

**Regulations on SIA "Join Up Baltic" Christmas game "Letters to Santa"**  
(hereinafter referred to as – **the Game**)

### **1. General provisions**

- 1.1. The Game organizer is SIA "Join Up Baltic", unified registration No. 50203351701, legal address: Vienibas gatve 109, Riga, Latvia, LV-1058, hereinafter referred to as the – **Join Up Baltic**.
- 1.2. The Game takes place on Join Up Baltic website pages:
  - [www.joinup.lt](http://www.joinup.lt)
  - [www.joinup.lv](http://www.joinup.lv)
  - [www.joinup.ee](http://www.joinup.ee)
- 1.3. The start date of the Game is December 11, 2025. The end date of the Game is **December 25, 2025. (inclusive)**.

### **2. Prize fund**

- 2.1. The Game prize is an individual promocode which can be converted to a discount for a destination, chosen by the participant at the time of participation in the Game, when making package travel service booking from Join Up Baltic portfolio (hereinafter referred to as – **the Prize**).
- 2.2. The promocode provides a 30 – 100 EUR discount, which is determined randomly.

### **3. Game procedure, participation conditions and Prize draw procedure**

- 3.1. To participate in the Game, the participant (receiver of the Prize) must enter an individual e-mail address and agree on the Regulations of this Game.
- 3.2. To participate in the Game are allowed only adults (person reached the age of 18 years or more).
- 3.3. To participate in the Game can persons – only permanent residents of the country of venue of the Game.
- 3.4. The Prize of the Game (individual promocode) will be sent to the participants of the Game in the form of an e-mail on December 25, 2025.
- 3.5. The Prize (discount amount for a chosen destination) will be determined at random, using a specialized computer program for all participants.
- 3.6. Participant can participate in the Game with one e-mail address just once and receive one promocode.
- 3.7. Join Up Baltic employees, as well as their family members, can participate in the game.

### **4. Procedure for receiving and usage of the Prize**

- 4.1. The participant will be notified by Join Up Baltic via e-mail about the Prize.
- 4.2. The Prize (individual promocode) will be available for usage until **January 30, 2026 (including) only**.
- 4.3. The Prize (individual promocode) will be available for application to package travels service booking only for the destination, chosen by the participant at the time of participation in the Game.
- 4.4. The participant when receiving the Prize cannot exchange or cash it out.
- 4.5. Join Up Baltic is not responsible for the exclusion of the participant from the Game, as well as for the non-issuance of the Prize in cases where the Regulations of the Game are violated, or the information provided by the participant is false or inaccurate.
- 4.6. Join Up Baltic has the right to unilaterally suspend the issuance of the Prize in cases of violation of these Regulations or due to force majeure.

### **5. Procedure for submission and review of claims**

- 5.1. Any claim relating to this Game must be made in writing, setting out in full the objections and the grounds for them, accompanied by the documents or copies referred to in the claim.

5.2. Claims should be sent to Join Up Baltic, legal address: Vienības gatve 109, Rīga, Latvia, LV-1058. Claims will be accepted until January 15, 2026, Claims can also be submitted by email: [kaebus@joinup.ee](mailto:kaebus@joinup.ee) for Estonia, [skundas@joinup.lt](mailto:skundas@joinup.lt) for Lithuania, [pretenzija@joinup.lv](mailto:pretenzija@joinup.lv) for Latvia.

5.3. Claims are considered within 30 calendar days from the date of their receipt.

## **6. Data processing**

6.1. The controller of the personal data of the participants of the Game is the Organizer of the Game - SIA "Join Up Baltic".

6.2. The Game Organizer, in order to organize and conduct the Game, and inform participants of the Game, and award the prize, will process the following personal data of the Game participants: email address;

6.3. By participating in the Game, the participant agrees to the use of his/her personal data (e-mail address) will be processed for the purposes of organizing the Game and for the issuance of the Prize the manner specified in Clause 4.1. of the Regulations.

6.4. The Game participant agrees that Join Up Baltic shall process his personal data to the extent necessary in accordance with these Regulations.

6.5. The Game participant agrees on Data processing by Join Up Baltic according to the terms of Join Up Baltic Privacy Policy that can be found here: <https://joinup.lv/en/privacy-policy>, <https://joinup.lt/lt/privacy-policy>, <https://joinup.ee/en/privacy-policy>.

6.6. Personal data of Game participants are processed until the end of the Game and destroyed after the end of the Game, except when the personal data must be retained for up to 6 months after the end of the Game in order to examine possible claims, unless the law requires them to be stored longer.

6.7. The participants of the Game have the right to access their personal data processed by the Game Organizer, the right to request their correction, erasure, restriction of their processing, the right to withdraw consent to the processing of personal data, the right to object to the processing of personal data when personal data is processed on the basis of the Game Organizer's legitimate interest.

6.8. Providing an e-mail address is necessary for participation in the Game; without it, participation and prize issuance are not possible.

## **7. Final provisions**

7.1. The rights and obligations of Join Up Baltic and the Game participants are defined only in these Regulations. The information available in the promotional material of the Game is for information only.

7.2. The organizer has the right to change the rules only if it is objectively necessary and without violating the rights of the participants. Changes to the rules come into effect upon their publication on the organizer's website.

7.3. Disputes shall be resolved through negotiations; if unsuccessful, in accordance with the law of the Republic of Latvia, in a competent court.