LIBURNIA
HOTELS & VILLAS

PRIZE DRAW RULES

„Liburnia Newsletter Survey“

Pursuant to Article 69 of the Games of Chance Act (Official Gazette of the Republic of Croatia, Nos. 87/09, 35/13, 158/13, 41/14, 143/14, 114/22 and 72/25) and the Ordinance on the Organisation of Prize Draws (Official Gazette of the Republic of Croatia, No. 125/25), with the prior approval of the Ministry of Finance, CLASS: UP/I-460-02/26-01/588

REG. NO.: 513-07-21-01-26-2 dated 6 November 2026, Liburnia Riviera Hoteli d.d. hereby adopts the following Rules of the “Liburnia Newsletter Survey” prize draw (hereinafter: the Prize Draw).

Article 1 Organiser

The organiser of the Prize Draw is LIBURNIA RIVIERA HOTELI d.d., Maršala Tita 198, 51410 Opatija, PIN (OIB): 15573308024 (hereinafter: the Organiser).

For enquiries from participants concerning the Prize Draw, please contact: survey@liburnia.hr

Terms used in these Rules of the “Liburnia Newsletter Survey” prize draw (hereinafter: the Rules) that have a gender-specific meaning are expressed in the masculine form but apply equally to both male and female persons.

Article 2 Purpose of the Prize Draw

The Prize Draw is organised to promote the Organiser’s hotels and services and to collect feedback from subscribers to the Organiser’s newsletter about its services.

Article 3 Duration and Territory

The Prize Draw runs from 19 November 2026 at 09:00 to 26 November 2026 at 23:59 (Central European Time).

Article 4 Prize Fund

The prize fund consists of three (3) prizes. The total value of the prize fund is EUR 2,972.00, including VAT. The value of the prize fund has been determined based on market retail prices applicable on the date the application for approval was submitted:

Prize	Number of Prizes	Description	Individual market retail value of each prize in EUR (including VAT)
1. Prize	1	A weekend stay for two at Hotel Ambasador, Opatija: 2 nights for 2 people in a Superior double/twin room with a sea view, half board, 2 wellness massages, parking and tourist tax	1.582,00
2. Prize	1	A weekend stay for two at Hotel Bellevue, Opatija: 2 nights for 2 people in a Superior double room with a balcony and sea view, half board, parking and tourist tax	1.210,00
3. Prize	1	Dinner for two at Cubo restaurant, Hotel Ambasador, Opatija: a four-course menu with wine pairing	180,00

Prizes cannot be exchanged for cash or for other goods or services. Prizes are non-transferable.

Article 5 Conditions for Redeeming Prizes

Prizes will be awarded in the form of vouchers issued in the winners' names.

Prizes 1 and 2 may be redeemed during the periods from 1 January 2027 to 20 June 2027 and from 3 September 2027 to 27 December 2027, subject to accommodation availability. Prize 3 may be redeemed from 1 January 2027 to 27 December 2027, subject to restaurant availability.

To book a date for redeeming Prizes 1 and 2, winners must contact the Organiser's contact centre by telephone on +385 51 710 444 or by email at reservations@liburnia.hr, quoting their voucher number. To book a date for redeeming Prize 3, winners must call the telephone number stated on the voucher.

Prizes do not include transport, personal expenses or services not listed in Article 4. If a winner does not redeem their prize within the specified period, they forfeit their entitlement to it without any right to compensation.

The Organiser accepts no liability for any accidents or injuries arising from the use and/or enjoyment of the prizes awarded, for any consequences resulting from improper use, or for any adverse consequences suffered by participants as a result of taking part in the Prize Draw. Furthermore, the Organiser is not liable for any malfunction of the Internet or any failure or malfunction of email or other devices enabling the Prize Draw to be conducted, or for any damage caused to a participant, their computer equipment, smartphone or data stored on such devices, or for any personal or professional consequences that may arise for participants as a result.

Article 6 Eligibility

The Prize Draw is open exclusively to subscribers to the Organiser's newsletter. Invitations to participate and links to the survey will be sent only to email addresses included in the newsletter subscriber database.

Participation in the Prize Draw is voluntary.

Participation is open to natural persons who are adults (aged 18 or over) and who are subscribed to the Organiser's newsletter on the date the Prize Draw begins.

Employees of the Organiser and the administrator, members of their immediate families and other persons involved in organising the Prize Draw are not eligible to participate.

Legal entities, self-employed individuals conducting business activities, public administration and government bodies, and non-profit associations are not eligible to participate in the Prize Draw.

Participation is free of charge and does not require the purchase of any products or services from the Organiser.

Article 7 How to Participate

Subscribers to the Organiser's newsletter will receive an email containing a link to the survey. To participate in the Prize Draw, entrants must:

1. answer all mandatory survey questions,
2. provide their first name, surname, town or city and residential address, and email address,
3. confirm that they are familiar with these Rules and the notice concerning the processing of personal data.

An entry is valid when all the above conditions have been met and the survey has been submitted within the period specified in Article 3 of these Rules.

Each participant may enter only once. If the same person submits multiple entries, or multiple entries are submitted using the same email address, only the first valid entry will be considered in the draw.

