

THE MINES “SPOT IT!” SOCIAL MEDIA CONTEST

Terms & Conditions

1. Organiser & Contest Period

The “**SPOT IT!**” **Contest** (“Contest”) is organised by **The Mines** (“Organiser”).

The Contest comprises **four (4) weekly challenges**, with a new challenge released every Friday throughout the campaign period.

The campaign will run from **16 October 2026 to 12 November 2026** as follows:

Challenge	Contest Period
Challenge #01	16–22 October 2026
Challenge #02	23–29 October 2026
Challenge #03	30 October–5 November 2026
Challenge #04	6–12 November 2026

Each weekly challenge closes at **11:59 PM (Malaysia Time)** on the applicable challenge closing date stated for the respective challenge. Entries submitted and received after the relevant closing time will be deemed late and will not be eligible for that week's prize draw.

2. Eligibility

The Contest is open to all residents of Malaysia who hold an active Facebook and/or Instagram account and satisfy any minimum age requirements imposed by the relevant social media platform.

Employees of the Organiser, its related corporations, appointed advertising and promotional agencies, contractors, service providers and any other parties directly involved in the organisation, administration or conduct of the Contest, and their immediate family members are not eligible to participate, unless otherwise determined by the Organiser in its sole discretion.

Participants under the age of eighteen (18) years must obtain the consent of their parent or legal guardian before participating in the Contest and, if selected as a winner, before accepting or collecting any prize.

No purchase or payment is required to enter or participate in the Contest.

3. How to Participate

To submit a valid entry for each weekly challenge, participants must complete all of the following requirements during the applicable weekly challenge period:

- Review the relevant weekly **SPOT IT! Challenge** announcement published on The Mines' official Facebook and/or Instagram page.
- Visit the designated renovation hoarding location at **L1 West Court, beside Canal, The Mines** and identify the answer/clue featured in that week's challenge.

- (c) Take a clear photograph of the correct answer/clue and retain the original unedited photograph for verification purposes. Participants must not publish, post, or otherwise disclose or reveal the answer/clue or photograph publicly unless expressly requested by the Organiser.
- (d) Post a comment containing the word or hashtag **"SPOT IT!"** in the comment section of the relevant weekly challenge post.
- (e) Follow The Mines' official Facebook and Instagram accounts and fulfill any additional sharing requirements specified in the relevant weekly challenge post.
- (f) Upon request by the Organiser, provide the original photograph and any other information or documentation required for verification within the timeframe specified by the Organiser.

All participant requirements applicable to a weekly challenge must be completed within the relevant weekly challenge period. Failure to comply with any requirement may result in the entry being deemed invalid and ineligible for that week's prize draw.

4. Photo Verification

Participants **are not required to publicly post or upload their clue photograph when submitting an entry.**

However, any participant selected as a potential winner must, upon the Organiser's request, provide the relevant photograph for verification purposes.

The photograph must clearly demonstrate that the participant has located the correct clue displayed on the actual renovation hoarding during the applicable weekly challenge period.

The Organiser reserves the right to request the original, a higher-resolution copy and/or any other reasonable supporting information required to verify the authenticity and validity of the entry.

Failure to provide the requested verification documents within the timeframe specified by the Organiser, or failure to satisfactorily verify the entry, may result in the participant's disqualification and the selection of an alternative winner.

Any photograph that is copied from another participant or any other person, obtained or downloaded from social media or other third-party source, digitally fabricated, materially altered or manipulated so as to misrepresent participation, or otherwise determined by the Organiser to be invalid, misleading, incapable of verification, or of doubtful authenticity or veracity shall be disqualified.

5. Entries

Each participant is entitled to submit only **one (1) valid entry per weekly challenge**, regardless of the number of Facebook and/or Instagram accounts owned or controlled by such participant. Multiple comments, spam comments, duplicate entries, duplicate accounts or use of multiple accounts by the same participant shall not increase the chances of winning and may result in disqualification.

Participants may participate in all four (4) weekly challenges and may therefore be eligible to win in more than one challenge, subject to the Organiser's winner selection and verification process.

The Organiser reserves the right to verify the identity of any participant and to determine whether multiple Facebook and/or Instagram accounts are owned, operated or controlled by the same individual. Where the Organiser reasonably determines that multiple accounts have been used by the same individual to obtain an unfair advantage or circumvent these Terms and Conditions, the Organiser may consolidate, reject, disqualify or invalidate the relevant entries and/or disqualify the participant from the Contest.

6. Weekly Prizes

For each weekly challenge, **five (5) eligible winners will be selected from Facebook and five (5) from Instagram**, giving a total of **ten (10) winners**. Each winner will receive **Jaya Grocer Gift Card(s) worth RM100**.

Accordingly, there will be up to **forty (40) weekly winners** across the four (4) weekly challenge, with a total prize pool value of RM4,000.

