Matsuri Japan Festival 2026 Raffle Terms & Conditions

Introduction

The Matsuri Japan Festival 2026 Raffle is organised by Matsuri in Sydney Incorporated, a non-profit organisation operated primarily by volunteers.

Funds raised through this raffle will support the delivery of Matsuri Japan Festival.

We sincerely thank our generous sponsors, supporters and community partners for donating the prizes offered in this raffle.

1. Organiser

The Matsuri Japan Festival 2026 Raffle (the "Raffle") is organised by Matsuri in Sydney Incorporated (the "Organiser").

For enquiries: Email: info@matsurisydney.com | Website: https://matsurisydney.com/

2. Eligibility

Participation in the Raffle is subject to applicable laws in New South Wales, Australia.

Individuals directly involved in conducting the Raffle, determining the winners, or managing the benefiting organisation are not eligible to enter.

Entry is open to individuals aged 18 years or over who are residents of New South Wales, Australia, subject to any additional eligibility requirements specified for individual prizes.

Tickets may only be purchased by eligible persons for their own participation. Tickets must not be purchased on behalf of, or for the benefit of, a person under the age of 18.

By purchasing a raffle ticket, entrants agree to these Terms & Conditions and any applicable prize-specific conditions disclosed before purchase.

3. Ticket Sales and Entry

1. Raffle tickets cost AUD $3 per ticket. Additional booking or processing fees may apply where disclosed at checkout.
2. Tickets are sold online through Humanitix.
3. Ticket sales close at 2:00 PM AEDT on Sunday, 6 December 2026.
4. Each valid raffle ticket represents one entry into the draw.
5. Participants purchasing multiple tickets will receive the corresponding number of entries.
6. Each valid ticket will be treated as a separate raffle entry, including when multiple tickets are purchased in one order. After sales close at 2:00 PM AEDT, the Organiser will export ticket-level records from Humanitix and exclude invalid or unpaid entries. Each eligible ticket will be identified by a unique draw reference, derived from verified ticket-level information or assigned by the Organiser. A Humanitix order number or an order-level "Ticket no." sequence alone is not a unique raffle entry identifier. The Organiser will maintain a secure record linking each draw reference to its corresponding ticket and purchaser.
7. Only valid, paid entries received before the closing time will be included in the draw.
8. Tickets are non-refundable, except where a refund is required by law.
9. The maximum number of tickets per person is ten (10) tickets.
10. All ticket purchases are subject to these Terms & Conditions and any applicable prize-specific conditions disclosed before purchase.
11. The Organiser reserves the right to reject or cancel an entry that does not comply with these Terms & Conditions, subject to applicable law.

4. Raffle Draw

12. The Raffle draw will take place at 2:30 PM AEDT on Sunday, 6 December 2026.
13. The draw will be conducted electronically using a fair random selection process based on one eligible entry per valid ticket. The Organiser will use the final Humanitix ticket-level export, check the eligible entry count and unique references, and securely retain the draw results and corresponding prize allocations.
14. Each valid raffle ticket will have an equal chance of being selected, subject to the prize allocation rules.
15. An entrant who purchases multiple raffle tickets may win more than one prize, as each valid ticket will be entered into the draw separately.
16. The Organiser will finalise the eligible entry list and unique draw references after ticket sales close and before the 2:30 PM AEDT draw. The reference-to-purchaser mapping will be retained securely. Winning entries will be removed from subsequent selections so that the same ticket cannot win twice; different eligible tickets purchased by the same person may each win a prize.
17. The draw will be supervised by a representative authorised by the Organiser.
18. Winners do not need to be present at the festival to win.

5. Prizes

The following prizes have been provided for the Matsuri Japan Festival 2026 Raffle. A pair prize is awarded to one winning entry and admits two people. Prize allocations remain subject to final approval by the Organiser.

