



"Win a Holiday – Your Opinion Rewards You!"

(Pursuant to Italian Presidential Decree No. 430 of 26 October 2001)

OFFICIAL TERMS AND CONDITIONS

Article 1 – Promoter

This prize competition (hereinafter referred to as the "**Competition**") is organized by:

Engel Management S.r.l.

Via S. Valentino 3

39056 Nova Levante (BZ), Italy

VAT No.: IT03170110211

Legal Representative: **Alois Kohler**

Certified Email (PEC): engelmanagement@legalmail.it

E-mail: johannes.kohler@hotel-engel.com

Telephone: +39 0471 613131

The legal representative of the Competition is **Mr. Alois Kohler**, Chairman of the Board of Directors of Engel Management S.r.l.

Article 2 – Name of the Competition

The official name of the Competition is:

"Win a Holiday – Your Opinion Rewards You!"

Article 3 – Purpose of the Competition

The purpose of this Competition is to encourage guests of **Hotel Engel Gourmet & Spa** to provide feedback by completing the hotel's digital guest satisfaction survey.

The feedback collected will be used exclusively to improve the quality of the services provided by the hotel.

Participation in the Competition is **completely free of charge** and does not involve any additional costs for participants.



Subscription to the hotel's newsletter is entirely voluntary, optional and independent of participation in the Competition. It is **not** a condition for entering the Competition.

Article 4 – Duration of the Prize Competition

The prize competition shall commence on **4 August 2026 at 00:01 (Italian local time)**.

Participation in the prize competition shall be permitted until **31 December 2026 at 23:59 (Italian local time)**.

Only entries duly registered by the aforementioned deadline shall be deemed valid. Entries received after such deadline shall not be taken into consideration.

The prize competition shall end no later than **31 January 2027 at 23:59 (Italian local time)**, such date constituting the final deadline for the identification of the winners.

Article 5 – Territorial Scope

The Competition is organized within the territory of the **Italian Republic**.

Individuals residing in any country worldwide may participate, provided they fully comply with all the requirements set out in these Terms and Conditions.

Article 6 – Eligibility

The Competition is open to all natural persons who:

- are at least 18 years of age;
- have stayed at **Hotel Engel Gourmet & Spa** during the Competition period;
- have received the hotel's digital guest satisfaction survey;
- complete the survey in full via the **iiQ-Check** platform operated by **ConsultiiQ GmbH**;
- submit the completed survey within the deadline established by these Terms and Conditions.

Participation is permitted regardless of the participant's nationality or country of residence.

Article 7 – How to Participate

At the end of their stay, guests will automatically receive an email containing a link to the digital guest satisfaction survey.

The survey is administered through the **iiQ-Check** platform provided by **ConsultiiQ GmbH**.



To enter the Competition, participants must:

1. have stayed at **Hotel Engel Gourmet & Spa** during the promotional period;
2. access the survey via the link received by email;
3. complete the survey in its entirety;
4. submit the survey within the prescribed deadline.

Participation is completely free of charge and does not require any purchase or payment other than the completed hotel stay.

Article 8 – Entry Limitations

Only **one valid entry** is permitted per hotel stay and per adult participant.

Multiple submissions of the same survey, technical duplicates, multiple registrations, or multiple entries attributable to the same person shall not provide additional chances of winning.

In such cases, only the first valid entry recorded by the system will be considered.

Article 9 – Exclusions

The following persons are excluded from participation:

- employees of Engel Management S.r.l.;
- individuals involved in organizing the Competition;
- persons directly involved in the planning or administration of this Competition;
- the spouses, registered partners, parents, children, and siblings of the persons listed above.

The Promoter also reserves the right to exclude any participant who:

- provides false or inaccurate information;
- uses fraudulent or automated systems;
- attempts to interfere with the proper operation of the Competition;
- breaches these Terms and Conditions.

A participant may also be excluded after the prize draw if any irregularities are subsequently identified.

Article 10 – Prize

Among all participants who have validly entered the Competition in accordance with these Terms and Conditions, **one (1) winner** will be selected by random draw.



The prize consists of:

- a **7 (seven)-night stay** at **Hotel Engel Gourmet & Spa**, Nova Levante (BZ), Italy;
- valid for **up to two adults and up to two children aged 16 years or younger**;
- accommodation in a "**Sonnensuite II**" room or, at the Promoter's discretion and subject to availability, in an equivalent or higher room category;
- **Gourmet Half Board**;
- all services normally included in a standard reservation for the assigned room category.
- The prize shall be awarded and provided exclusively in the form of a voucher, with any cash payment expressly excluded.
- The prize shall be delivered within six months following the conclusion of the prize competition.

Article 11 – Items Not Included in the Prize

The prize does **not** include, by way of example but not limited to:

- the applicable tourist tax;
- travel expenses to and from the hotel;
- travel insurance;
- beverages;
- spa treatments, massages, and wellness services;
- additional services requested by the winner;
- any services not normally included in a standard reservation for the assigned room category.

Any expenses not expressly stated as included in the prize shall be borne entirely by the winner.

