

Terms and Conditions

1. The UltraMel Winter Competition (“the Competition”) is organised and run by Danone Southern Africa (Pty) Ltd (“Danone” or “the Promoter”).
2. The Competition commences 01 July 2021 until 30 September 2021. No entries received after 30 September 2021 will be considered.
3. By entering the Competition, entrants agree to the terms and conditions of the Competition that are set out below. A copy of the terms and conditions for this Competition is available on the UltraMel Facebook page at UltraMelSA.
4. This Competition is limited to all residents of the Republic of South Africa that are aged 18 years and older, and who comply with these Competition rules (“**Participants**”), except directors, members, partners, agents or employees of Danone, any Danone holding companies and subsidiaries, their advertising and promotions agencies, consultants, and their immediate families, or any other person who directly or indirectly controls or is controlled by Danone.
5. The Competition may be entered by purchasing any promotional UltraMel Custard pack (“**Participating Products**”) from any participating outlet and following the Competition participation requirements (“**Competition Rules**”) that are set out in clause 6 below.

6. Competition Rules:

- 6.1. To participate in the Competition, Participants are required to buy any promotional UltraMel Custard pack and keep their receipt. They must then dial *120* 44222# with the unique code found on the back of the promotional sticker and follow the prompts to enter.
- 6.2. The entry costs for the Competition are 20c for 20 seconds as per USSD entry.
- 6.3. Participants stand a chance to win one of 200 (two hundred) prizes.
- 6.4. 20 Finalists will be drawn each week for 10 weeks.
- 6.5. Finalists will be notified by telephone within one week of each of the draws taking place.
- 6.6. Should the finalists not be contactable after 3 reasonable attempts, the Competition organisers reserve the right to replace this finalist with an alternative finalist.

- 6.7. In order to be confirmed as a winner, finalists will be required to provide proof of identification as well as proof of purchase and is subject to the requirements listed in 6.9 below.
- 6.8. Confirmed winners shall be awarded their prizes within two weeks of being confirmed as a winner as long as all the verification requirements have been met. Winners must present their receipt of purchase of the Participating Product in order to qualify for the prize.
- 6.9. Participants may enter the Competition as many times as they wish over the Promotional Period, provided that Participants purchase any of the Participating Products each time, however Participants will only be entitled to win one prize throughout the duration of the Competition, subject to the following conditions:
- 6.9.1. All entries from disqualified participants' cell phone numbers will be rejected;
- 6.9.2. No computer-based entries will be accepted;
- 6.9.3. Any Participant that enters an incorrect Competition entry code 5 (five) times in succession during the USSD entry mechanism, will be blocked out of the Competition for the entire duration of the Competition ("**Blocked Participants**");
- 6.9.4. Blocked Participants wishing to enter the Competition have an opportunity to call the Client Call Centre on 0861 435 737 between 08h00 - 17h00 Monday to Friday. Should there be a valid reason for the participant having been blocked for the reason set out in clause 6.9.3 above, which is accepted by the Promoter, at the Promoter's discretion, such person will be allowed to participate in this Competition, subject to the Competition rules.
- 6.9.5. Although Participants may enter as many times as they wish, they will be limited to winning only one prize per family. Should a participant be found to be related to one of the previous winners or living at the same address, they will not be permitted to win any of the other prizes.
- 6.9.6. Should the Promoter suspect any fraudulent activity they reserve the right to disqualify the participants from the Competition.

7. Prizes

- 7.1 There are 200 (two hundred) prizes to be won throughout the duration of the Competition consisting of the following:

- 50 x Berlingerhaus Kitchen Machines
- 50 x Russell Hobbs Mix Arts
- 50 x Berlinger Haus Hand Mixers
- 50 x Russell Hobbs 20 Litre Microwaves

7.2 There will be 5 of each of the above prizes given away each week for 10 weeks throughout the duration of the Competition.

7.3 Prizes will be couriered to the relevant winners to a daytime delivery address provided by the winner.

7.4 The parcel containing the prize to be couriered will be insured for the duration of the transit of the courier however the Promoter will not be held liable should any parcel go missing or be damaged once delivery has taken place and a signed Proof of delivery has been accepted by the relevant courier.

8 The winner selection is final, and no correspondence will be entered.

9 No substitution or cash redemption of non-cash prizes is permitted. Prizes are not transferable.

10 It is expected that people will enter on a mobile phone that is owned and registered to that person. No person can use another person's cell phone for Competition entry purposes. This rule has been implemented in order to avoid fraud and possible litigation between the mobile phone owner and the Competition entrant.

11 Therefore, each entrant is expected to be the owner of the mobile phone from which his / her entry is sent, and no person can enter from a cell phone that is owned by another person. This is to avoid additional fraud being conducted by multiple SIM card owners.

12 Each Participant is expected to have purchased any one of the Participating Products and must be able to produce a valid till slip if requested by Danone.

13 Danone will not accept liability for entries that were not received due to any technical or service provider error or failure.

14 By entering this Competition, all entrants authorise Danone, the Promoter, to collect, store and use (not share) personal information of entrants for communication or statistical purposes.

15 By accessing any Prizes, you agree to be bound by these terms and conditions and by participating in this Competition you consent to us sharing your personal data with our reward partners and affiliates for purposes relating to operation of

the Competition, including (without limitation) fulfilling of rewards issued to Participants. “Affiliates” means, any entity controlling, controlled by or under common control with the Promoter and suppliers for purposes of this Competition.

- 16 By Opting in for marketing, you consent to your details being stored by Danone and used in the future to send you information about Danone’s products, services and future promotions. Should you wish to Opt Out of this communication in future, you can do so by replying stop to any message or email received from the Promoters or contacting them using the details made available in these terms and conditions or clicking on the “unsubscribe” or “opt-out” link, where applicable.
- 17 The winner/s or Participants may be requested to take part in publicity for broadcast or publishing purposes, which is conditional upon their agreement to take part in such publicity. Winners or Participants who take part in any publicity will not be entitled to any payment or other remuneration for such publicity or otherwise. All publicity and other materials will be the sole property of the Promoter.
- 18 By participating in this competition, all participants acknowledge that they will be required to provide personal information if selected as a finalist which is for the sole purpose of verifying information in order to award the prize/s and acknowledge that the information will be solely processed for the purposes of this promotion only. In line with the POPIA act, all personal information will be kept in a secure password protected file for a period of 3 years in accordance with the Consumer Protection Act and will be destroyed after this time period has lapsed. Your privacy is important to us and we undertake to not use or share your personal information with any other party unless for purposes of delivery of your prize or if requested by authorities to do so.
- 19 All competition related queries should be directed to the competition care line, danoneconsumer@smollan.co.za or 0861 435 737.