

KAWAI – Piano Lessons PROMOTION FULL TERMS AND CONDITIONS

1. Instructions on how to claim and the offer form part of these terms and conditions ("**Terms and Conditions**"). Participation in this KAWAI Piano Lesson Promotion ("**Promotion**") is deemed acceptance of these Terms and Conditions. This Promotion is not valid in conjunction with any other offer. Claims must comply with these Terms and Conditions to be valid.
2. The promoter KAWAI AUSTRALIA PTY LTD ABN 96 002 270 199 of 24/6-8 Herbert Street, St Leonards, NSW 2065 ("**Promoter**" or "**Kawai**").
3. The Promotion period is dated 01st April 2023 and ends on 7th May 2023 ("**Promotional Period**"). The Promotional Period may be extended in the sole discretion of the Promoter. Claims received after the Promotional Period will not be accepted.
4. Redemptions of the Voucher must be submitted via Online Claim Form before 11:59pm (AEST) on 25th May 2023
5. The Promotional Gift ("**Gift**") consists of a cash payment via EFT for the value of the Student's regular single lesson payment amount x 10, or if lessons are usually paid upfront, the full term amount, up to a maximum of \$500.00.
6. To receive payment, the Claimant must provide Kawai with their contact details and direct deposit bank account details.
7. If the Claimant's regular lesson value exceeds the maximum of \$500.00, any difference must be paid by the Student directly to the Claimant.
8. To redeem a Gift, the Claimant must:
 - a) Complete all required fields of the Online Claim Form
 - b) Submit the unique number as noted on the Voucher provided to the claimant by the Student.
 - c) Have the claim be successfully verified by the Promoter with the unique number as noted on the Voucher matching records provided by the Student.
9. Limit of one (1) Gift applies per claim, per unique voucher number.
 - a) In the event the Claimant has multiple Students, multiple claims can be made – 1 Voucher per Student.

Definitions

10. For the purposes of these Terms and Conditions:
 - a) "**Student**" means customer of Kawai who has successfully been awarded a lesson voucher.
 - b) "**Voucher**" means document provided by Kawai to the Student for participating in the Promotion.

Privacy

Claims remain the property of the Promoter. Kawai and its agents collect personal information in order to conduct the Promotion and may, for this purpose, disclose such information to third parties, including, but not limited to, agents, contractors, service providers, offer suppliers and, as required, to Australian regulatory authorities. Validity of claims is conditional on providing this information.

Eligibility and claims

11. To be eligible to claim a Gift, each claimant must:
 - a) be a resident currently living in Australia

- b) be aged 18 years old or over, or if under the age of 18, have obtained the consent of their parent or legal guardian to participate in this Promotion;
- c) not be an employee of the Promoter, of a Participating Retail Store or of any agency associated with this Promotion, or be an Immediate Family Member of such a person;
- d) visit <https://kawai.com.au/redeem-teacher-voucher/> ("**Website**") by 25th May 2023; and follow all of the prompts and instructions, which may include asking the claimant to do any or all of the following:
 - i. Visit the online claim form located at the Website ("**Online Claim Form**") and provide information including the claimant's full name, contact telephone number, email address, residential address, student name, unique voucher number, lesson payment amount.

12. The Promoter and its associated agencies accept no responsibility for lost, stolen, late, damaged or misdirected claims. Claimants must ensure that all personal details provided are correct.

Validation of claims

13. The Promoter will:
- a) ensure that the unique Voucher number provided by a claimant is valid with a matching claim by the Student; and
 - b) ensure nominated Student details match the against the unique Voucher number.
14. Once a claimant's claim has been validated, the Promoter will notify the claimant by the email address provided by the claimant to confirm that their claim was successful.

Gift

15. Each claimant whose claim is validated will receive one Gift.
16. If the Gift or element of it becomes unavailable for reasons beyond the Promoter's control, claimants will not be entitled to any additional compensation. Incomplete, indecipherable or illegible claims will be deemed invalid.
17. Claimants are responsible for ensuring their correct contact email address, direct banking deposit and other details are provided and any updated details are notified to the Promoter. The Promoter accepts no responsibility should a Claimant fail to notify the Promoter of correct details or of a change to those details, or for otherwise providing incorrect information.
18. Any costs associated with this Promotion and making a claim is each claimant's responsibility. All taxes (excluding GST) which may be payable as a consequence of receiving a Gift is the sole responsibility of the claimant. All other ancillary costs including but not limited insurance, taxes (excluding GST) and any and all other expenses are the responsibility of the claimant.