Article 12 – Redemption of the Prize

The prize must be redeemed within **twelve (12) months** of the official notification of the win.

Reservations are subject to the hotel's availability and must be confirmed in advance by the Promoter.

The winner shall not acquire any right to a specific travel or stay period.

This translation uses the terminology and style commonly found in English-language **official prize promotion terms and conditions**, making it suitable for publication while remaining faithful to the Italian original.

Article 13 – Blackout Periods

Unless otherwise decided by the Promoter, the prize may **not** be redeemed during the following periods:

- from **23 December to 7 January** of each year;



- during the **Carnival period**, including the week before and the week after Shrove Tuesday (Mardi Gras);
- from **8 August to 22 August** of each year.

Any additional restrictions resulting from force majeure or unforeseen operational requirements will be communicated to the winner in a timely manner.

Article 14 – Nature of the Prize

The prize:

- is personal to the winner;
- is non-transferable;
- may not be exchanged for cash;
- may not be substituted for other goods or services;
- may not be used as credit towards other bookings;
- may not be combined with any other offers, promotions or vouchers available at the hotel.
- may be redeemed **only once** and only for the maximum number of guests specified in **Article 10 ("Prize")**. If fewer guests participate in the stay than the maximum permitted, the prize shall nevertheless be deemed fully redeemed.

Article 15 – Prize Value

The commercial value of the prize is:

EUR 3,436.36 (three thousand four hundred thirty-six euros and thirty-six cents), excluding VAT.

Accordingly, the total prize pool for this Competition amounts to:

EUR 3,436.36, excluding VAT.

Article 16 – Prize Draw

The prize draw will take place within **thirty (30) days** following the end of the Competition.

The winner will be selected by means of a **certified computerized random selection system** from among all valid entries recorded in the Competition database.

All entries will be stored in an electronic database that ensures the integrity and immutability of the recorded data.

The prize draw will be conducted in the presence of either a **Notary Public** or an **official appointed by the Bolzano Chamber of Commerce**, in accordance with the applicable legal provisions.

An official record of the prize draw will be prepared.



Article 17 – Reserve Winner

At the same time as the winner is selected, **one (1) reserve winner** will also be drawn.

The reserve winner shall automatically become entitled to the prize if the original winner:

- fails to accept the prize within the prescribed deadline;
- cannot be contacted;
- forfeits the right to the prize;
- has provided incorrect or false information;
- is excluded pursuant to these Terms and Conditions;
- expressly declines the prize.

Article 18 – Winner Notification

The winner will be contacted exclusively via the email address provided when booking the hotel stay.

The notification will include:

- confirmation of the prize;
- instructions on how to accept the prize;
- booking instructions for the stay;
- the deadline for confirming acceptance of the prize.

The Promoter shall not be held liable if the email address provided by the participant is incorrect, inactive or no longer accessible.

Article 19 – Acceptance of the Prize

The winner must accept the prize within **fourteen (14) calendar days** of receiving the winner notification.

If this deadline expires without acceptance, or if the winner declines the prize or fails to meet the eligibility requirements, they shall permanently forfeit all rights to the prize.

In such event, the prize will be awarded to the reserve winner.

The reserve winner shall, in turn, have **fourteen (14) calendar days** from receipt of the corresponding notification to accept the prize.

Article 20 – Unawarded or Unclaimed Prizes

If neither the winner nor the reserve winner:

- accepts the prize within the prescribed period;
- can be contacted;
- claims the prize;
- meets the eligibility requirements; or
- is excluded from the Competition,

the prize shall be donated to the following charitable organization:

Peter Pan EO

Via Lorenz Böhler 5
39100 Bolzano (BZ), Italy

represented by its President, **Dr. Michael Mayr**.

The donation shall be made in accordance with the applicable legislation governing prize promotions.

Article 21 – Processing of Personal Data

Participants' personal data will be processed in accordance with **Regulation (EU) 2016/679 (General Data Protection Regulation – GDPR)**, **Italian Legislative Decree No. 196 of 30 June 2003**, as amended by **Legislative Decree No. 101/2018**, as well as all other applicable data protection legislation.

The **Data Controller** is:

Engel Management S.r.l.

Via S. Valentino 3
39056 Nova Levante (BZ), Italy

VAT No. / Tax Code: 03170110211

Certified Email (PEC): engelmanagement@legalmail.it

E-mail: johannes.kohler@hotel-engel.com

Telephone: +39 0471 613131

Article 22 – Purpose of Data Processing

Personal data will be processed exclusively for the following purposes:

- administering participation in the Competition;
- verifying participants' eligibility;
- selecting the winner and the reserve winner;
- notifying the winner;
- awarding and redeeming the prize;
- complying with legal obligations relating to prize competitions;
- fulfilling tax, administrative and other statutory obligations.

Article 23 – Personal Data Processed

For the purposes of this Competition, the following personal data may be processed:

- first name;
- last name;
- residential address;
- email address;
- telephone number;
- departure date (check-out);
- room number.

Only the personal data strictly necessary for the administration of the Competition will be processed.

