

Cairns Airport Recognition Awards 2025 (CARAs)

TERMS & CONDITIONS OF ENTRY

To be eligible to enter the Cairns Airport Recognition Awards 2025 (**CARAs**), entrants must agree to abide by these Terms and Conditions of entry (**Terms and Conditions**) and satisfy the eligibility requirements outlines and criteria for the category or categories they wish to enter.

Eligibility

To be eligible to enter any category in the CARAs 2025, your business must be part of the Cairns Airport community. This includes airlines, tenants, concessionaires, suppliers, operators, agencies, stakeholders and/or contractors currently conducting business at Cairns Airport in 2024 and 2025.

Further details of the categories and eligibility requirements can be found at www.cairnsairport.com.au/caras.

Submission dates open on 2 September 2025 and closes on 17 October 2025.

Declaration

By uploading an award submission, entrants confirm to the following:

- Stakeholders may enter more than one category and can self-nominate.
- The Annual Customer Experience Award (ACE) is only open to our monthly ACE finalists announced in 2025.
- Entrants cannot withdraw their entry, add to, amend or substitute with another entry after submission.
- Entrants confirm the information in their entry is true and correct and the matters on which their entry is based occurred entirely within the award period, 1 November 2024 to 31 August 2025.
- Nominations and submissions become the property of Cairns Airport Pty Ltd (**CAPL**) and will not be returned to the entrant.
- The entrant or Stakeholder applicant must disclose to the CAPL awards committee any litigation or insolvency proceedings that may foreseeably affect the reputation of the applicant, the nominee or through association with Cairns Airport.

Terms of Entry

CARAs does not charge a fee to enter the Awards. Entrants are responsible for any costs associated with or entering or attending the CARAs evening celebration on 7 November 2025 being held at the Cairns Convention Centre.

- CAPL reserves the right to change or update any aspects of the award categories and criteria and will advise of this change by email correspondence.
- If the submission is entered into a category for which it does not qualify, CAPL reserves the right to move the submission to an appropriate category, with prior consent from the entrant.
- If CAPL considers there are insufficient eligible entries for one or more categories, or if there are no eligible entries for an Award category by the deadline, it may, at its discretion:
 - Extend the deadline for entries for the respective category/s; or
 - In lieu of extending the deadline, not present an Award in that category/s.
- It is the entrant's responsibility:
 - To ensure the correct category has been entered; and

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- To ensure the entry is submitted / completed by the close of entries date.

Judging

A judging panel has been appointed by CAPL's awards committee for all the Award categories.

Judges are selected for their knowledge and expertise in the category to be judged. Every effort will be made to ensure that judging panels do not have any conflicts of interest, and that judging processes are transparent. Judges are required to sign a declaration and confidentiality agreement. The identities of the judges specific to a category will remain confidential and will not be disclosed. Judges will only pick one (1) winner in each category. The judges' scores and comments determine the winner and finalists in each category and will be kept confidential by CAPL. The judges' decision is final, and no correspondence will be entered into.

Publicity and Warranties

CAPL may use any part an entry to promote by any medium the CARAs (not including financials statements), Award winners and to promote future CARAs.

The Stakeholders and entrants grant to CAPL a royalty free licence to use their business name and logo for the purpose of promoting the CARAs. Stakeholders and entrants warrant that they are entitled to grant this licence and that CAPL's use of their business name and logo in accordance with these Terms and Conditions will not infringe any third-party intellectual property or other rights and CAPL is entitled to use the business name and logo without the consent of any other person.

Personal Information

CAPL will collect personal information from award submissions and may store it on its database. CAPL is bound by the Australian Privacy Principles in accordance with the *Privacy Act 1988* (Cth) and its privacy policy, located at www.cairnsairport.com.au/home/privacy-policy. CAPL's privacy policy contains information about how persons may access, update and seek correction of the personal information CAPL holds about them and how persons may complain about any potential breach by CAPL of the Australian Privacy Principles or any other Australian privacy laws and how such complaints will be dealt with. CAPL obtains personal information about entrants and Award nominees to enable them to participate in the CARAs and may disclose such personal information to third parties including its contractors and agents and service providers to assist in conducting the CARAs. If any person does not provide the personal information as requested, that person may be ineligible to participate in the CARAs.

Photography Release

Stakeholders, entrants and attendees acknowledge that the CARAs event may be filmed or photographed.

Without expectation of compensation or other ongoing remuneration, now or in the future, Stakeholders, entrants and attendees consent to CAPL using their image and likeness and/or any interview statements in its publications, advertising or other media activities (including website and social media). Stakeholders, entrants and attendees understand that any images taken are copyrighted by CAPL and any future approval to publication or use will not be obtained from any person.

Stakeholders, entrants and attendees may withdraw this consent at any time by notice to CAPL in writing.

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Conditions of Ticketing and Payment

- Tickets are \$220 plus GST per person, or a table of 10, \$2,100 in AUD plus GST.
- Tickets to this event include canapes and 2-course meal, five-hour beer, wine, basic spirits and softdrink beverage package and live entertainment.
- Tickets must be registered at www.cairnsairport.com.au/caras on or before Friday 24 October 2025.
- CAPL will invoice each company and / or individual seven days after once tickets are registered and the total amount must be paid within 30 days.
- Cancellation Policy: No refunds will be provided for tickets registered on or after Friday 24 October 2025. In the unfortunate event that you are no longer available to attend, you can send another person in your place.