

AUSTRALIA'S BIGGEST HANDS

Key Terms

Promotion	Australia's Biggest Hands
Promoter	Zambrero Pty Ltd ABN 68 125 085 930 Suite 1, Level 11, 1 Macquarie Place, Sydney, New South Wales 2000, Australia marketing@zambrero.com https://www.zambrero.com.au/biggest-hands
Entry Period	Start Date: 12:01am AEST, 22 July 2026 End Date: 11:59pm AEST, 4 August 2026
Prize	The Prizes are: 1. The major prize consists of 570,000 ZAM FAM loyalty points, credited to the Winner's registered account on the Zambrero app, redeemable for menu items in accordance with these Terms. The Points have an approximate retail redemption value of \$5,000, based on standard menu pricing of FAT TACO as at the date of these Terms. The actual value obtained will depend on the items and redemption methods the Winner selects at the time it uses the points. Points will be credited in twenty-four (24) equal monthly instalments of 23,750 points each (each, a Monthly Credit). Each Monthly Credit will be applied automatically to the Winner's account. The following terms and conditions also apply to the major prize: a. loyalty points may be redeemed through the Zambrero app for menu items at participating Zambrero restaurants, at the points values displayed in the app at the time of redemption (which may differ between pickup and delivery orders). Delivery redemptions require more points than pickup redemptions for the same item, reflecting delivery costs. Any delivery fees, service fees or surcharges not covered by points are payable by the Winner. Points may be combined with points earned through the standard Zam Fam loyalty program. Redemption is subject to menu availability, participating restaurant availability, and app functionality, and points values for menu items may change from time to time in accordance with the loyalty program terms ; and b. each Monthly Credit expires 12 months after the date it is credited to the Winner's account. Expired points will be removed from the Winner's account without compensation. 2. A runner-up prize of \$500 cash will also be awarded to the winner of the 'Big Hands Energy' category. The runner-up prize will be paid via electronic funds transfer to the runner-up's nominated Australian bank account within 10 business days of the runner-up claiming the Prize. There is one major Prize and one runner-up prize. An Entrant may win both the major Prize and the runner-up prize.

Entrants	Entry is open to Australian residents aged 18 years or over (Entrants) who have an active account on the Zambrero app. Directors, officers and employees of the Promoter and its related bodies corporate, and Zambrero franchisees, and the immediate families of each of the foregoing, are not eligible to enter.
Entry Procedure	There are two ways to enter: Major Prize entry: To enter for the major prize, each Entrant must submit a photo of their hand measurement to zambrero.com.au/biggest-hands . Runner-up Prize entry: To enter for the runner-up prize, Entrants must tag themselves or nominate another person on Zambrero's official social media post calling for 'Big Hands Energy' nominations, including a free-text submission explaining why they or their nominee embodies 'Big Hands Energy'.
Maximum Number of Entries	Entrants may submit one entry per person via the landing page at zambrero.com.au/biggest-hands , and one entry per person via Zambrero's official social media post. Re-entry or resubmission of a new or amended entry via the same channel is not permitted.
Selection Details	The winning Entrants will be selected by the Promoter based on the following criteria: - For the major prize, the largest hand (measured wrist to finger tip, in centimetres), as submitted via photo, confirmed by live verification via video call. - In the event of a tie on hand measurement, the winner will be determined by the judges' assessment of the Entrant's 'Why do you deserve the title of Australia's Biggest Hands?' free-text submission as submitted via the entry form. - For the runner-up prize, the best 'Big Hands Energy' free-text submission as submitted via Zambrero's official social media post, judged by the Promoter in its sole discretion having regard to creativity, originality, humour and relevance to the Promotion's theme.
Notification of Winners	Winners will be notified via email and/or phone no later than 12 August 2026.
Redemption Date	The Winner must claim the Prize within 48 hours of being notified by the Promoter.
Privacy Policy	https://www.zambrero.com.au/privacy
Website	The Winner must claim the runner-up prize (if applicable) within 48 hours of being notified by the Promoter. The major prize (Points) does not require separate claim by the Winner and will be credited automatically in accordance with the crediting schedule set out in the Key Terms.

Terms & Conditions

- The Key Terms and these terms and conditions (together the **Terms**) make up the rules for an Entrant's participation in the Promotion. By participating, the Entrant accepts these Terms.
- To enter the Promotion, Entrants must complete the Entry Procedure during the Entry Period.
- Entrants may enter the Promotion up to the Maximum Number of Entries.

