

## Regulations on Join Up Baltic Valentines Day game "Travel Match"

(hereinafter referred to as – **the Game**).

### 1. General provisions

- 1.1. The Game organizer is SIA "Join Up Baltic", unified registration No. 50203351701, legal address: Vienības gatve 109, Rīga, Latvia, LV-1058, hereinafter referred to as the – **Join Up Baltic**.
- 1.2. The Game takes place on Join Up Baltic website pages:
  - [www.joinup.lt](http://www.joinup.lt)
  - [www.joinup.lv](http://www.joinup.lv)
  - [www.joinup.ee](http://www.joinup.ee)
- 1.3. The start date of the Game is 13 February 2026. The end date of the Game is 20 February 2026 (**inclusive**).

### 2. Prize fund

- 2.1. The Game prize is an individual promocode which can be converted to a discount for a destination, chosen by the participant at the time of participation in the Game, when making package travel service booking from Join Up Baltic portfolio (hereinafter referred to as – **the Prize**).
- 2.2. The promocode provides a 20 or 50 eur discount. The amount of the discount is determined based on the outcome of the Game, in accordance with the procedure described in Section 3 of these Regulations.
- 2.3. The promocode discount can't be combined with other special offers unless the organizer clearly states otherwise.

### 3. Game procedure, participation conditions and Prize draw procedure

- 3.1. The Game consists of an interactive online activity titled "Travel Match", in which one participant (hereinafter – the "First Participant") selects travel preferences and invites another person (hereinafter – the "Second Participant") to take part in the Game mechanics.
- 3.2. To participate in the Game, the First Participant must:
  - select three (3) travel destinations from the options provided on the Game website, ranking them from the most desired to the least desired;
  - enter a valid personal e-mail address;
  - confirm acceptance of these Regulations.
- 3.3. Upon completion of the actions specified in Clause 3.2., the First Participant will automatically generate a unique link to the Game, which may be shared with a Second Participant.
- 3.4. The Second Participant, using the generated link, must select which of the three destinations he/she believes is the most desired destination of the First Participant.
- 3.5. Based on the selection made by the Second Participant, the outcome of the Game is determined as follows:
  - "First Match" – if the Second Participant correctly identifies the most desired destination selected by the First Participant;
  - "Not a Match" – if the Second Participant does not correctly identify the most desired destination.
- 3.6. After the Second Participant completes the selection, the First Participant is deemed to have completed the Game and shall receive the Prize by e-mail.
- 3.7. The value of the Prize is determined exclusively by the result of the Game:
  - EUR 50 discount – in case of a "First Match";
  - EUR 20 discount – in case of a "Not a Match".
- 3.8. To participate in the Game, the participant (receiver of the Prize) must enter an individual e-mail address and agree on the Regulations of this Game.
- 3.9. To participate in the Game are allowed only adults (person reached the age of 18 years or more).
- 3.10. To participate in the Game can persons – only permanent residents of the country of venue of the Game.
- 3.11. The Prize of the Game (individual promocode) and its usage conditions will be sent to the First Participant's e-mail address specified during participation in the Game after completing all steps of the

game (13 – 20 February 2026). Usage conditions will include value of discount, destination and travel dates, to which promo code applies.

3.12. Join Up Baltic employees, as well as their family members, can participate in the game.

3.13. Participation in the Game doesn't require consent to receive marketing offers. Any consent for subscription to marketing communications, if offered, shall be optional and subject to separate consent.

#### **4. Procedure for receiving and usage of the Prize**

4.1. The participant will be notified by Join Up Baltic via e-mail about the Prize.

4.2. The Prize (individual promocode) will be available for usage until **February 28, 2026 (inclusive)**.

4.3. The Prize (individual promocode) will be available for application to package travels service booking only for the destination, chosen by the First participant at the time of participation in the Game.

4.4. The participant when receiving the Prize cannot exchange or cash it out.

4.5. The prize (individual promo code) may be transferred to another person, provided that the promocode is used in accordance with its conditions and within its validity period.

4.6. Join Up Baltic is not responsible for the exclusion of the participant from the Game, as well as for the non-issuance of the Prize in cases where the Regulations of the Game are violated, or the information provided by the participant is false or inaccurate.

4.7. Join Up Baltic has the right to unilaterally suspend the issuance of the Prize in cases of violation of these Regulations or due to force majeure.

#### **5. Procedure for submission and review of claims**

5.1. Any claim relating to this Game must be made in writing, setting out in full the objections and the grounds for them, accompanied by the documents or copies referred to in the claim.

5.2. Claims should be sent to Join Up Baltic, legal address: Vienības gatve 109, Rīga, Latvia, LV-1058. Claims will be accepted until 9 March, 2026, Claims can also be submitted by email: [kaebus@joinup.ee](mailto:kaebus@joinup.ee) for Estonia, [skundas@joinup.lt](mailto:skundas@joinup.lt) for Lithuania, [pretenzija@joinup.lv](mailto:pretenzija@joinup.lv) for Latvia

5.3. Claims are considered within 30 calendar days from the date of their receipt.

#### **6. Data processing**

6.1. The controller of the personal data of the participants and winners of the Game is the Organizer of the Game - SIA "Join Up Baltic".

6.2. The Organizer collects and processes personal data only of the First Participant. No personal data of the Second Participant is collected or stored by the Organizer.

6.3. The sole personal data collected within the Game is the e-mail address of the First Participant, which is used exclusively for the purposes of: organizing and conducting the Game; delivering the Prize; handling claims related to the Game.

6.4. By participating in the Game, the participant agrees to the use of his/her personal data (e-mail address) will be processed for the purposes of organizing the Game and for the issuance of the Prize the manner specified in Clause 4.1. of the Regulations.

6.5. The Game participant agrees that Join Up Baltic shall process his personal data to the extent necessary in accordance with these Regulations.

6.6. The Game participant agrees on Data processing by Join Up Baltic according to the terms of Join Up Baltic Privacy Policy that can be found here: <https://joinup.lv/en/privacy-policy>, <https://joinup.lt/lt/privacy-policy>, <https://joinup.ee/en/privacy-policy>.

- 6.7. Personal data of the First participants of the Game (namely the e-mail address) may be stored for up to 6 (six) months after the end of the Game in order to examine possible claims, unless the law requires them to be stored longer.”
- 6.8. The First participants of the Game have the right to access their personal data processed by the Game Organizer, the right to request their correction, erasure, restriction of their processing, the right to withdraw consent to the processing of personal data, the right to object to the processing of personal data when personal data is processed on the basis of the Game Organizer’s legitimate interest.
- 6.9. Providing an e-mail address is necessary for participation in the Game and for issuance of the Prize; without providing an e-mail address, participation in the Game and receipt of the prize are not possible.

## **7. Final provisions**

- 7.1. The rights and obligations of Join Up Baltic and the Game participants are defined only in these Regulations. The information available in the promotional material of the Game is for information only.
- 7.2. The organizer has the right to change the rules only if it is objectively necessary and without violating the rights of the participants. Changes to the rules come into effect upon their publication on the organizer’s website.
- 7.3. Disputes shall be resolved through negotiations; if unsuccessful, in accordance with the law of the Republic of Latvia, in a competent court.