LEVEL UP AT ACCRA MALL

TERMS, CONDITIONS & GENERAL RULES

Welcome to the Level Up at Accra Mall promotion (the "Promotion") conducted by Accra Mall Limited (the "Promoter"). These are the official Terms and Conditions governing participation in the Promotion.

- The Promotion is valid from 19 – 31 October 2026. No validation codes, questionnaire submissions or reward redemptions will be accepted after the closing date.
- Rewards are available while stocks last. Once the allocated gifts have been exhausted, no further rewards will be issued.
- The Promotion is open to legal residents of the Republic of Ghana who are 18 years and above.
- Visitors and shoppers are required to scan the official Level Up QR Code located at the promotional booth or participating stores and complete the online questionnaire.
- Shoppers who meet the applicable participation or shopping requirements and present their validation code together with qualifying purchase receipts (where applicable) at the Level Up promotional booth will receive an instant gift.
- Visitors who do not make a purchase may also participate by scanning the QR Code and completing the questionnaire in accordance with the campaign mechanics.
- Shoppers may redeem rewards across the applicable campaign tiers, subject to meeting the qualifying participation criteria and availability of gifts.
- Participants are required to provide accurate personal information as part of the Accra Mall electronic questionnaire. Incomplete or inaccurate information may result in disqualification.
- Participants may redeem rewards multiple times during the campaign period; however, each subsequent redemption must be at a higher spending amount than the previous redemption. Multiple redemptions at the same tier are not permitted.
- These Terms and Conditions, together with all official campaign communications, govern participation in the Promotion. By participating, entrants agree to be bound by these Terms and Conditions.
- Accra Mall Limited reserves the right to amend, suspend or terminate the Promotion or these Terms and Conditions at any time where reasonably necessary. Any amendments will be communicated through Accra Mall's official communication channels.
- Employees, directors, consultants and agents of Accra Mall Limited, together with storeowners, their employees, immediate family members, business partners and associates, are not eligible to participate in the Promotion.
- Any participant found to have provided false information or acted fraudulently may be disqualified at the sole discretion of the Promoter.

- The Promoter's decision on all matters relating to the Promotion is final and no correspondence will be entered into.
- Participants may be requested to participate in publicity activities, including photography, video recording and social media content, without additional compensation.
- Rewards are not transferable, not exchangeable, and cannot be redeemed for cash.
- Should any advertised reward become unavailable, the Promoter reserves the right to substitute it with another reward of similar value.
- This is a customer appreciation and promotional rewards campaign. Gifts are issued immediately to eligible participants who meet the published participation criteria and are available while stocks last. No prizes are awarded by random selection, lottery, raffle, or chance.
- Participants release Accra Mall Limited, its landlord, managing agents, marketing agents and affiliated companies from any claims arising directly or indirectly from participation in this Promotion or the acceptance of any reward.
- This Promotion shall be governed by the laws of the Republic of Ghana.
- By participating in the Promotion, participants consent to the collection, storage and use of their personal information by Accra Mall Limited for campaign administration and future marketing communications, in accordance with applicable data protection laws.