

Japan National Tourism Organization (JNTO)

JAL Get Beautifully Lost Competition 2025

TERMS & CONDITIONS

General terms and conditions

1. Information on how to enter forms part of the terms and conditions of entry. By submitting an entry, all entrants are deemed to have accepted these terms and conditions.
2. The "Promoter" is Japan National Tourism Organization (JNTO), Suite 1, Level 4, 56 Clarence Street, Sydney NSW 2000, ABN 74 739 122 404
3. The game of chance promotion commences on 10:00 AM AEST Monday 16th June 2025 and concludes at 23:59 PM AEST Tuesday 28th July 2025. ("Promotional Period"). Entering the promotion constitutes acceptance of these conditions.
4. The promotion is only open to Eligible Entrants.
5. An "Eligible Entrant" is an individual who is:
 - a. Not an employee, officer, servant or contractor of the Promoter or any organisation associated with the promotion or provision of the gift/prize, or their related corporate bodies or associates or any of their agencies involved with the promotion;
 - b. Not a spouse, de facto spouse, parent, child or sibling (whether natural or by adoption) of such an employee or other person as described in clause 5(a) above;
 - c. A resident of Australia; and
 - d. Aged 18 years or over.
6. All relevant instructions on the Promoter's website (if any) form part of these conditions.
7. To enter the promotion, participants must complete the following "Entry Requirements":
 - a. Visit <https://www.japan.travel/en/au/get-beautifully-lost-competition> and uncover the 8-letter word by finding their letters in the landing page pictures
 - b. Click the red "enter now" button
 - c. Enter the correct 8-letter word on the entry page
 - d. Tick the Terms & Conditions box
 - e. Click the 'Submit' button
8. Maximum of 1 x entry per person.

9. All Eligible Entrants must check the Terms & Conditions checkbox acknowledging that they have read and agree to the promotion terms.

10. By entering the promotion, entrants agree to the website Terms of Use:

<https://www.japan.travel/en/terms-of-use/>

11. All entries become the property of the Promoter.

12. By entering the promotion participants consent to the Promoter using the entrant's name and contact details to contact them if they are one of the winners.

13. By entering the promotion and claiming the Prize(s), the Winner(s) agree that the Promoter may use their name for publicity and competition purposes without compensation, and agree that the Promoter will own the copyright. Further details of JNTO's privacy policy can be found here: <https://www.japan.travel/en/au/privacy-policy/>

14. This promotional draw operates under Gaming License laws relating to each State and Territory in Australia as a trade lottery.

15. There will be 1 winner selected. Japan National Tourism Organization reserves the right to substitute for any reason whatsoever a prize (or portion thereof) of comparable or greater value, at their sole discretion. Prize is awarded "as is" without warranty nor guarantee, subject to any written directions from a regulatory authority.

16. This is a game of chance. The winners will be selected on Tuesday, 29th July 2025 at 12:00 PM AEST, by random computer-generated selection at Suite 202, 53-59 Great Buckingham St, Redfern NSW 2016.

17. The winner will be notified via email by Circul8, the agency running the competition on behalf of JNTO on Thursday, 31st July 2025 at 3:00 PM AEST. The winner first initial, last name and postcode will be published on

<https://www.japan.travel/en/au/get-beautifully-lost-competition> within 1-2 business days of confirming that the winner is an Eligible Entrant.

18. Photo identification (e.g. a Driver's License) will be required to verify the winner is an Eligible Entrant.

19. If the winner cannot be contacted and does not claim/verify their prize within 14 days from Thursday, 31st July 2025. A new winner(s) will be redrawn at 12:00 PM AEST on Thursday, 14th August 2025 at Suite 202, 53-59 Great Buckingham St, Redfern NSW 2016. The new winner will be notified via email and the new winner's first initial, last name and postcode will be published on the competition website <https://www.japan.travel/en/au/get-beautifully-lost-competition> within 24-48 hours of confirming the winner is an Eligible Entrant.

20. The prize is not transferable or exchangeable or redeemable for cash. It is

non-refundable and cannot be altered in any way and cannot be taken in parts.

21. The Promoter expressly disclaims any responsibility and entrants agree to indemnify and hold harmless the promotion entities from and against any and all claims, actions, demands and/or liability for injury, damage or loss whatsoever relating to or arising in connection with participation in this promotion (regardless of the cause of such injury, damage or loss) and/or the delivery and/or subsequent use or misuse of any of the prizes awarded.

