Flip x Cathay – Win 200,000 Asia Miles

Competition Terms & Conditions

Your Next Family Adventure Starts with Flip!

Flip Australia and Cathay are giving one lucky winner the chance to win **200,000 Asia Miles**, equivalent to the indicative miles required for five return Economy Class reward flights between Sydney and Hong Kong.

Whether you're joining Flip for the first time or you're already a customer, you could be our lucky winner.

Competition Period: 9 November 2026 – 4 January 2027

The advertised flight equivalent is based on Cathay's indicative redemption rate of 20,000 Asia Miles each way per passenger between Sydney and Hong Kong in Economy Class. Flight redemption is subject to reward-seat availability, applicable mileage requirements, taxes, fees and other conditions. The prize consists of Asia Miles, not guaranteed flight tickets.

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1. Promoter

1.1. The promoter of this competition is [Full Registered Company Name], trading as Flip Australia (ABN 78 600 712 230), Locked Bag 9002, Maroubra NSW 2035 ("Flip" or the "Promoter").

1.2. The competition is conducted in partnership with Cathay Pacific Airways Limited ("Cathay").

1.3. By participating in this competition, entrants agree to be bound by these Terms & Conditions.

2. Competition Period

2.1. The competition commences at 12:00am AEDT on 9 November 2026 and closes at 11:59pm AEDT on 4 January 2027 ("Competition Period").

2.2. Entries received or completed outside the Competition Period will not qualify, except where these Terms & Conditions expressly provide for automatic entry by existing customers.

2.3. All dates and times refer to Australian Eastern Daylight Time (AEDT).

3. Eligibility

3.1. Entry is open to Australian residents aged 18 years or older who meet the eligibility requirements outlined below.

3.2. The competition is open to:

a. **New Flip customers:** Individuals who sign up for an eligible Flip service during the Competition Period.

b. **Existing Flip customers:** Individuals who hold an active eligible Flip service at the commencement of the Competition Period.

3.3. Eligible Flip services include:

- NBN internet plans
- Opticomm internet plans
- Satellite internet plans
- Mobile plans
- Other eligible residential internet or mobile plans offered by Flip during the Competition Period

3.4. All entrants must hold a valid Cathay membership and successfully link their membership to their Flip account.

3.5. New Flip customers must register for a Cathay membership before completing their qualifying Flip transaction.

3.6. Existing Flip customers must have a valid Cathay membership linked to their Flip account before the Competition Period closes.

3.7. Cathay membership registration is free.

3.8. Cathay membership is available to individuals aged two years and older. Members under 18 years of age require the consent of a parent or legal guardian to register. However, entry into this competition is restricted to individuals aged 18 years or older.

3.9. Employees of Flip, Cathay and agencies directly involved in administering the competition, together with their immediate families, are not eligible to enter.

4. How to Enter – New Flip Customers

4.1. To enter the competition, new customers must complete the following steps during the Competition Period:

a. Register for a free Cathay membership here, if they are not already members, before completing their qualifying Flip transaction.

b. Sign up for an eligible Flip internet or mobile plan through an authorised Flip sales channel.

c. Successfully complete the applicable Flip order acceptance process, including any required verification or credit checks.

d. Log in to Flip My Account and link their valid Cathay membership before the Competition Period closes.

4.2. New customers who complete all qualifying steps will receive one entry into the prize draw.

4.3. Only eligible orders accepted during the Competition Period will qualify.

4.4. Orders that are rejected, fraudulent, duplicated or cancelled before the prize draw will not qualify.

4.5. Standard Flip plan charges, service conditions and applicable promotional terms apply.

4.6. Each eligible new customer may receive a maximum of one entry, regardless of the number or type of Flip services purchased.

4.7. Customers who register for Cathay membership only after completing their qualifying Flip transaction will not be eligible through the new-customer entry pathway.

5. How to Enter – Existing Flip Customers

5.1. Existing eligible Flip customers may participate in the competition without making an additional purchase.

5.2. Existing customers who have already linked their valid Cathay membership through Flip My Account will be automatically entered into the competition, provided they satisfy the eligibility requirements.

5.3. Existing customers who have not yet linked their Cathay membership must:

a. Register for a free Cathay membership here if they are not already members.

b. Log in to Flip My Account.

c. Link their Cathay membership before 11:59pm AEDT on 4 January 2027.

5.4. Once all eligibility requirements have been satisfied, the customer will receive one entry into the prize draw.

5.5. Only one entry is permitted per eligible existing customer, regardless of the number of Flip services held.

5.6. Customers who join Flip during the Competition Period will be treated as new customers for the purposes of this competition and cannot receive an additional entry through the existing-customer pathway.