4. Entries are deemed to be received at the time of receipt by the Promoter not at the time of transmission by the Entrant.
5. Using automated entry software or any other means to automatically enter the Promotion multiple times is not allowed. If an Entrant does this, all of their entries will be invalid.
6. Incomplete or ineligible entries, as well as entries that breach these Terms or any other content guidelines set by the Promoter, will not be valid. The Promoter reserves the right, at any time, to verify the validity of entries and Entrants (including an Entrant's identity, age and place of residence) and to disqualify any Entrant or Winner.
7. If a dispute arises as to the identity of an online Entrant, the entry will be deemed to have been submitted by the authorised account holder of the email address. The Promoter may ask any Entrant to provide the Promoter with proof that they are the authorised account holder of the email address associated with the entry.

Winner Selection

8. The winning Entrant (**Winner**) for the Promotion will be determined in accordance with the Selection Details and the Winner notified as set out in the Key Terms.
9. Entrants are responsible for all expenses incurred when entering the Promotion and accessing, claiming and/or using the Prize (unless otherwise stated on the Website).
10. The Promoter's decision is final and the Promoter will not enter into correspondence with Entrants regarding the decision.
11. If a Winner's entry is found to be invalid, the Promoter may reselect or decide on another winning entry.

Prizes

12. The Prize(s) are specified in the Key Terms. **THE PRIZE IS NOT TRANSFERRABLE AND NOT REDEEMABLE FOR CASH** unless otherwise specified in these Terms.
13. If any Prize is unavailable and the Promoter has used all reasonable efforts to arrange the Prize, the Promoter reserves the right to substitute the Prize with a prize of equal value and/or specification, subject to any written directions from a regulatory authority.
14. The Promoter and/or any supplier of the Prize or any part of the Prize may in their absolute discretion:
 - (a) reserve the right to refuse to allow the Winner or their companion(s) (if any) to take part in any or all aspects of the Prize if they reasonably believe the Winner or their companion(s) (if any) represent a safety risk or for any other reason; and
 - (b) may cancel the relevant component of the Prize if the conditions are deemed dangerous.
15. (**Gift Card or Store Credit**) Where any part of the Prize is a gift card or store credit, the gift card or store credit is redeemable only with the issuing retail partner (**Retail Partner**). Use of the gift card or store credit is subject to the Retail Partner's terms and conditions. The Promoter is not a party to any transaction entered into between the Winner and Retail Partner through which the Winner uses the gift card or store credit and the Promoter has no control over the conduct of any Retail Partner. The cancellation, exchange, variation or refund of any goods and/or services that are the subject of the gift card or store credit is strictly a matter between Winner and Retail Partner. The Prize is not redeemable for cash. The gift card or store credit is valid until the date stated on the gift card or store credit itself.

Claiming Prizes

16. The Prize(s) must be claimed by the Redemption Date in accordance with any claim instructions set out in the Key Terms, or it will be deemed forfeited by the Winner. The Promoter may select an alternative Winner in its absolute discretion.
17. The Promoter will deliver the Prize within 90 days of the end of the Entry Period, or, in accordance with the Key Terms and clause 19 and 20 of these terms, and will be delivered in Australia only. Should circumstances outside the Promoter's control occur, which cause a delay in delivery of the Prize, the Promoter will not be liable.

