

## **TERMS & CONDITIONS:**

This activation is organized and promoted by **Virgin Mobile, Emirates Integrated Telecommunications Company PJSC**, an entity registered in the United Arab Emirates, with the Department of Economic Development, with commercial registration number 77967 and with its main office at Business Park 2, Dubai Hills, and whose postal address is at PO Box 502666.

All persons (Participants) entering Virgin reward platform agrees that the Promotion Rules, as set out in these “terms and conditions” shall apply and are binding on them.

TLC Marketing Worldwide (Pty) Ltd (“TLC”) and Virgin Mobile are collectively referred to as the “Promoters” in respect of the Promotion for purposes of these Terms and Conditions.

### **Nature of Rewards:**

These Terms and Conditions cover the rewards that we source for you from our partners. The Promoters of these rewards are Virgin Mobile, Emirates Integrated Telecommunications Company PJSC, an entity registered in the United Arab Emirates, with the Department of Economic Development, with commercial registration number 77967 and with its main office at Business Park 2, Dubai Hills, and whose postal address is at PO Box 502666. and TLC Marketing Middle east, a private company duly incorporated in accordance with the laws of the United Arab of Emirates with its registered address at Jumeriah Lake towers, Cluster O, 15th Floor, Dubai (“TLC”).

By accessing these rewards, you agree to be bound by these Terms and Conditions and you consent to us sharing your personal data with affiliates (means, in relation to TLC Marketing Worldwide, any entity Controlling, Controlled by or under common Control with TLC Marketing Worldwide from time to time) and suppliers for purposes of this reward. These Terms and Conditions apply in addition to the Terms and Conditions applicable to Virgin Campaign. If there is a conflict between the Terms and Conditions applicable to the account or service and these Terms and Conditions, these Terms and Conditions will apply insofar as the rewards are concerned.

### **Campaign Dates**

The Campaign commences on the 31<sup>st</sup> of January 2023 and ends at midnight (23h59) on 18<sup>th</sup> of March 2023, all days inclusive.

### **Participating Countries:**

Campaign Mechanics: in United Arab of Emirates.

- Customers coming from other countries are welcomed to be part of this campaign

All consumers to this activation (“**consumers**”) shall be subject to these Terms and conditions.

### **HOW TO REDEEM:**

To participate, consumers need to acquire to Virgin mobile 300+ tourism sim card to be eligible to choose a reward.

1. The participant must visit the reward redemption site [www.Vmuaefun.com](http://www.Vmuaefun.com)
2. The participants to add in their personal details such as (Name, Email & Phone Number)
3. The participants will then, be promoted to Enter the Unique Code (They received from trade desk in the scratch card).

4. Once Code is accepted, Participants will receive an email with steps of redemption, and Terms and conditions for selected Partner.
5. All entries will be verified within 2-3 working days, excluding weekends and bank holidays.
6. Once validated, all qualifying entries will receive a confirmation email with the reward code and instructions on how to redeem.
7. Entries that do not meet the entry requirements will receive an email advising that their entry did not meet the entry requirements.

#### **Rewards:**

- All valid reward recipients will receive one (1) "Gift" for every valid and complete entry submitted successfully on the redemption platform.
- Reward/s are non-refundable, non-transferrable and non-exchangeable.
- Reward/s cannot be exchanged for cash or reward credit.
- Rewards are valid for 30 days after receipt.
- This promotion is only applicable to qualifying purchases made within the stipulated promotional dates any purchases made outside of this period will not be deemed valid and will not be eligible to receive a reward.
- Terms and conditions apply on all rewards partners.
- Employees of **Virgin Mobile** or any other third parties associated with this promotion and for marketing services are unable to participate in the promotion, and any submission will be deemed invalid.
- **Virgin Mobile** reserves the right to deny any claim that is deemed to have been met with fraudulent activity and/or not abiding by the rules set out in the Terms & conditions.
- All reward partners terms and conditions, as provided to the consumer at the time that the relevant reward is redeemed, shall also apply. The consumer, in redeeming and utilizing the reward, agrees to such terms and conditions.

