



# Rules of the prize game

## “Win a Seven-Day Stay!”

Please read these Rules before participating in the prize game.

### 1. The Organiser

The Organiser of the prize game entitled “Win a Seven-Day Stay!” is **Valamar Riviera d.d., Poreč, Stancija Kaligari 1, Croatia, Valamar Riviera d.d., Zweigniederlassung Austria Obertauern branch, Gamsleitenstraße 6, Austria,** Landesgericht Salzburg FN 583355 a, VAT ID: ATU 78289647 (hereinafter referred to as: Valamar).

### 2. Purpose and duration

The prize game is organised in order to motivate the guests of the following hotels:

- 1) [PLACES] Obertauern by Valamar
- 2) Valamar Obertauern Hotel
- 3) Kesselspitze Hotel & Chalet, Valamar Collection

(hereinafter jointly referred to as: Hotels) to complete a guest satisfaction survey with the aim of increasing the quality of service. Surveys in paper form shall be distributed to guests at the Hotels in which they are staying, except for [PLACES] Obertauern by Valamar, which operates digitally, i.e. paperlessly, while the guests of all the Hotels shall receive surveys in electronic form by e-mail (if they have an e-mail address).

The prize game shall be held at the abovementioned hotels from 27 November 2025 to 6 April 2026 and shall have only one round.

### 3. Who can participate?

All guests of the Hotels over the age of 18 are eligible to participate, regardless of price and length of stay.

# VALAMAR

Valamar employees and their immediate family members may not participate in the prize game.

## 4. How to participate in the prize game?

To participate in the prize game, the guests of the Hotels must complete the **guest satisfaction survey** form between 27 November 2025 and 6 April 2026 and put it in a visibly marked box next to the reception of the hotel in which they are staying. To participate in the prize game, participants are required to enter their details (**name, surname and e-mail address**) in the space provided on the survey form and give their consent to participate in the prize game by checking the box on the survey form and signing at the bottom of the satisfaction survey.

The guests of the Hotels may complete one survey form per stay.

## 5. The prize

The prize:

- **1 x stay** worth **EUR 3,500.00** in one of the facilities (hotels, apartments, campsites) managed by Valamar in Austria or Croatia in **the 2026 season**, chosen by the winner, but in accordance with Valamar's capabilities.

The prize cannot be exchanged for money. The prize cannot be exchanged for another prize or transferred to another person.

The winner shall bear the travel expenses to the destination.

## 6. Prize draw

All submitted survey forms that are legibly completed shall be scanned and stored in a computer database. Each survey form shall be given its own number in the computer programme in which the survey forms shall be stored, and the chairman of the commission shall stop the changing survey numbers at one number by pressing a button on the computer.

The winning survey form shall be determined in the abovementioned manner.

The public prize draw shall take place at Valamar Riviera d.d., Stancija Kaligari 1, 52440 Poreč, on 13 May 2026, starting at 2:00 p.m.

# VALAMAR

In the event that the drawn survey does not contain all the required participant information (name, surname and e-mail address) in the space provided on the survey form, another survey shall be drawn.

The correctness of the draw shall be monitored by a three-member committee appointed by Valamar.

A log on the drawing process shall be kept.

All interested parties can attend the public draw.

## 7. Claiming the prize

The result of the draw shall be published on the website <https://www.valamar.com/en/prize-winning-games> within 8 (eight) days from the date the winner is drawn.

The winners shall be informed about the prize by e-mail within 8 (eight) days of the date of the draw.

In order to agree on the use of the prize, the winner shall **contact the Valamar Reservation Centre within 30 days** of receiving written notification of the prize, at:

Valamar rezervacijski centar

T: +385 52 465 000

E: [reservations@valamar.com](mailto:reservations@valamar.com)

If the prize winner does not agree on the use of the prize within the specified period, the Organiser is obliged to notify him or her again about the prize within 8 days of the expiry of the abovementioned period and to set a new deadline for claiming the prize, which cannot be shorter than 8 nor longer than 15 days from the date of receipt of the notification.

If the winner does not claim the prize within the new deadline, he or she loses the right to it.

All further obligations of the Organiser to the prize winner shall cease upon acceptance of the prize.



## 8. Information on the processing of personal data

Valamar guarantees the protection of personal data in accordance with personal data protection regulations. The participants in the prize game accept these Rules and confirm that they are aware of the processing of personal data (name, surname, e-mail) by Valamar as the data controller, which processes the participants' personal data for the purpose of conducting the prize game. The participants have the right to request access to personal data, their modification or rectification, erasure or restriction of the processing of personal data (right to be forgotten) at any time, as well as the right to file a complaint with the supervisory authority. The participants also have other rights set out in the EU General Data Protection Regulation 2016/679. You can find additional information about the processing of personal data, as well as information about other rights, in the Privacy Policy:

<https://www.valamar.com/en/privacy-policy>, especially in the chapters titled – PRIZE GAMES AND PRIZE CONTESTS and RIGHTS OF THE DATA SUBJECTS.

The winner's name and surname shall be published on the Valamar website. The winner of the prize game shall provide Valamar with additional personal data necessary for the realisation of the prize (accommodation), more information on which can be found in the Privacy Policy: <https://www.valamar.com/en/privacy-policy>, especially in the chapter titled – STAY AT VALAMAR'S FACILITIES.

For all other questions related to the processing of personal data, please contact the Data Protection Officer at [dpo@valamar.com](mailto:dpo@valamar.com).

## 9. Final provisions

The rules of the prize game shall be available at the receptions of the Hotels and on the website of Valamar Riviera d.d.

<https://www.valamar.com/en/prize-winning-games>.

By participating in the prize game, participants accept and confirm that they are aware of the rights and obligations under these Rules.

The prize game may be cancelled, terminated or put on hold only in the event of circumstances for which the Organiser is not responsible, or which the Organiser could not prevent, remedy or avoid. The participants shall be notified of the cancellation, termination or putting the prize game on hold via the Valamar website <https://www.valamar.com/en/prize-winning-games>.

# VALAMAR

In the event of a dispute between the Organiser and the participants, the parties shall attempt to resolve all disputes by amicable agreement, and if this is not possible, the disputes shall be subject to the jurisdiction of the courts of Austria, and territorial jurisdiction shall be determined according to the registered office of Valamar Riviera d.d., Zweigniederlassung Austria. Austrian law shall apply to these Rules.

**Valamar Riviera d.d., Zweigniederlassung Austria**