

# 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 27 March 2023 until 10pm ACST on Wednesday 29 March 2023 to register for your chance to secure a River Revival Voucher.

You will be entitled to enter the draw once for:

- a. One \$50 experience voucher (does not include dining) AND/OR

Selecting your preference once for one of the following vouchers:

- b. \$100 accommodation voucher (minimum one night stay); OR
- c. \$200 accommodation voucher (two night stay minimum).

### Am I eligible for a River Revival Voucher?

Eligibility is open to entrants 18 years of age and older who are a resident of South Australia or Victoria.

To enter the ballot, you will need to provide:

- A valid email address
- Full name
- Mobile number (this is required for two-factor authentication)
- State of residence (SA or VIC).

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

Vouchers will be available in denominations of \$50, \$100, \$200 and can be used only on participating accommodation providers, experiences, houseboats and hosted tours of **an equal or higher value**.

This means:

- \$50 vouchers can be applied to all experiences listed in the program
- \$100 vouchers can be applied to accommodation with a minimum one-night stay
- \$200 vouchers can be applied to accommodation with a minimum two-night stay

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

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

If you are successful in the ballot, you will be notified via email on the date of the draw, being Thursday 30 March 2023.

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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 terms and conditions the operator allows for this.

### **How many times can I enter the ballot?**

The ballot is designed to accept only one entry per person. However, you can nominate for two vouchers within the one registration. See 'can I apply for more than one voucher?' for more information.

### **Can I apply for a more than one voucher?**

Yes. At the time of registering for the ballot, you will need to nominate your preference for a voucher as follows:

- a. One \$50 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).

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

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

- a. **\$50 experience voucher** (does not include dining) can **only** be redeemed against experiences available in the \$50 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 all of which your voucher is redeemable against.
- c. **\$200 accommodation voucher** can **only** be redeemed against accommodation available in the \$200 category. This category includes multi night options of a minimum \$200.00 or higher value.

### **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. \$50 experience voucher (does not include dining)
- b. \$100 accommodation voucher (minimum one night stay)
- c. \$200 accommodation voucher (two night stay minimum)

### **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 for two-night minimum stay.

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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.

### **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 a voucher type upon registering in the ballot. You are eligible for 1 x \$50 experience voucher and a choice of 1 x accommodation voucher.

### **When can I start using my River Revival Voucher?**

If you are successful in the ballot, you will be able to book your experience and/or accommodation from 9am ACST on Thursday 30 March 2023 until 11.59pm ACST on Friday 28 April 2023.

The travel period runs from Friday 31 March 2023 to Thursday 29 June 2023 inclusive (bookable seven days per week, including Saturday and Sunday).