

***"Holiday Booking Experience Survey – complete the survey and participate in a draw for a chance to win a LuxairTours 200 EUR Promocode » Terms and Conditions" (The "Terms and Conditions")***

**ARTICLE 1: ORGANISATION**

Luxair, Société Luxembourgeoise de Navigation Aérienne S.A., a public limited liability company (*société anonyme*) incorporated and existing under the laws of the Grand Duchy of Luxembourg, having its registered office at 25 rue Gabriel Lippmann, L-5365 Munsbach, registered with the Luxembourg Trade and Companies Register under number B 4109 ("**Luxair**"), organises a game with no obligation to purchase, entitled ***"Holiday Booking Experience Survey – complete the survey and participate in a draw for a chance to win a LuxairTours 200 EUR Promocode"*** (The "**Game**").

**ARTICLE 2: PARTICIPATION CONDITIONS**

2.1. The Game is promoted through an email communication (The "**Email**") addressed by [email@newsletter.luxair.lu](mailto:email@newsletter.luxair.lu) to customers of Luxair who have previously purchased a LuxairTours holiday package for the destination(s) covered by the Holiday Experience Survey (as defined under point 2.2 below).

2.2. In order to participate in the Game, customers must complete the Holiday Experience Survey (the "**Survey**") referred to in the Email, at the latest before the End of the Game (as defined under point 2.4 below).

Participation in the Game is automatic upon completion of the Survey.

Each customer will receive one Survey invitation, and only one response per invitation is accepted.

2.3. Only customers having completed the following criteria will be considered for the Game (The "**Participant(s)**"):

- the customer must be aged 18 or more at the time of purchasing their most recent LuxairTours holiday package;
- the customer must not be an employee of Luxair or an immediate family member of a Luxair employee;
- the customer has completed the Survey in accordance with point 2.2 of these Terms and Conditions.

2.4. Participation will close fifteen (15) calendar days after the Email is sent to customers, at midnight (The "**End of the Game**"). After the End of the Game, no Participant will be accepted.

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- 2.5. The final prize draw will be performed one (1) month after the sending of the Email.
- 2.6. 5 Participants will be selected at random (the “**Winners**”) and will be personally notified by Luxair of their win by email addressed within two (2) months following the End of the Game (the **Notification**). The Winner must accept the prize within seven (7) calendar days of the Notification in accordance with Article 4.

### **ARTICLE 3: PRIZE(S)**

- 3.1. Each Winner will receive by e-mail one (1) Promocode for the value of two hundred euros (200,00€) which can only be redeemed for LuxairTours holiday package (The “**Promocode**”).

#### **3.2. Special terms of use for the Promocode:**

- The Promocode entitles the Winner to a discount of two hundred euros (200,00€) on the total booking amount.
- The Promocode is valid exclusively for bookings made during the booking period **from 27/10/25 to 27/10/2026**, until 23:59 on the final day.
- The Promocode is applicable to travel undertaken within the travel period **from 01/11/25 to 31/10/2026**.
- Discount applies to all eligible LuxairTours holiday packages if the Promocode is applied at the payment page.
- The discount is valid per booking and can be combined with current promotions.
- In the event of booking modification, if the Promocode has expired at the time of the change, the discount will not be applied to the new booking. If the modification relates to the hotel and/or the destination of the original booking, the promotional discount will not be applied to the new booking. If the booking modification relates to the type of board, type of the room or the date of travel, the promotional discount will be applied to the new booking.
- In the event of booking cancelation and refund, the monetary value returned will correspond to the value of the package at the time of the original transaction, i.e.: with discount applied.
- The discount is not retroactive. Promocode cannot be applied after a booking has been completed. To benefit from the discount, the Promocode must be entered at the time of payment.
- Promocodes are not applicable for “Holidays à la carte” products.
- Promocodes are not applicable on options at the Travel Agencies.
- The discount applies to LuxairTours holiday packages booked on [www.luxairtours.lu](http://www.luxairtours.lu), at Luxair Travel Store Munsbach & Luxembourg Airport or in your travel agency. It does not apply to flight-only bookings.
- The Promocode is not valid for group bookings (10 people or more).
- In no case shall the discount obtained with a promotional code exceed 50% of the total value of the holiday package. If this occurs, Luxair

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reserves the right to adjust the discount to the maximum permitted limit. Any difference in value resulting from this adjustment will be forfeited.

- 3.3. If the Game is cancelled, Participants shall not be entitled to any compensation or damages of any kind. The Promocode shall not give rise to any dispute regarding its exchange or substitution by Luxair, for any reason whatsoever. If necessary, Luxair reserves the right to substitute the prize with gifts of equivalent value.