Prize Provider	Prize Description	Winners	Advertised Value (AUD)
Japan Airlines (JAL)	Return Economy Class airfare between Sydney and Tokyo	1	$5,938
The Star (Restaurant)	Restaurant voucher	1	$250
Captain Cook Cruises	Premium Harbour Experience — one cruise experience for a pair (2 people)	1 pair (2 people)	$154 per pair (total)
FUJIFILM	instax mini LiPlay — one item for one winner	1	Part of $513.90 combined
FUJIFILM	instax mini Link 3 — one item for one winner	1	Part of $513.90 combined
FUJIFILM	instax mini Film — one item for one winner	1	Part of $513.90 combined
Tokyo Mart	Akitakomachi rice (2 kg) — one bag per winner	10	$31.40 each
Tokyo Mart	$10 gift voucher — one per winner	10	$10 each
Art Gallery of New South Wales	Takashi Murakami exhibition admission — one pair of tickets (2 people)	1 pair (2 people)	$300 per pair (total)
H & H Lawyers	Bottle of wine — one bottle per winner	2	$30 per bottle
H & H Lawyers	Golf umbrella	1	$40
Tokyo Headspa	Bath robe and slippers set — one set per winner	2	$75 each

PRIZE ALLOCATION SUMMARY: 32 winning entries in total (including two pair prizes, each admitting two people). The prizes therefore benefit 34 people if both pair prizes are used by two people. The two wine bottles are awarded separately to two winners, one bottle each. The three FUJIFILM items are awarded separately to three winners, one item each.

Prize values are based on information provided by the respective prize providers and are expressed in Australian dollars. The Captain Cook Cruises prize is valued at AUD $154 in total for two people; the Art Gallery of New South Wales prize is valued at AUD $300 in total for two people. Each H & H Lawyers wine prize is one bottle valued at AUD $30. The three FUJIFILM items have a combined advertised value of AUD $513.90; individual item values have not been provided.

6. Japan Airlines Grand Prize Conditions

The Japan Airlines grand prize consists of one return Economy Class airfare between Sydney and Tokyo.

The advertised value is AUD $5,938, based on the following breakdown supplied by Japan Airlines:

- Airfare: AUD $4,540
- Fuel surcharge: AUD $1,178
- Government and airport taxes: AUD $220

The following conditions apply:

19. The winner is responsible for paying all applicable government and airport taxes associated with the prize. These taxes are not included in the prize value payable by Japan Airlines and must be paid by the winner at the time of booking or ticketing.
20. The prize must be booked and ticketed on or before 31 March 2028 and is subject to availability at the time of booking.
21. Travel must commence on or after 1 April 2027.
22. All travel must be completed by 30 June 2028.
23. The maximum permitted stay is three months.
24. Any additional conditions specified by Japan Airlines will apply.

7. Other Prize Conditions

25. All prizes are subject to the terms, conditions, availability and redemption requirements of the respective prize providers.
26. Winners are responsible for complying with the applicable conditions of their prizes.
27. Prize collection or redemption arrangements will be communicated to the winners.
28. Wine prizes may only be awarded or collected in accordance with applicable liquor laws and age restrictions.
29. Unless expressly stated otherwise or required by law:
    - Prizes are not transferable, exchangeable or redeemable for cash.
    - Winners may not request changes, upgrades or substitutions unless agreed to by the relevant prize donor.
    - Prizes must be accepted as awarded, subject to applicable law.
30. If a winner declines a prize, no alternative prize, cash payment or compensation will be offered, except where required by law or agreed to by the Organiser or relevant prize donor.

8. Winner Announcement and Notification

31. Winners will be announced on stage at Matsuri Japan Festival 2026 at approximately 3:30 PM AEDT on Sunday, 6 December 2026, using their unique draw references rather than their names.
32. Winning draw references and corresponding prizes will also be published on the official Matsuri Japan Festival website. Winners' names and contact details will not be published. Draw references are confirmed after ticket sales close and may differ from numbers printed on Humanitix tickets. Winners will be contacted privately and told their winning draw reference and prize.
33. The Organiser will make reasonable efforts to contact winners by telephone using the mobile number supplied at checkout. If a winner cannot be reached by telephone, the Organiser may also contact them by email using the address supplied at checkout.
34. Winners may be required to provide proof of identity and evidence of their winning entry before receiving a prize.
35. Winners are responsible for ensuring their contact details are accurate.

9. Prize Collection

36. Winners attending Matsuri Japan Festival 2026 may collect their prizes at the festival venue, subject to verification and availability.
37. Winners who are not present or cannot collect their prizes on the day must arrange collection from a location designated by the relevant prize provider.
38. Prizes must be claimed within three months of the winner announcement, by 6 March 2027.
39. Winners are responsible for arranging collection within the applicable period and complying with any prize-specific requirements.

