Easy Europe Travel Fest Lucky Draw: Terms & Conditions

Campaign period: 1 November 2026 to 28 February 2027

1. The Organiser

1.1 The Easy Europe Travel Fest Lucky Draw (the "Campaign") is organised by Easy Europe Holidays Sdn. Bhd. (Registration No. 200901000705 (843629-P)), MOTAC Licence No. KPK/LN 7848, IATA No. 20300932, of K-5-9, No. 2, Jalan Solaris, Solaris Mont Kiara, 50480 Kuala Lumpur, Malaysia ("Easy Europe" or the "Organiser").
1.2 By taking part in the Campaign, each participant agrees to be bound by these Terms & Conditions and by the Organiser's decisions on all matters relating to the Campaign.

2. Campaign Period

2.1 The Campaign runs from **1 November 2026 (00:00)** to **28 February 2027 (23:59)**, Malaysia time (GMT+8) (the "Campaign Period").
2.2 The Campaign includes the Easy Europe Travel Fest, held from **18 to 24 November 2026**.

3. Eligibility

3.1 The Campaign is open to every traveller who signs up for an Easy Europe tour departing in 2027 during the Campaign Period. There is no age limit or nationality restriction. Travellers from Malaysia, Singapore, Australia and any other country are eligible.
3.2 A sign-up qualifies only when the deposit of **RM1,000 per traveller** has been paid in full within the Campaign Period. The date the deposit is received by the Organiser is the sign-up date.
3.3 All Easy Europe tours departing in 2027 qualify, **except Antarctica tours**.
3.4 Children are eligible and receive entries as travellers. For any winner under 18 years old, the prize will be accepted and collected by a parent or legal guardian on the winner's behalf.
3.5 Employees of the Organiser and their immediate family members (spouse, parents, children and siblings) are not eligible to take part.

4. How Entries Are Earned

4.1 Each eligible traveller receives entries based on their sign-up date:

Sign-up date	Entries per traveller
18 to 24 November 2026 (Travel Fest week)	5
1 to 17 November 2026 and 25 to 30 November 2026	3
1 to 31 December 2026	3
1 to 31 January 2027	2
1 to 28 February 2027	1

4.2 Entries are given per traveller, per qualifying booking. Every traveller on a booking receives their own entries, and a traveller who makes more than one qualifying booking during the Campaign Period receives entries for each booking.
4.3 Example: a couple signs up during Travel Fest week for two tours, Spain & Portugal in May and the Balkans in October. Each person receives 5 entries per booking, so each person has 10 entries and the couple has 20 entries in total.
4.4 Entries are recorded automatically by the Organiser. Participants do not need to register separately.

5. Postponements and Cancellations

5.1 A traveller who postpones their tour to another departure in 2027 keeps their entries. A traveller who postpones to a departure in 2028 or later before a draw loses the entries for that booking, for that draw and all later draws. This does not apply when the postponement is caused by the Organiser cancelling the departure (see 9.4).
5.2 A traveller who cancels their tour before a draw loses the entries for that booking, for that draw and for all later draws, including the Grand Lucky Draw. Entries from their other qualifying bookings are not affected.
5.3 What happens to a prize when a winner cancels or postpones after winning is set out in Section 9.

6. The Draws

6.1 There are three Mini Lucky Draws and one Grand Lucky Draw:

Draw	Who is in the draw	Draw date
Mini Lucky Draw 1	Travellers who signed up from 1 to 30 November 2026	10 December 2026
Mini Lucky Draw 2	Travellers who signed up from 1 November to 31 December 2026	8 January 2027
Mini Lucky Draw 3	Travellers who signed up from 1 November 2026 to 31 January 2027	18 February 2027

Draw	Who is in the draw	Draw date
Grand Lucky Draw	All travellers who signed up from 1 November 2026 to 28 February 2027 and have not cancelled	March 2027 (exact date to be announced at Mini Lucky Draw 3)

6.2 All draws are conducted by the Easy Europe team on Easy Europe's official Facebook page via Facebook Live, and are open to the public to watch. Winners are selected at random from a lucky draw box, live on camera.
6.3 Entries that do not win are carried forward to each later Mini Lucky Draw and to the Grand Lucky Draw.
6.4 Each traveller may win only one prize across all three Mini Lucky Draws, regardless of how many entries or bookings they have. A Mini Lucky Draw winner is not eligible to win in any later Mini Lucky Draw, but remains eligible for the Grand Lucky Draw.
6.5 Each traveller may win only one prize in the Grand Lucky Draw, regardless of how many entries or bookings they have. In any draw, if a traveller who is no longer eligible to win under 6.4 or 6.5 is drawn, that draw is void and another entry is drawn.
6.6 Draw dates are subject to change. The Organiser has the final right to decide all draw dates and will announce any change on its official Facebook page.

