

BLACK RAVEN MEDIA_MALAYSIA AIRLINES EAT STREET ACTIVATION

MALAYSIA AIRLINES AND EAT STREET NORTSHORE COMPETITION 2025 – TERMS AND CONDITIONS

Terms and Conditions of Entry

These terms and conditions govern your participation in the competition organised by The Trustee for SRKO Family Trust (Black Raven Media) located at 76 Camelia Street, Cannon Hill QLD 4170, in conjunction with Malaysia Airlines Berhad located at Suite 24.02A, Level 24, Australia Square, 264 George Street, Sydney NSW 2000, Australia.

By participating in the competition, you agree to be bound by these terms and conditions and any rules set out by, and follow any instruction given by, representatives of Black Raven Media and Malaysia Airlines during the activation. If you do not agree to these terms and conditions or any stated rules or do not follow any instructions given, you are ineligible to receive any prize.

Black Raven Media is the competition organiser. An activation will run alongside this, on November 29th (4pm-10pm) and 30th (4pm-9pm), 2025 in The Boat House at Eat Street Northshore, Brisbane (221D MacArthur Ave, Hamilton QLD 4007). Black Raven Media will have representatives on-site managing and running the event on these days.

The competition will run during the below listed dates, with signage at Eat Street Northshore for people to enter from. Black Raven Media, Malaysia Airlines or Eat Street Northshore are not liable if any signage with entry details is removed for any period of time.

- Competition period: 4pm (AEST) November 7th – 6pm (AEST) November 30th 2025
- Competition open all hours during the above time frame, but signage within Eat Street Northshore will only be accessible within Eat Street Northshore opening hours, found here: <https://eatstreetnorthshore.com.au/visit>

Eligibility information and the prize offered form part of these Conditions of Entry. An individual that renders themselves an Eligible Entrant is deemed to have accepted these Conditions of Entry.

Entry is open to residents of Australia aged 18 years or older who comply with the requirements set out in the “Eligibility for Promotion” terms stated in these Conditions of Entry (“Eligible Entrants”).

The Major Prize Provider is Malaysia Airlines Berhad located at Suite 24.02A, Level 24, Australia Square, 264 George Street, Sydney NSW 2000, Australia.

Eligibility for Promotion

- Eligible Entrants will be those who during the Competition Period, scan the QR code, follow Malaysia Airlines on Instagram or Facebook and fill in the landing page with their information (and submit landing page). To remain eligible, entrants must remain a follower of Malaysia Airlines social media.
- Any costs associated with accessing the Promotion remain the responsibility of each Eligible Entrant.
- An Eligible Entrant who complies with these eligibility requirements will receive one (1) entry only in the Promotion.

Selection of “Prize Winner”

- Two (2) major prizes will be awarded across the competition, and two (2) prize winners will be selected.
- The two (2) prizes will be drawn on different dates:

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- Date 1: November 9th, 2025
- Date 2: November 30th, 2025
- To select the two (2) prize winners, an online random generator will be used. All entrants will be submitted and the winners will be randomly chosen. To be deemed the winner, Black Raven Media will check the randomly chosen person is following Malaysia Airlines on either Facebook or Instagram. They must be following on either Facebook or Instagram to be chosen as the winner. If they are not, we will randomly draw another person until an eligible person is found.
- The person accepting each prize must be over 18 years old. If it is won by someone below 18 years old, a parent/guardian may accept the prize on their behalf.

Winner Contact/Accepting the Prize

- The randomly selected winners will be contacted within 24 hours via both email and text message. They will be issued with a Prize Letter, detailing their Prize and who to contact to have it issued. They will also be invited to receive a faux giant boarding pass on stage at Eat Street Northshore on Sunday November 30th. If they cannot attend, they are still the Prize Winner, but a representative will accept the giant boarding pass on stage in their absence for the sole purpose of audience entertainment.
- The Prize Winner will have 15 days to claim the prize. If the prize has not been claimed by the Prize Winner before 5:00pm AEST on the 15th day after Winner Contact, the prize will be forfeit.
- If the prize is forfeit, we will redraw and a new winner will be randomly selected and the same process will apply (no invitation to Eat Street Northshore to collect boarding pass on stage with redraws).

Prize Winner

- The Prize Winner must be able to provide a current, valid Passport or Driver's License / other Valid ID to verify their identity and accept the prize.
- Eligible Entrants who participate in the competition (including by accepting a Prize) consent to their name being announced on websites & social media accounts (Malaysia Airlines, Eat Street Northshore and Black Raven Media) once they have been confirmed as a Prize Winner and have formally accepted their prize.
- The Promoter's decision is final, and the Promoter will not enter into correspondence regarding the result of the promotion.

Final Decision

- The final decision regarding the administration and adjudication of the competition, including but not limited to the distribution of prizes and resolution of disputes, rests with the Black Raven Media. Their decisions are final and binding.

