

CASILLERO DEL DIABLO SOCIAL SHORT TERMS AND CONDITIONS

UK & ROI 18+. No purchase necessary. -Open 11.09.26 – 05.10.26. Visit casillerodeldiablo.com/triptochile/ and fill in your details to be entered into a prize draw for a chance to win a trip for 2 to Chile taking place between 11.11.26 – 17.11.26. Max 1 entry per person. Full T&Cs and prize details: casillerodeldiablo.com/triptochile/
Promoter: VCT Europe OX33 1ER.

CASILLERO DEL DIABLO SOCIAL LONG TERMS AND CONDITIONS:

By entering this promotion entrants will be deemed to have accepted, and will be bound by, these Terms and Conditions and by any other requirements set out in related promotional materials. These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Please retain a copy for your information.

The Promoter takes data protection seriously.. Personal data provided in connection with this promotion will be processed for the purpose of administering the promotion, including verifying eligibility, selecting and contacting the winner and fulfilling the prize. Please see the Promoter's Privacy Policy <https://casillerodeldiablo.com/privacy-policy/> for further information about how personal data is used and individuals' data protection rights.

Promoter: VCT Europe, 9 Ashurst Court, London Road, Wheatley OX33 1ER.

ELIGIBILITY TO ENTER

1. This promotion is open to residents of the United Kingdom and Republic of Ireland aged 18 years and over only, excluding employees and their immediate families of the Promoter and their affiliates, agencies, or anyone else professionally connected with the promotion
2. No entries from agents, third parties, organised groups, syndicates, or aliases will be accepted.
3. No incomplete or corrupted entries will be accepted. The entry must be made directly by the person entering the promotion. Only genuine valid entries will be considered.
4. Entries which are late, incomplete, misspelt, or incomprehensible are void and will not be entered into this Promotion, nor will they be contacted.
5. No purchase is necessary to enter the promotion. A UK or ROI bank account is required if you are selected as the winner.

6. Entries are limited to one per person. A person is defined by name, mobile number and email address and the combination needs to be unique to a single participant for a prize claim to be valid.
 7. Entries (bulk or otherwise) made from trade, consumer groups, agents, third parties or syndicates will not be accepted. If it becomes apparent that a participant is using a computer(s) to circumvent this condition by, for example, the use of programs, applications, scripts, alias accounts, brute force or any other automated means, that person's entries will be disqualified, and any Prize/s awarded will be void.
 8. The Promoter reserves the right to block any mobile number or email address that is found to be in violation of these Terms and Conditions.
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PROMOTIONAL PERIOD

9. The Promotional Period opens at 00:00 on 11.09.2026 and closes at 23:59 on 05.10.2026.
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HOW TO ENTER

10. To enter the promotion, participants must during the Promotional Period visit casilleroeldiablo.com/triptochile/ and complete the online entry form with their full name, email address, mobile number and date of birth.
 11. All valid entries will be entered into the prize draw.
 12. The Promoter takes no responsibility for entries delayed, incomplete or lost due to technical reasons or otherwise.
 13. The Promoter shall have sole and final determination as to which entries are genuine and therefore eligible to take part in this Promotion.
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SELECTING THE WINNER(S)

14. The winner will be the first valid entry electronically drawn at random from all entries correctly submitted in accordance with these terms and conditions. The prize draw will take place on 06.10.26 and the winner will be notified by phone or email on or before 08.10.26. An appropriate number of reserves will be drawn at the same time as the winners.
15. Every reasonable attempt will be made to contact the winner but if a winner does not respond to the initial notification within 48 hours, their prize will be forfeited and a reserve winner will be contacted by the same process as set out above. A maximum of two reserve winners will be contacted.
16. In the event of suspicious activity, the Promoter reserves the right to gather information or obtain further evidence to confirm the legitimacy of the entry/win. Any

additional information will be limited to that necessary to verify eligibility and prevent fraud. If an entrant does not provide further information/evidence within 48 hours of a request from the Promoter, their entry will be deemed invalid.

