

**TERMS AND CONDITIONS GOVERNING THE
"#SantaSurprises Hunt"**

A. INTRODUCTION

THIS #SantaSurprises Hunt (HEREINAFTER "SSH/Santa Surprise/s") IS OPTIONAL FOR VODAFONE IDEA LIMITED (HEREINAFTER REFERRED TO AS "VODAFONE IDEA/VIL") SUBSCRIBERS. THE PARTICIPANTS IN THE SANTA SURPRISE SHALL BE LEGALLY BOUND BY THESE TERMS AND CONDITIONS. IF YOU DO NOT AGREE TO THESE TERMS AND CONDITIONS, PLEASE DO NOT PARTICIPATE IN THE SANTA SURPRISE

B. SANTA SURPRISE DETAILS

i) **Santa Surprises Hunt Period (SSHP):** 24th December 2021 till 31st December 2021. VIL reserves the right to extend or shorten the SSHP, as it deems fit. If, in any State and/or territory or part thereof, the running of this Santa Surprise is prohibited as per local rules or laws, customers from such State and/or territory or part thereof shall not be eligible to participate in the Santa Surprise. No further notice shall be given by VIL, in this regard.

ii) **Santa Surprises Hunt Description, Selection Process and Gratification:**

Activity: You will access the SSH activity through VIL's official Facebook, Instagram and Twitter page, redirected to VIL website. You may hunt for Santa Surprises by taking part in the online puzzle available on VIL website. One puzzle one day, i.e. in total 8 puzzles for 8 days. Once the puzzle is successfully solved, you will get a 6-digit code. Once the 6 digit Online Code ("Code") is received, you have to access the designated link in the micro site placed in VIL website promptly and submit/share such Code on the designated site.

Method of getting Santa Surprises:

- On a computerized basis, for each day of the SSHP, 10 customers out of the customers submitting their codes will be selected and will be entitled to get 1 Amazon voucher of Rs. 1000 each as daily voucher prize.
- Excluding the daily prize winners, on a computerized basis, one customer out of the customer submitting the code during the SSHP, shall be eligible to get an iPad as daily special prize.
- At the end of the SSH and excluding the daily prize and daily special prize winners, on a computerized basis, one winner out of the customers who have solved all the 8 puzzles and submitted the Code, will be selected for the Grand prize who shall be eligible for a MacBook Pro.
- The selection shall be done in the presence of an external auditor. The decision of the auditor in this regard shall be final and binding, no dispute, shall be entertained by VIL.

Santa Surprise Winner Announcement: The winners will be announced at the earliest/within a reasonable timeframe.

C. OTHER CONDITIONS:

- a. Multiple entries of the same individual/participant through single or multiple IDs will be dis- allowed.
- b. Participant should not do any reverse engineering, hacking or bugging of the Santa Surprise page to manipulate its operation.
- c. Winners will be contacted through email or through phone for 2 consecutive times/days, and will be given further details as to how, when and where they can redeem their respective gratification(s). The winners are requested to acknowledge the call/email. Failure on the part of winners to acknowledge the email or answer the call as stated herein or to redeem the gratification at the time of delivery/event will entitle VIL to disqualify the winner and replace him/her with another eligible participant.
- d. In the event, the winner fails to provide required details within a period of 24 hours, such winners will not be given any prize. VIL reserves the right to declare another eligible person as the winner.
- e. Winners have to bare the travel related cost i.e. from the winner's residence to the place for collecting the prize.
- f. No requests for reissue or replacement any of the prizes will be entertained by VIL for stolen/lost/misplaced/damaged items.
- g. All prizes offered in this Santa Surprise are subject to availability. VIL reserves the right to provide alternate models or brands or colour of the same value or any lesser value nearest to the original value, for any of the prize/s as mentioned in the Terms and Conditions. Also, no request for any upgradation in the prize offered shall be

- entertained by the VIL. Model or brand or colour for alternate prize will be decided by VIL at its sole discretion, any choice by the winner in respect to model or brand or colour will not be considered in any case.
- h. Winners further understands that the goods provided as prize may carry manufacturer's guarantee and in case of any deficiency in the goods, winners will contact the manufacturer only.
 - i. The winner agrees to participate in all promotional activity relating to the Santa Surprise and further consents to VIL using his/her name, likeness, photo, image, and/or voice to picture, tape or portray him/her as a Santa Surprise winner in any or all media.
 - j. VIL is neither responsible nor guarantees the quality of the goods/services being offered as gratification(s).
 - k. All incidental costs/taxes/levies related to the gratification(s), if any, shall be exclusively borne by the winner.
 - l. The gratification will be subject to compliance with applicable documents and formalities as required by VIL.
 - m. The gratification cannot be assigned or transferred.
 - n. The Santa Surprise cannot be used in conjunction with any alternative challenge or promotion.
 - o. VIL shall not be responsible for any claims arising out of technical failures before, during or after the completion of the Santa Surprise including but not limited to any technical failures in the mobile connectivity, internet connectivity. Further, VIL shall not be responsible for any claims arising out of any failure(s) which is beyond the reasonable control of VIL.
 - p. The participant hereby agrees and undertakes not to hold VIL and/or any of their group entities or affiliates, their respective directors, officers, employees, agents, vendors, responsible for or liable for, any actions, claims, demands, losses, damages, costs, charges and expenses, either direct or remote that you may/might have suffered, sustained or incurred, or claim to suffer, sustain or incur, by way of and /or on account of this Santa Surprise.
 - q. The employees of VIL and their group companies, affiliate or associate companies shall not be eligible to participate in the Santa Surprise.
 - r. Post selection of winners, the prizes shall be sent by VIL to the winners through courier.
 - s. VIL reserve the right to extend, cancel, discontinue, prematurely withdraw, change, alter or modify this Santa Surprise or any part thereof including the eligibility criteria, other terms & conditions and gratification(s) at their sole discretion at any time during its validity. You are therefore advised to check Website regularly for any update(s) or amendment(s) made to these terms and conditions.
 - t. These Terms and Conditions are subject to laws of India. Any disputes or any matter arising here from will be referred to a Sole Arbitrator to be appointed by VIL whose decision shall be final and binding on the parties in accordance with arbitration proceeding under the Arbitration and Conciliation Act, 1996. The place of Arbitration shall be at Mumbai. The language of Arbitration Proceeding shall be English.