7. Prizes

Mini Lucky Draws

Prize	Mini Lucky Draw 1	Mini Lucky Draw 2	Mini Lucky Draw 3
1st	Kapten & Son Aalborg Backpack (worth RM569)	Easy Europe Travel Credit (worth RM500)	Marie-Stella-Maris foaming body wash + Liu Jo small wallet (total worth RM524)
2nd	Furla Classic Credit Card Case (worth RM189)	L'Occitane Shower Set (worth RM233)	BODUM Assam Glass Double Wall 400ml (worth RM180)
3rd	KLIA Meal Allowance (worth RM100)	KLIA Meal Allowance (worth RM100)	KLIA Meal Allowance (worth RM100)

Grand Lucky Draw

Prize	Description	Value
1st	iPhone 18 Pro, 256GB, Burgundy	RM5,499
2nd	Easy Europe Travel Credit for 2 travellers	RM3,000 total

Prize	Description	Value
3rd and 4th	Travel Spending Allowance (one each)	RM1,000 each
5th	KLIA Plaza Premium Lounge, 2 hours' use for 2 travellers	RM460 total
6th	KLIA Return Airport Transfer	RM300
7th to 10th	Travel Spending Allowance (one each)	RM250 each

7.1 Prize values are the recommended retail prices at the time of publication.
7.2 Prizes cannot be exchanged for cash, credit or any other item, and cannot be transferred to another person, except as stated in Section 8 and Section 9.5.
7.3 Product colours, models and specifications are as stated. If a prize is unavailable, the Organiser may replace it with a prize of equal or greater value.

8. Travel-Linked Prizes

8.1 **Travel-linked prizes** are the Easy Europe Travel Credit, Travel Spending Allowance, KLIA Meal Allowance, KLIA Plaza Premium Lounge access and KLIA Return Airport Transfer. Each one is tied to the winner's qualifying tour booking. All other prizes are physical prizes. These rules apply to both the Mini Lucky Draws and the Grand Lucky Draw. Travel-linked prizes are provided only with the winner's Easy Europe tour, as set out in 8.2 to 8.4 (or refunded under 9.5). They cannot be claimed ahead of that tour, exchanged for a different currency or service, or used for travel booked with any other company. This does not apply to physical prizes, which are collected as set out in Section 10.
8.2 **Easy Europe Travel Credit**

- The credit is applied automatically to the winner's qualifying booking and deducted from the final balance payment.
- The credit is applied after any other discount or rebate (such as the regular customer discount or group rebate), which is not affected.
- The RM3,000 Grand Lucky Draw credit for 2 travellers may be applied as RM1,500 each to the winner and one travelling companion on the same departure (deducted from each person's own booking), or as RM3,000 to the winner alone.
- If the credit is more than the final balance, the unused amount will not be refunded or carried forward.
- The credit is valid for tours departing on or before **31 December 2027**. Where the Organiser cancels the departure, the dates in 9.4 apply instead. If the winner has already paid the final balance when the credit is won, the credit is refunded as set out in 9.5. Otherwise, the credit cannot be cashed out, and it cannot be transferred except as stated above. If the winner cancels after the credit has been applied to their final balance, the Organiser's normal booking terms and cancellation charges apply, and the credit is not refunded.

8.3 **Travel Spending Allowance** is provided in the currency listed for the tour in Appendix A, at the exchange rate on the date of issue, and is given to the winner in an ang pao, placed in their travel kit before departure. For tours not listed in Appendix A, the allowance is provided in euros

(EUR) if the tour visits any country that uses the euro, and otherwise in the destination's local currency or in US dollars (USD), as decided by the Organiser.
8.4 **KLIA Meal Allowance, KLIA Plaza Premium Lounge access and KLIA Return Airport Transfer** are provided for the winner's departure on the qualifying tour. The KLIA Meal Allowance is given in an ang pao, placed in the winner's travel kit. KLIA Plaza Premium Lounge access is provided as a QR code, voucher or printed redemption document, given to the winner with their travel documents. The KLIA Return Airport Transfer is arranged between the winner's home and KLIA for winners living in Kuala Lumpur or Selangor. Winners living elsewhere receive the transfer value of RM300 in an ang pao, placed in their travel kit, instead.