#### **Terms and Conditions: Reel Cinemas**

- Movie rating and age restrictions must be adhered to at the time of voucher/ticket purchase.
- Booking need to be made in person and at venue or online bookings accepted.
- Outside food is not permitted.
- Offers cannot be used in conjunction with any other special promotions, offers, discounts, employee rewards programs, other special offerings or U by Emaar.
- All standard terms and conditions for cinema admission apply.
- New safety measures, <https://www.reelcinemas.ae/en/covid19>

#### **Terms and Conditions: Dubai ice Rink**

- Opening hours: 10:00 am to 10:00 pm (Sunday-Wednesday) last admission: 9:00 pm Weekends: "Thursday-Saturday" 10:00 am-12:00 midnight. Timings are subject to change.

- Valid for ages between 3 to 60 years.
- Tickets are for single entry only.
- Please arrive at least 15 minutes earlier to get ready before the session. Please wear warm and comfortable clothing suitable for exercising in thick, long socks and gloves if possible.
- Additional personal protective equipment is available for purchase at the Skate Shop.
- There are no refunds in whole or in part which will be allowed under any circumstances.
- Dubai Ice Rink reserves the right to reschedule sessions and session's timings without prior notice.
- Valid voucher must be presented.
- If you have any questions, please send an email to [dubaiicerink@emaar.ae](mailto:dubaiicerink@emaar.ae) or call us at +971 4 4485111.
- Venue: Ground Level, The Dubai Mall.
- New safety measures, <https://www.dubaiicerink.com/en/covid19/index.aspx>

**Terms and Conditions: Dubai Fountain**

- No booking required.
- Children up to the age of 4years are not permitted. Children must be accompanied at all times.
- The bridge is not accessible by wheelchairs or kids strollers.
- Subject to terms and entry. Subject to availability
- Capacity max. 200 people every 30 minutes.
- For further information visit the At The Top counters located in Dubai Mall. Valid 5pm-11pm.
- Other terms and conditions apply

**Terms and Conditions: Abra Ride**

- Customers may only have one Day Pass will be valid only for one day (until end of operation) once used at station
- One Day Pass will be valid only between five stations listed below in table.
- It is required to validate ticket from customer service kiosk prior to boarding.
- The voucher is not transferrable, nor may it be exchanged for cash.
- Customers are advised to adhere to standard COVID-19 Safety and Hygiene protocols.
- Customers may not enter the venue with alcoholic beverages or other food and drinks.
- The offer is subject to availability.

Station	Operation Timings	
Marina Mall & Marina Walk	Monday to Thursday	11:00 to 22:30
	Friday to Sunday	11:00 to 23:40
Terrace & Promenade	Monday to Thursday	14:00 to 22:00
	Friday to Sunday	14:00 to 22:20
Bluewaters	Monday to Friday	16:50 to 23:20
	Saturday & Sunday	16:10 to 23:40

### **Terms and Conditions: Green Planet**

- All Guests entering the park are subject to the policies and Guidelines as set forth by the park Management.
- Food and Beverages are not allowed inside the facility.
- Park reserves the right to temporarily close the facility for the purposes of maintenance or private events without the prior notice or any compensation.
- Tickets are not valid in conjunction with any other offer.
- Tickets are non-transferrable and non-refundable.
- They are void if defaced, or altered in any way, and you should always keep your E-ticket safe and with you during your visit to the park.
- In the case of an emergency, you must follow all instructions and directions from the staff of the park, and/or any other officials.
- We reserve the right to deny admission or remove Guests from the Park for any reason, including non-compliance with the Park's Terms and Conditions.
- Please visit website <https://www.thegreenplanetdubai.com/en> for up-to-date information on Park rides and attractions prior your visit and for full terms and conditions.

