

GENERAL TERMS AND CONDITIONS OF PARTICIPATION FOR SWEEPSTAKES ORGANIZED ON THE INSTAGRAM/FACEBOOK PAGE OF FLOW HOTELS KFT.

1. Organizer of the Sweepstakes

The organizer of the sweepstakes (hereinafter referred to as "Sweepstakes" or "Game") held on the Flow Hotels Kft. Facebook/Instagram fan page (hereinafter referred to as "Fan Page") is Flow Hotels Kft. (registered office: 1146 Budapest, Ajtósi Dürer sor 5. 1st floor, door 1) (hereinafter referred to as "Organizer"). The execution of the Sweepstakes is carried out by the Organizer (hereinafter referred to as "Administrator").

2. Conditions of Participation

2.1.

The Organizer announces the Sweepstakes via Instagram or Facebook posts or Instagram/Facebook Stories (hereinafter referred to as "Series"). The specific duration and conditions of each Sweepstakes are communicated in the related Instagram/Facebook post.

2.2.

The usage of the Fan Page is subject to the terms and conditions published there, including, but not limited to, general prohibitions and regulations on user-generated content.

2.3.

Only natural persons who are at least 18 years old, have full legal capacity, and do not fall within the scope of persons defined in Section 2.9 are eligible to participate (hereinafter referred to as "Participant"). A valid entry (hereinafter referred to as "Submission") consists of:

- A comment on the Organizer's post,
- The Participant's acceptance that the Organizer and Administrator may handle the provided personal data (full name, Facebook or Instagram ID, profile picture) and, in case of winning, additional data (address, phone number, email address, and submission content) in accordance with this regulation.

2.4.

Each Participant may submit only one entry per Sweepstakes unless otherwise specified in the Series.

2.5.

Submissions that do not comply with the format and content requirements described in this regulation or the specific Series will be automatically disqualified. Participants providing false information may also be disqualified.

2.6.

Only submissions from personal Instagram or Facebook accounts registered by the Participants themselves are valid. If a Participant uses an account or email address not personally registered, the Organizer and Administrator disclaim any liability for disputes regarding ownership and use.

2.7.

Participants acknowledge that the technical performance and message transmission speed of the Sweepstakes depend on external factors beyond the Organizer's and Administrator's control, such as connection issues, server performance, network congestion, or other factors affecting secure connectivity.

2.8.

The Organizer reserves the right to verify Submissions to ensure compliance with these terms and disqualify any Participant who fails to meet the requirements without explanation.

2.9.

Employees of the Organizer, Administrator, or other persons involved in organizing the Sweepstakes, as well as their close relatives (as defined by the Hungarian Civil Code 8:1. § (1) point 1), are excluded from participation.

2.10.

Participants using multiple identities, false accounts, or teaming up under one name to increase winning chances unfairly will be disqualified. Such behavior is considered fraudulent, and participants engaging in it are liable for damages caused to the Organizer and Administrator.

2.11.

Submissions that contain offensive, obscene, sexual, political, hateful, or unlawful content, violate third-party copyrights, or harm the reputation of the Organizer will be removed, and the Participant will be disqualified.

3. Winner Selection

3.1.

Winners are selected randomly using the commentpicker.com application. The duration of each Sweepstakes is specified in the respective announcement.

3.2.

Backup winners are also selected in case the primary winner is disqualified or ineligible to claim the prize.

4. Prizes, Notification of Winners, and Prize Distribution

4.1.

The prize (hereinafter referred to as "Prize") is announced in the respective Instagram or Facebook post. The Organizer reserves the right to modify the Prize during the Sweepstakes or replace it with an equivalent Prize.

4.2.

Prizes are non-transferable and cannot be exchanged for cash. A Participant may win only one Prize per Sweepstakes.

4.3.

Winners will be notified within five (5) business days via a reply to their submission on the Fan Page post. The Participant must confirm receipt of the notification and provide the necessary personal information via Instagram or Facebook DM within five (5) business days. Failure to respond within this timeframe results in disqualification, and the Prize will be awarded to an alternate winner.

4.4.

Prizes will be delivered digitally via email. The Organizer will attempt delivery once within 60 calendar days of the winner's selection.

4.5.

If the provided contact information is incorrect or incomplete, or the Participant does not meet the eligibility requirements, the Organizer is not responsible for the unsuccessful Prize delivery.

5. Taxes and Costs

The Organizer covers any applicable taxes on the Prize. Other potential costs (e.g., travel expenses) are borne by the Participant.

6. Data Protection

6.1.

Participation in the Sweepstakes is voluntary. By entering, Participants consent to:

- The Organizer handling their personal data for communication and administrative purposes related to the Sweepstakes.
- The publication of their name on the Fan Page in case of winning.

6.2.

Data is stored for 30 calendar days and handled according to the Organizer's Privacy Policy.

7. Miscellaneous Provisions

7.1.

By participating, Participants accept these Terms and Conditions.

7.2.

The Organizer is not liable for errors in submissions, delayed or undelivered Prizes due to factors beyond its control.

7.3.

The Organizer is not responsible for the quality of Prizes not manufactured or distributed by the Organizer.

7.4.

The Organizer disclaims liability for technical malfunctions affecting Instagram, Facebook, or their servers.

7.5.

The Sweepstakes is in no way sponsored, endorsed, or administered by Instagram or Facebook.

7.6.

The Organizer reserves the right to modify these Terms and Conditions and will notify Participants accordingly on the Fan Page.

Budapest, February 19, 2025

Flow Hotels Kft.

Organizer