6. Flip Plan Pricing, Products and Promotional Offers

6.1. Prices, plan inclusions, discounts, promotional offers and product availability for Flip's NBN, Opticomm, satellite internet, mobile and other eligible services may change during the Competition Period.

6.2. Any changes to Flip's advertised pricing, products or promotional offers will be subject to the applicable service terms, relevant notice requirements and Australian law.

6.3. Customers signing up during the Competition Period will be subject to the pricing, plan inclusions and applicable terms disclosed and agreed to at the time of their purchase or service application.

6.4. Changes to an existing customer's plan pricing or service conditions following sign-up will be governed by the customer's applicable service agreement and relevant legal requirements.

6.5. Participation in this competition does not guarantee that any particular Flip plan, product, price, discount or promotional offer will remain available throughout the Competition Period.

6.6. Any changes to Flip's advertised plan pricing or product offerings will not, by themselves, change the competition prize or entry requirements outlined in these Terms & Conditions.

7. Entry Conditions

7.1. Each eligible person may receive a maximum of one entry into the competition.

7.2. Multiple Flip services, orders or Cathay memberships do not provide additional entries.

7.3. All valid entries from new and existing Flip customers will be combined into one prize draw.

7.4. Flip reserves the right to verify the identity, age, residency, customer status and Cathay membership details of entrants.

7.5. Duplicate, incomplete, fraudulent or otherwise ineligible entries may be disqualified.

7.6. Linking a Cathay membership to a Flip account does not guarantee eligibility unless all other competition requirements are met.

8. Prize Details

8.1. There is one grand prize available.

8.2. The grand prize consists of **200,000 Asia Miles**, awarded to one eligible winner.

8.3. Based on Cathay's indicative redemption rates, 200,000 Asia Miles is equivalent to the miles required for **five return Economy Class reward flights between Sydney and Hong Kong**.

8.4. The indicative redemption calculation is:

Flight	Asia Miles required
Sydney, Melbourne, Brisbane to Hong Kong – Economy, one way	20,000
Hong Kong to Sydney, Melbourne, Brisbane – Economy, one way	20,000
One return Economy reward flight	40,000
Five return Economy reward flights	**200,000**

8.5. The prize consists of Asia Miles only. It does not include guaranteed or pre-booked flight tickets.

8.6. Flight redemption is subject to Cathay's applicable redemption rates, reward-seat availability, route availability, booking rules, taxes, fees and other conditions.

8.7. The number of flights that can be redeemed using 200,000 Asia Miles may vary depending on the applicable redemption requirements at the time of booking.

8.8. For the promoted five-passenger return Economy itinerary, all passengers must be included in one booking under a single Passenger Name Record (PNR).

8.9. Redemption of the competition prize for flights is subject to a single-PNR booking restriction and Cathay's applicable prize fulfilment and redemption requirements.

8.10. The winner is responsible for any additional travel expenses, including applicable taxes and surcharges, travel insurance, accommodation, visas, meals and ground transportation, unless expressly included in the applicable redemption.

8.11. The prize cannot be exchanged for cash.

8.12. The prize will be credited to the winner's eligible Cathay membership account, subject to successful verification and Cathay's applicable fulfilment requirements.

8.13. Asia Miles remain active provided the member earns or redeems at least one Asia Mile every 18 months, subject to Cathay's applicable membership terms.

9. Prize Draw

9.1. The competition is a game of chance. Skill plays no part in determining the winner.

9.2. One winner will be selected randomly from all valid entries received during the Competition Period, including eligible automatic entries.

9.3. The prize draw will take place on **Monday, 11 January 2027 at 11:00am AEDT.**

9.4. Each valid entry will have an equal chance of winning, regardless of whether the entrant is a new or existing Flip customer or which eligible service they hold.

9.5. The first valid entry randomly selected will be awarded the grand prize, subject to eligibility verification.

10. Winner Notification

10.1. The winner will be contacted using the contact information associated with their Flip customer account.

10.2. The winner will be notified within two business days of the prize draw.

10.3. The winner may be required to provide proof of identity, Australian residency, age, customer eligibility and Cathay membership.

10.4. The winner must claim the prize and complete the necessary verification requirements within **48 hours of being notified**, subject to applicable law.

10.5. By accepting the prize, the winner grants the Promoter permission, to the extent permitted by law, to use their name, image and likeness for reasonable promotional, marketing and publicity purposes connected with the competition, in any media, without additional compensation.

