



Senoko Energy “Shiok Shiok To Hokkaido” 2019  
Lucky Draw Terms and Conditions

1. This contest (the “Contest”) is organised by Senoko Energy Supply Pte Ltd (the “Organiser”).
2. The Contest is only open to all participants above the age of 18 years with a permanent residential address in Singapore. Submitting an entry automatically means you are agreeing to abide by these terms and conditions. No third-party entries, bulk entries or entries submitted by agents will be accepted.
3. The Contest period is from 1 November till 31 December 2019, both days inclusive, or otherwise modified. Any entries submitted after the cut-off period will not be considered. To enter the contest, participants must sign up for any standard residential electricity price plan with a 12-months minimum duration, and his/her account must be activated and moved in to Senoko Energy by 31 January 2020.
4. The Organiser reserves the right to remove or reject, in its sole and absolute discretion, any entry deemed offensive, inappropriate, violative of law, unsuitable in any other manner or that does not comply with the Contest Terms and Conditions. The Organiser is not required to provide any explanation for the rejection.
5. Each participant is limited to 1 entry in accordance to their residential address. Every new sign-up with a unique residential address counts as 1 entry in the Contest. Contest entries will be disqualified if profiles are determined to be fake accounts or spambots. Entries must be submitted by the deadline stated in the terms and conditions outlined here, with all time stated is in **Singapore Time, UTC +08:00**. The Organiser reserves the right to amend the deadline at any time without prior notice. All entries received thereafter will automatically be disqualified. Proof of submission is not considered proof of delivery to or receipt of such entry.

Furthermore, the Organiser shall have no liability for any submission that is lost, intercepted or not received by the Organiser.

6. Participants are required to be able to submit all necessary requested information when asked by official representative(s) of the Organiser. Data of each participant will be collected, stored and processed for the purposes of administering and assessing this Contest. Except as otherwise stated in these Contest Terms and Conditions, personal information collected in connection with this Contest will be used in accordance with Senoko Energy's [legal and privacy notice](#). Any communication or information transmitted to the Organiser or the Facebook page by messaging or otherwise is and will be treated as non-confidential and non-proprietary.
7. The winner will be selected at random from eligible entries during the contest duration period. The prize (the "Prize") will be:
  - A SGD\$10,000 voucher (the "Voucher") to be used with Follow Me Japan Pte Ltd. Voucher needs to be used in whole or in part on 4 x Return economy flight tickets (including of taxes and surcharges) to New Chitose Airport, Hokkaido, Japan. Voucher may be used on hotel nights and/or tour activities in partnership with Follow Me Japan Pte Ltd.
  - Complimentary Travel Protect360 insurance by HL Assurance Pte Ltd. Redemption of the Single Trip Travel Insurance for four (4) individuals is strictly for travel to Japan with coverage of 7 days, valid until 31 December 2020, and capped at a total premium of S\$96 (applied to premiums after any promotional discount).
8. Voucher is valid for 12 months from the date of issue. Prize issued is non-exchangeable, non-refundable and non-redeemable for cash.
9. The winner will be determined by the Organiser whose decision will also be final and non-negotiable. The winner will only be announced at the Organiser's sole and absolute discretion after the end of the Contest period, and the results will be notified within two (2) months after the end of the Contest. If you are the winner, you will be contacted via email, a comment or announcement post on Facebook. All information gathered will be used to verify the winners' eligibility and some

personal data provided by you may be disclosed to, but not limited to, Follow Me Japan Pte Ltd and HL Assurance, for the purpose of processing and administering the Prize. The Organiser reserves the right to disqualify the winner after announcement due to any ineligibility of the winner. If a winner cannot be contacted or does not respond within seven (7) working days, the prize or prize notification will be invalid and the winner forfeits all rights to any prize. If winners fail to collect their prize within two (2) weeks upon receiving the winner announcement notification, their prizes will be forfeited.

