Rules of the game "Guess who and win a ticket"

on the Fest Team website: festteam.bg/en/soon

1. General provisions

1.1. These rules (the "Rules") set out the terms and conditions of the game "Guess who and win a ticket" (the "Game") and govern the relations between the Organiser and the participants in it ("Participant/Participants").

1.2. The Game takes place on the Organiser's website at https://festteam.bg/en/soon and https://festteam.bg/tba (the "Page"), where the Organiser lists upcoming event announcements ("Announcement/Announcements").

1.3. The Game is not a game of chance within the meaning of the Bulgarian Gambling Act. Participation is free of charge and is not tied to the purchase of any product or service, or to any stake.

1.4. By submitting the entry form the Participant declares that they have read the Rules, accept them and undertake to comply with them.

2. Organiser

2.1. The Organiser of the Game is Fest Team EOOD, UIC 201919802, with registered office at 8E Akad. Petar Dinekov St., Dragalevtsi, Sofia, Bulgaria (the "Organiser").

2.2. The Organiser runs the Game on its own. The artists, their representatives and any third parties connected with the events in the Announcements are not organisers of or partners in the Game and bear no liability in connection with it.

3. Duration and territory

3.1. The Game runs from 12 November 2026 until 23:59 on 31 January 2027 inclusive, Bulgarian time (the "Game Period").

3.2. For each Announcement, entries are accepted from the moment it is published on the Page until the time stated for its reveal. For Announcements without a stated date, entries are accepted until the Organiser reveals them. Answers received after that do not take part.

3.3. The Game is held on the territory of the Republic of Bulgaria. Prizes are used at the venue of the respective event; travel and other costs are borne by the winner.

3.4. The Rules are published and available on the Page throughout the Game Period.

4. Eligibility

4.1. Participants must be natural persons with full legal capacity who are at least 18 years old on the date of their entry and who have a valid email address.

4.2. Employees of the Organiser and of its affiliated companies, persons involved in organising the Game or the events in the Announcements, and members of their families may not take part.

4.3. Entries made with another person's, invalid or temporary email addresses, or by automated means, are not allowed. The Organiser may disqualify a Participant where there is reasonable suspicion of a breach of this clause.

5. How the Game works

5.1. For each Announcement the Page shows a genre and hints. To take part, the Participant completes the form for the respective Announcement by:

- stating who they think the artist or event in the Announcement is;

- providing their own valid email address;
- confirming that they agree with the Organiser's Privacy Policy.

5.2. Each Announcement is a separate round of the Game with its own prize. A Participant may take part for any number of Announcements.

5.3. A Participant may submit more than one answer for the same Announcement, but this does not increase their chance of winning. In the draw for a given Announcement each email address takes part only once, regardless of the number of answers submitted, provided at least one of them is correct.

5.4. An answer is considered correct if it clearly identifies the artist or event in the Announcement, including where it contains spelling mistakes or is written in Cyrillic or Latin script. The decision rests with the Organiser.

5.5. The Organiser may exclude answers containing offensive, obscene, advertising or otherwise inappropriate content.

6. Prizes

6.1. For each Announcement the prize is 1 (one) double ticket, i.e. 2 (two) tickets, for the event revealed by that Announcement. The tickets are of a standard category chosen by the winner from those available at the time of choosing. The prize does not include VIP, Meet & Greet or other special areas or packages. Where the Announcement is for a festival or for an act at a festival, the prize is a double full festival ticket for all festival days, standard category.

6.2. The prize cannot be exchanged for its cash value, for another prize or for a ticket to another event.

6.3. The tickets have zero face value, are personal and may not be resold.

6.4. If the event is cancelled or postponed, the general terms for tickets to that event apply. No cash compensation for the prize is due.

7. Selecting winners and receiving prizes

7.1. The winner for each Announcement is drawn at random on the day of the Announcement from among the Participants who guessed the artist or event correctly. A Participant who did not guess correctly does not take part in the draw.

7.2. If there is no correct answer for a given Announcement, the prize for it is not awarded.

7.3. The winner is notified at the email address they provided by 16:00 on the day of the Announcement and is announced in an Instagram story on the Organiser's profile @festteambg.

7.4. The winner must confirm acceptance of the prize by replying to the email within 5 (five) working days, stating their first and last name and a contact phone number. Otherwise they lose the right to the prize and the Organiser may draw a new winner under clause 7.1.

7.5. The prize is provided as electronic tickets sent to the winner's email no later than 14 days before the date of the event.

7.6. A Participant may win for more than one Announcement, but no more than one prize for the same Announcement.

8. Personal data

8.1. The data controller is the Organiser, with the details in clause 2.1. Data is processed in accordance with Regulation (EU) 2016/679 (GDPR), the Bulgarian Personal Data Protection Act and the Fest Team Privacy Policy (https://festteam.bg/declaration/privacy.pdf).

8.2. For the purposes of the Game the following data is processed:

- email address and the submitted answer: to administer the Game, hold the draw and notify the winners;
- first and last name and phone number of winners: to provide the prize;
- data required under tax legislation, where it applies to the prize.

8.3. When announcing winners on Instagram, the Organiser shows only data that does not allow direct identification by third parties (for example a partially hidden email address), unless the winner has agreed to more.

8.4. Data is kept until the end of the Game and the delivery of the prizes, and data related to tax and accounting obligations for the periods set by law. Taking part in the Game does not add the Participant to marketing lists without separate consent.

8.5. Each Participant has the right of access, rectification, erasure, restriction of processing, objection and withdrawal of consent. These rights are exercised by email to dpo@festteam.bg. Participants have the right to lodge a complaint with the Bulgarian Commission for Personal Data Protection (www.cpdp.bg). A request to erase data needed to provide the prize, made before the prize is received, is treated as a waiver of the prize.

9. Liability

9.1. The Organiser is not liable for inability to take part for technical reasons, for incorrect or incomplete data, for emails that were not received or went to a spam folder, or for damage in connection with participation or with the use of the prize, except in cases of intent or gross negligence.

9.2. The Organiser is not liable if the prize cannot be used for reasons beyond its control, including force majeure or changes to the event made by the artist.

9.3. The Organiser may disqualify a Participant who breaches the Rules, acts in bad faith or manipulates the Game, including where they learned the answer from a person connected with the Organiser. A disqualified Participant loses the right to a prize.

10. Other terms

10.1. The Rules are in force from 12 November 2026 and are binding on all Participants.

10.2. The Organiser may amend or supplement the Rules, including the dates and number of Announcements, and may end the Game early in cases of force majeure, abuse or an order by a competent authority. Changes take effect when published on the Page and do not affect rights already acquired.

10.3. Questions about the Game can be sent to info@festteam.bg.

10.4. Disputes in connection with the Game are settled by mutual agreement or, failing that, by the competent Bulgarian court. Bulgarian law applies to all matters not covered by the Rules.

10.5. If any provision of the Rules is declared invalid, this does not affect the remaining provisions.

10.6. These Rules are drawn up in Bulgarian and English. In case of any discrepancy, the Bulgarian version prevails.