

CLUBDRAWS

A U T O M A T E D W E E K L Y R A F F L E S

Weekly Draw Participant Terms and Conditions

Effective from 12 August 2026 — applies to ClubDraws' Australian (NSW) operation only
(Clause 12, Acceptable Use & Payment Processor Compliance, added 15 September 2026)

These terms are between you (the "Ticket Buyer", "you") and Bonds Green Pty Ltd (ABN 19 614 771 685) trading as ClubDraws ("ClubDraws", "we", "us"), of 8-92A Mona Vale Road, Warriewood NSW 2102. By purchasing an entry through the ClubDraws platform (the "Website") you agree to the following terms and conditions.

1. The Weekly Draw & Our Charity Partners

ClubDraws conducts weekly draw lotteries in New South Wales under the Community Gaming Act 2018 (NSW) and Community Gaming Regulation 2020 (NSW), on behalf of charitable and non-profit organisations ("Charity Partners"), under each Charity Partner's written authorisation to ClubDraws.

When you purchase an entry, funds are directed to the specific Charity Partner you signed up with (for example, via your club or community's dedicated ClubDraws link). At least 50% of the gross proceeds of your purchase is paid to your nominated Charity Partner — more than the 40% minimum required under NSW law.

2. Eligibility

1. You must be 18 years of age or older to purchase an entry or participate in a draw.
2. Entry is open to anyone located in Australia.

3. Entries & Pricing

1. The number of entries (chances) you receive in a draw depends on the purchase tier you select — a higher-value purchase gives you more entries into that week's draw. Current pricing and the number of entries each tier provides are shown at checkout and confirmed in your welcome email.
2. Your entry number(s) will be sent to you in your welcome email.
3. A Ticket Buyer's entitlement to their entry and prize chance is not affected by any error in the production or issuing of entry/ticket numbers.

4. The Weekly Subscription

1. Entries are sold on a recurring weekly subscription. The same payment amount will be debited at the same time each week until you cancel.
2. You can cancel at any time. The details of your customer portal are sent in your welcome email, or you can use one of the following methods:

Self-serve 24/7 (customer portal)

- Click the link in your welcome email.
- Click the link in the follow-up email.
- Fill out the form at www.clubdraws.com.au/cancel.
- Search "cancel ClubDraws" and follow the link to the above page.

We do it for you (contact us for help)

- Email us at hello@club-draws.com and we'll cancel it for you.
- Send us an SMS via the details on www.clubdraws.com.au — reference number 0483 939 709.
- Message us on Facebook (ClubDraws).
- Reply to any winner announcement email (sent on Saturdays) or any other email from us.

5. How the Draw Works

1. Each week, a fully automated system process is triggered at midnight (Sydney time) on Friday. The eligible entrant pool for that draw is compiled from everyone with a successfully processed payment for that week.
2. A random number generator then selects the winning entry from that pool. No person is involved in triggering the draw, compiling the entrant pool, or selecting the winner.
3. Winners are typically announced by early afternoon on the Saturday following the draw via the ClubDraws website and/or by email to the winner.

6. Prizes

1. The prize for each draw, including its value and any conditions attached to it, is described in that draw's promotional material and/or your welcome email.
2. Unless otherwise stated for a specific draw, prizes are not transferable and cannot be exchanged for cash.

7. Unclaimed Prizes

If a winner cannot be reached after reasonable attempts to make contact (which may include email, SMS and/or phone) within 3 months of the draw date, the prize is handed to the relevant Charity Partner.

8. Refunds & Payment Disputes

1. Purchases made through ClubDraws are non-refundable, except: (a) where required by law; or (b) where unauthorised use of your card can be proven, in which case a refund will be provided unless the amount has already been paid to your Charity Partner.
2. You always retain the right to dispute a transaction directly with your card provider or bank — nothing in these terms removes that right.
3. If you believe a payment was made in error, or was unauthorised, please contact us first at hello@club-draws.com so we can investigate and, where appropriate, cancel your subscription and/or refund you — this is usually the fastest way to resolve the issue.
4. If you raise a dispute or chargeback with your bank or card provider without first contacting us, and that dispute is later found not to be valid (for example, because the purchase was in fact made and authorised by you), ClubDraws may charge a \$25 administration fee to recover the reasonable costs of responding to the dispute.

Problem gambling or financial hardship. If you think you have a gambling problem, or have overstretched your finances by participating in the draw, please get in touch at hello@club-draws.com so we can cancel your participation. Free, confidential support is also available from Gambling Help Online on **1800 858 858** (gamblinghelponline.org.au), 24 hours a day.

9. Complaints & Disputes About a Draw

Any questions or disputes about a specific draw should be directed to hello@club-draws.com in the first instance. If a complaint about how a draw was conducted remains unresolved, you may also contact NSW Fair Trading (Community Gaming) on 13 32 20 or via its community gaming complaints channel at nsw.gov.au.

10. Data Security & Privacy

We take reasonable steps to protect the personal information we hold from loss, unauthorised access, misuse or disclosure. Full details of what personal information we collect, how it is used, disclosed and retained, and how you can access or correct it, are set out in our Privacy Policy, which forms part of these terms. Payment transactions are processed through our payment partner, chargebee.com, using Transport Layer Security (TLS) encryption. You can confirm a page is secure by checking for the lock icon and "https://" in your browser's address bar. If you suspect unauthorised use of your credit card, notify your card provider directly in accordance with its reporting procedures.

12. Acceptable Use & Payment Processor Compliance

ClubDraws operates as a fundraising platform. Draws are conducted for the benefit of registered charitable and non-profit organisations under the authorisations described in clause 1, and in compliance with the Community Gaming Act 2018 (NSW) and Community Gaming Regulation 2020 (NSW).

Consistent with the acceptable use and restricted business policies of our payment processors, ClubDraws:

1. only conducts charity sweepstakes and raffles for the explicit purpose of fundraising, and does not operate any other form of gambling, betting, casino gaming, or game of skill or chance for personal profit;
2. restricts entry to persons 18 years or older who are located in Australia (clause 2);
3. does not knowingly accept entries funded by unauthorised, stolen, or fraudulently obtained payment methods, and cooperates with our payment processor in relation to any suspected fraud or unauthorised use;
4. directs at least the legally required minimum, and in practice at least 50%, of the gross proceeds of each purchase to the relevant nominated Charity Partner (clause 1);
5. provides clear cancellation, refund and dispute-resolution mechanisms (clauses 4 and 8), and a dedicated pathway for participants experiencing problem gambling or financial hardship (clause 8);
6. holds written authorisation from each Charity Partner before conducting a draw on its behalf, and operates under the regulatory oversight of NSW Fair Trading (Community Gaming) (clauses 1 and 9); and
7. does not offer, promote, or process payments for any product or service that is prohibited or restricted under our payment processors' published policies, including (without limitation) unlicensed lotteries, gambling outside the charity-fundraising exemption, or draws directed at jurisdictions where such fundraising activity is not permitted.

This clause forms part of ClubDraws' Acceptable Use Policy and may be relied on by our payment processors, including Stripe, for the purposes of their own risk and compliance review.

13. Governing Law

These terms are governed by the laws of New South Wales, Australia. You submit to the non-exclusive jurisdiction of the courts of New South Wales in relation to any dispute arising from these terms.

14. Changes to These Terms

We may update these terms from time to time. The current version will always be available on our website. Continuing to participate in the draw after an update takes effect means you accept the updated terms.