22. The Promoter reserves the right, at any time, to verify the validity of entries and entrants (including an entrant's identity, age and place of residence) and reserves the right, in its sole discretion, to disqualify any individual who the Promoter has reason to believe has breached any of these Terms and Conditions, tampered with the entry process or engaged in any unlawful or other improper misconduct calculated to jeopardise fair and proper conduct of the competition. Errors and omissions may be accepted at the Promoter's discretion. Failure by the Promoter to enforce any of its rights at any stage does not constitute a waiver of those rights. The Promoter's legal rights to recover damages or other compensation from such an offender are reserved.

23. The Promoter's decision concerning any aspect of this promotion is final and no correspondence will be entered into.

24. The Promoter and its related bodies may use entrants' email addresses for future promotional and marketing purposes. Entrants may unsubscribe at any time.

25. By entering the promotion, each entrant agrees in addition to the above uses, that the Promoter may disclose entrants' personal information, to state and territory lottery departments, the winners' names will be published as required under the relevant lottery legislation and the Promoter may publish or cause to be published the winners' names and suburb in any media.

26. The Promoter collects information about entrants, including names and contact details that entrants provide when registering or using our services, as well as information from data houses, social media services, affiliates and other entities. The Promoter collects and uses that information to provide you with our goods and services, to promote and improve our goods and services, to provide opted-in entrants with targeted advertising, for the purposes described in our Privacy Policy and for any other purposes, described at the time of collection.

27. All other costs not included in the Prize are the responsibility of the winner.

28. Any cost associated with accessing the promotion website is the entrant's responsibility and is dependent on the internet service provider used.

29. The Promoter reserves the right to amend the terms and conditions listed at any time without prior notice, subject to relevant regulatory approval.

30. If for any reason any aspect of this Promotion is not capable of running as planned, including by reason of computer virus, communications network failure, bugs, tampering,

unauthorised intervention, fraud, technical failure or any cause beyond the control of the Promoter, the Promoter may in its sole discretion cancel, terminate, modify or suspend the Promotion and invalidate any affected entries, or suspend or modify a prize, subject to State or Territory regulation.

31. ACT permit number: 25/01289

SA permit number: T25/954

Prize(s) inclusions

32. Eligible Entrants who satisfy the Entry Requirements will be eligible to win the “Prizes” including

a. Total prize pool is valued at up **to A\$7,380**

i. 2x return tickets from Sydney or Melbourne to Haneda (Tokyo)

Prize terms and conditions for the flights

33. Tickets are not exchangeable for cash, non-transferable, non-endorsable, non-reroutable
Tickets are not exchangeable for cash, non-transferable, non-endorsable, non-reroutable and non-refundable under any circumstances.

34. Prize winner's name change is not allowed.

35. Travel is valid on Japan Airlines (JAL) marketed and operated services only. Flights operated by other airlines are not eligible.

36. Seats are subject to availability at time of booking and there may be times when flights are not available to prize winners even though seats are still on sale to commercial customers.

37. Ticket is not eligible for mileage accrual and upgrading using mileage is not allowed.

38. Applicable taxes and surcharges to be paid fully by the prize winner.

39. Booking and ticketing transaction will be completed in the JAL Sydney office. The taxes and surcharges will be charged in AUD and payable by bank transfer or major credit card only.

40. Ticket is valid on flights & dates shown on the ticket only. Travel dates and name changes are not permitted.

41. The prize must be booked and ticketed on or before 31 March 2026 and is subject to availability at the time of booking.

42. Travel must be completed by 31 June 2026. Maximum stay is 3 months.

43. Embargo periods apply during which seats will not be available.

Flights Departing Japan	Flights Departing Australia
08 August – 12 August 2025	14 August – 17 August 2025
19 December – 31 December 2025	01 January – 12 January 2026

44. Booking must be made at least 2 weeks before departure from Sydney for travel (based on departure date from Sydney and subject to seat availability in the designated booking class).

45. No extension of validity under any circumstances is allowed.

46. Changes are not permitted, once booking is confirmed.

47. Compliance with any health or other government requirements is the responsibility of each prize-winner and his or her companion. Japan Airlines makes no representation as to the safety, conditions or other issues that may exist at any destination.

48. The prize winner is responsible for obtaining any necessary visa and passport required for travel.

49. Japan Airlines strongly recommends taking out travel insurance.