



## Terms and Conditions

YOU FM, a division of Motswako Media Group reserves the right to make changes to this site and the disclaimers, terms, and conditions at any time.

Please read these Terms and Conditions carefully, and should you have any questions please direct them to:

### Address

214 Beyers Naude Dr,  
Rustenburg,  
2999

Send us an Email - [info@youfm.co.za](mailto:info@youfm.co.za)

Call us - Reception: 0861 444 898

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[www.youfm.co.za](http://www.youfm.co.za)



# Competition Policy

## 1. Eligibility

Competitions are open to all listeners who meet the specified criteria for each contest. Age restrictions, geographical limitations, or other eligibility requirements will be clearly stated in each competition's specific rules. Employees of YOU FM, Motswako Media Group, associated sponsor organizations, and their immediate family members are not eligible to participate in competitions.

## 2. Participation

Participants must follow the specific entry requirements for each competition as detailed in promotional material. This may include entering via social media, phone calls, texts, or the station's website. Participants agree to abide by all rules and decisions made by YOU FM, which are considered final in all respects.

## 3. Prize Allocation

Prizes must be claimed as stated in the competition rules. Failure to claim a prize within the specified time frame will result in forfeiture. Prizes are non-transferable and cannot be exchanged for cash unless explicitly stated. YOU FM reserves the right to substitute a prize of equal or greater value in the event of unavailability.

## 4. Publicity

By participating, winners consent to YOU FM using their names, likenesses, and voices for promotional purposes in any media without additional compensation, unless prohibited by law.

## 5. Conduct

YOU FM reserves the right to disqualify any participant or winner who, in YOU FM's reasonable suspicion, tampers with the entry process, violates these rules, or acts in an unsportsmanlike or disruptive manner.

## 6. Limitation of Liability

YOU FM is not responsible for any errors, technical malfunctions, lost, delayed, incomplete, or misdirected entries, or other issues that may affect the entry or operation of the competition. Entrants release YOU FM and its affiliated companies from all liability regarding participation and use/misuse of prizes.



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#### 7. **Privacy**

Participant information will be processed in accordance with YOU FM's privacy policy, available on our website. Information collected will be used for the purpose of competition entry and as detailed in the privacy policy.

#### 8. **Amendments**

YOU FM reserves the right to amend the competition rules or terminate the competition at any time without prior notice. Any changes will be broadcast on YOU FM and posted on its website.

#### 9. **Compliance**

All competitions will comply with applicable laws and regulations. YOU FM will handle all disputes under applicable law and through appropriate regulatory bodies.

#### 10. **Contact**

For any questions or clarifications, listeners can contact YOU FM through the details provided on our website or during broadcast times.

This policy should be regularly reviewed and updated to ensure compliance with local laws and to reflect the evolving needs of the station and its listeners.

## **STANDARD TERMS AND CONDITIONS**

Below are the standard terms and conditions applicable to all competitions conducted/promoted on YOUFM.

1. No person may enter the same or any other competition hosted partly or in whole by YOUFM within 90 days of winning the same or any other competition hosted partly or in whole by YOUFM.
2. No person may on behalf of a third party, enter any competition hosted partly or in whole by YOUFM. All entries must be made personally by the entrant.
3. The judges' decision is final and no correspondence will be entered into.
4. No director of YOUFM, Motswako Media Group, employee at YOUFM and/or their agencies, and members of their immediate family; nor members of the sponsors of any competition on YOUFM, and/or any of their affiliated companies and/or agencies, and members of their immediate family, may enter any of the competitions hosted partly or in whole by YOUFM.





5. Prizes are not transferable and are not negotiable.
6. Subject to sponsor conditions/other agreements, YOUFM undertakes to deliver prizes to respective winners only where the winner's delivery address is within the geographical area defined by YOUFM's terrestrial broadcast/transmission. Winners' resident or located anywhere outside of the YOUFM terrestrial broadcast/transmission area will be accountable for any costs incurred by the collection of any prize/s that they may win on YOUFM.
7. Prizes not collected/claimed within 180 days of being won will be disposed of at YOUFM's discretion.
8. Payment of cash prizes typically takes four to eight weeks to be processed.
9. Winners of specific competitions accept that certain other conditions may apply as prescribed by YOUFM and/or the respective sponsor of the specific competition. Where there are specific terms and conditions in addition to these standard terms and conditions, such terms and conditions shall be listed under the terms and conditions of the specific competition.
10. Any violation or attempt to violate any of the above rules will result in the immediate disqualification of the transgressor.
11. Entrants below the age of 18 (eighteen) should obtain their parents' or guardian's consent before entering the competition.
12. By participating in any competition hosted partly or in whole by YOUFM, where entry is online, participants further agree to be bound by our general terms & conditions.

### **IMPORTANT NOTICE**

Beware of bogus callers & SMS notifications that say you've won with YOUFM. Here's how you can check for bogus notifications:

1. YOU will NEVER be contacted by SMS if you are a winner.
2. Unless pre-arranged with you, YOUFM representatives will NEVER come to your office or home to say you're a winner or to deliver a prize.



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3. The ONLY prize collection point from YOUFM is from the YOUFM at 214 Beyers Naude Dr, Rustenburg, 2999. Please NEVER agree to collect a prize from ANYWHERE else. Under exceptional circumstances and with management approval, prizes will be couriered to winners who live outside of a 50km radius of the YOUFM offices.
4. If anyone phones to say you've won a prize in a YOUFM competition, make sure you entered it. If anyone calls to say you've won a competition you never entered with YOUFM, it is NOT one of our representatives.
5. If in ANY doubt, ask the caller for their name and the YOUFM switchboard number and phone the caller back. If still in doubt, you can call YOUFM and ask to speak to Reception.
6. If you are concerned that a bogus caller has contacted you, please store the number of the caller and email it to [info@youfm.co.za](mailto:info@youfm.co.za)

