

Terms and Conditions

2025 Coffee Farm Lucky Draw

This Campaign is organised by Kenwood Appliances (S) Pte Ltd ('Organiser'), a company incorporated in Singapore with its registered office at [*300 Beach Road #18-01, The Concourse, Singapore 199555*]and conducted as a regional campaign. The Campaign is conducted as a regional initiative, and participation is open to eligible residents of Indonesia subject to the terms and conditions stated herein.

The following Terms and Conditions and any subsequent revisions or amendments made by the Organiser without prior notice, shall apply to the De'Longhi 2025 Coffee Farm Lucky Draw for a chance to win a 4D3N trip for two to Taman Simalem Resort, Indonesia.

The Organiser has appointed Erni Tour & Travel ('Tour Agency') located at *Jl. Sutomo No.25, Sidodadi, Kec. Medan Tim., Kota Medan, Sumatera Utara 20232, Indonesia* as the official partner to curate and manage the travel program between the designated locations.

'Stakeholders' refers to 'Organiser' and 'Tour Agency'.

1. Eligibility

- a. Individuals who are over the age of 21 years (the 'Participant(s)') are eligible to participate in the lucky draw.
- b. Participants below 21 years old need to obtain a parent or guardian's written consent before taking part in the "Lucky Draw". Organiser shall be entitled to request proof of such written consent at any time. Failure to provide proof of written consent upon request shall disqualify the Participant from the "Lucky Draw".
- c. The following persons are not eligible to participate in the "Lucky Draw":
 - i. Employees of Kenwood Appliances (S) Pte Ltd and their immediate family members and/ or relatives living in the same household;
 - ii. Vendors, contractors or partners or any other individuals directly involved or connected to the Lucky Draws including their affiliates, subsidiaries, employees, directors and immediate family members and/or relatives living in the same household; and
 - iii. Individuals who do not reside in Indonesia.
- d. Participants who fail to provide true, correct and accurate information shall automatically be disqualified.

2. Promotion Period

- a. The "Lucky Draw" is open from 1 Sep 2025 until 31 Oct 2025. All qualifying purchases must be made within this timeframe.

3. How to Participate

- a. To participate in the “Lucky Draw”, customers must purchase a minimum IDR 15,000,000 of any or combined of De’Longhi products within a single receipt from the official local retailers or distributors during the promotion period.
- b. With each qualifying purchase, customers will complete the online lucky draw form, upload their qualifying purchase receipt to receive one (1) chance with their purchase.
- c. Participants must retain their proof of purchase (receipt, order number, etc.) as evidence of eligibility.
- d. Any purchase made outside the specified dates or any fraudulent activities will result in disqualification.
- e. A valid original receipt must be presented together with the winner’s identity card as proof of purchase during prize redemption. The prize will be forfeited and will be passed on to the next eligible winner if the winner failed to do so or refund its purchase within the first 2 weeks of the purchase as a change of mind.

4. Prize Details

- a. One (1) winner will receive a trip for two (2) persons to Taman Simalem Resort, Indonesia, which includes:
 - Round-trip domestic flight tickets within Indonesia.
 - Resort accommodation for the stated duration.
 - Selected day activities provided by the resort.
 - Please check *Annex (A)* for the full itinerary.
- b. The value of the prize is IDR18,000,000 each.
- c. Prizes are non-transferable and cannot be exchanged for cash or other alternatives.
- e. Organiser reserves the rights to replace the trip with equivalent-value alternatives and travel period if there are any unforeseen situations.

5. Winner Notification & Verification

- a. Winners will be chosen randomly via electronic draw.
- b. The draw will take place on 3 Nov 2025 and the winners will be contacted by 7 Nov 2025.
- c. If the winner(s) cannot be contacted or does not respond within three (3) days, a new winner will be selected.
- d. The decision of the organiser regarding this lucky draw is final, and no correspondence will be entered into.

- e. To claim the prize, the winners must follow the instructions provided in the notifications.
- f. The winner will be required to provide proof of purchase (receipt / tax invoice), ID verification to confirm eligibility.
- g. If the winner cannot travel on the stated date 4 - 7 December 2025, they should notify the Organiser to forfeit the prize. This gives another participant the chance to experience the trip and a new winner will be chosen.
- h. Winners will be notified directly by the Organiser through official communication channels only. Participants should be aware of scam messages or fraudulent contacts claiming to represent the Organiser or the Tour Agency.

6. Travel & Health Requirements

- a. Tour Agency will book the round-trip flight and accommodation on behalf of the winner and their companion, based on the details set out in [Annex A](#).
- b. The winner and their companion are responsible for ensuring that they have valid passports (with at least 6 months validity) and any necessary visas, travel documents, or health requirements.
- c. The winner and their companion must bring and manage their own medication and any personal medical needs during the trip.
- d. Stakeholders are not responsible for any medical conditions, illnesses, or health-related issues that may arise during the trip.
- e. Stakeholders are not responsible for costs incurred due to visa applications, passport renewals, travel insurance, medical expenses, or other personal costs.
- f. Airport transfer in Medan, Indonesia is provided only for the designated flights stated in [Annex A](#). Winners who choose to fly on different dates, flights, or times required to arrange their own transport at their own cost.
- g. The winner and their companion are solely responsible for their own belongings during travel.

