



Terms & Conditions for the Greater Shepparton Missing Elves Christmas Competition - Monday 1 December to Monday 22 December 2025

The competition commences at 9.00am AEST Monday 1 December 2025 and closes at 11.59pm AEST on Monday 22 December 2025 (“promotion period”).

1. The Promoter is Greater Shepparton City Council, ABN 59 835 329 843, 90 Welsford Street, Shepparton, Victoria, 3630.
2. To enter, participants must locate and scan a minimum of six (6) hidden elves displayed across participating locations within the Greater Shepparton Local Government Area using the Greater Shepparton App, available in the Apple and Google Play stores.
3. Once the required number of elves has been found, entrants must complete and submit the online entry form, providing their contact details and confirming their elf discoveries.
4. Only one (1) entry per person is permitted. Duplicate entries using the same contact details will be disqualified.
5. Entries are only valid once submitted online via the Greater Shepparton mobile app. For more details, visit <https://shepp.city/elves>
6. Participation is free and open to residents and visitors within the Greater Shepparton Local Government Area. No purchase is necessary.
7. Entrants must ensure their contact details are entered correctly. Incomplete or illegible entries will not be accepted.
8. All elf locations are public and family-friendly sites within Greater Shepparton, as listed on the Greater Shepparton App or Christmas Trail Map.
9. Employees of Greater Shepparton City Council and their immediate family members are not eligible to enter the competition.
10. Entry is open to residents aged 18 years and over. Entrants under the age of 18 must have the consent of a parent or guardian to enter.
11. Employees of Greater Shepparton City Council and their immediate family members are not eligible to enter the competition.
12. Entry is open to residents aged 18 years and over. Entrants under the age of 18 are not permitted.
13. There will be three (3) separate prize draws: one (1) major experience voucher to the value of \$300 and two (2) local business vouchers to the value of \$150 each. The total prize pool is \$600.
14. Entries must be received before 11.59pm AEST on Monday 22 December 2025 to be eligible.
15. Winners will be selected at random and announced via Greater Shepparton City Council’s [Facebook](#) and [Instagram](#) stories between 3.00pm and 5.00pm AEST on Tuesday 20 January 2026.
16. Winners will also be notified by phone and email using the details provided in their entry form.

Greater Shepparton City Council
Locked Bag 1000

SHEPPARTON VIC 3632

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17. Winners will be selected at random and announced via Greater Shepparton City Council's [Facebook](#) and [Instagram](#) stories between 3.00pm and 5.00pm AEST on Tuesday 20 January 2026.
18. Winners will also be notified by phone and email using the details provided in their entry form.
19. Prizes must be collected from Greater Shepparton City Council, 90 Welsford Street, Shepparton. Photo ID is required upon collection.
20. Prizes are not transferable and no cash alternative will be offered.
21. If a winner cannot be contacted or does not collect their prize within 14 days of notification, Council reserves the right to withdraw the prize and redraw a winner.
22. More than one prize per person is not permitted.
23. The Promoter reserves the right to verify the validity of entries and may, in its sole discretion, disqualify any entrant who tampers with the entry process or breaches these Terms and Conditions.
24. Greater Shepparton City Council reserves the right to substitute any prize with another of equal or greater value if necessary due to unforeseen circumstances.
25. Greater Shepparton City Council is not liable for any loss, damage, or personal injury suffered or sustained in connection with the competition or the prize except where required by law. By entering, entrants release and indemnify Council against all liability, cost, loss or expense arising from or connected with participation in the competition or acceptance of any prize.
26. If the promotion cannot proceed as planned due to unforeseen circumstances beyond the Promoter's control, the Promoter reserves the right to cancel, modify or suspend the promotion, subject to relevant legislation.
27. The Promoter's decision in all matters relating to the competition is final and no correspondence will be entered into.
28. Entry into the competition is deemed acceptance of these Terms and Conditions.
29. Winners agree to the use of their name and image for promotional purposes.
30. By providing your personal information to Council and agreeing to these Terms and Conditions, you consent to Greater Shepparton City Council using your name, image, contact details and competition entry details (including any photographs submitted) for a period of up to five (5) years for the purpose of promoting this competition and other Council-run campaigns, events or shop local initiatives. This may include use in email marketing, social media, newsletters, websites and other promotional materials produced by Council.
31. The information provided will be managed in accordance with the **Privacy and Data Protection Act 2014**.
32. This promotion is in no way sponsored, endorsed or administered by, or associated with, Facebook, Instagram or any other social media platform.
33. Greater Shepparton City Council manages your personal information in accordance with its Privacy Policy and the Privacy and Data Protection Act 2014 (Vic). Any personal information

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you choose to provide as part of this competition is collected for the purposes of administering this competition to send you updates about this initiative in the future. It is optional for you to provide personally identifiable information, and if you choose to, it is disclosed to key Greater Shepparton City Council staff for the purpose of this competition only. To gain access to your personal information please contact Council on 03 5832 9700.