An ISO 9001 Certified Company. A HEINEKEN Group Company.

PO BOX 206, Iscor Street, Northern Industrial, Windhoek, Namibia
Tel: +264 61 320 4999, Fax: +264 61 263 327,
www.nambrew.com.na

Namibia Breweries Limited – Reg No 1920/0002 – VAT Reg: 009115-01-5

Namibia Breweries Limited

PART OF THE HEINEKEN COMPANY

Castelo "Turn It Festive" Radio Promotion - Terms and Conditions

1. Promoter

This promotional competition is organized by Namibia Breweries Limited ("NBL"). Copies of these Terms and Conditions and assistance with the promotion are available at NBL, 10 Iscor Street, Northern Industrial Area, Windhoek, Namibia. Contact Tekla Ndoroma, tekla.ndoroma@nbl.na

2. Eligibility

2.1 The competition is open to Namibian citizens and permanent residents residing in Namibia who have attained the minimum eligible age of 18 at the date of entry.

2.2 The following persons are not eligible to participate:

- any director, member, partner, employee, agent or consultant of NBL or any other promoter of the competition;
- directors, members, partners, employees, agents and consultants of the participating radio stations, advertising agencies, promotional agencies and marketing service providers engaged in the competition, and persons directly or indirectly controlling or controlled by a promoter;
- a spouse, life partner, parent, child, brother, sister, business partner or associate of any person referred to above, and immediate family members of persons responsible for conducting the competition. For these Terms, "immediate family" means a spouse, child (including an adopted child), parent, grandparent, sibling, father-in-law or mother-in-law.

3. Competition Period

3.1 The competition will run for six (6) weeks from 09 November to 18 December 2026.

3.2 Participation is valid only within the published entry window for the relevant participating station and weekly draw. Each station will communicate its entry opening and closing times, draw date and time, and dedicated WhatsApp number before that entry window opens.

Directors:

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Company Secretary: Hilya N. Herman

4. Participating Stations

The competition is valid only at the participating Radio stations:

- Shipi FM
- Fresh FM; and
- Energy 100 FM

5. How to Enter

5.1 To participate in the Castelo "Turn It Festive" Radio Promotion, listeners must tune in to the participating radio station during the promotional period and listen out for the Castelo anthem and the weekly competition question.

5.2 Eligible participants must record a WhatsApp voice note starting with the phrase **"Hello, Hello, Castelo!"**, followed by their answer to the weekly competition question announced on air.

5.3 Participants must send their voice notes to the dedicated WhatsApp number communicated by the participating radio station during the Promotion.

5.4 Only entries that include the required opening phrase and a response to the relevant weekly competition question will be considered valid.

5.5 All valid entries received within the specified weekly entry period will be entered into a random draw for a chance to win one N$1,500 Shoprite voucher.

5.6 Two (2) winners will be selected per participating radio station each week through a random draw from all valid entries received, over six (6) weekly draw rounds.

5.7 Winners will be announced during the scheduled weekly draw on the relevant participating radio station, subject to eligibility verification. NBL and/or the participating radio station will also contact winners telephonically using the contact details associated with their entry. Attendance during the live draw or participation in any broadcast shall not be a condition of winning or receiving a prize.

5.8 Multiple entries and the limit on prizes per participant are governed by the section headed "Multiple Entries". No purchase or consumption of Castelo or any other product increases an entry's chance of selection.

5.9 Entries received after the weekly competition closing time will not be considered.

5.10 Every entrant must meet the requirements in the section headed "Eligibility". No person may enter from outside Namibia.

5.11 No person may enter the Promotion on behalf of another person.

5.12 No purchase, consumption of alcohol or proof of purchase is required to enter, qualify or receive a prize. NBL charges no entry, verification, claim or prize-release fee. Only reasonable network or data costs of transmitting an entry may be incurred; the total cost of electronically transmitting each entry, including subsequent electronic communication in respect of that entry, must not exceed N$10. No premium-rate entry channel will be used.

6. Prizes

6.1 A total of thirty-six (36) vouchers will be awarded during the Promotion, representing a total prize value of N$54,000.

6.2 Vouchers will be issued to verified winners through the participating radio station where the prize was won. Winners must collect their prizes in person during the collection dates and times communicated by the relevant radio station. Prior to receiving a prize, winners

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must provide valid proof of identity and complete and sign the official Prize Acknowledgement and Collection Register. The participating radio station and NBL shall each retain a copy of the completed collection record and supporting identification documents for verification, audit and regulatory compliance purposes.

6.3 The voucher's validity period, participating Shoprite outlets and any applicable redemption restrictions shall be communicated to winners upon prize collection and shall be subject to the terms and conditions applicable to the voucher issuer.

7. Prize Draws

7.1 Weekly random draws will be held on Fridays: 13, 20 and 27 November and 4, 11 and 18 December 2026. Each radio station will announce its draw time. Winners will be selected through a documented random-selection process from valid entries received for that station and week.

7.2 Winners must claim their prize within fourteen (14) days of being notified, failing which NBL/Radio Station may select an alternate winner.

