

TERMS AND CONDITIONS:
Hyatt Vivid Hotels & Resorts
Joyful Moments, Vivid Memories Contest

1. All entrants must be Canadian residents over the age of 18 and a certified travel agent to remain eligible for this competition.
2. The competition closes on November 18, 2026.
3. The winner(s) will be notified by November 25, 2026 or within two weeks of the competition closing date.
4. The winner(s) 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(s) include(s):
 - One 3-night stay for 2 at Hyatt Vivid Punta Cana
 - One 3-night stay for 2 at Hyatt Vivid Playa del Carmen
 - One 3-night stay for 2 at Hyatt Vivid Cancun
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 them or their companions for any travel applicable in 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. 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.
10. The prize is subject to availability and excludes transfers, tours and airfare. The prize is resort only.

11. This prize(s) 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.
12. Once the booking is confirmed, changes to the names, date or nature of the booking are not permitted.
13. Holidays are redeemable only by the named winner and must not be sold on to any other party.
14. Winners must claim their prize, book and complete travel by November 25, 2027.
15. The promoter (Global Agents) reserves the right to verify the validity of entries, and the promoter's decision is final.
16. The organizer Hyatt's Inclusive Collection reserves the right to change any condition of this competition, without notice.
17. The organizer reserves the right to substitute the prize(s) or any part of the prize(s) (due to unavailability or for any other reason) with a different prize(s) or part of the prize(s) of equal monetary value.
18. Both the promoter and organizer assume no responsibility for any error, omission, interruption, deletion, defect, delay in operation or transmission, communications line failure, theft or destruction or unauthorized access to or alteration of entries.
19. 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.
20. Employees of the Promoter and Organizer and all other prize(s) partners, its agents or anyone professionally connected with the promotion, and their families, are excluded from entering this competition.

21. 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.
22. The prize(s) winner(s) will be informed by email, and their name and personal details may be used in future promotions associated with the organizer and the promoter.
23. 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.