8. Publicity

- a. By entering the promotion, participants agree to allow Organiser to use their name, photo, video and/or likeness for promotional purposes without additional compensation, unless prohibited by law.

9. General Terms

- a. This promotion is subject to all applicable laws and regulations.
- b. Organiser reserves the right to modify, suspend, or cancel the promotion at any time for any reason.
- c. Organiser is not responsible for lost, late, incomplete, or misdirected entries or for any technical issues or errors that may occur.
- d. Any fraudulent activity or manipulation of the promotion will result in disqualification.

10. Data Privacy

- a. By participating in the promotion, Participants consent to the collection and use of their personal information in accordance with Organiser's privacy for the purposes of administering the promotion.

11. Limitation of Liability

- a. Organiser will not be liable for any loss, damage, injury, delay, or inconvenience suffered by the winner or their companion in connection with the prize.
- b. Organiser shall not be responsible for:
- Loss of travel documents, medication, or personal belongings.
 - Ineligibility to travel due to invalid or missing documents.
 - Any cancellations, delays, or changes in flights or accommodation beyond Organiser's control.

12. Dispute Resolution / Governing Law

- a. Any disputes arising from this promotion will be governed by the laws of jurisdiction.
- b. Participants agree to submit to the exclusive jurisdiction of the courts in Singapore, being the Organiser's place of incorporation.
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Annex A - Trip Itinerary

Travel Dates: 4 December 2025 – 7 December 2025 (4D3N)

Flight Details:

- Flight details will be shared across by Tour Agency
- Departure from Indonesia: 4 December 2025
- Departure from Kualanamu International Airport, Indonesia: 7 December 2025
- Two (2) pax, round-trip economy class flight included
- Flights will be booked by Tour Agency on behalf of the winner and companion.

Airport Transfers:

- Return airport transfers in Medan, Indonesia are included only for the above-specified flight schedule.
- If the winner chooses to take different flights or timings, Stakeholders will not cover airport transfers or flight costs.

Accommodation:

- Tongging Point Hotel @ Taman Simalem Resort
- Grand City Hall Hotel @ Medan, City

Dietary Restrictions & Accessibility Needs

- **Dietary Restrictions:** If you have dietary requirements or allergies, let us know at the time of booking. We'll do our best to provide suitable options, but availability may vary.
- **Accessibility Needs:** If you require mobility assistance or other accessibility support, kindly notify the Stakeholders at the time of trip booking confirmation. Stakeholders will make reasonable efforts to provide suitable arrangements; however, certain limitations may apply depending on the venue or planned activities.

Planned Activities:

- A 4D3N Taman Simalem Resort itinerary curated by Organiser and Tour Agency.
- Winners are strongly encouraged to follow the planned program of activities.
- Any activities outside the planned itinerary will be at the Winners' own expense.

DAY	ITINERARY	REMARK(S)
Thu 4 Dec	Guests arrive at Kualanamu International Airport before 9:30am (GMT+7) Welcome by the local English-speaking guide and journey to Taman Simalem Resort - Lunch - Visit Simalem Lake Toba Geopark Information Center - Simalem Organic Farm - Steamboat Dinner <i>(Guests enjoy their vegetables harvest during dinner)</i> <i>Accommodation: Tongging Point Hotel</i>	Meals provided: Lunch, Dinner
Fri 5 Dec	Breakfast - Morning activities*(Optional) - Lunch at riverside - Beans-To-Cup Tour: planting, harvesting, processing, selection and roasting - Free & Easy - Dinner *Morning activities: Jungle Trekking / Visit to One Tree Hill <i>Other activities are available at an additional cost and to be covered by participants.</i>	Meals provided: Breakfast, Lunch, Dinner
Sat, 6 Dec	Breakfast - Hotel Check-out - Brastagi Fruit Market - Lunch - Check in Grand City Hall Hotel, Medan - <i>Shopping mall - Dinner</i> <i>Accommodation: Grand City Hall Hotel</i>	Meals provided: Breakfast, Lunch, Dinner
Sun, 7 Dec	Breakfast - Brastagi Supermarket to buy local produce - Hotel Check-out - Lunch at Medan's oldest restaurant, Tip Top - Tjong A Fie Mansion - Free & Easy - Kualanamu International Airport	Meals provided: Breakfast, Lunch

Please note that the full itinerary including locations and timings, may be adjusted and is subject to change at the discretion of the Organiser and/or Tour Agency.