

# RIVER REVIVAL VOUCHERS

## Consumer FAQs

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

Enter the ballot at any time from 9am ACST on Monday 19 June 2023 until 10pm ACST on Wednesday 21 June 2023 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, 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, then 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 registering for vouchers you're interested in and excited to use, 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)
- State/territory of residence

## OFFICIAL

### **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 first ballot period and were notified via email and or SMS on 22 June 2023, then you will need to book and redeem your voucher via the River Revival Voucher marketplace (located via [southaustralia.com/voucher](https://southaustralia.com/voucher)) within the booking period of 22 June – 25 July.

If you were successful in winning a voucher in the second chance draw and were notified via email and or SMS on 27 July 2023, then you will need to book and redeem your voucher via the River Revival Voucher marketplace (located via [southaustralia.com/voucher](https://southaustralia.com/voucher)) within the booking period of 27 July – 22 August.

For travel within the travel period of 23 June 2023 – 30 November 2023.

### **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:*

## OFFICIAL

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

### **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, Thursday 22 June 2023. If you are successful in the second chance draw, you will be notified via email and SMS on the date of the draw, Thursday 27 July 2023.

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

Yes, a second chance draw will be taking place on Thursday 27 July, with a booking period 27 July to 22 August 2023 inclusive.

If you were lucky enough to win a voucher in the first ballot but did not redeem your voucher in the first booking period from Thursday 22 June to Tuesday 25 July 2023, you will not be eligible to receive a voucher in the second chance draw.

### **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.

## OFFICIAL

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

If you were successful in the first ballot and received a successful email and/or SMS on 22 June 2023, you are able to book your travel during the booking period of 22 June 2023 and 25 July 2023, for travel between 23 June 2023 to 30 November 2023. If you do not book your travel during the booking period, your voucher will expire.

A second chance draw will take place on 27 July 2023, and vouchers not redeemed during the first booking period will be reissued to individuals who were not successful in the first ballot. If you are successful in the second chance draw and receive a successful email and/or SMS on 27 July 2023, you are able to book your travel during the booking period of 27 July and 22 August 2023, for travel between 27 July 2023 to 30 November. If you do not book your travel during the booking period, your voucher will expire.

### **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.

### **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 one which ran in March 2023, you can also enter the ballot for round two which 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.

## OFFICIAL

### **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 (two night stay minimum)
- d. \$750 houseboat and guided tour voucher (minimum \$1500 spend)

### **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.

### **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 ACST on Thursday 22 June 2023 until 11.59pm ACST on Tuesday 25 July 2023.

If you are successful in the second chance draw ballot, you will be able to book your experience, accommodation, houseboat and/or guided tour from 9am ACST on Thursday 27 July 2023 until 11.59pm ACST on Tuesday 22 August 2023.

The travel period runs from Friday 23 June 2023 to Thursday 30 November 2023 inclusive (bookable seven days per week, including Saturday and Sunday, and public holidays).