

Campaign Name: The Coffee Club 10th Anniversary | 10 Bean Years in the UAE

Document Name: Terms and Conditions Raffle Prizes

Part I: Free Flights to Your Favourite Destination T&Cs

Part II: Grand Prize 10-day Trip to Bali T&Cs

Part I: Free Flights to Your Favourite Destination T&Cs

Raffle Prize: Free Flights to Your Favourite Destination

Eligibility: Spin The Wheel Participants, App-Members

Number of winners: 6

Campaign Period

- The campaign runs from **1st October 2024 to 31st October 2024**.
- The winners will be selected in a raffle held on **31st October 2024** as follows:
 - 12pm at The Coffee Club **Oasis Mall**, Dubai (3 winners)
 - 3:30pm at The Coffee Club **Yas Mall**, Abu Dhabi (3 winners)
- Winners will be notified via email and/ or phone and will have **7 days** to respond. If the winner does not respond within this timeframe, another winner will be selected.
- The Coffee Club reserves the right to verify the eligibility of winners and disqualify any entries that do not comply with the terms and conditions.

Eligibility & Participation

- This prize is part of The Coffee Club's 10th anniversary campaign and is available to Coffee Club ME app members who participated in the Spin The Wheel game.
- Employees of The Coffee Club, its affiliates and their immediate family members are not eligible to participate.
- The prize includes a round-trip WizzAir flight (or any low cost airline chosen by the partner travel agency) to one of the following destinations for 2 people, originating from Abu Dhabi or Dubai:
 - **Albania:** Tirana
 - **Armenia:** Yerevan
 - **Austria:** Vienna
 - **Azerbaijan:** Baku
 - **Bosnia & Herzegovina:** Sarajevo
 - **Bulgaria:** Sofia
 - **Cyprus:** Larnaca
 - **Egypt:** Alexandria, Cairo, Sohag
 - **Georgia:** Kutaisi
 - **Greece:** Athens
 - **Hungary:** Budapest
 - **Iraq:** Erbil
 - **Italy:** Rome
 - **Jordan:** Amman, Aqaba

- **Kazakhstan:** Almaty, Astana, Turkistan
- **Kuwait:** Kuwait
- **Kyrgyzstan:** Bishkek
- **Moldova:** Chisinau
- **Oman:** Muscat, Salalah
- **Poland:** Katowice, Krakow
- **Romania:** Bucharest, Cluj Napoca
- **Saudi Arabia:** Dammam, Madinah
- **Serbia:** Belgrade
- **Turkey:** Ankara
- **Uzbekistan:** Samarkand, Tashkent

Booking Conditions

- The prize must be booked through **Trivova Travel Agency**, who will manage all travel arrangements.
- The value of the 2 flight tickets must not exceed **3,000 AED**. Any costs above this amount must be covered by the winner.
- Bookings must be made by **30 November 2024** for travel dates no later than **30th April 2025**.
- The chosen destination is subject to availability. In the event that the preferred destination is unavailable, the winner will be offered alternative travel dates or another available destination from the list.
- Flights bookings are subject to availability at the time of booking. Blackout dates may apply, including peak seasons, public holidays and special event periods.

Alternative Travel Voucher

- If no suitable flight is available for the desired destination, the winner can exchange the prize for a **3,000 AED travel voucher**.
- The travel voucher can be used for any travel services provided by **Trivova Travel Agency**.
- The travel voucher is valid for booking until **30th April 2025**.

Prize Limitations

- The prize is non-transferable and cannot be exchanged for cash.
- Any additional costs (e.g. accommodation, meals, transportation, travel insurance or visa fees) are the responsibility of the winner.
- If the winner does not book the flights or use the voucher by the respective deadlines, the prize will be forfeited.

General Terms

- The Coffee Club and Trivova Travel Agency are not responsible for any cancellations, delays or changes in flight availability that may arise.
- The winner is responsible for ensuring they have the necessary travel documents (e.g. valid passport, visas) for the destination.

- By accepting this prize, the winner agrees to these terms and conditions.

For more information or inquiries, please contact customercare@thecoffeclubme.com.

Raffle Grand Prize: 10-day Trip to Bali including flights and accommodation

Eligibility: Spin The Wheel Participants, App-Members

Number of winners: 1

Campaign Period

- The campaign runs from **1st October 2024 to 31st October 2024**.

Eligibility & Participation

- The grand prize is open to participants who meet the conditions of The Coffee Club Spin the Wheel promotion and have been entered into the final raffle.
- The winner will be selected in a raffle held on **31st October 2024** at The Coffee Club **Yas Mall, Abu Dhabi**, 3:30pm.
- Winners will be notified via email and/ or phone and will have **7 days** to respond. If the winner does not respond within this timeframe, another winner will be selected.
- The Coffee Club reserves the right to verify the eligibility of winners and disqualify any entries that do not comply with the terms and conditions.
- Employees of The Coffee Club, its affiliates and their immediate family members are not eligible to participate.

Prize Overview

The grand prize for The Coffee Club's 10th anniversary promotion is a **10-day trip to Bali**, including:

- **Round-trip flights for two** to Bali, Indonesia, booked via Trivova Travel Agency.
- **10 nights' accommodation** at **Anantara Vacation Club Legian Bali**, in a **One-Bedroom Apartment Suite**, including breakfast for two.

Booking Conditions for Flights

- The flights will be booked through **Trivova Travel Agency**. The prize includes round-trip economy class tickets for two people to Bali, Indonesia.
- **Flight booking must be completed by 30th November 2024**, and travel must be completed by **30th April 2025**. The trip, including the 10-night stay, must conclude by **30th April 2025**.
- Flight availability is subject to Trivova Travel Agency's booking system and the chosen airline's schedule.
- The prize does not cover additional costs, including but not limited to airport transfers, additional baggage fees or any upgrades.

Accommodation Conditions

- The accommodation consists of a **10-night stay** for two people at the **Anantara Vacation Club Legian Bali** in a **One-Bedroom Apartment Suite**. The package includes daily breakfast for two.

- Accommodation is subject to availability at the time of booking. Blackout dates may apply, including peak seasons, public holidays and special event periods.
- No upgrades or room changes are allowed as part of the prize.
- All additional charges (e.g. room service, additional meals, beverages, spa treatments, excursions) will be the responsibility of the winner.

Prize Limitations

- The prize is non-transferable and cannot be exchanged for cash or other alternatives.
- If the winner is unable to book the flights and accommodation by the respective deadlines, the prize will be forfeited.
- Once flight and accommodation bookings are confirmed, any changes or cancellations will be subject to the terms and conditions of the respective airline and Anantara Vacation Club Legian Bali and any additional fees will be borne by the winner.

Winner Responsibilities

- The winner is responsible for ensuring they have valid travel documents, including passports and visas, as required for entry to Indonesia. Visa fees, travel insurance, and other related expenses are not included in the prize and must be arranged by the winner.
- The winner is also responsible for any personal expenses during the trip, including transportation, meals outside of the breakfast provided, additional activities or excursions.

General Terms

- The Coffee Club and Trivova Travel Agency are not liable for any delays, cancellations, or interruptions related to flights, hotel bookings or unforeseen circumstances during the trip.
- By accepting this prize, the winner agrees to these terms and conditions and releases The Coffee Club, Trivova Travel Agency, and Anantara Vacation Club from any liability or claims related to the trip.

For questions or further information, please contact customercare@thecoffeeclubme.com