

Festive Fortunes ScratchiZ Bonus Draw Promotion

Terms and Conditions

This Promotion is provided by IZI Interactive Limited ('the Company'), which is licensed and regulated by the Malta Gaming Authority under MGA/B2C/345/2016 in collaboration with National Lottery plc, licensed and regulated by the Malta Gaming Authority under MGA/B2C/003/2022. The rules, terms and conditions of this Promotion are published on National Lottery's website. Kindly ensure to read carefully all the applicable terms & conditions before participating in this Promotion.

Specific Terms

- The Festive Fortunes ScratchiZ promotion ('Promotion') is valid from 28th October 2024 until 28th February 2025.
- Only customers who purchase 'Festive Fortunes ScratchiZ' cards can avail of this Promotion. The Festive Fortunes ScratchiZ cards offer players the chance to enter a bonus draw with the opportunity to win a €10,000 cash prize.
- To enter the bonus draw, participants must purchase at least one (1) Festive Fortunes ScratchiZ card.
- Whenever a customer buys a Festive Fortunes ScratchiZ card and discovers the 'bauble ornament' symbol in the YOUR SYMBOLS section, they are eligible to enter the bonus draw.
- Participants can register for the bonus draw multiple times by purchasing and submitting codes from multiple cards, thereby increasing their chances of winning the €10,000 cash prize.
- The winner will be given the opportunity to participate and feature in media editorials, including but not limited to photographs, interviews, and filming as a result of winning the €10,000 cash prize. If the winner agrees to participate in such media coverage, the company will assist and guide the winner through the process. The winner participating in the media coverage shall waive any claim for compensation from the Company for the use of the media created or for any time spent recording such media.
- Eligible players of the bonus draw will be directed to register their interest in the bonus draw via a specific registration form.
- To qualify for entry into the Festive Fortunes Bonus Draw, participants must complete a registration and fill in a form with accurate personal information. Your mobile number and email address need to be verified for a successful registration. Failure to confirm your mobile number and email address provided during registration will result in a disqualification for the Bonus draw.
- Your personal information is necessary to validate your participation in the Promotion. Failure to provide your personal information or withdrawal of your consent for the processing of personal information will result in disqualification from the Promotion.
- This Promotion will terminate automatically upon the completion of the Bonus draw.

General Rules

- By entering into this Promotion, you agree to be bound by the General Rules listed hereunder, the Specific Rules and any other terms and conditions which may apply. The Company reserves the right to cancel, suspend, discontinue or amend the Promotion, these general rules or any specific rules at any time without prior notice. Any changes will be posted either within these rules or the specific rules on the Company's official pages of communication.

The Company may at any time, without notice, issue further terms and conditions to be read in conjunction with these general rules and any specific rules that may apply.

- To participate in this Promotion, participants must be 18 years of age or above.
- For identity and age verification purposes, the Company reserves the right to request that a valid and unexpired form of Identification Document (ID) is presented by the participant. If a winner is found to be ineligible, the Company reserves the rights to award their prize to another participant and to take any action at law it deems fit against such participant.
- You furthermore warrant that you are not self-excluded. If it results that the participant has submitted incorrect personal data or has otherwise acted maliciously to circumvent the self-exclusion database, the Company shall not be held liable for the participation by the said person and the prize(s) awarded, if any.
- By participating in this Promotion, you warrant that any and all information requested by the Company as provided by yourself is true, correct and complete. Players must submit their personal details, including name, surname, gender, date of birth, their city/town of residence, mobile number, and email address.
- This Promotion is not available to the officers, directors, employees, consultants, or agents of the Company or any of its subsidiaries, parent or associated companies, or any officers, directors, employees, consultants, or agents of any entity affiliated with the Promotion, or relatives of any of the aforementioned individuals. "Relative" includes, but is not limited to, a spouse, partner, child, or sibling, and any person residing in the same household as any of the aforementioned individuals. Unauthorized persons are prohibited from participating in this Promotion and will be disqualified.
- The Company reserves the right to disqualify any participant if it has reasonable grounds to believe the participant has breached any of these General Rules or any Specific Rules or any other terms and conditions that apply to the Promotion. Participants who are rude or abusive to, harass or threaten the Company and/or other participants, tamper with, deceive, cheat or hack the Promotion, collude with others in entering the Promotion or are deemed otherwise unsuitable by the Company, will be excluded from this Promotion. Without prejudice to any other rights, the Company reserves the right to reclaim any prize, payment and/or award.

- Any player who wished to file a query and/or complain may do so by submitting a dispute via the following channels:
 - At the Authorised Points of Sale;
 - On Support Centre on +356 2600 7777;
 - Via email through support@lottery.mt for queries addressing game related and operational matters; or info@lottery.mt for corporate related matters and queries from the General Public.
 - Via telephone at Head Office on +356 2600 7000;
 - By post addressed to the Head Office at National Lottery plc, The Quad Central, Q3, Level 11, Triq l-Esportaturi, Zone 1, Central Business District, Birkirkara, CBD 1040, Malta.
- If the player remains unsatisfied with the resolution of his/her complaint by the Company or if a complaint cannot be resolved by the Company, then the complainant may refer the dispute to the appointed ADR entity which is MADRE (Maltese Alternative Dispute Resolution Entity), the Alternative Dispute Resolution entity (“ADR”) chosen by the Company. Players can file a claim by going to the following link <https://madre-online.eu/file-a-claim/> and filling in the requested information. Otherwise, MADRE may be contacted at: Suite 7, San Michel Building, 110, St. George’s Street, St. Julians, STJ3203 – Malta – <https://madre-online.eu/>
- According to Section 10 (2) of the Malta Gaming Authority ADR Directive (Directive 5 of 2018), should the customer opt to submit a claim to the ADR entity the value of which is up to €5,000, this submission shall be mandatory to the Company. Any conclusions of the ADR entity on such cases shall be binding upon both the Company and the complainant.
- It is not the Company’s policy to offer ADR services to settle claims over €5,000.
- In the event that the player considers the gaming service to be conducted in a way that is unlawful, not safe, fair or transparent he/ she may also bring such cases to the attention of the Malta Gaming Authority by email on: support.mga@mga.org.mt or alternatively via MGA’s portal. MGA will not be able to decide the merits of the disputes since this function is reserved for MADRE as the approved ADR entity for handling disputes.
- Players can also visit <https://www.mga.org.mt/support/> or call +356 2546 9000 for more information.
- Any and all personal information submitted to the Company shall be processed in accordance with General Data Protection Regulation (EU) 2016/679 (“GDPR”) and the Data Protection Act (CAP. 586 of the Laws of Malta). If you have “opted in” to receive bonus offers and other information from the Company, you may receive direct marketing emails, SMS messages and promotional phone calls (this includes automated calls) regarding new products and/or offers which we think may be of interest to you. Consent may be withdrawn without detriment. If you consent, you may withdraw your consent thereafter at any time by sending an email on dpo@lottery.mt. Please read our Privacy Policy and Cookies Policy for more information, including guidance on how to unsubscribe.
- Any enquiries on this Promotion should be directed to support@lottery.mt.