

TERMS AND CONDITIONS

SHELL FILL FOR FREE ("FREE BONTO") PROMOTION

Promoter: Vivo Energy Ghana PLC ("Vivo Energy"), the exclusive marketer and distributor of Shell-branded fuels and lubricants in Ghana.

Promotional Period: 15 September 2026 to 14 December 2026.

By participating in this promotion, participants agree to be bound by these Terms and Conditions.

1. Eligibility

1.1 The Promotion is open to all motorists aged 18 years or above who purchase **GHS 400 or more** of Shell fuel in a single transaction at any participating Shell service station in Ghana during the Promotional Period.

1.2 Directors, employees, contractors, agents, retailers, suppliers and their immediate family members are not eligible to participate.

1.3 Vivo Energy reserves the right to verify eligibility and disqualify any participant who breaches these Terms and Conditions or engages in fraudulent or dishonest conduct.

2. How to Participate

2.1 Purchase Shell fuel worth **GHS 400 or more** in a single transaction.

2.2 Provide your mobile telephone number to the Quality Marshal (QM) or Site Supervisor to initiate your entry.

2.3 Upon entry, both the station (agent) and the customer will receive a unique link to the Spin website. The link which is valid for 24 hours can only be accessed once either via the customer or the stations phone. The customer is encouraged to activate the digital spinning wheel for an opportunity to win an instant prize.

2.4 Immediately after spinning, you will receive an SMS confirming your participation and the prize won.

2.5 Customers who do not win a physical prize will receive a consolation reward in the form of additional MyShell loyalty points, subject to MyShell membership. Customers who are not members may enrol in MyShell to enjoy this benefit.

2.6 All qualifying purchases continue to earn the participant's regular MyShell loyalty points in accordance with the MyShell Loyalty Programme Terms and Conditions.

3. Promotional Prizes

3.1 The Promotion offers over 56,000 instant rewards, including:

- Free fuel equivalent to the value of the qualifying purchase, up to a maximum value of GHS 5,000.00;
- Free fuel worth GHS 50.00;
- Meal vouchers and offers from participating restaurant partners;
- Tissue boxes;
- Additional MyShell loyalty points; and
- Other promotional rewards offered by participating in MyShell loyalty program.

3.2 All prizes are subject to availability while stocks last.

3.3 Where a prize becomes unavailable for reasons beyond Vivo Energy's reasonable control, Vivo Energy reserves the right to substitute it with a prize of equal or greater value.

4. Prize Redemption

4.1 Physical prizes must be redeemed within **seven (7) days** from the date of winning unless otherwise specified.

4.2 Winners may be required to present the winning SMS and a valid form of identification for verification.

4.3 Prizes are not transferable, exchangeable or redeemable for cash unless expressly stated by Vivo Energy.

5. Suspension or Cancellation

5.1 Vivo Energy may temporarily suspend the Promotion for operational reasons, including system maintenance, repairs or technical upgrades.

5.2 If the Promotion is interrupted or terminated due to events beyond Vivo Energy's reasonable control, Vivo Energy shall honour all prizes validly won before the interruption or termination, unless prevented by law or circumstances constituting force majeure.

6. Data Protection and Privacy

6.1 By participating, participants consent to the collection and processing of their personal data, including their name, mobile number and transaction details, solely for the purpose of administering, validating and fulfilling this Promotion.

6.2 Vivo Energy will process personal data in accordance with the **Data Protection Act, 2012 (Act 843)** and its Privacy Policy.

6.3 Personal information will only be shared with authorised service providers or agents engaged to administer this Promotion, and only to the extent necessary for its operation.

6.4 Personal data will not be used for future promotional campaigns without the participant's separate consent, except where otherwise permitted by law.

7. Publicity

7.1 Winners may be invited to participate in publicity relating to the Promotion.

7.2 Vivo Energy will only use a winner's name, photograph, video or other identifiable image for promotional purposes with the winner's prior written or electronic consent.

7.3 A winner's refusal to participate in publicity will not affect their entitlement to receive the prize.

8. Participant Rights and Opt-Out

8.1 Participation in the Promotion is voluntary.

8.2 Participants may withdraw from the Promotion at any time before completing their entry by declining the SMS confirmation.

8.3 Participants may opt out of receiving promotional communications by following the instructions contained in the SMS or by contacting Vivo Energy Customer Care.

9. Limitation of Liability

9.1 Vivo Energy shall not be liable for any interruption, delay, network failure, technical malfunction or communication error beyond its reasonable control.

9.2 Nothing in these Terms excludes or limits liability for fraud, wilful misconduct, death or personal injury arising from negligence, or any liability that cannot be excluded under the laws of Ghana.

10. General Conditions

10.1 Vivo Energy reserves the right to amend, suspend or cancel the Promotion where reasonably necessary, provided that any material changes will be communicated through participating Shell stations and other official communication channels.

10.2 Vivo Energy reserves the right to verify all entries and reject any fraudulent, altered or invalid claims.

10.3 In the event of any dispute relating to eligibility, prize validation or the interpretation of these Terms and Conditions, Vivo Energy's decision shall be final, **subject to the applicable laws of the Republic of Ghana.**

10.4 These Terms and Conditions are governed by the laws of the Republic of Ghana.

Updated: 19 August 2026