9. If a Winner Postpones or Cancels

9.1 **Physical prizes** (all items that are not travel-linked prizes, including the iPhone 18 Pro) belong to the winner once collected, and will not be taken back if the winner later postpones or cancels their tour. However, if the winner cancels their tour after collecting a physical prize, the Organiser's usual cancellation charges under its booking terms apply, and the value of the collected prize (as stated in Section 7) will also be deducted from any amount refundable to the winner. If the winner cancels their tour before collecting a physical prize, the prize is forfeited.
9.2 **If the winner chooses to postpone their tour**, any travel-linked prize moves with the booking to the new departure, provided the new departure is on or before 31 December 2027. If the new departure is after 31 December 2027, the prize will expire and can no longer be used, unless the Organiser agrees otherwise in writing as a special arrangement. Any such departure must take place on or before 30 June 2028.
9.3 **If the winner cancels their tour**, any travel-linked prize that has not yet been used, and any physical prize that has not yet been collected, is forfeited. It will not be paid out in cash, moved to another booking, given to another person or redrawn.

9.4 If the Organiser cancels the departure (for example, because the minimum group size is not reached, or because of a force majeure event), the winner may move to another Easy Europe departure, and their entries and prize move with them. The winner must confirm the new departure with the Organiser by 31 December 2027, and the new departure must take place on or before 30 June 2028. Prizes are forfeited under 9.1 and 9.3 only when the winner chooses to cancel their tour.

9.5 If a winner's tour has already taken place by the date of the draw, any travel-linked prize they win is refunded to them at the value stated in Section 7. Refunds (including under 8.2) are paid within 30 days of the winner providing their account details, only to an account in the winner's own name (or, for a winner under 18, in their parent or legal guardian's name), which the Organiser will verify. Amounts below RM1,000 may be paid by bank transfer or Touch 'n Go eWallet; amounts of RM1,000 or more are paid by bank transfer only. Any physical prize must be collected at the Organiser's office by the winner or a representative, as set out in Section 10.

10. Winner Notification and Prize Collection

10.1 Winners will be announced on Easy Europe's official Facebook page. Each winner will also receive an official notification by email, followed by a WhatsApp message asking them to check their email. Winners without an email address will be notified by WhatsApp.

10.2 Winners must reply within 14 days of the notification being sent, stating how they will collect their physical prize (at the airport or at the Organiser's office). Replies must be made through the same channel as the notification (by email, or by WhatsApp for winners notified by WhatsApp), so that there is a written record of the arrangement. If a winner does not reply within 14 days, the Organiser will send one WhatsApp reminder. If there is still no reply, the prize will be handed over at the airport on the winner's departure date. If the winner's tour has already taken place, there is no airport option: if there is still no reply after the reminder, the prize is forfeited, and any physical prize must be collected at the office within the 30-day period in 10.3, otherwise it is forfeited.
10.3 Physical prizes are not delivered or shipped as standard (see 10.8). Winners must collect them in person, or through a representative, either from their tour manager at the airport on their departure date, or at the Organiser's office at K-5-9, No. 2, Jalan Solaris, Solaris Mont Kiara, 50480 Kuala Lumpur, by appointment only. Appointments must be booked at least 1 working day in advance, and office collection must take place within 30 days of the date the winner notification is sent. If the prize is not collected at the office within this period, it will be handed over at the airport on the winner's departure date instead. A representative may still collect the prize at the office after the 30 days, by appointment, at any time before the winner's departure date.
10.4 A winner who cannot collect in person may send a representative. The representative must present a written authorisation from the winner (by email or signed letter) stating the representative's full name and IC or passport number, and show that IC or passport at collection. The document must match the details in the authorisation.
10.5 Winners will be photographed with their prize at collection. If a representative collects on the winner's behalf, the representative will be photographed instead. For a winner under 18, photos are taken and published only with the consent of a parent or legal guardian, who may appear in the photo with the winner.
10.6 Winners living outside Malaysia who cannot collect in person may nominate a representative in Malaysia to collect the prize at the Organiser's office, as set out in 10.4.
10.7 Travel-linked prizes do not need to be collected. They are applied to the winner's booking as described in Section 8.