8. Multiple Entries

8.1 Multiple entries are permitted; each entry must independently satisfy the entry requirements. Automated, impersonated and fraudulent entries are not permitted.

8.2 Each participant may win only one (1) prize during the entire Promotion across all participating radio stations.

9. Prize Conditions and Responsible Drinking

9.1 Prizes are not transferable, exchangeable or redeemable for cash.

9.2 If a prize becomes unavailable for reasons beyond NBL's reasonable control, NBL may substitute a prize of equal or greater commercial value only where lawful and subject to any required regulatory clearance. A substitute must not require a winner to make any payment or purchase to receive or fully use it. NBL will notify affected winners of the substitution.

9.3 NBL and its stakeholders are committed to promoting responsible alcohol consumption. Alcohol is not for persons under the age of 18. Participation in this Promotion does not require the purchase or consumption of alcohol, and no participant is encouraged or required to consume alcohol more frequently or in greater quantities in order to participate or increase their chances of winning.

10. Fraud and Disqualification

10.1 NBL reserves the right to disqualify any participant who:

- Provides false or misleading information;
- Tampers with or attempts to manipulate the competition;
- Acts in a dishonest, unlawful or abusive manner; or
- Breaches these Terms and Conditions.

10.2 NBL may require reasonable proof of identity, age, residence and eligibility to verify an entry or selected participant. No proof of purchase is required. Disqualification must be based on these published Terms and Conditions and reasonable evidence, with reasons communicated to the affected participant on request.

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11. Personal Information

11.1 Personal information collected during the competition will be used solely for administering the competition, verifying winners, awarding prizes and complying with legal obligations.

11.2 Personal information will be processed in accordance with applicable Namibian laws and NBL's privacy practices. Information may be shared with participating stations and fulfilment providers only as necessary to administer and verify the competition, or with competent authorities where lawfully required. Records required by the Lotteries Regulations will be retained for at least three years; access will be restricted and records securely disposed of when no longer lawfully required.

11.3 Personal information will not be used for direct marketing unless the participant has separately consented to receiving such communications.

12. Marketing Communication

Participants may choose to receive future promotional communications from NBL by providing their separate and voluntary consent. Refusing such consent will not affect participation in this competition.

13. Publicity

13.1 Winners may be invited to participate in publicity relating to the competition.

13.2 Participation in publicity activities, including photographs, interviews, recordings or video footage, is entirely voluntary and a winner may decline without losing the prize.

13.3 By submitting a voice note, participants consent to the use of the voice note for the purpose of administering the Promotion and announcing winners. Any further promotional or commercial use of a participant's voice recording shall require separate consent.

13.4 Where consent is provided, NBL may use such material for reasonable promotional and publicity purposes without further compensation.

14. Amendment or Cancellation

14.1 NBL may amend, suspend or terminate the competition only where reasonably necessary and lawful because of fraud, technical failures, regulatory requirements or circumstances beyond its reasonable control. Any action must comply with the Lotteries Act, applicable regulations and regulatory directions, and must not retrospectively impose new eligibility, payment or claim conditions or unlawfully deprive a participant of an accrued prize entitlement.

14.2 NBL will promptly communicate any material amendment, suspension or termination through the participating stations and the same rules-access channel used for the promotion. The notice will explain the change, its effective date, and how affected entries and prizes will be handled lawfully. Regulatory approval will be obtained where required.

15. Force Majeure

Subject to the section headed "Limitation of Liability", NBL shall not be liable for a delay or interruption caused by events beyond its reasonable control, including natural disasters, civil unrest, labour disputes, government action, power failures or systems failures. This does not excuse

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compliance with mandatory law or permit automatic forfeiture of a lawfully accrued prize entitlement.

16. Limitation of Liability

16.1 To the fullest extent permitted by law, NBL shall not be liable for any indirect, incidental or consequential loss arising from participation in the competition or acceptance of any prize.

16.2 Nothing in these Terms excludes or limits liability for fraud, gross negligence, willful misconduct or any liability that cannot lawfully be excluded.

17. Lost or Invalid Entries

Subject to the section headed "Limitation of Liability", NBL is not responsible for entries not received because of failures beyond its reasonable control. Entries that are late, incomplete, inaudible, corrupted or fraudulent may be rejected in accordance with these Terms. This does not exclude liability that cannot lawfully be excluded, or liability for NBL's fraud, gross negligence or willful misconduct. No proof of purchase is required.

18. Interpretation

Any decision made by NBL in relation to the administration of the competition must be reasonable, in good faith and in accordance with these Terms and applicable law.

Participants may raise complaints in writing to the Legal and Compliance Department at nbl.legal@nbl.na. NBL will acknowledge receipt within five (5) business days and endeavour to provide a substantive response within twenty (20) business days.

19. Governing Law

These Terms and Conditions shall be governed by and interpreted in accordance with the laws of the Republic of Namibia.

Nothing in these Terms and Conditions shall limit any participant's rights under mandatory Namibian law.

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