10. The winner is required to book their flight tickets, hotel and any additional tour activities directly with Follow Me Japan Pte Ltd. Vouchers, flight tickets or event tickets are non-transferrable. No cash or credit alternatives would be offered if the vouchers or flight tickets are not redeemed.
  - a) In accordance with Follow Me Japan Pte Ltd's terms and conditions, redemption for flight prizes is subject to availability of seats for redemption and on a first-come-first-served basis. Seats available for redemption are limited and separate from seats available for commercial purchase. The authorised winner needs to be booked as a traveller in the flight tickets with Follow Me Japan. Both departing and returning flight tickets are to be utilized for the same passengers in the same itinerary booking. Once booked, flight(s) may not be changed, re-routed, cancelled, refunded or credited toward other flights. Name change is also not permitted. You must pay all required airport/ government taxes, charges and carrier surcharge, as well as any and all ancillary products and services including, but not limited to, travel insurance, extra baggage, excess baggage, payment processing fees, etc. Full payment, if any, must be made within 48 hours of the issuance of the redemption confirmation email. Extension is not permitted and reminders will not be sent. Failure to make payment within the stipulated time frame will result in the tickets being forfeited and booking cancelled.
  - b) The voucher cannot be redeemed for travel during blackout periods. Full terms and conditions stated on the voucher will apply.

c) The winner is responsible for all other personal travel expenses incurred outside of the prize (eg. insurance, passports, visas, ground transportation, meals and others). Compliance with any health or other government requirements is the responsibility of the winner.

11. The winner is required to redeem the Single Trip Travel Insurance plan from HL Assurance by contacting their hotline at +65 6702 0202 (Monday to Friday, 9.00am to 6.00pm, excluding public holidays) for the enrollment of the plan. For verification purposes, winners will be required to provide their name, contact number and reference number to HL Assurance at the start of the enrollment. Further conditions apply in accordance with HL Assurance's terms and conditions.
12. Participants grant the Organiser the rights necessary for collection, distribution and public display of any content submitted as part of this competition, and hereby grants the Organiser the perpetual right to exclusively, royalty-free and without limitation freely use, modify, edit, copy, reproduce, distribute, broadcast, translate, create derivative works from, alter and publicly display or publish any such intellectual property rights, for whatever purpose, in any form or medium, either on this website or elsewhere, whether promotional or in other activities or events arranged by the Organiser, whether locally or worldwide.
13. Participants also grant the Organiser the right to use such participant's name, likeness, biographical information and photo submitted in any and all media for any purpose, including without limitation, advertising and promotional purposes as well as in, on or in connection with the Website, Facebook page or the campaign or other promotions, and hereby release the Organiser from any liability with respect thereto. The participant may also be required to star in promotional campaigns after the winner is announced, which may or may not include videos, photos and audio clips.
14. Participants agree that the Organiser shall not be responsible or liable for any losses, damages or injuries of any kind resulting from participation in the campaign or any campaign-related activity.
15. The Organiser shall have no obligation (express or implied) to use any name/content submitted, or to otherwise exploit any name/content submitted or, if commenced, to continue the distribution or exploitation thereof, and the Organiser may at any time

abandon the use of any name/content submitted for any reason, with or without legal justification or excuse, and participants shall not be entitled to any damages or other relief by reason thereof.

16. By accessing our website [www.SenokoEnergy.com](http://www.SenokoEnergy.com), our Facebook page, our Instagram page, our mobile sites or our flash banners, participants agree to be bound by these Terms and Conditions as well as Senoko Energy's Privacy Policy located at <https://www.senokoenergy.com/legal-notice>.
17. The Organiser reserves the right to suspend, cancel or amend the contest (including but not limited to replacing the price with one or more items of similar value) and/or review and revise these terms and conditions at any time without giving prior notice. By continuing to take part in the contest subsequent to any revision of these terms and conditions, each participant shall be deemed to have agreed to any such new or amended terms. All decisions of the Organiser are final and binding in all respects.
18. If you are a staff of the Organiser, GERMS Digital Pte Ltd, PlayMakers Singapore, Ecselis Singapore and other associated companies, you will not be eligible to compete.
19. Senoko Energy is not an agent of Follow Me Japan Pte Ltd, HL Assurance Pte Ltd and vice versa, and shall not be responsible for the quality, merchant-ability or the fitness for any purpose or any other aspect of the products and/or services provided by Follow Me Japan Pte Ltd and HL Assurance Pte Ltd. Any dispute about the quality of products or service standards of Follow Me Japan Pte Ltd and/or HL Assurance Pte Ltd must be resolved directly.
20. Standard terms and conditions of Senoko Energy apply.