Article 24 – Disclosure of Personal Data

Personal data may be disclosed only to those parties whose involvement is necessary for the proper administration of the Competition, including:

- the appointed **Notary Public** or the official delegated by the competent Chamber of Commerce;
- the Promoter's tax and legal advisers, to the extent strictly necessary;
- **ConsultiiQ GmbH**, as the provider of the **iiQ-Check** guest satisfaction survey platform;
- any IT service providers appointed by the Promoter.

Personal data will not be disclosed to third parties for purposes other than those specified in these Terms and Conditions.

Article 25 – Newsletter and Marketing Purposes

Participation in this Competition is **not** conditional upon subscribing to the Promoter's newsletter.

Any subscription to the newsletter is entirely voluntary, independent of participation in the Competition, and requires a separate and specific expression of consent.

Refusing to receive marketing communications shall in no way affect a participant's ability to enter the Competition.

Article 26 – Data Retention

Personal data will be retained only for the period strictly necessary to administer the Competition and, thereafter, for the period required under applicable civil, tax, and administrative legislation.

Upon expiry of the applicable retention period, the personal data will be deleted or anonymized, unless a longer retention period is required by law.

Article 27 – Data Subjects' Rights

Participants may exercise, at any time, the rights granted under Articles 15 to 22 of **Regulation (EU) 2016/679 (GDPR)**, including:

- the right of access;
- the right to rectification;
- the right to erasure;
- the right to restriction of processing;
- the right to object to processing;
- the right to data portability, where provided by law.

Requests relating to the exercise of these rights may be submitted to the Data Controller using the contact details provided in **Article 21**.

Article 28 – Publication of the Winner

The Promoter may publish the winner's name **only after obtaining the winner's specific, freely given, and explicit consent**.

The winner's name may be published through the Promoter's communication channels, including, but not limited to:

- the official website;
- social media channels;
- newsletters;
- promotional materials;



- press releases.

Refusing to give such consent shall have no adverse consequences and shall not affect the winner's entitlement to receive the prize.

Article 29 – Use of Photographs and Audiovisual Material

Photographs, video recordings, or any other audiovisual material depicting the winner may be published **only after obtaining the winner's prior written consent**.

Such consent is voluntary, independent of participation in the Competition, and may be withdrawn at any time with effect for the future. Any use made prior to the withdrawal of consent shall remain lawful.

Refusal to grant such authorization shall not in any way affect the winner's right to receive the prize.

Article 30 – Availability of the Official Rules

These Official Rules shall be made available to participants free of charge:

- on the official **Hotel Engel Gourmet & Spa** website in the section dedicated to the Competition;
- at the Hotel Reception;
- via the link included in the email containing the digital guest satisfaction survey.

Article 31 – Promoter's Liability

The Promoter shall not be held liable for:

- failures or disruptions of communication networks;
- interruptions to Internet connections;
- technical malfunctions of devices used by participants;
- events attributable to third-party service providers;
- force majeure or any other unforeseeable events beyond the Promoter's reasonable control.

The Promoter reserves the right to take any measures deemed necessary to ensure the proper conduct of the Competition.

Article 32 – Exclusion for Improper Conduct

The Promoter reserves the right to exclude any participant who:

- uses automated systems;
- attempts to interfere with or manipulate the operation of the Competition;
- provides false or incomplete information;
- acts contrary to the principles of fairness and good faith;
- breaches these Official Rules.



A participant may also be excluded after the prize draw, resulting in the forfeiture of any entitlement to the prize.

Article 33 – Force Majeure

Should it become impossible, due to force majeure, extraordinary circumstances, decisions of the competent authorities, natural disasters, pandemics, or any other unforeseeable event beyond the Promoter's control, to award the prize in accordance with these Official Rules, the Promoter reserves the right to:

- agree with the winner on an alternative period during which the stay may be enjoyed;

or

- award a substitute prize of equal or greater value, in compliance with the applicable legislation.

Article 34 – Full Acceptance of the Official Rules

Participation in this Competition constitutes the participant's full, unconditional, and irrevocable acceptance of these Official Rules and of all the provisions contained herein, without reservation or exception.

By entering the Competition, each participant declares that they have read these Official Rules prior to participation and fully accept their contents.

Article 35 – Severability

Should any provision of these Official Rules be declared null, invalid, or unenforceable, such invalidity shall not affect the validity or enforceability of the remaining provisions, which shall continue in full force and effect.

Where legally possible, any invalid provision shall be replaced by a valid provision that most closely reflects the original legal and commercial intent while complying with applicable law.



Article 36 – Final Provisions

Matters not expressly governed by these Official Rules shall be subject to the provisions of **Italian Presidential Decree No. 430 of 26 October 2001**, the **Italian Civil Code**, the **Italian Consumer Code**, **Regulation (EU) 2016/679 (GDPR)**, and all other applicable Italian legislation.

These Official Rules have been drafted in the **Italian language**.

Any translations into other languages are provided solely for informational purposes. In the event of any doubt regarding interpretation, discrepancy, or conflict between different language versions, **the Italian version shall prevail**.

Nova Levante, 17 July 2026

-Signed by the Promoter-