



17 Feb - 18 Mar 2026
Draw Date: 20 Mar 2026

Shop Together, Win Together

Ramadan Family Rewards at Dalma Mall

Promotional Campaign Terms & Conditions

01. Promotion Overview

Dalma Mall's Ramadan Family Rewards – "Shop Together, Win Together" is a retail-driven promotional campaign designed to celebrate the spirit of togetherness during the Holy Month of Ramadan while increasing shopping engagement and footfall across Dalma Mall.

Aligned with the UAE's Year of the Family, the promotion focuses on shared family experiences instead of individual rewards. Eligible shoppers can participate in a digital raffle draw by registering their qualifying purchases and nominating family members to win collectively through Dalma Mall Gift Cards.

02. Promotion Period

- Shopping Period: 17 February 2026 to 18 March 2026
- Registration Timing: 10:00 AM to 12:00 Midnight daily
- Only transactions made within the official promotion period will qualify.
- Dalma Mall reserves the right to amend the promotion period subject to regulatory approval and official announcement.

03. Eligibility Criteria

Participation is open to all shoppers who meet the following requirements:

- Minimum spend of AED 300 at any participating retail outlet at Dalma Mall
- Minimum spend of AED 750 for purchases made at Carrefour
- Valid original purchase receipt dated within the promotion period
- Participant must be a resident of the United Arab Emirates
- Participant must be aged 18 years or above
- Participation must be completed through the official promotion registration process

04. Participating Outlets

The promotion is applicable to purchases made at participating retail outlets operating within Dalma Mall unless otherwise excluded.

Dalma Mall reserves the right to modify participating outlet eligibility without prior notice.

05. Excluded Transactions

Transactions from the following categories are not eligible:

- Hypermarkets (except Carrefour, subject to minimum spend criteria)
- Travel agencies and transportation service providers
- Banks, financial institutions, and exchange houses
- Bill payment kiosks and utility payment counters
- Government services and payment centers
- Gift card purchases
- Any outlets or categories designated as non-participating by Dalma Mall management

06. Registration & Participation Process

- Participants must present original physical receipts at designated customer service registration counters.
- Online receipts, digital copies, screenshots, photocopies, damaged, altered, or duplicate receipts will not be accepted.
- Each receipt can be registered only once.
- Receipts must be registered before daily cut-off timing. Late registrations will not be accepted but may be registered the following day within the promotion period.
- All receipts must be validated and stamped at the registration counter. Unverified receipts will be considered invalid.

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07. Promotion Mechanics

- Eligible participants must register their qualifying purchase and nominate four (4) family members, making a total of five (5) individuals per family entry including the shopper.
- Nomination of family members is mandatory for full prize eligibility.
- Each family entry will qualify for participation in the raffle draw subject to meeting all eligibility requirements.
- Each participant and nominee can receive only one prize during the promotion.

08. Prize Pool

• **Total prize pool value: AED 225,000**

- Fifteen (15) families will be selected as winners.
- Each winning family will receive five (5) Dalma Mall Gift Cards worth AED 3,000 each.
- If a selected winner fails to complete registration requirements, including family nominations, prior to the official draw date, the prize entitlement will be forfeited.

09. Winner Selection

- Winners will be selected through a digital raffle draw conducted in accordance with regulatory requirements and in the presence of relevant authorities.
- The draw schedule and process shall be determined by Dalma Mall and regulatory authorities.
- Winners will be contacted using the details provided during registration.

10. Prize Conditions

- Prizes are non-transferable, non-exchangeable, and not redeemable for cash.
- Prizes must be accepted as awarded.
- Winners must claim prizes within 60 days from announcement date.
- Dalma Mall Gift Cards will be valid for 12 months from the date of issuance.
- Gift Cards are redeemable only at participating Dalma Mall retail outlets.
- Lost, stolen, or expired gift cards will not be replaced or extended.

11. Verification & Disqualification

Dalma Mall reserves the right to:

- Verify receipt authenticity and purchase details
- Verify participant identity and eligibility
- Request supporting documentation if required

Participants will be disqualified if they:

- Provide incorrect or misleading information
- Submit fraudulent, forged, or duplicated receipts
- Attempt to manipulate or tamper with promotion mechanics
- Fail to comply with any promotion requirements

Dalma Mall's decision regarding eligibility and disqualification shall be final.

12. Staff & Related Party Exclusion

The following individuals are not eligible to participate:

- Dalma Mall employees and management
- Marketing agencies, event partners, and promoters
- Tenant staff and their immediate family members
- Any individual directly associated with the promotion administration

13. Duplicate Participation & Transaction Rules

- Each receipt is valid for one participation only.
- Split transactions or combined receipts may be rejected at management discretion.
- Reprinted or reproduced receipts will be deemed invalid.
- All participation must be completed through authorized registration counters only.

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14. Publicity & Marketing Consent

By participating, participants and winners:

- Consent to photography, videography, and promotional documentation
- Authorize Dalma Mall to use names, images, and participation content for marketing and promotional purposes without compensation
- Agree that promotional materials may be used across advertising, social media, and mall communication channels

15. Data Protection

- Personal data collected will be used solely for promotion administration and communication purposes.
- Data will be handled in accordance with applicable UAE data protection regulations.
- Dalma Mall will not sell or disclose participant data to unauthorized third parties.

16. Limitation of Liability

Dalma Mall shall not be liable for:

- Lost, delayed, damaged, or stolen receipts
- Technical failures affecting registration or raffle process
- Incorrect participant information provided during registration
- Any loss, damage, or injury arising from participation or prize usage
- Participants accept participation at their own risk.

17. Force Majeure

Dalma Mall shall not be responsible for failure or delay in fulfilling promotion obligations due to events beyond reasonable control including but not limited to natural disasters, government restrictions, public health emergencies, technical failures, or security risks.

Dalma Mall reserves the right to modify or cancel the promotion under such circumstances.

18. Promotion Amendments

Dalma Mall reserves the right to:

- Amend promotion mechanics
- Modify prize structure
- Extend or shorten promotion duration
- Suspend or terminate the promotion

All updates will become effective upon official announcement.

19. Regulatory Compliance

This promotion is conducted in accordance with UAE regulatory requirements and approvals obtained from relevant authorities. All draw procedures shall comply with applicable government regulations.

20. General Terms

- Participation constitutes full acceptance of these Terms & Conditions.
- Dalma Mall reserves the right to refuse participation without obligation to provide justification.
- All decisions by Dalma Mall management shall be final and binding.
- Any disputes arising from this promotion shall be governed by the laws of the United Arab Emirates and subject to the jurisdiction of UAE courts.