10.8 Delivery of physical prizes is not offered as standard. If a winner asks for delivery by Grab, Lalamove or a similar service, the Organiser may agree to it as a special arrangement, confirmed in writing, at the winner's own cost. Winners cannot request courier shipment. The Organiser may, at its sole discretion, choose to ship a prize to an address within Malaysia at its own cost. Prizes will not be shipped outside Malaysia. The Organiser is not responsible for any loss, damage or delay during delivery.

10.9 The iPhone 18 Pro is not delivered. It must be collected by the winner or a representative, either at the Organiser's office or from the tour manager at the airport on the winner's departure date. If the winner's tour has already taken place, it can only be collected at the office. For a winner living outside Kuala Lumpur and Selangor, or outside Malaysia, any other arrangement must be agreed separately by the Organiser in writing.

11. Publicity and Personal Data

11.1 By taking part, winners agree that the Organiser may take photographs of them when they collect their prize and may use their name and photographs on its social media, website and

marketing materials without further notice or payment.
11.2 The Organiser will collect, use and keep participants' personal data in line with the Personal Data Protection Act 2010 and its privacy policy, for the purpose of running the Campaign and related communications.

12. General

12.1 The Organiser's decision on all matters relating to the Campaign, including eligibility, entries, draws and prizes, is final. No correspondence will be entered into.
12.2 The Organiser reserves the right to change, add to or remove any part of these Terms & Conditions, and to suspend or end the Campaign, at any time. Changes will be published on its official Facebook page or website.
12.3 The Organiser may disqualify any participant or withdraw any prize if it finds fraud, misuse or a breach of these Terms & Conditions.
12.4 The Organiser is not responsible for any loss, damage or injury arising from taking part in the Campaign or from the use of any prize. Product warranties are provided by the manufacturer or supplier, not by the Organiser.
12.5 Any taxes, fees or other costs connected with a prize are the winner's responsibility, unless stated otherwise.
12.6 This Campaign is not sponsored, endorsed or administered by, or associated with, Facebook or Meta.
12.7 These Terms & Conditions are governed by the laws of Malaysia.
12.8 These Terms & Conditions may be translated into other languages. If there is any difference between versions, the English version prevails.
12.9 For lucky draw enquiries, contact Easy Europe at +60 19-498 8377 or info@easyeurope.com.my.

Appendix A: Travel Spending Allowance Currency by Tour

The Travel Spending Allowance (Section 8.3) is provided in the following currency for each tour:

Tour	**Currency**
Spectacular Switzerland – Majestic Jungfrau	Swiss franc (CHF)
Switzerland & Germany (including Christmas – Colmar)	Euro (EUR)
Switzerland & France – Parisian Encounter	Euro (EUR)
Switzerland & Italy – Timeless Encounter	Euro (EUR)
Best of Spain & Portugal – Iberian Treasures	Euro (EUR)
Greece & Southern Italy	Euro (EUR)
Scenic Italy Cinque Terre	Euro (EUR)

Sicily & Malta	Euro (EUR)
Sicily, Malta & Cyprus	Euro (EUR)
Grandeur France	Euro (EUR)
Croatia, Slovenia & Balkans (including Podgorica)	Euro (EUR)
Romania, Bulgaria & Balkans	Euro (EUR)
Classic Europe – Keukenhof / Best of Austria / Christmas Market	Euro (EUR)
Norway, Sweden & Finland (all versions)	Euro (EUR)
Scenic Norway – Atlantic Road	Euro (EUR)
Best of Iceland	Euro (EUR)
Best of Scotland & Ireland	British pound (GBP)
Discover Russia (including Northern Light Hunt – Murmansk)	US dollar (USD)
Discover Central Asia	US dollar (USD)
Uzbekistan & Tajikistan	US dollar (USD)
Kazakhstan & Kyrgyzstan	US dollar (USD)
Azerbaijan, Georgia & Armenia	US dollar (USD)
Northern Xinjiang / Southern Xinjiang	Chinese yuan (CNY)
Golden Egypt	US dollar (USD)
Iconic Tanzania	US dollar (USD)
Wild Kenya	US dollar (USD)
Southern Africa	US dollar (USD)
New Zealand	New Zealand dollar (NZD)
Brazil, Peru & Argentina	US dollar (USD)