PRIZE

17. There is one trip for two to Chile available to be won during the Promotional Period. The trip will take place between 11.11.26 and 17.11.26. The prize includes the following:

- a. Return premium economy flights for winner and one guest from a UK/ROI international airport to Chile.
- b. Return airport transfers.
- c. 4 nights in a central Santiago hotel in Chile 12.11.26 – 16.11.26.
- d. £500 spending money in total.
- e. Concha y Toro winery visit
- f. Private tour of the new Centro del Vino
- g. Casillero del Diablo Cellar tour
- h. Private Lunch at winery restaurant
- i. Dinner at Diablo Vino & Fuego Restaurant
- j. Exclusive Asado (BBQ) Experience
- k. City Tour of Santiago

18. Further prize details and conditions:

- No cash alternative is available.
- If the winner is unable to travel between 11.11.26 and 17.11.26, they will forfeit the prize and a reserve winner will be selected. The prize is not transferable and no alternative dates are available.
- Spending money payments will only be made payable to the person whose name appears on the winning entry form and to the bank details provided by that person. Electronic bank transfer payments will be processed within 28 days of supply of UK/ROI bank details. No other methods of payment are available.
- All prize elements are subject to availability. In the event that any element listed above is unavailable, an alternative item of equal value will be provided.
- The prize excludes anything not expressly listed above.
- At their own expense, winners may choose to extend their trip beyond Monday 16th providing that the alternative return flight dates are of a similar price to those on Monday 16th - to be agreed at the discretion of the provider.
- The Winner and their guest will each require a passport valid for at least 6 months on date of travel; any necessary visas or travel insurance are the responsibility of the Winner and their guest. In the event that the Winner or their guest are unable to travel due to visa or other personal circumstances, no

alternative tickets will be issued and no compensation or other Prize will be provided.

- The Prize will be forfeited if:
 - a. the Winner and their guest are not able to travel on the dates specified for the prize.
 - b. the Winner or their guest has not obtained all of the proper travel documents by the date specified by the Promoter;
 - c. the Winner or their guest has any immigration complications which prevent them from entering, leaving or travelling to, or within, the relevant trip destination; or
 - d. the Winner or their guest has any medical, legal or any other reason that would prevent them from accepting and participating in the Prize.
- It is the responsibility of the Winner and their guests to check any travel advisories issued by a Government, to determine whether they wish to accept the risk of travelling to the relevant destination. The Promoter will not be responsible for any loss or damage suffered by the Winner or their guest arising out of their failure to follow any travel advisories issued by a Government. The Winner and their guest must comply with and are responsible for obtaining all information regarding any recommended inoculation or vaccination and obtaining the inoculation(s) or vaccination(s), including but not limited to Covid vaccinations, and health regulations, including but not limited to PCR tests, required to fly into the trip destination country.
- To the maximum extent permitted by law, the Promoter shall not be liable for any loss and/or personal injury suffered by or to the winner and/or their companion that occurs as a result of the winner's and/or their companion's participation in the prize. The winner shall be responsible for any damage to the hotel or other venue (including their contents) visited by them and their companion throughout the trip caused by their deliberate or negligent act or omission.

19. Prizes are strictly non-transferable and non-refundable and must not be sold, auctioned nor advertised for sale whether on the internet, in newspapers or elsewhere. Any person found in breach of this term will be disqualified from participating. No cash alternatives or other alternative Prize will be available in whole or in part, except in the event of circumstances outside the reasonable control of the Promoter, whereby the Promoter reserves the right to substitute the prizes with prizes of equal or greater value. The Prize will only be awarded directly to the Winner.

