

Freeze the Freshness Competition T&Cs

1. The promoter is Ekhamanzi Springs (Pty) Ltd t/a aQuellé (“the Promoter”).
2. This promotional competition is open from 1 January 2026 and closes at 23:59 on 28 February 2026 (“Competition Period”). Any entries received after the closing date will not be considered.
3. The promotional competition is open to all South African residents in possession of a valid identity document, passport or document of proof of South African residency. Participants are required to enter in their personal capacity. No close corporations, partnerships or any other legal entity can participate.
4. Any participant under the age of 18 (eighteen) years must be fully assisted by his/her guardian, who approves of and consents to the participant’s participation in the competition and the participant’s receipt/possession of the prize.
5. The Promoters, its directors, members, partners, employees, agents or consultants and their spouses, parents, children, siblings, business partners or associates are not eligible to participate in or enter this promotional competition.
6. Entrants to the competition are responsible for submitting their correct personal details, the Promoters will not be held liable should these details be incorrectly submitted.
7. To enter the competition, participants must complete following:
 - 7.1 Watch the official competition video posted on aQuellé’s verified Facebook or Instagram page.
 - 7.2 Take a screenshot at the exact moment where the 1.5 L aQuellé Sparkling bottle is perfectly aligned and appears complete in the frame.
 - 7.3 Comment on the official competition post with the screenshot image.
 - 7.4 Include the hashtag #FreezeTheFreshness in the comment.
8. Only entries submitted as comments on the official competition posts during the Competition Period will be considered valid.
9. Entries are limited to one per participant per platform.
10. Any automated, bulk or third-party entries will be disqualified. Duplicate, automated, bulk, or third-party entries will be disqualified.
11. Illegible, unrelated, or incorrect screenshots (i.e. where the bottle is not fully aligned or complete) may be disqualified at the Promoter’s discretion.
12. Entrants stand a chance to win an aQuellé hamper.
13. Winners will be randomly selected from all valid entries under the supervision of the Promoter or its appointed agency.

14. Prize winners will be contacted using the contact details available on the platform through which they entered.
15. The Promoter reserves the right to name winners publicly where the Promoter deems fit. By entering the competition, prize winners agree to the publication of their name by the Promoter.
16. Any personal data submitted will be used solely in accordance with current South African data protection legislation and the Promoter's privacy policy. The Promoters will treat your information as confidential and will ensure that the records are securely retained for tracing purposes to contact you if ever necessary. The Promoters will not use or allow anyone else to use your information for any other purpose.
17. Should the winner not be contactable within 48 hours of the draw, they could be disqualified from collecting the prize and the Promoter reserves the right to draw a new winner.
18. The Promoters shall not be responsible for the failure of any technical element relating to this promotion that may result in an entry not being successfully submitted.
19. The Promoter reserves the right to disqualify any claim if fraud or cheating is suspected, including without limitation, through the manipulation of code or otherwise frequently falsifying data.
20. The prize is not exchangeable for cash and is not transferable.
21. The Promoter shall have the right to change or terminate the promotional competition immediately and without notice, if deemed necessary in its opinion and if circumstances arise outside of their control. In the event of such change or termination, all participants agree to waive any rights that they have in respect of this promotional competition and acknowledge that they will have no recourse against the Promoter or their agents.
22. Neither the Promoter, their agents, associated companies, nor any directors, officers or employees of such, shall be liable for any loss or damage, whether direct, indirect, consequential or otherwise arising from any cause whatsoever, which may be suffered by the participant.
23. In the event of a dispute, the decision of the Promoters will be final and binding on all aspects of this promotional competition and no correspondence will be entered into.
24. Participation in the promotional competition constitutes acceptance of the promotional competition rules and participants agree to abide by the rules.
25. This competition is in no way sponsored, endorsed, administered by, or associated with Meta (Facebook/Instagram).
26. By entering, participants acknowledge that they are providing their information to the Promoter and not to Meta.
27. All queries regarding the competition should be directed to the Promoter only.

aQuellé Social Media Policy

The following will not be allowed:

- Discriminatory content which includes, but is not exclusive to, race, religion and gender.
- Offensive language including profanity, hate speech, vulgarity and defamation.
- Images which could be regarded as inappropriate, distasteful or offensive.
- Bullying, abuse, threats, intimidation and stalking.
- Messages that are unlawful, fraudulent or deceptive.
- Trolling and spam.
- Uploaded files that may damage users' computers or cause privacy breaches.
- Links to unrelated or irrelevant content (e.g. offers, appeals for donations, link baiting).
- Unrelated/irrelevant posts to another individual's comment that can be considered as spam.
- Company, product and personal promotion or advertising.
- Calls for donations/financial assistance.
- aQuellé staff, retailer and supplier complaints.
- Any issue deemed inappropriate by aQuellé.