General Terms

- Participants can only enter in their own name.
- Participants who provide incorrect, misleading or fraudulent information are ineligible to win.
- Black Raven Media reserves the right to modify, suspend, or cancel the competition at any time without prior notice.
- Black Raven Media and their affiliates, partners, and sponsors shall not be liable for any damages, losses, or injuries arising out of or in connection with participation in the competition.
- The Promoter and its related bodies corporate will not be liable for personal injury suffered in connection with participation in this competition or with the use of the Prize offered, except to the extent caused directly by the Promoter's gross negligence.

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- The above conditions do not affect, and are not intended to affect, any rights a consumer might have, which cannot be excluded under applicable consumer protection laws. To the fullest extent permitted by law, any liability of the Promoter or its related bodies corporate, servants or agents for breach of any such rights is limited to the payment of the cost of having the Prize supplied again.
- If this competition cannot run as planned for any reason beyond the Promoter's control, for example due to software, hardware or communications issues, unauthorised intervention, tampering, fraud or technical failure, government directives, pandemic, public health orders and the like, the Promoter may end, change, suspend or cancel the competition or disqualify affected entries/entrants, subject to any necessary approval by the state/territory gaming authorities and without providing compensation to Eligible Entrants.
- These Conditions of Entry shall supersede all other prior terms and conditions, understandings, arrangements or agreements, whether verbal or written, in relation to the Promotion.

Use of Data

- By participating in the competition and entering details on the landing page, participants opt in to their data being used for marketing purposes. Entrants grant Black Raven Media the right to gather information provided directly through the landing page and share it with Malaysia Airlines, Brisbane Airport and/or Eat Street Northshore. Data will also be used across third-party service providers who assist us in operating our business and remarketing. Data collected will be used primarily for remarketing on social media and email marketing, but use is not limited to this.
- Personal information of Entrants may be provided to third parties involved with this Promotion including event facilitators, prize suppliers, and regulatory authorities (in accordance with the applicable privacy/notice set out in clause.
- These terms shall be governed by and constructed in accordance with the laws of Australia.

Other Information

- Black Raven Media's privacy policy may be found here:
<https://blackravenmedia.com/privacy-policy/>

Prize Details

- Each Prize Winner (2 winners in total) will receive two (2) economy class return tickets with Malaysia Airlines. The economy return tickets are strictly for travel from Brisbane to Malaysia (Kuala Lumpur and other domestic cities operated by Malaysia Airlines only).
- The Prize Winners (by accepting a Prize) agree that they will abide by the applicable terms and conditions for the use of the Prize as notified by the Promoter.
- The Prize Winners will be responsible for any tax liability (where applicable) that may arise from being awarded the Prize.
- The Prize Winners must take the prize as offered. The prize is non-transferable, non-refundable, cannot be sold or exchanged for cash (except as permitted through normal use of the prize) and cannot be used in conjunction with any other offer.
- The Prize Winner, by accepting the Prize, consents to the use of their name, suburb of residence and image for promotional and marketing purposes associated with the Promotion and otherwise in accordance with the relevant privacy policy/notice terms set out in this document.

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The prize tickets are subject to the following terms & conditions:

- Travel is valid on Malaysia Airlines operated flights only departing from Brisbane (BNE) to Malaysia. No code-share flights are permitted.
- This prize is non-transferable, non-refundable and cannot be exchange for cash. If this prize winner certificate is lost or misplaced, it is not replaceable.
- Reservations must be made prior to departure, and tickets must be issued by **31 January 2026**.
- Travel must be completed by **30 June 2026** and will NOT be extended.
- No changes are permitted to travel arrangement once ticket(s) issued.
- All travel are subject to ("X") class availability at the time of reservation. Seats are limited or may not be available during peak season which includes but not limited to Australian School Holidays, Easter & New Year periods, etc.
- Enrich Frequent Flyers miles are not applicable and purchase of preferred seating is not permitted.
- All out of pocket expenses (e.g. Accommodation, spending money, meals, travel insurance, transfers, and any other ancillary costs) are to be borne by the passenger(s).
- Prize winner are responsible for obtaining all necessary travel documents (e.g. Passport, visa). Passport must have a minimum validity on 6 months at the time of travel.
- Use of the airfare tickets are subject to Malaysia Airlines general conditions of carriage available on [malaysiaairlines.com](https://www.malaysiaairlines.com).
- If the prize is not utilized as stated it will be forfeited. Malaysia Airlines, their officer, employees and agents will not be liable for any loss, damage or personal injury whatsoever (including but not limited to direct, indirect and consequential loss) suffered or sustained in connection with this competition, the promotion of this competition or the use of any prize, except for any liability which cannot be excluded by law.
- Bookings must be made by Malaysia Airlines through the contacts given to the prize winner and strictly NOT allowed to book through travel agents.
- Compliance with any health or other government requirements is the responsibility of the winner.
- The Prize cannot be exchanged for cash or any other benefit in kind.