

Summer FUNDS GOLDCOAST

EXPERIENCE
GOLDCOAST

Queensland
AUSTRALIA

FREQUENTLY ASKED QUESTIONS

WHAT IS GOLD COAST SUMMER FUNDS AND HOW DOES IT WORK?

The Queensland State Government via Tourism and Events Queensland and City of Gold Coast are investing \$2.5 million into a Gold Coast Summer FUNds program to support the city's tourism industry. The program is being facilitated by Experience Gold Coast. The Gold Coast Summer FUNds program is available to South East Queensland residents with 50,000 promotional codes of \$50 each on offer.

With Gold Coast Summer FUNds, you'll receive \$50 off participating tours, attractions and experiences when the purchase is \$100 or more. A limit of one Gold Coast Summer FUNds will be available to South East Queensland residents aged 18 years or over from 12.00 midday AEST on Monday, 15 January 2024 until the maximum allocation of 50,000 Gold Coast Summer FUNds have been exhausted.

All Gold Coast Summer FUNds must be redeemed by 11.59pm AEST on Friday, 29th March 2024.

WHAT IS THE AIM OF THE GOLD COAST SUMMER FUNDS PROGRAM?

The Gold Coast Summer FUNds program is to support the city's tour, attraction and experience operators, which were heavily impacted by the recent weather events. By redeeming with Gold Coast Summer FUNds, you are helping to stimulate our local economy. Plus, you are scoring \$50 off an awesome Gold Coast experience! It's a win/win for everyone!

AM I ELIGIBLE TO MAKE A PURCHASE WITH THE GOLD COAST SUMMER FUNDS?

To be eligible, you must be at least 18 years old, a resident of South East Queensland suburbs and localities and have your own unique email address.

WHAT ARE THE TERMS AND CONDITIONS?

The full terms and conditions can be found at www.gcsummerfunds.com

WHAT DEFINES A SOUTH EAST QUEENSLAND RESIDENT?

When purchasing your Gold Coast Summer FUNds, you will be asked for your residential address, which must be within a South East Queensland Local Government Area (LGAs).

The South East Queensland LGAs included are Brisbane, Gold Coast, Ipswich, Lockyer Valley, Logan, Moreton Bay, Noosa, Redland, Scenic Rim, Somerset, Sunshine Coast and Toowoomba.

Please refer to the terms & conditions www.gcsummerfunds.com for the included LGAs postcodes.

I DON'T LIVE IN SOUTH EAST QUEENSLAND; CAN I USE THE GOLD COAST SUMMER FUNDS?

This promotion is exclusively designed to encourage South East Queensland residents to explore more of our beautiful city.

If you are not a SEQ resident, head to our deals page www.destinationgoldcoast.com/deals for Gold Coast offers that are available for you!

HOW DO I PURCHASE?

Please visit www.gcsummerfunds.com, select a product or experience that you would like to enjoy and receive the \$50 Gold Coast Summer FUNds discount, when you spend \$100 or more! Upon entering your payment details, there will be a field to enter the promo code **GCSUMMERFUNDS**. \$50 will then be deducted from your transaction when you purchase an experience.

HOW LONG WILL GOLD COAST SUMMER FUNDS BE AVAILABLE FOR PURCHASE?

There are a limited number of Gold Coast Summer FUNds promotional codes available for use, so the program will continue until allocations are sold out. Think of it like a bar tab - we've locked and loaded 50,000 promo codes for use and once they run out, that's it! Only one promo code can be applied per transaction, for eligible South East Queensland residents.

IS THERE A MINIMUM SPEND TO GET THE GOLD COAST SUMMER FUNDS?

Yes. You will need to pay a minimum of \$100 on your chosen Gold Coast tours, attractions and experiences listed on the Gold Coast Summer FUNds website. When you enter the promotional code **GCSUMMERFUNDS** at checkout, \$50 will be taken off.

HOW MANY GOLD COAST SUMMER FUNDS CAN I USE?

One (1) Gold Coast Summer FUNds promotional code is available per person (per eligible South East Queensland residents, aged 18 years or over) until the allocation has been exhausted. We expect these to sell out fast, so make a purchase while you can!

THE PROMO CODE ISN'T WORKING, CAN YOU HELP?

Sorry to hear you're having trouble validating your promotional code. The promotional code is case sensitive and can only be used once. Please check you are only entering GCSUMMERFUNDS once. There may be a number of other reasons for this, including that the 50,000 promo code allocation has been exhausted, you may have already purchased a product or experience using the promotional code, your email address has already been used for someone else's booking or the email address has previously been used. If none of these reasons explain why the promo code is not working for you, please contact the customer service team at Experience Oz on 07 5592 2233 or email info@experienceoz.com.au.

I PURCHASED A PRODUCT USING GOLD COAST SUMMER FUNDS, WHAT HAPPENS NEXT?

You will receive an email confirmation with your tickets for the product or experience that you purchased.

CAN I USE MY GOLD COAST SUMMER FUNDS FOR AN EXISTING BOOKING?

You cannot apply the Gold Coast Summer FUNds towards an experience/booking you have already paid in full. The Gold Coast Summer FUNds is to be applied to new bookings made after 12.00pm AEST on Monday, 15 January 2024.

WHAT IF I NEED TO CANCEL MY BOOKING? CAN I RECEIVE THE VALUE OF MY BOOKING FOR ANOTHER PRODUCT OR SERVICE?

No, you cannot 'change' your Gold Coast Summer FUNds for redemption at another business. You can rebook the same experience for another date if the operator allows booking changes.

AFTER PURCHASING ON THE WEBSITE, HOW WILL I RECEIVE MY PRODUCT OR EXPERIENCE?

You will receive an email with your confirmation and tickets (if applicable).

WHAT IF I CHANGE MY MIND AFTER PURCHASING MY GOLD COAST SUMMER FUNDS EXPERIENCE?

After purchasing your experience using the Gold Coast Summer FUNds, you cannot change your mind or 'swap' this for another business. Only businesses listed on the Gold Coast Summer FUNds website are participating in this program.

ARE MY DETAILS SECURE?

Yes. Your details are safe and shopping with Experience Oz and our partners is secure! We use a high-level SSL certificate with Thawte encryption that hides your credit card number and CVC so that it cannot be read or intercepted, thereby keeping your data protected.

WHY IS 'EXOZ* GC SUMMER FUNDS' ON MY BANK STATEMENT?

Experience Oz is our partner company and handles all the online payments. The name 'EXOZ* GC SUMMER FUNDS' may show on your bank statement.