10. Unclaimed Prizes and Redraw

40. The Organiser will make reasonable efforts to contact winners who have not claimed their prizes.
41. Any prize remaining unclaimed after the specified three-month claim period may be subject to a redraw, in accordance with applicable NSW laws.
42. Any redraw will use a fair and random selection process.
43. The redraw will be conducted under the responsibility of the Organiser. The winning draw reference and corresponding prize will be published on the Matsuri Japan Festival website, and the new winner will be contacted by telephone and, where needed, by email using the contact details recorded for the corresponding entry.
44. The Organiser will notify the new winner and provide instructions for claiming the prize.

11. Prize Images

Photographs and promotional images of prizes are for illustrative purposes only and may differ from the actual prize.

The Organiser will endeavour to ensure that prize descriptions accurately reflect the prizes offered.

12. Technical Issues

The raffle draw will be conducted electronically using a random selection process. The Organiser is not responsible for technical failures, internet interruptions, software malfunctions or other circumstances beyond its reasonable control that affect access to the platform or the purchase of raffle tickets.

Nothing in this clause limits any rights or remedies that cannot lawfully be excluded under applicable law.

13. Fraudulent or Invalid Entries

The Organiser reserves the right to investigate and, where justified, reject or disqualify any entry found to be fraudulent, misleading, invalid or in breach of these Terms & Conditions, subject to applicable law.

The Organiser may take reasonable steps to verify an entrant's eligibility and the validity of a ticket purchase.

14. Privacy and Personal Information

45. Personal information collected through raffle ticket purchases will be used solely for administering the Raffle, verifying entries, conducting the draw, contacting winners and arranging prize collection, except where otherwise required or permitted by law.
46. The Organiser may use relevant entry information to maintain accurate raffle records. Ticketing information is collected and processed through Humanitix for ticket administration and raffle entry management.
47. Only winning draw references and corresponding prizes will be announced on stage and published on the official festival website, as described in Section 8. Winners' names and contact details will not be

published. The Organiser will contact winners privately, primarily by telephone and where needed by email, and provide their winning draw references.

48. Personal information will be handled in accordance with applicable privacy laws and the Organiser's privacy practices.
49. Personal information will not be published or used for unrelated marketing purposes without consent, except where required or permitted by law. For privacy-related enquiries, please contact info@matsurisydney.com.

15. Prize Changes and Circumstances Beyond the Organiser's Control

If a prize provider withdraws a prize or becomes unable to supply it, or circumstances beyond the reasonable control of the Organiser prevent the prize from being provided, the Organiser may substitute the prize with another prize of equal or greater value where reasonably practicable and legally permissible.

Such circumstances may include natural disasters, pandemics, government restrictions and transport disruptions.

Any substitution or other action will be undertaken in accordance with applicable laws and any required approvals or procedures.

16. Limitation of Liability

To the extent permitted by law, the Organiser is not liable for loss, damage, injury or expense arising from participation in the raffle or the acceptance or use of a prize, except to the extent that such liability cannot lawfully be excluded or limited.

Nothing in these Terms & Conditions excludes, restricts or modifies any rights or remedies available under the Australian Consumer Law or any other applicable law that cannot lawfully be excluded, restricted or modified.

17. Governing Law

The Raffle is governed by the applicable laws of New South Wales, Australia, including relevant community gaming legislation and regulations.

18. Acceptance of Terms

By purchasing a raffle ticket, participants acknowledge that they have read and agree to these Terms & Conditions, subject to applicable law.

The final approved Terms & Conditions will be made available through the official Matsuri Japan Festival website and linked from the online ticket purchase page.

19. Amendments

The Organiser may make reasonable amendments to these Terms & Conditions where necessary to correct errors, address unforeseen circumstances or comply with applicable law.

Any amendment will be made and communicated in accordance with applicable law. No amendment will retrospectively prejudice an entrant's rights where doing so would be unlawful.

20. Contact

For enquiries regarding the raffle, please contact:

Matsuri in Sydney Incorporated

Email: info@matsurisydney.com

Website: www.matsurisydney.com