Promoter is GSL Media Pty Ltd and, where applicable, its associated radio stations, digital platforms and event properties, including MIX FM and SEA FM (“GSL Media” or “Promoter”).

The relevant station, promotion period, entry mechanism, prize details and any additional conditions will be specified in the Promotion Schedule.

2. ELIGIBILITY

Unless otherwise specified in the Promotion Schedule:

- Entrants must be Australian residents.
- Entrants must satisfy any age, residency or other eligibility requirements stated in the Promotion Schedule.
- Employees, contractors and interns of GSL Media, participating sponsors, agencies and suppliers directly associated with the promotion, and their immediate family members, are ineligible to enter.
- Employees of other commercial radio broadcasters within the relevant broadcast market may also be excluded where specified in the Promotion Schedule.
- Entrants must enter using their true identity and provide accurate information.

GSL Media may require reasonable proof of identity, age, residency, eligibility or compliance with these Terms before awarding or releasing a prize.

Failure to provide satisfactory proof may result in disqualification.

2.1 Prize-Win Frequency

Unless otherwise stated in the Promotion Schedule, a person is ineligible to win if they have won:

- prizes with a combined value of \$500 or more from GSL Media within the 30 days immediately preceding the commencement of the promotion; or
- a prize valued at \$5,000 or more from GSL Media within the six months immediately preceding the commencement of the promotion.

Additional household, address or prize-frequency restrictions may be specified in the Promotion Schedule.

3. ENTRY

Entry methods may include, without limitation:

- telephone or cue-to-call;

- website or online entry form;
- social media;
- SMS;
- application or digital platform;
- in-person entry;
- participation at an event or outside broadcast; or
- another mechanism specified in the Promotion Schedule.

Entries must be received during the applicable Promotion Period and comply with the entry requirements specified in the Promotion Schedule.

Unless expressly stated otherwise, entry is free. Entrants remain responsible for ordinary costs associated with entering, including standard telephone, SMS, internet or data charges imposed by their service provider.

GSL Media accepts no responsibility for entries that are late, lost, incomplete, corrupted, incorrectly submitted or misdirected, or for technical, telecommunications, internet, network or equipment failures outside GSL Media's reasonable control.

3.1 Telephone Competitions

Where entry occurs by telephone:

- being connected to the station does not necessarily constitute a valid entry or entitlement to a prize;
- callers may be required to answer a question, provide information or complete another mechanic before becoming a winner;
- if a telephone connection is lost before the entry or winning mechanic is completed, GSL Media may select another caller; and
- GSL Media's reasonable determination as to whether a call was successfully connected or completed will be final.

4. ENTRY CONDUCT

Entrants must not:

- provide false or misleading information;
- use automated, robotic, third-party, bulk or manipulated entry methods;
- interfere with or attempt to manipulate the operation or outcome of a promotion;
- engage in threatening, abusive, discriminatory, unlawful, unsafe or seriously inappropriate behaviour; or
- submit material that infringes another person's intellectual property, privacy or other legal rights.

GSL Media may disqualify an entrant where it reasonably believes these Terms have been breached or the integrity, fairness or safety of the promotion has been compromised.

5. DETERMINING WINNERS

Promotions may be conducted as:

- games of chance, where winners are selected randomly; or

- games of skill, where entries are judged against criteria specified or reasonably evident from the Promotion Schedule.

The applicable method will be stated in the Promotion Schedule.

For games of skill, entries may be judged on criteria including creativity, originality, relevance, entertainment value or suitability for broadcast.

Unless otherwise required by law, GSL Media's reasonable decisions concerning eligibility, judging and administration of the promotion are final.

6. PRIZES

Prize descriptions, values and conditions will be specified in the Promotion Schedule.

Unless otherwise stated:

- prizes are not transferable, exchangeable or redeemable for cash;
- prize values are based on recommended retail value or information supplied to GSL Media at the time the promotion is prepared;
- GSL Media accepts no responsibility for any variation in prize value;
- any additional expenses not expressly included in the prize are the winner's responsibility; and
- prizes must be taken subject to any terms, booking conditions, expiry dates, restrictions or requirements imposed by the prize supplier.

6.1 Third-Party Prize Suppliers and Prize Availability

Many prizes promoted by GSL Media are supplied or fulfilled by third-party sponsors, venues, promoters, accommodation providers, travel providers, retailers or other external suppliers.

GSL Media will take reasonable precautions and exercise reasonable diligence in confirming the availability of a prize before offering it.

Where a prize, or any component of a prize, becomes unavailable due to the act or omission of a third-party supplier or another circumstance beyond GSL Media's reasonable control, GSL Media may, subject to applicable law:

- arrange for the original prize to be supplied at a later reasonable time;
- offer a substitute prize of comparable nature and/or value;
- agree with the winner on an alternative prize or arrangement; or
- where permitted by law, withdraw the unavailable prize or component.