### **Terms and Conditions: The Arcade by HUBZERO**

- Customers may only make use of one voucher code per entry.
- The voucher is not transferrable nor may it be exchanged for cash.
- Customers are advised to adhere to standard COVID-19 Safety and Hygiene protocols.
- Customers may not enter the venue with alcoholic beverages or other food and drinks.
- The offer is subject to availability.

### **Terms and Conditions: AT the top Burj Khalif**

- Valid on all days except Peak hours from 4:00 pm to 6:00 pm, Subject to change.
- Other terms and conditions apply.

### **Terms and Conditions: DreamWorks**

- The voucher is only redeemable on DreamWorks signature treatment.
- The users may only use one voucher per person.
- The users are required to contact the spa in advance to confirm their booking.
- The booking is based on the spa availability.
- The voucher cannot be sold or exchanged for cash.
- The users are advised to adhere to standard COVID-19 Safety and Hygiene protocols.
- Offer cannot be applied/changed to another service or combined with another promotion.
- The operation hours are 10 am – 10 pm.
- Please visit <https://www.dreamworks.ae/> for more information on DreamWorks Spa treatments and spa locations.
- Please visit <https://www.dreamworks.ae/> for full terms and conditions.

### **Terms and Conditions: VR PARK**

- Opening hours Opening hours: 12:00 PM to 10:00 PM (Sunday- Thursday) last entry will be at 9:30 pm. 10:00 pm to 12:00 Midnight (Friday-Saturday) last entry will be at 11:30 pm. Timings are subject to change.

- Guests must meet all height, health and age restrictions as indicated at all our attractions, rides and games
- Guests with certain health conditions are advised not to experience certain attractions, rides and games. Specific warnings are posted at each location
- For their safety, expectant mothers are advised not to ride our attractions and do so at their own risk
- Children must always be supervised by an adult or guardian.
- Guests must follow all posted and verbal safety instructions provided by VR Park team members
- Food and beverages may not be brought onto the rides and attractions
- VR Theme Park reserves the right to temporarily close certain attractions, rides or games for purposes of maintenance without prior notice or any compensation whatsoever
- Guests are advised to not leave their valuables or personal belongings unattended. VR Theme Park will not be held responsible or liable for any lost, stolen or damaged property
- Management reserves the right to refuse admission or eject a valid ticket holder, if in the team member's reasonable opinion, the ticket holder may pose a risk to the safety of others and or affect their enjoyment within VR Theme Park and/or the normal operations of VR Theme Park.
- The Management accepts no liability and is always fully and effectively indemnified by the ticket holder against any liability which includes but is not limited to losses, costs, claims, demands, actions, damages, legal and other professional fees and expenses.
- New safety measures, <https://www.vrparkdubai.com/Home/Covid19>

#### **Terms and Conditions: Dubai Aquarium**

- Opening hours: 10:00 am to 22:00 (Sunday-Wednesday) last admission: 21:00: "Thursday-Saturday" 10:00-11:00 pm. Last entry will be at 10:15 pm. Timings are subject to change.
- Dubai Aquarium & Underwater Zoo is not responsible for lost, misplaced or stolen tickets.
- Dubai Aquarium & Underwater Zoo may change operating hours or close temporarily due to refurbishing, capacity, inclement weather or special events, and may otherwise be discounted without notice and without liability to the owner.
- Ticket does not entitle holder to non-complimentary services or provisions within Dubai Aquarium & Underwater Zoo.
- Re-admission to Dubai Aquarium & Underwater Zoo is not allowed.
- Tickets holder may be refused entry if, in the reasonable opinion of the staff, the presence of the holder may pose risk to the safety of tickets holders, and/or affect the enjoyment of others within Dubai Aquarium & Underwater Zoo and/or affect the normal operation of Dubai Aquarium & Underwater Zoo.
- Management reserves the right to refuse admission.
- All persons entering the venue are subject to the rule and regulations as set by the management.
- Tickets are non-refundable and non-exchangeable.
- Children under 2 years of age and pregnant women are not permitted to ride the Glass-Bottom Boats for safety reasons.
- Children under 16 years of age must be accompanied by an adult.
- Venue location: Lower Ground and Level 2, The Dubai Mall.
- New safety measures, <https://www.thedubaiaquarium.com/en/covid19/>

#### **Terms and Conditions: Aquaventure Water Park**

- All guests entering the park are subject to the policies and guidelines as set forth by the park management.
- Food and Beverages are not allowed inside the facility.
- Park reserves the right to temporarily close the facility for the purposes of maintenance or private events without the prior notice or any compensation.

