



TERMS & CONDITIONS

JOY 94.9 & United Airlines ChillOut 2026 Competition Terms and Conditions.

1. Promoter

The promoter is JOY 94.9 (JOY Melbourne Inc), ABN 52 334 960 331, Level 1, 79-81 Fitzroy St, St Kilda VIC 3182.

2. Competition Period

The competition opens at 12:01am AEST on 9 February 2026 and closes at 11:59pm AEST on 15 March 2026.

3. Eligibility

Entry is open to all individuals aged 18 years or over who are residents of Australia and who enter via the official competition form available on the JOY website during the Competition Period.

4. Ineligible Entrants

The following individuals are not eligible to win the competition:

1. Anyone under 18 years of age
2. Employees (including casual employees), board members, and contractors of JOY 94.9 (JOY Melbourne Inc)
3. Immediate family members of employees, board members, and contractors (defined as spouses, parents, children, and siblings living in the same household)
4. Suppliers, associated companies, and agencies directly involved with the competition
5. Anyone not residing in Australia

5. How to Enter

To enter, individuals must complete the official entry form available at www.joy.org.au during the Competition Period.

1. Each valid entry submitted will receive one (1) entry into the major prize draw.
2. Attendees of the 2026 ChillOut Festival Carnival Day who enter the special code word provided by JOY on the day will receive five (5) times the number of entries upon submission of the correct code word.
3. Incomplete or duplicate entries will be deemed invalid.

6. Prize Details

1. The major prize consists of one two (2) United Economy return tickets from Adelaide (ADL) (when operating seasonally) or Sydney (SYD) or Melbourne (MEL) or Brisbane (BNE) to anywhere on the United network in the USA.
2. Travel must be completed before 12 months from when the winner is announced.
3. Travel must be completed outside of any blackout periods which apply during school holidays and public holidays in the Australian State or Territory of departure.
4. Promotional seats allocated to the winner of this prize (Winner) for Travel are limited, and there may be times your reservation cannot be made on your preferred dates. United Airlines will use reasonable endeavours to ensure you are able to Travel on your preferred dates but is unable to guarantee this.
5. Flights must be booked in K class.
6. Travel is on United Airlines and United Express operated flights only. Travel is not valid on codeshare flights (an arrangement whereby one flight is published under two or more airline schedules).
7. The Winner and any passengers are responsible for obtaining any and all visa requirements and travel insurance for the Travel when necessary and if applicable.
8. The Winner is responsible for any and all additional government taxes and charges associated with the Travel.
9. Any additional flights or amendment to Travel outside of the Travel will be at Winner's own expense.
10. Flights for Travel may be subject to change.
11. Travel can be redeemed by the Winner only and may not be transferred to any other person, including family members. In circumstances where 'pair tickets' (two tickets) have been won, they must be redeemed at the same time with the same itinerary.
12. Tickets for Travel cannot be converted to cash. The Winner (and any passengers) are not permitted to change the scope of Travel, including but not limited to any changes to destinations, class of service or the length of Ticket Validity Period.
13. Tickets for Travel are valid for roundtrip flights between the origin and destination only, using the most direct routing. Stopovers, upgrades, and name changes are not permitted.
14. Lost or stolen tickets and/or certificates will not be replaced.
15. Where the Winner only redeems a one-way flight as opposed to a round-trip journey, the other half (unused) portion of Travel will no longer be redeemable.
16. Where the Winner consents to flying in a lower class of service, the price difference between classes of services will not be compensated.
17. The flights are not applicable for MileagePlus mileage accrual.
18. Where the Winner fails to claim the Travel within the Ticket Validity Period, the Winner will not be entitled to a refund or credit note for the Travel.
19. By providing any information to United Airlines online or offline, you consent to the collection and use of such information by United Airlines, its affiliates, partners, contractors and permitted agents as herein described and consistent with applicable laws.
20. In collecting the Winner (and any passengers) personal information, United Airlines agrees to comply with Australian Privacy Laws in accordance with its privacy policy (which can be viewed at <https://www.united.com/ual/en/AU/fly/privacy.html>).

21. United reserves the right to change the terms and conditions of this offer without prior notice.
22. United's Contract of Carriage will be applicable to all travel undertaken, hereby.7.

Prize Draw

The prize will be drawn randomly at 10:00 am AEST on 16 March 2026 at JOY 94.9, Level 1, 79–81 Fitzroy St, St Kilda VIC 3182. The draw process will be documented.

8. Winner Notification

1. The winner will be notified by phone and email using the contact details provided in their entry within two (2) business days of the draw.
2. All reasonable attempts will be made to contact the winner. If the winner cannot be contacted or is ineligible, the prize may be awarded to the next valid entry drawn.
3. The winner's first name, last initial, and suburb will be published on the JOY website (joy.org.au) within five (5) business days of confirmation.

9. Prize Claim

1. Winners must claim their prize within 28 days of notification. Proof of identity, age, and residency may be required.
2. Unclaimed prizes will be redrawn at 10:00 am AEST on 14 April 2026 at the same location. Redraw winners will be notified within two (2) business days and published as per clause 8.

10. General Conditions

1. The Promoter reserves the right to verify entries and disqualify entrants who tamper with the process.
2. The Promoter's decision is final. No correspondence will be entered into.
3. By entering, entrants consent to their details being used for promotional purposes.

13. Limitation of Liability

JOY 94.9, its agents, and sponsors are not liable for any loss, damage, or injury suffered (including but not limited to indirect or consequential loss) as a result of taking or using any prize, except for any liability which cannot be excluded by law.

JOY 94.9 is not responsible for any delayed, lost, or misdirected mail or other communications, or for any technical failures affecting entry or notification.

14. Release and Indemnity

By accepting a prize, winners agree to release JOY 94.9, its agents, and sponsors from any claim, loss, damage, expense, cost, or charge sustained in connection with participation in the promotion and/or in use of the prize, to the fullest extent permitted by law.

15. Privacy

Personal information provided will be used for the purposes of conducting this competition and in accordance with JOY 94.9's Privacy Policy (<https://joy.org.au/privacy/>).

Entry is conditional on providing this personal information. All entries become the property of the Promoter. The Promoter will not disclose entrants' personal information to any entity outside of Australia, except as required by law.

16. Amendments and Cancellation

The Promoter reserves the right to cancel or amend the competition and these terms and conditions at any time without notice, subject to relevant state/territory legislation.

17. Authorisation

Authorised under: JOY Melbourne Inc.