11. Prize Fulfilment and Redemption

11.1. Following verification of the winner's eligibility, Flip will coordinate with Cathay to arrange the allocation of 200,000 Asia Miles to the winner's valid Cathay membership account.

11.2. The prize will be credited within **eight weeks after successful winner verification**.

11.3. The winner must hold a valid Cathay membership account to receive and redeem the prize.

11.4. Any flight booking using the prize for the promoted five-passenger Sydney–Hong Kong return itinerary must be made under one PNR, with all passengers included in the same booking.

11.5. Redemption will be subject to Cathay's applicable membership and reward booking terms and any specific restrictions attached to the competition prize.

11.6. The winner will be responsible for completing the necessary redemption process in accordance with Cathay's instructions.

11.7. Flip and Cathay do not guarantee the availability of any particular flight, travel date, destination, cabin class or number of reward seats.

12. Unclaimed Prize

12.1. If the winner cannot be contacted, fails to claim the prize within the specified period or is determined to be ineligible, an unclaimed prize draw may be conducted in accordance with applicable law.

12.2. Any unclaimed prize draw will take place on **Monday, 25 January 2027 at 11:00am AEDT.**

12.3. A replacement winner will be notified using the same process outlined above.

13. Additional 10% Bonus Asia Miles Offer

13.1. During the Competition Period, Cathay is also offering eligible registered members the opportunity to earn an additional 10% Asia Miles on qualifying activities.

13.2. This promotional offer is separate from the 200,000 Asia Miles prize draw.

13.3. Eligible Flip customers normally earn one Asia Mile for every AUD $1 spent on qualifying Flip services.

13.4. During the promotional period, eligible Cathay members who register for the bonus offer may earn an additional 10% Asia Miles on qualifying activity capped at a maximum of 3,000 bonus miles per member.

13.5. For example, an eligible customer who earns 500 standard Asia Miles from qualifying spend will receive an additional 50 bonus Asia Miles, bringing their total to 550 Asia Miles.

13.6. Customers must register separately for Cathay's 10% bonus Asia Miles promotion through the designated registration link.

13.7. The bonus offer applies to qualifying activities associated with eligible NBN and mobile plans through participating channels, subject to Cathay's separate promotional terms.

13.8. The 10% Bonus Asia Miles to the eligible Cathay members account by 31 March 2027. This is separated from the regular miles earned. 13.9. Participation in the bonus offer does not provide additional entries into the competition.

13.10. Eligibility for the competition does not automatically guarantee eligibility for the 10% bonus Asia Miles offer.

14. Privacy

14.1. Flip may collect and use personal information for the purposes of administering the competition, verifying eligibility, contacting the winner and fulfilling the prize.

14.2. Relevant personal information may be shared with Cathay and authorised service providers where necessary for competition administration and prize fulfilment.

14.3. Personal information will be handled in accordance with Flip's Privacy Policy and applicable Australian privacy laws.

14.4. Personal information provided directly to Cathay will also be subject to Cathay's applicable privacy policy.

14.5. Entry into the competition does not automatically constitute consent to unrelated marketing communications.

15. General Conditions

15.1. Flip reserves the right to verify entries and disqualify entrants who breach these Terms & Conditions or provide false or misleading information.

15.2. If circumstances beyond Flip's reasonable control prevent the competition from operating as intended, Flip may modify, suspend or cancel the competition, subject to applicable law and any required regulatory approval.

15.3. Flip is not responsible for entries that are lost, delayed, incomplete or not received due to technical issues outside its reasonable control, except where liability cannot lawfully be excluded.

15.4. Nothing in these Terms & Conditions excludes, restricts or modifies any rights available under the Australian Consumer Law or other applicable legislation.

15.5. The competition is subject to applicable Australian laws and regulations.

16. Contact Information

For competition-related enquiries, please contact:

Flip Australia

Website: www.flipconnect.com.au

Phone: 1300 354 788

Postal Address: Locked Bag 9002, Maroubra NSW 2035

Promotional Disclaimer

Competition opens 9 November 2026 and closes 11:59pm AEDT on 4 January 2027. Open to eligible Australian residents aged 18 years or older who hold an eligible Flip service and a valid linked Cathay membership. One winner will receive 200,000 Asia Miles. Based on Cathay's indicative redemption rates, this is equivalent to the miles required for five return Economy Class reward flights between Sydney and Hong Kong. Reward flights are subject to availability, taxes, fees, booking restrictions and Cathay's redemption terms. One entry per eligible person. Prices, offers and availability of Flip plans and products may change during the promotional period, subject to applicable terms and law. The separate 10% bonus Asia Miles promotion requires registration and is subject to additional conditions. Full Terms & Conditions apply.