

## Brolga Awards 2023

### Northern Territory People's Choice - Tripadvisor / Shiji ReviewPro Award

#### Assessment and Eligibility

For entry into Northern Territory People's Choice Tripadvisor / Shiji ReviewPro Award (Award).

#### **Eligibility**

##### **Item:**

- I. To be eligible for assessment for this Award, entrants must have, submitted an entry into one of the 2023 Brolga Award categories listed in Item II. To remove any doubt, Brolga Award categories entrants listed in Item III are not eligible for this award.
- II. Businesses who have enter into the following 2023 Brolga Award categories **will** automatically be assessed against the criteria in Item IV:
  1. Major Tourist Attraction;
  2. Tourist Attraction;
  3. Ecotourism;
  4. Cultural Tourism;
  5. Aboriginal and Torres Strait Islander Tourism;
  6. Major Tour and Transport Operators;
  7. Tour and Transport Operators;
  8. Adventure Tourism;
  9. Tourism Restaurants and Catering Services;
  10. Tourism Wineries, Distilleries and Breweries;
  11. Caravan and Holiday Parks;
  12. Hosted Accommodation;
  13. Unique Accommodation;
  14. Self-contained Accommodation;
  15. 3-3.5 Star Accommodation;
  16. 4-4.5 Star Accommodation;
  17. 5 Star Luxury Accommodation;
  18. Excellence in Food Tourism; and
  19. Excellence in Accessible Tourism.
- III. Entrants in the following Brolga Awards categories are not eligible for assessment for this Award:
  1. Major Festival and Events;
  2. Festival and Events;

3. Tourism Retail, Hire and Services;
4. Business Event Venues;
5. Visitor Information Services;
6. Tourism Marketing Campaigns; and
7. New Tourism Businesses.

IV. Assessment criteria – Entrants will be assessed against the criterion set out in this Item IV, using Shiji ReviewPro dashboard performance to assess year on year improvement. The winner will be determined utilising the reports generated from Shiji ReviewPro:

- a. Global Review Index 'GRI';
- b. GRI year on year (YOY) growth;
- c. Positive semantics;
- d. Positive semantics YOY growth;
- e. Management response rate;
- f. Management response YOY growth; and
- g. Year on year growth will be measured for the period from 1 July 2022 to 30 June 2023, compared against the period from 1 July 2021 to 30 June 2022.

## **AWARD PRIZE CONDITIONS**

1. The Shiji ReviewPro portion of the prize, or components of the Shiji ReviewPro Prize, are not transferable or exchangeable and cannot be taken or redeemed as cash. The Shiji ReviewPro Prize must be taken as offered and may not be varied.
2. In the event that for any reason the Award winner Entrant does not take an element of the Prize at the time, if any, stipulated by the Promoter then that element of the Prize will be forfeited by the Award winner.
3. The winning Entrant must complete and sign all applicable waiver forms prior to receiving the Prize.
4. Participation in the Award is subject to, and acceptance of, such other terms and conditions as may be imposed by third party providers involved in providing goods or services included in the Prize.
5. The Prize cannot be sold, scalped, auctioned, raffled, pledged, or promoted as an incentive or reward by any third party as an inducement for any person or other entity to enter into any commercial or other arrangements with that third party. If the Prize is obtained through any of these methods, it will not be honored.
6. Tourism NT (the Promoter) accepts no responsibility for any variation in the value of the Prize from the time of creating the Promotion materials.

7. If the Promoter is unable to provide the winning Entrant with the nominated Prize, the Promoter reserves the right to supply an alternative prize of similar monetary value to the nominated Prize.

## **GENERAL**

8. The Promoter accepts no responsibility for any entries not received for any reason during the Promotion Period. No responsibility will be taken for lost, late or misdirected entries. The Promoter does not warrant that the entry mechanism will be available at all times during the Promotion Period.
9. If, for any reason, the Promotion is not capable of being run as planned, including due to infection by computer virus, bugs, network failure, tampering, unauthorised intervention, fraud or any other causes beyond the control of the Promoter, which corrupt or affect the administration, security, fairness, integrity or proper conduct of the Promotion, the Promoter reserves the right in its absolute discretion to take any action that may be available to it, including cancelling, terminating, modifying or suspending the Promotion.
10. The:
  - (a) Promoter, the Promoter's related entities, and all agencies associated with the Promotion; and
  - (b) the employees, agents, directors and contractors, of all entities referred to in the above sub-paragraph (a),shall not be liable for any loss or claim, action, demand, liability, damage, cost, expense or personal injury whatsoever (including but not limited to any direct, indirect or consequential loss), incurred, suffered or sustained by any person or entity (without limitation) in connection with, or arising from, the Promotion or the acceptance or use of the Prize, except that which cannot be excluded by law (in which case that liability is limited to the maximum extent allowable by law).
11. The Promoter accepts no responsibility for any tax liabilities that may arise from winning or receiving the benefit of the Prize.
12. The winning Entrant must, at the Promoter's request, participate in any Promotion activity (such as publicity and photography) relating to the winning of the Prize, free of charge, and they consent to the Promoter using their name and image in any future promotional material.

