

TERMS AND CONDITIONS FOR THE COMMUNITY REWARDS PRIZE DRAW: 3 NIGHTS HALF-BOARD

1. PROMOTER

Canarian Hospitality S.L., whose registered office is at Calle Montevideo 12, 1st Floor, Las Palmas de Gran Canaria, and which is registered under company number B-06881957, is organising an international online draw (hereinafter, “the Promotion”) for promotional purposes. Entry is open exclusively to persons aged 18 or over, in accordance with the eligibility requirements.

2. PROMOTION PERIOD

The Promotion runs from 30/07/25 and closes 31/08/25.

3. ELIGIBILITY AND ENTRY

Please note that by entering the draw you unconditionally accept and agree to abide by these Terms and Conditions.

Eligibility:

Entry is open only to individuals aged 18 or over.

Valid entries will only be those from participants who register for The Community Rewards via the official channels: either the website or at reception of a participating property.

How to Enter:

To participate, simply sign up for The Community Rewards loyalty programme between 30 July and 31 August 2025 (inclusive).

4. PRIZE AND SELECTION OF WINNER

One winner will be selected by means of a draw on 01/09/25. The selection will be made at random via the Generatools platform, which guarantees the transparency of the draw’s outcome and issues a certificate of validity for each draw—this result is final and cannot be altered by the organiser, and any participant may request a copy of the certificate.

The prize is three nights’ accommodation, on a half-board basis, in a standard double room for two people at any participating MYND Hotels or Sholeo Lodge property (half-board only where that meal plan is available). Reservation dates are subject to the chosen property’s availability.

The winner may contact the Promoter by emailing socialmedia@canarianhospitality.com within 48 hours of the announcement being posted on the brand's social-media channels. The Promoter will also attempt to make contact at least once during that period; if no response is received within 48 hours, an alternate winner will be drawn from the reserve list.

The draw and the awarding of the prize are subject to applicable tax legislation.

Notification will be sent to the email address used to register for The Community Rewards. Once contacted, the winner must confirm their preferred dates (subject to availability) and specify the property at which they wish to redeem their prize by replying to socialmedia@canarianhospitality.com

5. DISQUALIFICATION

If it is found that any entrant fails to meet the requirements set out in these Terms and Conditions, or has supplied invalid or incorrect information, their entry will be void and they will be automatically excluded from the Promotion, forfeiting all rights to any prize.

The following persons are ineligible to enter the Promotion: (i) Employees of Canarian Hospitality S.L. or any of its affiliated companies. (ii) Any individual holding, directly or indirectly, shares in Canarian Hospitality S.L. (iii) Anyone who has contributed, directly or indirectly, to the organisation or administration of this draw (including agencies, suppliers and other service providers), as well as their immediate family members.

The prize is non-transferable and cannot be altered, substituted or exchanged for cash or any other benefit.

Canarian Hospitality S.L. reserves the right, for good cause and with prior legal notice, to amend, suspend or extend this Promotion at any time.

Any taxes or other fiscal liabilities arising from acceptance of the prize are the sole responsibility of the winner, as are any additional costs not expressly covered by these Terms and Conditions.

Any complaints relating to this Promotion must be submitted by email to socialmedia@canarianhospitality.com within FIFTEEN (15) calendar days of the prize being awarded. If necessary, the Promoter may substitute the prize for one of equivalent or greater value.

6. LIABILITY AND FORCE MAJEURE

The Promoter shall not be liable for any loss, theft, delay or other circumstances attributable to third parties that may affect the conduct of this Promotion, nor for any use that a participant makes of the prize awarded and accepts no responsibility for any damage or loss of any kind suffered by participants, winners or third parties.

The Promoter shall not be held responsible for events of force majeure or unforeseeable circumstances that may prevent the running of the Promotion or the full or partial enjoyment of the prize. Should the Promotion be rendered impracticable—for example, due to detected fraud, technical errors or any cause beyond the Promoter's control—the Promoter reserves the right to cancel, modify or suspend the Promotion, including the associated entry website.

7. INSTAGRAM DISCLAIMER (where the Promotion is run on Instagram)

This Promotion is in no way sponsored, endorsed, administered by or associated with Instagram. Participants hereby release Instagram from any and all liability arising from or in connection with the Promotion.

8. DATA PROTECTION & PRIVACY

Canarian Hospitality S.L., as Data Controller and in accordance with Regulation (EU) 2016/679 (the GDPR), applicable national data protection legislation and the Spanish Law on Information Society Services and Electronic Commerce (LSSICE 34/2002 of 11 July), is committed to strict compliance with current data protection and information security legislation, ensuring that all personal data supplied by participants is collected and processed under security measures that prevent loss or unauthorised alteration.

For the purposes of administering the "The Community Rewards Draw: 3 Nights Half Board" Promotion, Canarian Hospitality S.L. also acts as Data Processor under the same legal obligations and security standards.

By entering the Promotion, each participant consents to their personal data being incorporated into a file owned by Canarian Hospitality S.L., used solely to manage their entry in the draw and to notify them if they are the winner. The contact details collected (name, surname, telephone number and email address) will be used exclusively to:

- Verify that you meet the eligibility criteria for the Promotion.
- Organise and deliver the prize.
- Contact you in the event of any issues or changes relating to the Promotion.

Participants warrant that the personal data they provide is accurate and undertake to inform the organiser of any changes. The organiser reserves the right to exclude any participant who supplies false information. Participants are advised to adopt appropriate security measures themselves; Canarian Hospitality S.L. cannot be held liable for unlawful data theft, alteration or loss.

Participants have the right to: (i) Access their personal data (ii) Rectify any inaccurate data or erase their data where permitted (iii) Restrict processing of their data (iv) Object to the processing of their data (v) Request portability of their data. To exercise any of these rights, participants may email socialmedia@canarianhospitality.com stating the reason for their request, or write to: Canarian Hospitality S.L. Calle Montevideo 12, 1st Floor. 35007 Las Palmas de Gran Canaria. Spain.

Without prejudice to any other administrative or legal remedies, participants also have the right to lodge a complaint with the relevant supervisory authority-particularly in the EU Member State of their habitual residence, workplace or the place of the alleged infringement-which will inform them of the progress and outcome of the complaint.

9. AMENDMENTS

The Promoter reserves the right to modify or extend these Terms and Conditions provided that no material change adversely affects participants' rights.

10. GOVERNING LAW AND JURISDICTION

These Terms and Conditions are governed by Spanish law. Any dispute arising hereunder shall be subject to the exclusive jurisdiction of the courts of Las Palmas de Gran Canaria.