### **ARTICLE 4: SELECTING THE WINNER(S)**

There will be 5 (five) winners selected. In the event of no response from the Winner within seven (7) calendar days after the Notification, the Promocode may be awarded to a new winner selected through an additional prize draw (The "**Substitute Winner**"). Luxair will contact the Substitute Winner within seven (7) calendar days following the second draw (the "**Substitute Notification**"). The Second Winner shall accept the Promocode within seven (7) calendar days of the Substitute Notification. After this period, the Game is considered closed and no further Participants may be declared winners.

### **ARTICLE 5: DISCLAIMER**

- 5.1. Luxair cannot be held liable for any losses incurred directly or indirectly, regardless of their cause, origin, nature, or consequences, even if Luxair has been informed of the potential for such losses, arising from:

(i) Any malfunction of the internet network or computer equipment, including platforms and applications (hardware and/or software and/or databases and/or data) of a Participant or any person or company involved in the organisation and/or promotion of the Game or, more generally, any other problem linked to networks, telecommunications media and services, computers (online or offline), servers, internet access and/or web hosts, software, databases and data of any kind.

(ii) The inaccuracy of information provided by Participants.

- 5.2. Luxair accepts no liability for any losses resulting from events beyond its control.
- 5.3. Luxair reserves the right, at its sole discretion, to cancel, terminate, suspend, modify, extend, shorten, cancel, or interrupt the Game at any time. If subsequently a case of force majeure, for technical reasons or any other reason accidentally, the Game must be cancelled, postponed, or interrupted, Luxair shall not be held responsible.

## **ARTICLE 6: ACCEPTANCE**

- 6.1. By participating in the Game, the participants agree to be fully unconditionally bound by these Terms and Conditions.
- 6.2. All the personal data collected are solely used for the organization of this Game, except participant's consent for any other use.

## **ARTICLE 7: EXCLUSION**

All Participants undertake to enter the Game in compliance with these Terms and Conditions. Any intent to breach these rules, directly or indirectly, and any fraud, misuse, or cheating, may result in Participants being excluded. The decision of Luxair as to the exclusion of a Participant is irrevocable and final.

## **ARTICLE 8: PERSONAL DATA**

- 8.1. The Participant's personal data (i.e. first name and last name, email and/or postal address, phone number and purchase/booking history) are processed by Luxair for the purpose of enabling the efficient organisation and management of the Game, including the identification of the Winner(s), and the awarding of prize(s), in accordance with Regulation (EU) 2016/679 relating to the protection of natural persons concerning the processing of personal data and the free movement of such data (the "**GDPR**"), as well as any applicable national data protection laws supplementing or implementing the GDPR.

The legal basis for this processing is the performance of a contract within the meaning of Article 6(1)(b) of the GDPR, arising from the Participant's entry into the Game, which implies full acceptance of these Terms and Conditions.

The absence of such personal data, or the provision of incomplete or inaccurate data, may prevent the Participant from participating in the Game.

The personal data will be retained for six (6) months from the date it is communicated to Luxair.

- 8.2. Participants have the right to access and rectify their personal data processed by Luxair, as well as, where applicable and under certain conditions, the right to erasure, restriction of processing, and objection to such processing.

Participants may exercise these rights by submitting a written request, accompanied by a copy of a valid identity document, to:

Luxair, Société Luxembourgeoise de Navigation Aérienne S.A.  
– Data Protection Office

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25 Rue Gabriel Lippmann,  
L-5365 Munsbach  
Luxembourg  
Postal address: L-2987 Luxembourg

Or at the following email address: [data.protection@luxairgroup.lu](mailto:data.protection@luxairgroup.lu)

- 8.3. Participants may lodge any complaint concerning the processing of their personal data with the supervisory authority for data protection in Luxembourg:

Commission Nationale pour la Protection des Données  
15, Boulevard du Jazz  
L-4370 Belvaux  
<https://cnpd.public.lu>

### **ARTICLE 9: CLAIMS**

- 9.1. Any claims in relation to the Game must be communicated in written at the following address:

LuxairTours  
Service « Sales & Marketing »  
25 rue Gabriel Lippmann  
L-5365 Munsbach

- 9.2. Contestation will not be admissible if submitted more than fifteen (15) calendar days after the date on which the Game is deemed closed in accordance with Article 4 of these Terms and Conditions.

### **ARTICLE 10: PRECEDENCE OF THE ENGLISH VERSION**

In the event of any discrepancies between the different language versions of these Terms and Conditions, the English version shall prevail.

### **ARTICLE 11: APPLICABLE LAW AND JURISDICTION**

The Game and these Terms and Conditions are governed by the laws of Grand Duchy of Luxembourg, all their provisions constitute the agreement between Luxair and the Participants. Any dispute relating to the Game, these Terms and Conditions, their interpretation and performance which cannot be resolved amicably shall be submitted to the exclusive jurisdiction of the courts of the district of Luxembourg.