## **RISKS BORNE BY ENTRANTS**

13. The Entrant acknowledges and agrees that:
  - a) to the extent permitted by law, the Entrant indemnifies the Promoter and its personnel from any claim, loss, damage or damages whatsoever, including, but not limited to, economic, direct or indirect loss, or personal injury suffered or sustained in connection with, or arising from, this Promotion; and

- b) if, for any reason, the Promotion is not capable of running as planned the Promoter reserves the right in its absolute discretion to take any action that is legally available to the Promoter to reschedule, change or cancel the Promotion.

14. Entrants acknowledge and agree that the Promoter (and the Northern Territory of Australia):

- a) accepts no responsibility for late, lost, incomplete, incorrectly submitted, delayed, illegible, corrupted or misdirected entries, claims or correspondence whether due to error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure or otherwise;
- b) has no control over communication networks or services, the Internet, or computer or telephone networks or lines and accepts no responsibility for any problems associated with them, whether due to traffic congestion, technical malfunction or otherwise; and
- c) is not liable for any consequences of defects or errors including in connection with the Promotion's automated entry process, defect in any connectivity to the Site or any device or software.

#### **PERSONAL INFORMATION**

15. By participating in the Promotion, the Entrant acknowledges and agrees that the Promoter will:

- a) collect, hold, use and disclose the Entrant's personal information in order to facilitate the Entrant's participation in the Promotion;
- b) use the Entrant's personal information for future promotional and marketing purposes regarding the Promoter's products and services including contacting the Entrant via any contact details provided by the Entrant without further reference or compensation to the Entrant. If the Entrant does not wish to receive future marketing information from the Promoter, the Entrant may request not receive further promotional or marketing communications from the Promoter at any time by contacting the Promoter or unsubscribe from the mailing list at the time of receiving any promotional material;

16. Any collection, storage or use by the Promoter of any personal information provided by an Entrant will be subject to the provisions of the *Information Act 2002* and IPPs while the personal information is in the possession of the Promoter. For more information about how the Promoter manages personal information, how to contact us, and how the Entrant can access the information we hold about the Entrant, please refer to our Privacy Policy available at: <https://northernterritory.com/find-out-more/privacy>.

## SCHEDULE

Item 1	<b>Award Assessment Period</b>	Performance date from 1 July 2022 to 30 June 2023 inclusive will be compared against performance data from 1 July 2021 to 30 June 2022.
Item 2	<b>Entry Dates</b>	2023 Brolga Award nominations close: 9 August 2023.  2023 Brolga Award submissions close: 30 August 2023.
Item 3	<b>Award Assessment method and eligibility.</b>	The Shiji ReviewPro generated report based on criterion outlined in Item IV will be used to determine the winner of the Award.  To enter and be eligible to win, Entrants must, during the Assessment Period: <ul style="list-style-type: none"> <li>• be a business that has entered into the 2023 Brolga Awards in the categories set out in Item II.</li> </ul>
Item 4	<b>Award Announcement Location</b>	<b>There will be one (1) Award winner announced at: The 2023 Brolga Northern Territory Tourism Awards, on Saturday 11 November 2023.</b>
Item 5	<b>Prizes</b>	1: \$5,000.00 cash provided by Tripadvisor; and  2: Shiji ReviewPro Guest Intelligence solution for 12 months. Including; Reputation Management, Guest Surveys and Cases plus a dedicated Set Up Consultancy of 5 hours.
Item 6	<b>Notifying winning Entrant</b>	(a) The notification will take place on 11 November 2023 at the 2023 Brolga Awards.  (b) The suppliers of the prize will be informed of the winning Entrants full name and contact details.  (c) The Entrant will receive the contact details of the suppliers to redeem the prize.
Item 7	<b>Website</b>	n/a.