Prizes are non-transferable, non-refundable and may not be exchangeable for cash, credit or any other item, except where otherwise determined by the Organiser. The Organiser reserves the right, at its sole discretion and without prior notice, to substitute, replace, vary, or modify the gift card type, issuer, denomination, or prize format with another prize of equivalent or greater value if circumstances so require or if the original prize becomes unavailable for any reason.

All gift cards are subject to the terms and conditions, validity periods, redemption requirements, and any other conditions and restrictions as may be imposed by the gift-card issuer. The Organiser shall not be responsible for any loss, expiry, refusal of acceptance, or inability to redeem a gift card arising from the gift-card issuer's terms and conditions.

7. Winner Selection

Following the closing of each weekly challenge, the Organiser will review all entries and determine the entries that meet and satisfy the applicable participation requirements.

Five (5) winners will be selected from the pool of eligible entries by random draw or another fair and reasonable selection method as may be determined by the Organiser in its sole discretion.

Where the Organiser is unable to determine a winner, or where multiple participants are found to have an equal claim to a prize, the Organiser may determine the winner using such method as it considers fair and reasonable.

Selection as a potential winner does not automatically entitle a participant to a prize. A participant shall only be deemed a confirmed winner upon successful completion of the Organiser's verification process and compliance with these Terms and Conditions.

8. Winner Verification

Potential winners may be contacted via direct message, by reply to their contest entry, and/or through any other reasonable means available to the Organiser.

Potential winners may be required to provide:

- the photograph evidencing the correct weekly challenge clue;
- their full name and contact details;

- such evidence as may be reasonably required by the Organiser to verify compliance with the contest requirements and mechanics; and
- any other information reasonably required and necessary for verification, prize administration and prize collection.

The Organiser will **never request passwords, banking passwords, one-time passwords (OTPs), payment, or any other financial information** from participants in order to claim a prize.

Potential winners must respond within the timeframe specified by the Organiser. If a potential winner fails to respond within the prescribed timeframe, cannot be contacted after reasonable attempts, provides incomplete, inaccurate or misleading information, fails the verification process, or is otherwise found to be ineligible or in breach of these Terms and Conditions, the Organiser reserves the right to disqualify that entry and select one or more alternative winner from the remaining eligible entries.

The Organiser shall not be responsible for any failure of a potential winner to receive or respond to a notification due to privacy settings, message filtering, account restrictions, inactive accounts, technical issues, or any other circumstance affecting the relevant social media platform or account.

9. Winner Announcement

Confirmed winners may be announced on The Mines' official Facebook and/or Instagram channels and through such other communication channels as the Organiser may determine.

By participating in the contest, participants acknowledge and agree that, if selected as a winner, their social-media profile name, account handle, submitted name, first name, social media profile name and/or social media handle may be published, used, displayed, and disclosed by the Organiser for the purposes of winner announcements, prize administration, publicity relating to the Contest, and any other purposes reasonably connected with the administration of the Contest, in accordance with applicable laws.

10. Prize Collection

Winners will be notified separately of the prize collection arrangements, including the collection venue, dates, times, and any applicable collection requirements.

Winners may be required to present proof of identity and such supporting documentation as the Organiser may reasonably require for verification and prize collection purposes.

Where a winner is below eighteen (18) years old, the Organiser reserves the right to require the winner to be accompanied by a parent or legal guardian and/or to provide such consent or documentation as may be reasonably required by the Organiser.

Any prizes not collected by the collection deadline specified by the Organiser may be forfeited without compensation or replacement. In such event, the Organiser reserves the right to select an alternative winner or otherwise deal with the unclaimed prize at its sole discretion and in accordance with applicable law.

11. Fair Participation & Disqualification

The Organiser reserves the right to reject or disqualify, or invalidate any entry or participant where it reasonably believes that there has been any fraud, dishonesty, cheating, impersonation, use of duplicate, fictitious or automated accounts, manipulation of the contest

mechanics, submission of false or misleading information, use of copied or unauthorised photographs, tampering with the Contest process, abusive or inappropriate conduct, breach or violation of these Terms & Conditions, or any act or attempt intended to obtain an unfair advantage.

Participants must not damage, deface, mark, move, alter, remove, relocate, conceal, obstruct, or otherwise interfere with any renovation hoarding, clue, mall property, signage or any Contest-related materials.

Participants are solely responsible for ensuring their own safety while participating in the Contest and must comply with all applicable mall rules, safety requirements, directives, notices and instructions as may be issued, from time to time, by the Organiser, the mall management, or their representatives or agents. Participants must not enter areas which are restricted, hoarded-off, staff-only, construction, maintenance in connection with their participation in the Contest.

Any participant who fails to comply with this requirement may be disqualified at the Organiser's sole discretion.

Participants participate in the Contest at their own risk. The Organiser shall not be liable for any loss, damage, injury, expense, claim, or liability arising from or in connection with a participant's failure to comply with the foregoing requirements or participation in the Contest.

12. Social-Media Disclaimer

This Contest is organised independently by the Organiser and is in no way sponsored, endorsed, administered by, or associated with Meta, Facebook or Instagram, or any of their respective affiliates, unless expressly stated otherwise.

