

MEMBER REFERRAL PROGRAM

Terms and Conditions

1. Eligibility

- 1.1 Open to current, financially active members of UNSW Fitness & Aquatic Centre aged 18 or over at the time of entry.
- 1.2 One member account may only participate under that member's own identity. Multiple accounts, fake referrals, or referrals of individuals who do not become active, paying members will be treated as fraudulent. UNSW Fitness & Aquatic Centre reserves the right to void any tickets or entries obtained through fraudulent, duplicate, or fabricated referrals at its sole discretion, without notice.
- 1.3 A "successful referral" only counts once the referred individual joins as a new member and their first payment has been successfully processed. Tickets will not be credited for referrals who sign up but do not pay.

2. How the Draw Works

- 2.1 This program is a game of chance. Entry, referral activity, and ticket count do not guarantee a win.
- 2.2 Referring friends increases your number of tickets in the draw pool, which increases your relative chance of being drawn, it does not guarantee a prize. Winners are selected at random from the eligible ticket pool each week.
- 2.3 The program will run only in September 2026, with four (4) weekly draws. Three (3) winners are drawn each week from the cumulative ticket pool.
- 2.4 Tickets earned per referral decay by the week in which the referral is made - referrals made earlier in the month earn more tickets than referrals made later. Multiple referrals made in the same week stack multiplicatively. Exact ticket values are set out in the current promotional material and may be updated by UNSW Fitness & Aquatic Centre from time to time.
- 2.5 Once a member wins a weekly draw, they are removed from the pool for subsequent draws and cannot win again within the same program period. They remain visible on the public leaderboard with a win indicator. Their referral count continues to increment after winning, but referrals made after the win do not generate further usable tickets.
- 2.6 UNSW Fitness & Aquatic Centre's decision on ticket allocation, eligibility, and draw outcomes is final.

3. Winner Notification & Claiming

- 3.1 Winners will be notified via email within 3 days of each weekly draw and named on the public leaderboard.
- 3.2 Winners must respond and claim their prize within 7 days of notification. If a winner does not claim within this window, the prize is forfeited entirely and will not be awarded, redrawn, or carried over.
- 3.3 Proof of identity and current membership may be required before a prize is released.

4. Personal Training Session Prize

- 4.1 The personal training session won must be booked and used before 20 December 2026.
- 4.2 The Session not used by this date are invalid and cannot be redeemed, booked, or credited. No extensions, cash value, or substitute will be offered.
- 4.3 Bookings are subject to trainer availability. UNSW Fitness & Aquatic Centre will make reasonable efforts to accommodate booking requests but cannot guarantee a specific trainer or time slot.

5. Coffee Voucher Prize

- 5.1 Ten (10) vouchers are awarded, each redeemable for one (1) hot beverage, small size only, at UNSW FAC Cafe
- 5.2 All 10 vouchers must be used before 20 December 2026. Any vouchers not used by this date become invalid and cannot be redeemed under any circumstances.
- 5.3 Vouchers apply to hot beverages, small size only. Size upgrades available at the winner's own additional cost.
- 5.4 Vouchers cannot be combined with any other offer, discount, or promotion.
- 5.5 Limit of one (1) voucher redeemed per transaction/visit.

6. Hume Fitness Band Prize - Warranty & Support

- 6.1 The Hume fitness band awarded as a prize is provided as-is. UNSW Fitness & Aquatic Centre is not the manufacturer, retailer, or warranty provider for the Band and holds no responsibility for its performance, defects, or repair.
- 6.2 To activate any manufacturer warranty, the winner must register the Band directly with Hume Health within 7 days of receiving it. UNSW Fitness & Aquatic Centre will provide the winner with proof of purchase for this purpose.
- 6.3 Winners acknowledge that:
- the warranty coverage applicable to the Band is determined solely by Hume Health's then-current terms (available at [Hume T&Cs](#)), and may be limited - for example, defect-only cover for a limited period - unless extended coverage has been separately purchased by UNSW Fitness & Aquatic Centre for that unit.
 - accidental damage may not be covered under a standard/defect warranty;
 - all warranty claims, repairs, and replacements must be made directly with Hume Health customer support - UNSW Fitness & Aquatic Centre will not accept, process, or be liable for claims relating to the Band's condition, function, repair, or replacement.
- 6.4 UNSW Fitness & Aquatic Centre's prize obligation is limited to supplying the Band at the time of the draw. No further obligation is assumed once the prize has been handed over.

7. General Prize Conditions

- 7.1 All prizes (Band, personal training sessions, coffee vouchers) are non-transferable and cannot be exchanged, on-sold, or redeemed for cash, credit, or refund.
- 7.2 UNSW Fitness & Aquatic Centre reserves the right to substitute any prize with one of equal or greater value if the original becomes unavailable.
- 7.3 UNSW Fitness & Aquatic Centre reserves the right to amend these Terms and Conditions, or to suspend or cancel the program at any time, with reasonable notice to members where practicable.
- 7.4 Participation in this program constitutes acceptance of these Terms and Conditions in full.

Enquiries regarding this program can be directed to info@unswfac.com.au