General

18. **Personal information:** The Promoter collects personal information from all Entrants in order to conduct the Promotion and may, for this purpose, collect, use and disclose such information to third parties, including to agents, contractors, service providers, Prize suppliers and as required, to regulatory authorities. Please see the Promoter's Privacy Policy (linked in the Key Terms) and any privacy collection notice provided, for more information about how the Promoter handles your personal information. By providing personal information to the Promoter, the Entrant agrees to the collection, use, storage and disclosure of that information as described in this clause 22 and the Promoter's Privacy Policy.
19. Other than the major prize (Points), which is credited automatically in accordance with the crediting schedule set out in the Key Terms, the Prize(s) must be claimed by the Redemption Date in accordance with any claim instructions set out in the Key Terms, or it will be deemed forfeited by the Winner. The Promoter may select an alternative Winner in its absolute discretion.
20. This clause applies to the runner-up prize only. The Promoter will deliver the runner-up prize within 90 days of the end of the Entry Period and it will be delivered in Australia only. The major prize (Points) will instead be credited to the Winner's account in accordance with the crediting schedule set out in the Key Terms. Should circumstances outside the Promoter's control occur, which cause a delay in delivery or crediting of a Prize, the Promoter will not be liable.
21. **Force Majeure:** The Promoter will not be liable for any delay or failure to perform its obligations under these Terms if such delay or failure is caused or contributed to by a Force Majeure Event. **Force Majeure Event** means any event or circumstance which is beyond the Promoter's reasonable control including, acts of God including fire, hurricane, typhoon, earthquake, landslide, tsunami, mudslide or other catastrophic natural disaster, civil riot, civil rebellion, revolution, terrorism, insurrection, militarily usurped power, act of sabotage, act of a public enemy, war (whether declared or not) or other like hostilities, ionising radiation, contamination by radioactivity, nuclear, chemical or biological contamination, any widespread illness, quarantine or government sanctioned ordinance or shutdown, pandemic (including COVID-19 and any variations or mutations to this disease or illness) or epidemic.
22. **Social Media:** The use of social media is subject to the prevailing terms and conditions of use of the social media platform. Unless otherwise indicated in these Terms, the Promotion is in no way sponsored, endorsed or administered by, or associated with any social media platform. If an Entrant uses social media to participate in the Promotion, the Entrant understands that they are providing their information to the Promoter and not to any social media platform. Entrants are solely responsible and liable for the content of their entries and any other information they transmit to other Internet users. By participating in the Promotion, the Entrant releases the applicable social media site from all claims, liabilities, suits, actions and expenses, including costs of litigation and reasonable legal costs associate with the Promotion.
23. **Currency:** Unless expressly stated otherwise, a reference in these terms or in any advertisement relating to the Promotion, to Australian dollars, dollars, AUD\$ or \$ is a reference to the lawful currency of Australia.
24. **Amendments:** If for any reason any aspect of this Promotion is not capable of running as planned, the Promoter may in its sole discretion cancel, terminate, modify or suspend the Promotion and invalidate any affected entries, or suspend or modify a prize, subject to State or Territory regulation.
25. **Jurisdiction:** These Terms are governed by the laws of New South Wales. Entrants submit to the jurisdiction of the courts of New South Wales.
26. **Dispute Resolution:** In the event of a dispute, Entrants must contact the Promoter and attempt to resolve the dispute in good faith.
27. **Intellectual property rights:** Where the Promotion involves submission of any materials including answers to questions, a statement, idea or opinion, video or voice recordings, images, works of art, designs or photographs (**Content**), all Entrants represent, warrant and agree that:
 - (a) the Content must not contain any viruses or cause or be likely to cause any injury or harm to any person or entity;

- (b) the Content must be the work of the individual submitting it;
- (c) the Content must not have been published elsewhere or have won a prize in any other competition or promotion;
- (d) Entrants have obtained all appropriate consents and/or permission relating to a person who appears in, or whose property appears in, the Content;
- (e) the submission of the Content does not infringe the intellectual property rights of any third party and that the Content they are submitting is their own work and that they own the copyright for it;
- (f) the Promoter may remove or decline to publish any Content without notice to the relevant Entrant;
- (g) the Entrant grants the Promoter an irrevocable, perpetual, royalty-free, worldwide, sublicensable and transferable licence to publish, reproduce, distribute, publicly display, and create derivative works of, copy, modify and exploit the Content, without compensation or notification to the Entrant, for the following purposes: (i) posting and reposting on the Promoter's owned social media channels (including Instagram and TikTok); (ii) earned media pitching and campaign-related public relations activity; and (iii) paid social boosting and amplification of campaign posts, and whitelisting of the Content for paid amplification across the Promoter's own social media channels, in each case to drive additional reach and engagement for the Promotion. This licence does not extend to use of the Content in broader paid advertising formats (including digital display, out-of-home and television advertising), which requires the Entrant's separate written consent. The Entrant waives all moral rights in the Content to the fullest extent permitted by law; and
- (h) the Promoter may use their likeness, image and/or voice in the event that the Entrant is the Winner (including photograph, film or recording) in any media whatsoever (including for the purposes set out in paragraph (g) above), throughout the world for the purpose of promoting this Promotion or other similar promotions and promoting any products manufactured, distributed and or supplied by the Promoter. The Entrant will not be entitled to any remuneration for such use.