GSL Media is not responsible for a third-party supplier's independent acts, omissions, insolvency, closure, cancellation or failure to fulfil a prize where the failure is beyond GSL Media's reasonable control and GSL Media has taken reasonable precautions and exercised due diligence to avoid that failure.

Nothing in this clause excludes or limits any right or remedy that cannot lawfully be excluded under the Australian Consumer Law or other applicable legislation.

6.2 Prize Substitution

If a prize becomes unavailable for reasons beyond GSL Media's reasonable control, GSL Media may substitute another prize of comparable nature and value, subject to any regulatory approval required.

Where practicable, the winner will be notified of any material substitution.

6.3 Event, Experience and Ticket Prizes

Where a prize involves admission to an event, concert, screening, attraction or experience:

- the winner and any guest must comply with the venue's and supplier's conditions of entry;
- tickets may be subject to age restrictions, capacity limits and other conditions;
- dates and times may be changed by the event organiser;
- GSL Media does not control the operation, postponement or cancellation of third-party events; and
- if an event is postponed or cancelled, the winner's rights will be subject to applicable law and the arrangements made by the relevant event organiser or prize supplier.

Unless expressly included in the prize, travel, accommodation, meals, parking and other incidental expenses are the winner's responsibility.

6.4 Travel and Accommodation Prizes

Where a prize includes travel or accommodation, the winner and any travelling companion are responsible for satisfying all applicable travel requirements, including identification, passports, visas, health requirements and any other requirements imposed by travel providers or authorities.

Travel prizes may be subject to availability, booking deadlines, blackout periods and supplier conditions specified in the Promotion Schedule.

7. PRIZE NOTIFICATION AND COLLECTION

Winners will be notified using the contact details provided with their entry or by another method specified in the Promotion Schedule.

Winners are responsible for ensuring their contact details are accurate and for responding within any stated timeframe.

GSL Media may require prizes to be collected from a nominated location and may require photographic identification or other reasonable proof of eligibility.

Where delivery is offered, GSL Media is not responsible for delays, loss or damage caused by postal, courier or other delivery providers outside GSL Media's reasonable control.

Unclaimed prizes will be dealt with in accordance with applicable law and any requirements stated in the Promotion Schedule. Where permitted by law, an unclaimed prize may be forfeited or awarded to an alternate winner.

8. HEALTH, SAFETY AND PARTICIPATION

Where a promotion involves physical activity, travel, an experience, event participation or another activity carrying inherent risk, GSL Media may reasonably require entrants or winners to:

- satisfy specified health, fitness, age or safety requirements;
- provide medical clearance where appropriate;
- comply with reasonable safety instructions; and/or
- sign an acknowledgement of risk, waiver or release to the extent permitted by law.

GSL Media may prevent or discontinue participation where it reasonably considers that participation presents an unacceptable risk to the entrant, other participants, staff or the public.

Nothing in these Terms excludes liability that cannot lawfully be excluded.

9. ALCOHOL AND AGE-RESTRICTED PRIZES

Where a prize includes alcohol, licensed premises or an age-restricted event:

- participants must satisfy the applicable minimum age requirement;
- valid proof of age may be required;
- responsible service of alcohol requirements apply; and
- GSL Media and/or the venue may refuse service or admission in accordance with applicable law.

Alcohol will not be awarded to a person under 18 years of age.

10. PUBLICITY, BROADCAST AND RECORDING

By participating in a promotion, entrants acknowledge that telephone calls, interviews and participation may be recorded.

Subject to applicable privacy laws and any consent requirements, entrants agree that GSL Media may use their name, voice, image, likeness and promotion-related participation for the purpose of:

- conducting and administering the promotion;
- announcing or identifying winners;
- broadcasting promotion-related content;
- reporting on the promotion; and
- promoting GSL Media and the relevant promotion across radio, websites, social media and other GSL Media channels.

No additional payment will be made for such use unless otherwise agreed.

Where an entrant has a genuine safety or privacy concern about public identification, they should notify GSL Media as soon as reasonably practicable.

11. INTELLECTUAL PROPERTY IN ENTRIES

Entrants warrant that material submitted as part of an entry is their own original work or that they have all permissions necessary to submit and permit its use.

Rather than assigning ownership of all submitted material to GSL Media, entrants grant GSL Media a non-exclusive, royalty-free licence to reproduce, communicate, edit and use their entry for the administration, broadcast, reporting and promotion of the competition and GSL Media's related activities.

This licence does not transfer ownership of the entrant's underlying intellectual property to GSL Media unless separately agreed in writing.

12. PRIVACY

GSL Media will collect, use, store and disclose personal information in accordance with applicable privacy laws and the GSL Media Privacy Policy.

Personal information may be collected for purposes including:

- administering and conducting promotions;
- verifying entrants and winners;

- contacting entrants and winners;
- delivering or facilitating prizes;
- complying with legal and regulatory obligations; and
- other purposes disclosed to the entrant at the time of collection.