By participating in the Contest, participants acknowledge that they are providing information to the Organiser and not to Meta, Facebook, Instagram, or any other social media platform. The Organiser has no control over the operation, availability, moderation, eligibility requirements or enforcement decisions of Facebook, Instagram, Meta or any other social media platform.

The Organiser shall not be responsible for interruption, delay, technical malfunction, system error, platform outages, internet or network failure, account restriction, suspension, removal, deactivation, content moderation action, privacy setting, unauthorised access, or other circumstance beyond the Organiser's reasonable control that may affect participation in the Contest or prevent any entry, submission, communication, notification or social-media activity from being received, recorded, validated or verified.

The Organiser shall not be liable where a participant is unable to participate in the Contest, submit an entry, receive communications from the Organiser, respond to a winner notification, claim a prize or otherwise participate in the Contest due to any act, omission, decision, restriction, suspension, removal or technical limitation imposed by Facebook, Instagram, Meta or any other third-party platform.

Participants are responsible for ensuring that their social media accounts remain active, accessible and capable of participating in the Contest.

13. Personal Data

By participating in the Contest, participants consent to the collection, use, processing, retention and disclosure of their personal data by the Organiser and its affiliates, sponsors,

prize sponsors, prize providers, fulfilment vendors, service providers and other parties involved in the administration of the Contest for purposes relating to the administration and operation of the Contest, including participant eligibility verification, winner selection and verification, winner notification, prize fulfilment, record keeping, handling of enquiries of disputes, and other purposes reasonably connected with the Contest.

By accepting a prize, winners consent to the disclosure of their personal data to the relevant prize sponsor, prize provider or fulfilment vendor to the extent necessary for prize administration and fulfilment.

The Organiser shall collect, use, process, store, retain and disclose personal data in accordance with applicable laws, including the Personal Data Protection Act 2010, the Organiser's applicable privacy notice and/or policy, and the Organiser's data retention policies. Personal data will be retained only for such period as is required for the purposes for which it was collected, to comply with applicable legal, regulatory, tax, audit, corporate governance, or record-retention requirements, and thereafter will be securely deleted, destroyed, anonymised, or otherwise disposed of in accordance with the Organiser's applicable policies and procedures.

Where personal data is disclosed to third parties for Contest-related purposes, such parties may be subject to their own privacy policies and practices, and the Organiser shall not be responsible for the processing of personal data by such third parties to the fullest extent permitted by law.

Participants are advised not to publicly disclose personal information including telephone numbers, identification numbers, passport numbers, residential addresses, email addresses or other sensitive personal data, in any comment, post or publicly accessible section relating to the Contest. Where such information is required for verification or prize administration purposes, the Organiser will request it through an appropriate private communication channel.

The Organiser shall not be responsible for any disclosure, misuse, loss or unauthorised use of personal information voluntarily published by a participant on any social media platform or other public forum in connection with the Contest.

14. Photography & Publicity

Winners may be invited to participate in prize-presentation photographs, publicity materials, promotional activities, or related marketing communications connected with the Contest.

By participating in the Contest, participants agree that the Organiser may use the photographs submitted by winners, together with the winners' names, images and social media handles, for publicity, promotional and marketing purposes relating to the Contest, the Organiser, the Mall and future promotional campaigns, without additional compensation or further consent, except where prohibited by law.

15. Changes, Suspension or Cancellation

The Organiser reserves the right to amend, postpone, suspend or cancel the Contest, or any part of it, if required due to circumstances beyond its reasonable control, including safety, technical, operational or other legitimate reasons.

Where reasonably practicable, any material changes to the Contest will be announced through the Organiser's official channels.

16. Liability

To the fullest extent permitted by applicable law, the Organiser shall not be liable for any loss, damage, delay, inconvenience or disappointment arising from circumstances beyond its reasonable control, including technical failures, internet or network disruptions, social-media platform issues, system errors, or any loss, late, incomplete or unsuccessful entry.

Nothing in these Terms & Conditions shall exclude, restrict or limit any rights or remedies that cannot be excluded, restricted or limited under the applicable laws.

Participants remain fully responsible for their own conduct and safety while participating in the Contest and must comply with all applicable mall rules, safety requirements, signage and instructions issued by the Organiser or mall management from time to time.

17. Organiser's Decisions

The Organiser will administer the Contest and interpret these Terms & Conditions in a fair and reasonable manner.

The Organiser's decisions relating to the Contest, including participant eligibility, validity of entries, authenticity of photographs, verification requirements, winner selection, prize entitlement and all matters relating to the Contest, shall be final and binding, except where otherwise required by applicable law.

18. Acceptance of Terms

By participating in the Contest, participants acknowledge that they have read, understood and agree to be bound by these Terms & Conditions.

Participation in each weekly challenge also constitutes acceptance of and compliance with the mechanics, instructions and requirements set out in the relevant weekly challenge post, provided that, in the event of any inconsistency, these Terms & Conditions shall prevail.

Updated: 9 October 2026