

## **Disney Words Frequently Asked Questions**

**1. Who can collect Disney Words and how long can they be collected for?**

Customers who shop at Woolworths from Wednesday 27th February until Tuesday 9th April can collect Disney Words, or while stocks last. However, only customers aged 14 and older are eligible to win a prize.

**2. How much do I need to spend to get Disney Words?**

Qualifying Spend: For every \$30 a customer spends at Woolworths supermarkets, Woolworths Metro or Woolworths online during the Promotional Period (excluding any money spent on Excluded Purchases) you will receive one Disney Words Tile.

Bonus Tiles: For every purchase of 1 participating brand product during the Promotional Period, you will receive 1 bonus Disney Words tile. A list of participating brands is available on page 9 of the Terms and Conditions found [here](#)

For example: if a customer spends \$60 in a single transaction at a Woolworths supermarket (which includes 5 Participating Brand products) during the Promotional Period, that customer will receive 7 Tiles in total.

Woolworths may, in its discretion, offer additional methods to collect Tiles during the Promotional Period. These offers will be communicated through in store and on our website.

**3. Are there any products for which Disney Words tiles are not provided?**

Excluded Purchases: Gift cards (including iTunes), smoking/tobacco products and accessories, alcohol, delivery fees, bag fees and crate service fees are excluded, as well as purchases made at Caltex Woolworths co-branded fuel outlets. Please read the full Terms and Conditions for more information.

**4. Are there any other ways to collect Disney Words tiles?**

No, this promotion is only available at Woolworths. To collect Disney Words tiles, customers need to shop at a Woolworths supermarket, Woolworths Metro or Woolworths online. If you shop online, your Disney Words tiles will be delivered with your groceries.

**5. Do I need to ask for my Disney Words tiles?**

No. Your store should be handing these out at both the manned check out and self-serve checkouts. Please do not hesitate to remind service operators that you are entitled to these. If there is a store that is not proactively providing you with Disney Words tiles, then please contact us. For online customers, you will automatically be opted-in unless you choose to opt-out.

**6. Can I choose which Disney Words tile I receive?**

Disney Words tiles are handed out at random and customers are unable to choose which Disney Words tiles they receive.

**7. What age are the Disney Words tiles suitable for?**

Disney Words tiles are for persons aged 3 years and older. Adult supervision is advised for children.

**8. I missed out on Disney Words when I was in store last, how can I get them?**

The next time you're back in store, you can go to the service desk and show your receipt to get your entitlement, while stocks last.

**9. Can I request another customer's Disney Words tiles if they don't want them?**

If a customer hands you their Disney Words tiles personally, then you are entitled to keep them and add them to your collection. Service operators are not allowed to hand you the previous customer's entitlement. Be careful giving your tiles away - a trip to Disneyland could be inside!

**10. What are the Disney Words tiles and what do they do?**

The collectible item itself is a double sided tile, with a Disney or Pixar character on one side and a letter or symbol on the other side to play word games. There are 36 character tiles across 11 different franchises to collect.

Disney Words tiles have multiple game play options with a strong focus on education. The tiles are a fun and interactive way for families to teach children literacy skills such as learning the alphabet, spelling and letter recognition. As part of this campaign there will be fun games for families to play which focus on these educational elements.

**11. How many Disney Words tiles are there to collect?**

There are 36 Disney Words character tiles to collect, while stocks last. The Characters are made up of different franchises: Frozen, Moana, The Lion King, Cars, Mickey Mouse and Friends, Toy Story, Dumbo, Beauty and the Beast, Disney Princess (Cinderella, Rapunzel, Mulan and Ariel from The Little Mermaid), The Incredibles and Aladdin. In addition to collecting characters, customers can collect to spell specific words, like their name, or to make the fun with word games last longer.

**12. My Disney Words tile doesn't have a letter on the back, it has the word WILD written on the bottom, why?**

Disney Words tiles have multiple game play options with a strong focus on education. The tiles are a fun and interactive way for families to teach children literacy skills such as learning the alphabet, spelling and letter recognition. A WILD tile can be used in place of any letter should you be missing a letter needed when playing Disney Words, interconnect or any other word game. You can find these games at [woolworths.com.au/words](http://woolworths.com.au/words)

**13. How many Disneyland tiles are there and how do I know if I have won?**

There are 10 Disneyland tiles to be found with a chance to win inside every Disney Words tile pack. Look out for a tile featuring Disneyland on it for your chance to win. Hold onto the tile and your receipt and follow the steps on the back of the tile on how to claim your prize on our website [www.woolworths.com.au/words](http://www.woolworths.com.au/words) by 5 May 2019.

We'll verify your eligibility, unique code and Disneyland tile before the prize can be awarded.

**14. What's included in the Disneyland Resort in California prize?**

There are ten prizes to be won. Each prize comprises the following for the winner and three guests:

- Four x return economy airfares from the winner's nearest Australian capital city to Los Angeles, USA, including airport and airline taxes;
- Four nights quad-share accommodation in a standard view room (or equivalent) at a Disneyland Resort Hotel
- Return transfers between airport and hotel;
- Four x 5-day Disneyland Resort Park Hopper tickets
- One x 7-hour VIP Tour of Disneyland Resort for four people
- Disney Voucher for Disney Character Breakfast
- Reserved viewing of a Disneyland Resort night-time spectacular
- AUD\$5,000 spending money for the winner only.

Please read the full [Terms and Conditions](#) for more information.

**15. When do you need to take the Disneyland Resort in California prize?**

The Disneyland prize must be taken by 30 August 2020 and is subject to booking and flight availability. Unfortunately the prize cannot be taken during 1 June 2019 until 31 August 2019 and 15 December 2019 until 10 January 2020.

**16. I am a winner but I don't have access to the internet, how do I claim my Disneyland Resort in California prize?**

Winners without access to the internet should go into their local Woolworths and advise the store team that they have won and that they are unable to claim their prize online. The store team will help you

complete the winner's form online at [www.woolworths.com.au/words](http://www.woolworths.com.au/words)

**17. The entry form isn't working to claim my *Disneyland Resort in California* prize, what should I do?**

Please call us on 1300 767 969 and we will have the appropriate team contact you in regards to claiming the prize via another method.

**18. I work for Woolworths Group, am I allowed to win the *Disneyland Resort in California* prize?**

Employees of the Promoter (and their immediate families), its associated companies, and any other agencies associated with this Promotion are ineligible to win an Instant Prize. Immediate family means any of the following: spouse, ex-spouse, de-facto spouse, child or step-child (whether natural or by adoption), parent, step-parent, grandparent, step-grandparent, brother, sister, step-brother or step-sister.

**19. What happens if there are unclaimed prizes at the end of the Promotion?**

Winners must visit [www.woolworths.com.au/words](http://www.woolworths.com.au/words) and submit the fully completed claim form no later than 23.59 AEST on 5 May 2019.

If any prize remains unclaimed in accordance with the Terms and Conditions, a Second Chance Draw will take place at 11am on 10 July 2019.

Customers may enter the second chance drawn at [www.woolworths.com.au/words](http://www.woolworths.com.au/words) during the Promotional Period.