General

20. The promotion is operated and administered solely by the Promoter.
21. The Promoter reserves the right to verify all entries and winners and to refuse to award a Prize or withdraw Prize entitlement and/or refuse further participation in the promotion and disqualify the participant where there are reasonable grounds to believe there has been a breach of these Terms and Conditions, the spirit of the promotion or any instructions forming part of this promotion's entry requirements or otherwise where a participant has gained unfair advantage in participating in the promotion or won using fraudulent means.
22. The Promoter and its service providers will only use personal information supplied by entrants for the purpose of administering this promotion, including verifying eligibility, selecting and contacting winners and fulfilling the prize. Personal data will only be used for direct marketing where there is an appropriate lawful basis and, where required, the entrant has separately opted in to receive such communications.
23. The Promoter's decision is final in all matters pertaining to the promotion.
24. The surname and county of the winner will be available upon request by sending a correctly stamped self-addressed envelope to Casillero Social (8936), PO Box 906, Chilton, Aylesbury HP22 9HR within three months of the Close Date. Entrants to the Promotion can, at any time (including at or before the time of entry), object to all or some of their personal information being made available by emailing [please provide email address]. However, the Promoter shall provide the information upon request from such competent authorities (including the Advertising Standards Authority).
25. The winner may be invited, subject to their consent, to take part in reasonable publicity relating to this promotion, including the publication of their full name and county, without further remuneration.
26. Incomplete, illegible, corrupted entries or those which are otherwise not in accordance with these terms and conditions will not be valid. The Promoter accepts no responsibility for failure to receive an entry where such failure is due to circumstances outside the Promoter's control.
27. The Promoter may at its absolute discretion disqualify any participant found to be tampering with the entry process or operation or to be acting in any manner disruptive to the promotion.
28. In the event of circumstances outside the reasonable control of the Promoter, or otherwise where fraud, abuse, and/or an error (human, mobile or computer) affects or could affect the proper operation of this promotion or the awarding of prizes, and only where circumstances make this unavoidable, the Promoter reserves the right to cancel or amend the promotion or these terms and conditions, at any stage, but will

always endeavour to minimise the effect to participants in order to avoid undue disappointment.

29. No responsibility will be accepted for any difficulties in entering, claiming or any entries/claims delayed or corrupted. The Promoter will have no liability for any loss arising out of such an event.
30. The Promoter and its associated agencies and companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense or damage which is suffered or sustained (whether or not arising from any person's negligence) in connection with this Promotion or accepting or using a Prize, except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the maximum extent allowable by law.
31. Limitations of liability: insofar as permitted by law, neither the Promoter nor the promotional parties assume any responsibility or liability for:
- Any incorrect or inaccurate entry, or for any faulty, incorrect, failed, erroneous or failed electronic data transmissions
 - Communications line failure, regardless of cause, with regard to any equipment, systems, networks, lines, satellites, servers, computers, or providers utilised in any aspect of this promotion causing delays or disruption
 - Inaccessibility or unavailability of the internet or the website or any combination thereof
 - Insofar as permitted by law, any injury or damage to participants or to any other person's computer which may be related to or resulting from any attempt to participate in the promotion
32. If any of these clauses should be determined to be illegal, invalid or otherwise unenforceable then it shall be severed and deleted from these Terms and Conditions and the remaining clauses shall survive and remain in full force and effect. These Terms and Conditions (and any non-contractual disputes/ claims which arise out of or in connection with them) will be governed in accordance with the laws of England and Wales, as applicable, and shall be subject to the exclusive jurisdiction of the courts of England and Wales, as applicable, regarding any and all disputes arising out of, relating to, or concerning these Terms.

Data Protection: The Promoter will only use the personal details collected from entrants or for the purpose of administering the promotion, verifying eligibility, prize fulfilment and auditing of entries where necessary. Where you have separately consented to receive marketing communications, your personal data may also be used for that purpose. Personal data will be processed in accordance with applicable data protection laws,

including the UK GDPR and Data Protection Act 2018. For the purposes of data protection laws, the Promoter is the data controller.

Personal data will be retained only for as long as necessary to administer the promotion, comply with legal obligations and resolve any disputes.

You may request access to your personal data, request correction of inaccurate personal data, or exercise other applicable rights by contacting [insert email address].

Further information about how your personal data is processed, including retention period and your rights, is available in the promoter's Privacy Policy here: <https://casilleroeldiablo.com/privacy-policy/>
