

Top Up “Scratch & Win” Promotion

Start Date: May 27, 2024

End Date: June 30, 2024

Digicel is offering you simply more through the Top Up Scratch & Win 2024 Promotion (the “Promotion”), by providing all customers with the opportunity to win XCD\$500.

These Frequently Asked Questions (“FAQs”) and Terms and Conditions (the “Terms”) apply to you and govern your participation in the Promotion for a chance to win the prizes. You should read these FAQs and Terms carefully before participating in the Promotion.

“We” or “us” means Digicel (Grenada) Limited, a company registered under the laws of Barbados with registered offices at Point Salines, St. George’s, Grenada. References to “we”, “our” and “us” in these Terms also includes our subsidiaries and affiliates (“Affiliates”) from time to time.

“I” or “you” means the person accessing or using the App to participate in the Promotion (and “my” and “your” shall have the same meaning).

By participating in the Promotion on the App, you agree to be bound by these Terms.

These Terms incorporate the Top Up Terms of Use and Privacy Policy which you can access via the link below.

[Top Up - Grenada - Digicel International \(digicelgroup.com\)](https://www.digicelgroup.com)

[Digicel | Privacy Policy | Curacao \(maplewave.com\)](https://www.maplewave.com)

If you do not agree to or accept any of these Terms, or if you are under the age of eighteen (18), you should not participate in the Promotion.

1. What is the Top Up “Scratch & Win” Promotion?

The Scratch & Win game is designed to incentivize current and new users with a chance to win XCD\$500 through a scratch & win mechanism over a 1-month period.

2. When does the Promotion start and end?

The Promotion is valid from May 27, 2024, through to June 30, 2024 (the “Promotional Period”).

3. Can I take part in the Promotion?

All Digicel customers who top up or purchase a plan valued at BD\$10 or more from a reseller may participate in the Promotion.

Exclusions

The following persons cannot participate in the Promotion:

- a. Any person who, at any time on or after May 21, 2024, was or is a director, officer, employee, or agent of Digicel (Barbados) Limited or any of their respective parents, subsidiaries, divisions, or affiliated companies, franchisees or service agencies, independent contractors or suppliers of services to Digicel (Barbados) Limited.
- b. Any person who is not a legal resident of Barbados; and
- c. Any person under the age of 18.

4. How does the Promotion work?

Follow these steps to participate in the Promotion:

Step 1: Purchase top up or purchase a plan valued at BD\$10 or more from a reseller.

Step 2: Collect scratch card from the reseller.

Step 3: Use a coin to scratch the card to reveal the letter.

Step 4: When you have collected 6 cards which spell “W-I-N-N-E-R” take the cards to the Digicel store located at Point Saline's, St. George's to redeem for your prize.

IF YOU ARE A RESELLER

Reseller's are entitles to a prize of BD\$250 if the **LAST** scratch card purchased by the winner was sold to the winner by that reseller.

5. How do I know if I have won?

The first person to take the scratch cards into the Digicel store located at XXX will be eligible for the prize.

IF YOU ARE A RESELLER

The winner will be required to inform the Digicel representative of the reseller from which they bought the last scratch card. After which Digicel will undergo a verification exercise. Once Verified the reseller will be contacted by a Digicel representative and informed where and how to redeem the prize.

6. Will I be notified when to participate?

Yes. Digicel Barbados Limited will send the “Scratch & Win” participation prompts via SMS, social media and Radio to invite as many customers as possible to enter the promotion. You will be notified of the prize that you have at the Digicel store when you redeem your scratch cards.

7. When will winners be announced?

The winner will be announced within three (3) business days after the cards are redeemed at Digicel store located at Point Saline's, St. George's.

8. What do I need to know about collecting my prize if I win?

- (1) Once you have spoken to our representative, you will have up to fourteen (14) days to collect your prize at the Digicel office located at Point Salines, St. George's your prize will be forfeited.

To collect your prize you must present valid proof of identification, which clearly indicates your age and that you are a legal resident of Barbados.

- (2) You agree that if you win any prize from the Scratch & Win promotion, you will permit photographs of you to be taken and for your image, likeness and name (your “Likeness”) to be used for public relations and marketing purposes free of cost, including the publishing of your Likeness on social media, mainstream media, and other platforms that we may choose.

- (3) If you are unable to attend the scheduled prize collection, you may send a representative on your behalf with appropriate identification for you as well as that representative along with a signed letter by you authorizing the collection.
- (4) Warranty and support information, where applicable, will be included in product packaging.

Additional Terms and Conditions

- A. This Promotion is offered for your personal use and not for commercial use and you agree not to sell any prize received through this Promotion.
- B. We reserve the right to disqualify you or terminate this offer if, in our sole opinion, the Promotion is being abused, such abuse to include but not be limited to selling or attempts to sell the prizes, whether on a commercial basis or otherwise, general abuse deemed as an attempt to undermine the integrity of our services.
- C. You are solely responsible for all associated fees and costs incurred by you for claiming and collection of prizes and for connectivity and data usage in relation to your use of the App.
- D. Please note that once roaming, you will not be able to participate in the Promotion.
- E. We reserve the right to modify, extend or discontinue (permanently or temporarily), this Promotion being offered to you, at our discretion.
- F. If a prize that we have granted is unavailable, we may, in our discretion, substitute the prize with an alternative prize of equal value and/or specification.
- G. We also reserve the right to award any forfeited prize to another participant of the Promotion at our discretion;
- H. We reserve the right to, at any time, with or without notice, vary or cancel the terms and conditions of this Promotion. In the event of us giving notice to you of any such changes to or cancellation of the Promotion, it shall suffice for us to give you notice via messages to your handset/device or to post such notification on the Digicel website or the App. Any such notification shall be effective immediately or as of the date referred to in such notifications.
- I. Any personal data relating to you will be used solely for the purposes of this Promotion by Digicel and/or by any agent appointed by us to assist with running the Promotion on our behalf and will not be disclosed to a third party for any other purpose without your prior consent. By entering this Promotion, you consent to the use of your personal data by Digicel and/or any agent appointed by it to assist with running the Promotion for the

purposes of administration of the Promotion (including publishing your full name and county and/or disclosing it to third parties on request if you are a winner) and any other purposes to which you have consented. To see our Privacy Policy visit: www.digicelgroup.com.

- J. Except in the event of its negligence, neither Digicel, nor any other person or party associated with the Promotion, their associated companies, agents, contractors and sponsors or any of its personnel involved in the Promotion, shall be liable whatsoever for any loss or damage incurred or suffered, death or personal injury suffered or sustained, or costs incurred, arising from either participation in the Promotion or from claiming or collecting any reward.