- Please ensure you print all tickets relating to this booking – i.e., print one ticket per person.
- Tickets are not valid in conjunction with any other offer. Tickets are non-transferrable and non-refundable.
- They are void if defaced, or altered in any way, and you should always keep your E-ticket safe and with you during your visit to the park.
- In the case of an emergency, you must follow all instructions and directions from the staff of the park, and/or any other officials.
- We reserve the right to deny admission or remove guests from the park for any reason, including non-compliance with the park's Terms and Conditions.
- Please website <https://www.atlantis.com/en> for up-to-date information on park rides and attractions prior your visit and for full terms and conditions.

#### **Terms and Conditions: IMG ticket**

- Tickets are non-refundable & non-exchangeable. These are general admission tickets only.
- Tickets' validity cannot be extended once expired.
- We will share the park tickets (soft copies) which can be used to enter the mentioned park by scanning the barcode printed on each ticket.
- Age restrictions on entry to the Park may apply as per the parks' updated rules as specified on their websites.
- You may not bring food or drinks into the Park.
- You must comply with ride rules and follow our instructions in the Park.
- You must comply with the health and safety measures applicable during your visit.
- Height and safety restrictions apply; guests may not be able to experience all rides as specified on parks' websites.
- This ticket is void if altered or damaged;
- Certain rides, attractions, shows or outlets may be unavailable during your visit.
- Admission and use of the Park is at your sole risk and, to the maximum extent permitted by law, we accept no liability for loss, injury or damage sustained in the Park.

#### **Terms and Conditions: Tips and toes**

- The voucher is applicable for express manicure service only.
- Appointments are applicable.

#### **General terms**

1. By entering this activation consumers warrant that they have read and agree to abide by these terms and conditions.
2. Without detracting in any way from the Promotion Terms and Conditions, the following general provisions shall be applicable to these Rules.
3. The Promoter/s of this Promotion are the Organisers. The Organisers will interpret the Terms and Conditions in their sole discretion and reserve the right to amend the Terms and Conditions at any time in accordance with the provisions contained in these Rules.
4. By entering and participating in the Promotion, you agree that the Organisers may collect and process your personal information for purposes of this Promotion.