The content of the survey responses does not affect the chance of winning. All participants with valid entries have an equal chance of winning. Each participant may enter the Prize Draw only under their own first name and surname and, by participating, confirms that all information provided in their entry is their own personal data.

The Organiser will not accept entries that are late, incomplete, incorrectly submitted or incorrectly addressed, entries that do not comply with these Rules, or entries delayed by communication errors. An entry that is incomplete because it lacks any of the required information, or that is late, incomplete, incorrectly submitted or incorrectly addressed, will not be deemed a valid entry in the Prize Draw and will not be considered when the winners are drawn.

Article 8 Drawing of Winners

The draw will take place on 1 December 2026 at 12:00 in the lobby of Hotel Admiral, Maršala Tita 139, Opatija. The draw is open to the public, and any interested person has the right to attend.

The draw will be conducted electronically using a random selection method via the RANDOM.ORG platform, which uses a certified random number generator, and the draw process will be displayed to those present on a screen.

The first participant drawn will win the first prize, the second participant drawn will win the second prize, and the third participant drawn will win the third prize. Each participant may win only one prize. If a participant who has already won a prize is drawn again, the draw will continue until a new winner is selected.

If the committee determines that a participant drawn does not meet the requirements of these Rules, the draw for that prize will be repeated during the same draw. No reserve winners will be drawn.

Article 9 Committee

The draw will be supervised by a three-member committee appointed by LRH.

A record of the draw will be prepared and signed by all committee members. The Organiser will submit the record to the Ministry of Finance within eight (8) days of the draw.

Article 10 Fewer Participants than Prizes

If the number of valid entries is lower than the number of prizes, each participant with a valid entry will win one prize, in the order of drawing specified in Article 8 of these Rules. Any prizes not awarded will be deemed unallocated and dealt with in accordance with applicable regulations.

Article 11 Notification and Publication of Winners

The Organiser will notify winners in writing of their prizes at the email addresses provided in their entries within eight (8) days of the draw.

The winners' first names, surnames and places of residence will be publicly announced at https://landing.liburnia.hr/en-en/prizegames. By participating in the Prize Draw, participants acknowledge that this information will be published.

Article 12 Claiming Prizes

Winners of the Prize Draw who meet the conditions set out in these Rules will be notified of their prizes within eight (8) days of the draw at the email address provided in their entry. Winners must confirm acceptance of their prize by email to survey@liburnia.hr within fifteen (15) days of receiving the notification. Following confirmation, the Organiser will email each winner a voucher issued in their name.

If a winner does not acknowledge receipt of the prize notification within the above period, the Organiser will notify the winner again within a further eight (8) days after the deadline for claiming prizes has expired, inviting them to claim their prize in the manner described above and granting a new period of eight (8) days from receipt of the repeated notification. If the winner does not confirm acceptance within this additional period either, they forfeit their entitlement to the prize.

When checking in at the hotel or arriving at the restaurant, winners must present their voucher and an identity document bearing the name shown on the voucher.

Article 13 Personal Data Protection

The Organiser is the data controller. Participants' personal data (first name, surname, town or city and residential address, and email address) will be processed solely for the purposes of conducting the Prize Draw, publishing the winners and fulfilling legal obligations towards the Ministry of Finance.

Survey responses will be used solely in aggregated and anonymised form to improve the Organiser's services.
Personal data will be retained for two (2) years after the end of the Prize Draw and will then be deleted, unless a longer retention period is required by law.

Participants have the right of access to, rectification and erasure of their personal data, the right to restriction of processing, and the right to object. Requests may be sent to the Data Protection Officer at dpo@liburnia.hr or by post to the Organiser's registered office (for the attention of: Data Protection Officer). Participants have the right to lodge a complaint with the Croatian Personal Data Protection Agency. Further information is available in the Organiser's Privacy Policy: https://www.liburnia.hr/en/privacy.

Article 14 Suspension or Termination of the Prize Draw

The Prize Draw may be terminated or suspended only in the event of circumstances for which the Organiser is not responsible, or which the Organiser could not prevent, remedy or avoid (force majeure). Participants will be notified of any termination in the same manner in which these Rules were published.

The Rules of the Prize Draw may not be amended once the Prize Draw has begun. Exceptionally, the Rules may be amended for justified reasons and in exceptional circumstances arising from force majeure, subject to the approval of the Ministry of Finance. The Organiser will publish any amendments to these Rules in the same manner in which the Prize Draw Rules were published. The Ministry of Finance will issue its approval for any amendments to the Prize Draw Rules.

Article 15 Dispute Resolution

In the event of a dispute between the Organiser and a participant, the Municipal Court in Rijeka shall have jurisdiction.

Article 16 Final Provisions

These Rules shall apply following approval by the Ministry of Finance.

These Rules are published in Croatian and in translations into English, German, Slovenian and Italian. In the event of any discrepancy, the Croatian version shall prevail.

By participating in the Prize Draw, participants accept these Rules.

Opatija, 10 November 2026
LIBURNIA RIVIERA HOTELI d.d.