

TERMS AND CONDITIONS: CELEBRATING 20 Years of Timeless Luxury

1. All entrants must be USA residents over the age of 18 and be certified travel agents to remain eligible for this competition.
2. The competition closes on March 10, 2025.
3. The winner will be notified by March 13, 2025 or within two weeks of the competition closing date.
4. The winner will be randomly drawn from the eligible prize pool (users must complete the contest in full) and will need to respond within 48 hours of this to accept being the winner, or another winner will be chosen. Attempts will be made to notify the winner by the email provided at the time of entry.
5. The prize includes Two (2) complimentary nights in a Signature Casita Room for two adults and Breakfast Plan.
6. Travel insurance is not included and must be purchased before travel. Winners are responsible for making sure they are adequately insured.
7. Prize winners are responsible for obtaining any visas required for themselves or their companions for any travel applicable to the prize.
8. Prize winners are responsible for payment of any additional items not included in the prize (e.g. meals other than stated, hotel laundry, mini bar, room service, telephone calls, etc.).
9. Flights cannot be upgraded, and winners are not eligible to earn miles with this offer.
10. All travellers must travel together. If the travellers are unable to travel in accordance with the above or unavailable date restrictions, the winner shall be deemed to have forfeited the prize, and another winner will be chosen.
11. The prize is subject to availability and excludes Airfares, transfers, tours, golf and spa are not included)

12. This prize has no cash value, and it cannot be transferred, exchanged for cash or an alternative holiday, or combined with any other offer, promotions or discount.
13. Once the booking is confirmed, changes to the names, date or nature of the booking are not permitted.
14. Holidays are redeemable only by the named winner and must not be sold on to any other party.
15. Winners must claim their prize and book the holiday Valid from to Jan 2026 to Jan 2027 Certificate use is subject to availability at time of reservation.
16. The promoter (Global Agents) reserves the right to verify the validity of entries, and the promoter's decision is final.
17. The organizer FAIRMONT MAYAKOBA (OPERADORA HOTELERA DEL CORREDOR MAYAKOBA) reserves the right to change any condition of this competition, without notice.
18. The organizer reserves the right to substitute the prize or any part of the prize (due to unavailability or for any other reason) with a different prize or part of the prize of equal monetary value.
19. Both the promoter and organizer assume no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft, destruction or unauthorized access to or alteration of entries.
20. Neither the promoter, the organizer, nor any other person or party associated with this promotion shall be liable for any loss or damage suffered (including but not limited to indirect or consequential loss or damage) or personal injury suffered or sustained in connection with either participation in this promotion or with any prizes offered.
21. Employees of the Promoter and Organizer and all other prize partners, their agents or anyone professionally connected with the promotion, and their families, are excluded from entering this competition.
22. The Promoter collects participants' personal information in order to conduct the promotion. If the information requested is not

provided, the participant may not take part in the promotion.

23. The prizewinner will be informed by email, and their name and personal details may be used in future promotions associated with the organizer and the promoter.
24. By entering this competition, you agree to allow future communications from the Organizers and Promoters of this competition. You may, however, unsubscribe at any time.

Axel Najera
Marketing & PR Assistant Director

A handwritten signature in blue ink, appearing to read "Axel Najera".