5. The Organisers, their directors, members, partners, employees, agents, consultants, any other person who directly or indirectly controls or is controlled by them or any supplier of goods and services in connection with this Promotion and their spouses, life partners, parents, children, siblings, business partners or associates are not eligible to participate in or enter this Promotion.
6. In the event of a dispute, the decision of the organisers will be final and binding and no correspondence will be entered into in this regard and for further clarity, the organisers shall be entitled to deal with such disputes (or any failure by entrants to follow the rules) in their sole discretion, including that the organisers shall be entitled, in addition to any other rights which the organisers may have in terms of these rules, to immediately disqualify entrants from this promotion. By entering the promotion and/or accepting any prize, the entrants, users and/or winners hereby indemnify, release and hold harmless the organisers (including their subsidiaries, holding companies and affiliates), their directors, employees, agents, suppliers and contractors (the “organiser parties”)
7. Neither TLC nor Virgin Mobile can be held liable from and against any actions, claims and/or liability for injury, loss, damage, expense, claim or damages of any kind resulting in whole or in part, directly or indirectly, from participation in the promotion, and/or the use, acceptance or possession of a prize, and/or participation (or non-participation) in a prize-related activity.
8. Entrants who, in the Organisers’ sole determination, act unlawfully, fraudulently, in breach of these Rules and/or Terms and Conditions or otherwise dishonestly may be disqualified from participating in the Promotion and shall not be eligible to win any prize.
9. Virgin and TLC Marketing Worldwide are not responsible for any reward misrepresentation (written or verbal) on warranties by anyone / group other than TLC Marketing Worldwide.
10. Additional to any other rights contained in the competition rules, the organisers reserve the right to terminate the promotion at any time with immediate effect. If this is the case, the organisers will provide a notice on the website and it shall be the responsibility of entrants to review such website in this respect. In such event, all entrants hereby waive any rights which they may have against any of the organiser parties and acknowledge that they will have no recourse or claim of any nature against the organiser parties.
11. The promoters are not liable for any technical failure that may result in an entry not being successfully submitted. Any prize is accepted by a winner at his/her own risk and the organisers are not liable, at any time, for any defect in the prize.
12. The duration of this Promotion may also be extended or curtailed at the sole discretion of the Promoters. If this is the case, the Organisers will provide notice of this on the Website. All Promotion queries must be directed to TLC Marketing Customer Service email on [VMUAE@tlcrewards.com](mailto:VMUAE@tlcrewards.com) 08:30 to 16:30 Monday – Friday. Not available on Weekends and Public Holidays.
13. TLC reserves the right to block entries and participants if found abusing the competition rules and mechanics
14. If for any reason this activation is not capable of being carried on as planned, due to without limitation infection by any computer virus, bugs, tampering, unauthorized intervention, fraud, technical failure, act of God, war (whether or not declared), political coup or insurrection, rebellion, labor dispute, fire, epidemic, storm, flood, typhoon, explosion,

legal enactment, government directive, order or regulation, any law or regulation having force of law or any other reason or cause beyond the control of VIRGIN which corrupts or affects the administration security, fairness or integrity or proper conduct of this activation, VIRGIN, to the fullest extent permitted by law, reserves the right in its sole discretion to cancel, terminate, modify or suspend this activation and to disqualify any Consumer who tampers with the activation and/or the entry process.

15. To the fullest extent permitted by law, TLC is not responsible for any problems or technical malfunction of any telephone network or lines, computer on-line systems, servers, or providers, computer software and/or equipment, failure of any e-mail account or any combination thereof.
16. Virgin Mobile will be entitled at its sole discretion and subject to any applicable law, to cancel, terminate, extend or suspend the activation or to modify these terms and conditions at any time prior to the closing date.
17. TLC shall not be liable for any loss or damage whatsoever which is suffered (including but not limited to indirect or consequential loss) or for any death or personal injury suffered or sustained by the consumer. Except for any liability which cannot be excluded by law, the consumer hereby releases VIRGIN, and all persons or corporations associated directly or indirectly with the activation from any and/or all claims, demands and proceedings whatsoever arising as a consequence of:
  - Their participation in the activation.
  - Any breach of these terms and conditions;
  - Non-receipt of the prize due to force majeure;
  - The use or non-use of the reward
18. This release and indemnity extend to and includes Virgin Mobile, its parent company and its related bodies corporate, and its respective directors, officers, agents, contractors, employees and sponsors associated with or which is involved directly or indirectly with the activation. This release and indemnity continue forever and binds the consumers' heirs, executors, personal representatives and assigns.

By entering this competition, I allow TLC to send or forward marketing material relating to products or services. I also consent to my personal data i.e.: Name, Contact, E-mail Address being shared with the authorized partner TLC Marketing Middle East DMCC, solely for the intent of receiving the prize.

**Contact details:**

Any questions, comments or complaints regarding this activation must be directed to our customer care center, contact details are as follows:

Email: [VMUAE@tlcrewards.com](mailto:VMUAE@tlcrewards.com)

**Jurisdiction and governing law:**

By participating in this activation, the consumer submits to the jurisdiction of the courts of your region for any and all actions or claims in any way related to this activation and expressly agree that such actions or claims are subject to the laws and regulations of your region.

**Intellectual property rights:**

**Virgin Mobile** is a registered trademark.

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