

"WIN A HOLIDAY IN 3 CITIES" PROMOTION

Terms and Conditions

The following terms and conditions apply to the "Win a Holiday in 3 cities" promotion (hereafter referred to as the '**Lucky Draw**') organized by Dhivehi Raajjeyge Gulhun Plc (DHIRAAGU).

The participation in the Lucky Draw is subject to (a) these Terms and Conditions (b)DHIRAAGU General Terms and Conditions and (c) any additional terms and conditions which DHIRAAGU may inform you time to time, including but not limited to any amendments and/or modifications thereof (collectively referred to as the "Terms").

Any variation to these Terms shall be published on the DHIRAAGU website. All DHIRAAGU customers who enter into this Lucky Draw are deemed to have accepted the Terms and agree to be bound by and comply with the Terms.

Any or all participants who cannot agree to these Terms can refrain from participating in this Lucky Draw. Further, DHIRAAGU reserves the right to refuse entry, or to refuse to award the prize to anyone in breach of these Terms.

- 1. The general terms of the Lucky Draw are as follows:
 - a. Duration
 - The launching date of this Lucky Draw is on 25th July 2022 and the lucky draw will closed at 23:59 HRS of 30th September 2022.
 - b. Eligibility
 - i. Customers who newly subscribe to Dhiraagu Postpaid, Amilla Postpaid and Salhi Daily Data Plans (hereafter referred to as "Applicable Packages"). Any existing Dhiraagu customers who newly subscribe to a plan under the Applicable Packages are also eligible to this Lucky Draw.
 - ii. The subscribers to the Applicable Packages shall be active at least until the Prize is awarded to the subscriber. Any subscriber terminating the service beforehand this will be disqualified from the Lucky Draw.
 - iii. The applicants to the Lucky Draw understand and acknowledge that further verification and eligibility requirements such as checks on any customer's accounts including but not limited to outstanding payments (the "additional verification criteria"), shall apply in order to claim the prize, if selected in the Lucky Draw.
 - iv. The applicant to the Lucky Draw understands that if an outstanding balance or an unrecovered debt is found upon the completion of additional verification criteria, then such application will be deemed disqualified and will not be moved to the Lucky Draw selection process.
 - c. Selection

All the eligible service numbers will be entered into the Lucky Draw by DHIRAAGU (the "Participants") from which 1 Lucky Draw winner will be selected randomly though the software, Lucky Draw. This will be broadcasted live on DHIRAAGU Facebook account.

- d. Prize
 - The Prize of the Lucky Draw is detailed in Schedule 1 of this Terms.
- e. Notification

The winners will be notified via SMS/Call to the newly subscribed postpaid service number. The winner mentioned herein should be or will be the registered owner of service number on the date of the random selection of the Lucky Draw. DHIRAAGU will attempt to call the winner at least three (3) times and shall not be responsible if a customer is not reachable.

f. Claim

The winner shall claim the Prize within 14 working days from the day of Notification, by visiting to the Dhiraagu Head Office, Ameenee Magu, Male', Maldives. The customer is required to bring their National Identity Card for verification. The winner who fails to claim the Prize within the detailed will be disqualified by 23:59HRS of the 14th day. And a new winner will be selected through the process mentioned in the subclause 1(c).

- 2. The customers' service numbers will be used as the unique identifier in the Lucky Draw.
- 3. Employees of DHIRAAGU and their immediate family members (spouse and children) are not eligible to Participate in this Lucky Draw





- 4. Eligible customers represent and warrant that all information submitted to DHIRAAGU is accurate and truthful at the time of entry into the Lucky Draw.
- 5. Any misrepresentation of any fact or particulars (deemed material by DHIRAAGU) shall result in disqualification and/or the forfeiture, withholding, withdrawal or reclaiming of any prizes won.
- 6. In the case where the winner does not meet the additional verification criteria or are not reachable, the Lucky draw will be nullified, and a new draw will be taken.
- 7. By accepting the prize, winners' consent for DHIRAAGU to use their name, image, or photos for publicity and marketing purposes in any medium.
- 8. In case of a sudden demise of a customer before the awarding of the prize, then DHIRAAGU has the right to claim back the Prize.
- 9. If a winner is unable to come in person to claim the prize to the DHIRAAGU Head Office, or its regional office, he/she may appoint someone else to collect it on behalf of him/her, provided that the nominated person provides a duly signed letter from the winner and submits a copy of his/her National ID card and that of the winner.
- 10. DHIRAAGU accepts no liability for any damage, loss, or injury (including without limitation, indirect or consequential loss, and loss of chance), except for a liability that cannot be excluded by law.
- 11. DHIRAAGU accepts no responsibility for any tax or any other liability that may arise from the prize winnings.
- 12. In case any provision of this Terms and Conditions shall be invalid, illegal or unenforceable, the validity, legality and enforceability of the remaining provisions shall not in any way be affected or impaired thereby.
- 13. If DHIRAAGU or the customers waive any breach of any provisions of these Terms, the customer or DHIRAAGU, shall not thereby be deemed to have waived any preceding or succeeding breach of the same or any other provision of these Terms.
- 14. All or any notices shall or can be sent to DHIRAAGU through email at <u>123@dhiraagu.com.mv</u> or by courier addressed to, or submitted in person, at DHIRAAGU Head Office, Ameenee Magu, Male' 20403, PO Box 20802, Republic of Maldives.
- 15. Any Customer who enters into the Lucky Draw is deemed to have read and understood these Terms. Entrants acknowledge that any violation of the Terms or any attempt at tampering with the Lucky Draw shall result in disqualification of their entry.
- 16. These terms and conditions shall be governed by laws of the Republic of Maldives, and the parties shall hereby submit to the exclusive jurisdiction of the courts of the Republic of the Maldives for any disputes relating to these Terms if not resolved amicably by discussion.

SCHEDULE 1- PRIZE

The details of the prize (or the "Prize") are as below:

- a. The Lucky winner gets a trip to visit the cities, Dubai for 3 nights, Abu Dhabi for 2 nights and Turkey for 4 nights.
- b. Two airline tickets will be provided to the winner plus one accompanying person in the economic sector of an airline chosen by DHIRAAGU. The date to departure shall be informed by the winner between 30 November 2022 and 10 December 2022 via email to 123@dhiraagu.com.mv.
- c. The winner will be provided a travel allowance of USD 1000 (Thousand United States Dollars) in Maldivian Rufiyaa at the current bank rate, i.e., MVR 15.42 (Fifteen Maldivian Rufiyaa and Forty-Two Laari). This amount will be transferred to the bank account details provided by the winner before 30 October 2022. The bank account shall be registered under the name of the winner.
- d. The tickets and accommodation provided are non-transferrable, non- changeable and non- refundable. If the winner does not travel within the agreed dates, the Prize will be cancelled and forfeited.
- e. The Prize also includes pre-selected tours by DHIRAAGU in Istanbul and Dubai and airport transfers by Land.

مرکز بر تردیخ در در این شرطین شری میکنه در (۲۰۷۵ میکن (C-24/88))، مرکز که تریسیوی فرط 2040، بردی فیک 2082، مرکز برتر Dhivehi Raajjeyge Gulhun Plc (Reg No: C-24/88), Dhiraagu Head Office, Ameenee Magu, Male' 20403, P.O. Box 2082, Republic of Maldives. T +960 332 2802 F +960 332 2800 E 123@dhiraagu.com.mv **dhiraagu.com.mv**