

Terms and Conditions

INTRODUCTION

The Vivo Energy promotional competition ("Competition") is being run by Vivo Energy Botswana (Pty) Ltd ("Organizer/we/us/our").

- The Competition will commence at 00:01 on 6 July 2026 ("start date") and close at 23:59 on 30 September 2026 ("closing date"). The period calculated from the Competition start date until the closing date (both days inclusive) is referred to as the "Competition Period".
- Any entries to the Competition received after the expiry of the Competition Period will not be considered.
- The Competition consists of the possibility of winning a Prize (as defined below) by purchasing P300.00 or more on Shell Retail Fuels – Shell V-Power, Shell Fuel Save Unleaded (ULP95) or Shell Fuel Save Diesel (Diesel 50ppm), at selected Shell Service Station in Botswana qualify and entering by way of a WhatsApp Entry, respectively, during the Competition Period (as defined below).
- Each person entering the Competition ("participants/entrants/you/your") and/or accepting any Prize in terms of this Competition, agrees and accepts that the Competition rules as set out in these terms and conditions ("Rules") are binding on him or her and he or she is obliged to comply with these Rules.
- A copy of these Rules can be found online on our Shell Botswana Facebook or on our website www.shell.co.bw

ELIGIBILITY

In-order to be eligible to enter the Competition you must:

- Be a legal, permanent resident or citizen of the Republic of Botswana ("Botswana")
- Be in possession of a valid identity document or a passport or other documentary proof of Botswana residency.
- Be 18 (eighteen) years old or older on the date you enter
- Be a natural person; and
- Not be barred or disqualified by any authority from participating in the Competition and/or taking delivery and transfer of the Prize(s) or any portion thereof available to be won during the Competition.

You are not eligible to enter this Competition if:

- The competition is open to all Botswana Citizens, permanent or temporary Residents above the age of 18 and who are in possession of a valid identity document/ passport/ valid legal permit
- except directors, members, partners, employees, agents or consultants of or any other person who directly or indirectly controls or is controlled by the Organizer or marketing service providers in respect of the promotional competition, or the spouses, life partners, business partners or immediate family members, or anyone who within a period of 183 days preceding this competition has won any competition organized, promoted, or conducted by Organizer, or who resides at the same address as such a winner, or who uses the same telephone number to enter this Competition.

PRIZES

- Each week for 11 weeks, winners will stand a chance to win Fuel Vouchers for use at Shell Service Stations countrywide

METHOD OF ENTRY

- Entrants must spend P300.00 or more on Shell retail fuels (V-Power, Fuel-Save Unleaded or Shell Fuel-Save Diesel) at selected participating Shell service stations in Botswana to qualify for the promotion.
- Upon meeting the requirements mentioned above, the participants may then send the keyword "SHELL" via WhatsApp to +267 74 07 85 35. Upon sending this message, participants will receive automated WhatsApp prompts requesting the required entry details, including proof of purchase, which the participant will complete directly within the WhatsApp conversation. (See Detailed Step By Step On The Document Labelled Process Flow)

DRAW PROCESS AND DATA HANDLING

- The winners will be selected using APS, an in-house digital system developed by SDK Digital Lab Botswana, which performs a fair and random digital selection from the pool of valid entries.

- The competition terms and conditions will be provided within the WhatsApp responses and will also be displayed at all participating points of sale (POS). By completing and submitting the required details via WhatsApp, participants will be deemed to have accepted the competition rules and terms and conditions. All personal data will be handled in accordance with the Botswana Data Protection Act, 2024.
- SDK Digital Lab Botswana will act as the independent auditors of the competition and will verify that the draw and selection process has been conducted fairly and in accordance with the approved rules and procedures. The results of the competition will be communicated to the winner and the public via direct call, will be publicized on Facebook.
- A copy of the full competition rules and terms and conditions may be obtained from Esther Lesetedi: Orelebe (Brand Manager) at the Vivo Energy Botswana Head Office, participating stores, and the WhatsApp number.

PRIZE RETENTION AND REDRAW

- If, despite every reasonable effort, Vivo Energy Botswana cannot contact a prize winner, the prize shall be retained for three (3) months after the draw.

GENERAL TERMS

- If you are not eligible to enter the Competition in terms of these Rules, you will forfeit any Prize that may be allocated to you in terms of this Competition. The Organizer reserves the right to request you to provide necessary proof that you have met the eligibility requirements. Should you fail to provide such proof within the time period provided for in these Rules, you will be disqualified and any Prize(s) will be forfeited and returned if applicable after an application has been made to the Gambling Authority.
- The Organizer may collect, store and use any personal information of entrants and/or other participants for communication, marketing or statistical purposes. By entering the Competition, you expressly consent to the aforesaid use.
- By entering the Competition and/or accepting any Prize, the entrants, users and/or Winners hereby indemnify, release and hold harmless the Organizer (including its subsidiaries, holding companies and affiliates), its directors, employees, agents, suppliers and contractors (the "Organizer Parties") from and against any actions, claims and/or liability for injury, loss, damage, expense, claim and/or amount of any kind resulting in whole or in part, directly or indirectly, from participation in the Competition, and/or the use, acceptance or possession of a Prize, and/or participation (or non-participation) in a Prize-related activity.
- In the event that the Organizer wishes to terminate the Competition at any time before its scheduled end date, the Organizer will apply to the Gambling Authority for approval. The outcome of such application, together with any decision to terminate the Competition, will be communicated on the Website. It shall be the responsibility of entrants to review the Website in this respect. In such event, all entrants hereby waive any rights which they may have against any of the Organizer Parties and acknowledge that they will have no recourse or claim of any nature against the Organizer Parties.
- The Organizer is not liable for any technical failure that may result in an entry not being successfully submitted and/or selected.
- Any Prize is accepted by a Winner at his/her own risk, and the Organizer is not liable, at any time, for any defect in the Prize

ENQUIRES

- Contact details of representatives whom participants may reach out to for enquiries about the competition: Orelebe Esther Lesetedi - Brand Manager Tel: 3953025. We trust that the above confirms the process and compliance measures for the competition. Should you require any further information or clarification, please do not hesitate to contact us.