Where necessary to fulfil a prize, GSL Media may disclose relevant personal information to the applicable prize supplier, sponsor, venue, travel provider or service provider.

Entry into a competition does not automatically constitute consent to receive unrelated direct marketing communications from GSL Media, a sponsor or another third party unless the entrant has separately provided consent or such use is otherwise permitted by law.

Where entrants are offered the opportunity to receive marketing communications, any applicable consent and unsubscribe requirements will apply.

Entrants should refer to the GSL Media Privacy Policy and any privacy collection notice displayed at the point of entry for further information.

13. SOCIAL MEDIA AND THIRD-PARTY PLATFORMS

Where a promotion is conducted or promoted through Facebook, Instagram, TikTok, YouTube or another third-party platform, the promotion is not sponsored, endorsed, administered by or associated with that platform unless expressly stated otherwise.

Entrants release the relevant platform from liability associated with the promotion to the extent permitted by law.

Entrants must also comply with the applicable platform's terms of use.

GSL Media is not responsible for platform outages, account restrictions, algorithmic changes or other third-party platform issues outside its reasonable control.

14. MINORS

Where entrants under 18 are permitted:

- GSL Media may require the consent of a parent or legal guardian;
- a parent or guardian may be required to accept a prize on the minor's behalf;
- a parent or guardian may be required to accompany the minor at an event or activity; and
- additional releases or permissions may be required.

GSL Media may restrict particular promotions or prizes to persons aged 18 years or older where appropriate.

15. LIABILITY

To the maximum extent permitted by law, GSL Media is not responsible for loss, damage, delay, expense or injury arising from circumstances outside its reasonable control, including:

- technical or telecommunications failures;
- acts or omissions of third-party suppliers;
- event postponement or cancellation;
- travel disruption;

- venue closures;
- weather events;
- industrial action; or
- other circumstances beyond GSL Media's reasonable control.

Nothing in these Terms excludes, restricts or modifies any consumer guarantee, right, remedy or liability that cannot lawfully be excluded under the Competition and Consumer Act 2010 (Cth), including the Australian Consumer Law, or other applicable legislation.

16. DISQUALIFICATION

GSL Media may disqualify an entrant where it reasonably believes the entrant has:

- provided false or misleading information;
- breached these Terms or the Promotion Schedule;
- manipulated or attempted to manipulate the promotion;
- interfered with another person's participation;
- engaged in unlawful, abusive, threatening, unsafe or seriously inappropriate conduct; or
- otherwise compromised the fairness, integrity or proper conduct of the promotion.

17. CHANGES, SUSPENSION OR CANCELLATION

If a promotion cannot be conducted as reasonably anticipated due to circumstances beyond GSL Media's reasonable control, including technical failure, fraud, tampering, supplier failure, event cancellation, natural disaster, government action or other force majeure event, GSL Media may modify, suspend, postpone or cancel the promotion to the extent permitted by law.

Where required, GSL Media will obtain any necessary regulatory approval before materially modifying or cancelling a promotion.

Any change will be communicated in a reasonable manner having regard to the nature of the promotion.

18. ERRORS AND CORRECTIONS

GSL Media may correct genuine administrative, typographical, technical or broadcast errors relating to a promotion, provided doing so does not unfairly prejudice entrants and is permitted by law.

An accidental on-air, online or promotional statement will not override the Promotion Schedule or these Terms where the error is obvious and is corrected as soon as reasonably practicable, subject always to applicable law.

19. FORCE MAJEURE

GSL Media will not be responsible for delay or failure in conducting a promotion or providing a prize to the extent caused by circumstances beyond its reasonable control, including natural disasters, severe weather, fire, flood, epidemic or pandemic, government restrictions, industrial disputes, venue closure, major technical failure or failure of an independent third-party supplier.

This clause operates subject to rights that cannot lawfully be excluded.

20. COMPLIANCE WITH LAW

Promotions will be conducted subject to applicable Commonwealth, State and Territory laws and regulations and, where applicable, broadcasting codes and regulatory requirements.

If a Promotion Schedule is inconsistent with a mandatory legal or regulatory requirement, that requirement will prevail.

21. GOVERNING LAW

Unless otherwise specified in the Promotion Schedule, these Terms are governed by the laws of Queensland, Australia, and entrants submit to the jurisdiction of the courts of Queensland.

Where a promotion is open to entrants in other Australian States or Territories, any mandatory laws applicable in those jurisdictions continue to apply.

22. ACCEPTANCE

Participation in a promotion constitutes acceptance of:

1. these Master Competition Terms & Conditions;
2. the applicable Promotion Schedule; and
3. any reasonable participation, venue or prize-supplier requirements disclosed as part of the promotion.

For questions regarding a promotion, entrants should contact GSL Media using the contact details specified in the applicable Promotion Schedule or on the relevant GSL Media website.