

FUEL AND WIN PROMOTION TERMS & CONDITIONS

THE FOLLOWING TERMS & CONDITIONS APPLY EXCLUSIVELY TO THE FUEL AND WIN PROMOTION. ALL PARTICIPANTS IN THE PROMOTION ARE DEEMED TO HAVE READ, UNDERSTOOD AND ACCEPTED THE SAME:

1. Participation in the Fuel and Win Promotion is restricted to persons over the age of eighteen (18) years. Proof of age will be required when redeeming the prize.
2. The promotion will run from 7th February 2022 to 30th April 2022. Vivo Energy Zambia Limited reserves the right to amend the duration of this promotion.
3. Decisions made by Vivo Energy Zambia Limited shall be final and binding. By participating in the promotion, the participants agree to abide by and observe these terms and conditions.

PARTICIPATION

4. To enter the promotion, customers will be required to purchase product worth 250 Kwacha or spend 100 kwacha in the Quickshop; enter their details on an entry voucher and deposit the voucher in the entry box provided on-site.
5. Every 250 kwacha spent guarantees one entry and entries are cumulative and every K100 guarantees one entry and is cumulative. For example, a purchase of K250 gives you one entry; a purchase of K500 gives you two entries and so on; every purchase of K100 in the Quickshop gives you one entry and K200 give you two entries. The more you purchase the more entries and the more the chances of winning.
6. A customer champion at the Engen station will assist the customer with the entry voucher(s) as well as any other details the customer may need during the process. The site manager will be responsible for the entry box and sending the entries to HQ
7. Each entry shall be worth K250 of fuel or K100 of product/ groceries spent in the shop

PRIZES

weekly Prizes

8. All entries received will be eligible for draws in that second week. The bi-weekly entries will be withheld in the next draw until the last week when all entries will be eligible to be drawn

Grand Prize

9. Every week there will be a grand prize of a Motorbike being given away. Every draw will have 1 motorbike as a grand price
10. Prizes shall not be transferable and any non-cash prizes shall not be redeemable for cash. All winners will be expected to claim their prize no later than 14 days after the date of notification of the prize, failing which, they shall forfeit the prize.
11. The awarding of all winning prizes will be subject to the authentication of the identity of the winner through the presentation of appropriate proof of identification e.g. NRC to the satisfaction of Vivo Energy Zambia Limited. Failure by the winner to satisfy this accordingly Vivo Energy Zambia Limited within 14 days after notification may, at Vivo Energy Zambia Limited's discretion, forfeit the prize.

NOTIFICATION OF PRIZE WINNERS

12. Winners of the promotion prizes will be notified through a dedicated promotion telephone line 0211 366624, which is, not toll-free and which will attract applicable charges. Each calendar week during the promotion period, Vivo Energy Zambia Limited will hold a draw from which weekly prize winners will be identified and notified.
13. Vivo Energy Zambia Limited will publish winners for the promotion. Where such publication is done, it will be updated weekly and may be displayed at <http://www.vivoenergy.com/en-gb/whereweoperate/Zambia/> indicating the progress of the promotion.
14. The draws for all the weeks will be done every 14 days.
15. Participants will be able to access customer care services by calling [0211 366624](tel:0211366624) every weekday.

USE OF PERSONAL DATA

16. By agreeing to participate in the promotion the Member gives Vivo Energy Zambia Limited permission to contact him/her for further information.
17. By agreeing to participate in the promotion, all winners of the prizes agree that their full names, photos, video footage and other details be made public in such media that Vivo Energy Zambia Limited may choose and that they will further agree to participate in all public relations and marketing activities of Vivo Energy Zambia Limited on such terms, as it may require without any additional consideration.
18. All the ownership and intellectual property rights in the footage and visuals taken of any participant, his/her family and surrounding onlookers is and shall at all times remain the sole property of Vivo Energy Zambia Limited.
19. Use of the materials stated in Paragraph 17 and 18 above shall be at Vivo Energy Zambia Limited's discretion and Vivo Energy Zambia Limited shall be entitled to disclose any of the participant's details for administering the promotion, marketing and research-related activities, fraud prevention and such other purposes as may be provided in terms and conditions herein and the law.

DISQUALIFICATION AND TERMINATION

20. The promotion is offered at the sole discretion of Vivo Energy Zambia Limited and Vivo Energy Zambia Limited reserves the right, to amend or vary these terms and conditions or to suspend/amend/terminate the promotion at any time.
21. On termination of this promotion for any reason not attributable to the members, the winning members will be required to redeem their prizes within thirty (30) days after such termination date.
22. Vivo Energy Zambia Limited reserves the right to terminate any member's participation in the promotion or their registration upon: -
 - (a). Suspicion of fraud or attempted fraud relating to the members or their registration; or
 - (b). Breach of any of these terms and conditions; or
 - (c). Such circumstances may be determined by Vivo Energy Zambia Limited.

23. If participation in the promotion is terminated under any of the circumstances set out in Paragraph 22 above, the Members shall lose the right to points accumulated. In addition, Vivo Energy Zambia Limited reserves the right to take appropriate legal action, as it deems necessary, and recover damages and other expenses incurred in pursuing such action.

OTHER TERMS

24. All queries should be directed to the customer care available from 8:00 am to 5:00 pm. The same number will be used to contact winners.

25. Vivo Energy Zambia Limited reserves the right to amend and adjust the promotion format and timings as it deems fit.

26. Vivo Energy Zambia Limited reserves the right to amend the mechanics & prizes as it deems fit at any point in the promotion.

27. Vivo Energy Zambia Limited DOES NOT require any person to pay cash to participate in the promotion or claim any of the promotion prizes purchase of product is enough. Vivo Energy Zambia Limited will not be liable for any losses or other damage incurred by any person who does not heed this caution.

28. Although Vivo Energy Zambia limited has used reasonable efforts to ensure that all information and materials relating to the promotion are accurate, Vivo Energy Zambia Limited shall not be liable for any inaccuracy or errors in such information and/or material. Vivo Energy Zambia Limited, its agents and sub-contractors will also not bear responsibility for any loss or damage to a participant, whether caused by self or any third party, arising from: -

(a). Matters outside the control of Vivo Energy Zambia Limited, its agents and sub-contractors including but not limited to force majeure events such as acts of God, computer viruses, power outages, etc.

(b). Any technical failure or malfunction or any other problem with any machine, telephone network or system, service provider software or otherwise which may result in missing characters in the promotional packs, any entry being lost or not properly received, registered or recorded.

29. These terms and conditions are subject to interpretation by Vivo Energy Zambia Limited and any questions or disputes shall be resolved by Vivo Energy Zambia Limited and the decisions thereby reached shall be final.