

General T&Cs and FAQs

DStv Premium Austria travel Experience

What is the DStv Premium Austria Travel Experience?

Active DStv Premium subscribers in South Africa stand a chance to win a once in a lifetime travel experience to Austria to watch MotorGP August 2023.

Who can enter the competition?

Selected Active and inactive DStv Premium subscribers in South Africa only.

How do I enter?

It is FREE to enter the competition as a DStv Premium customer targeted for a specific campaign. This competition is available to existing DStv Premium customers who reconnect and stay connected between the 25 Jan 2023 till 31 March 2023.

How long will the competition run?

The competition will run from 20 Jan 2023 till 31 March 2023. Entries will only be opened to selected DStv Premium customers.

Who cannot enter the competition?

- a) *Premium customers* – This competition is only open to DStv Premium customers in South Africa.

What does the prize include?

The Austria experience includes the below:

- Flights to and from Austria
- 4-night stay in the beautiful country of Steiermark, by the Red Bull Ring including meals during your stay
- Tickets to the MotorGP
- And so much more

How will I know if I've won / how will I be notified?

Winners will be notified by our agency partner via email & phone call.

Why do you need my customer number or SA ID number?

- Your customer number or 13 digital ID number allows us to validate you as a DStv customer
- Note that you can also use your valid passport number if you used it when signing up for your DStv account

Who can I contact if I am having problems with my DStv account not reflecting the DStv Compact product/package?

You can check that your account is up to date and reflecting through one of our many ways to manage your account efficiently.

Try:

- WhatsApp: WhatsApp "Hi" to 0600603788 or <https://www.dstv.co.za/dstv-whatsapp/>
- MyDStv app: <https://www.dstv.co.za/app/>

Will I be required to be vaccinated to enjoy one of these prizes as a winner?

Due to most destinations requiring tourists / visitors to be vaccinated, it would be a requirement if stated by the country or venue that is hosting the event. We are however also guided by the Department of Health of South Africa the travel agency making the bookings of flights and the Department of Health of the countries we aim to visit.

Will I require a passport or a Visa?

Yes, you will require a passport if you are the winner for the Austria Experience. You will be given time to apply for a passport should you be the chosen winner. Visas will be taken care of by our travel agency.

I exchange my prize for cash ?

Unfortunately, not. Prizes are not exchangeable for cash.

Is my prize transferable?

No, unfortunately not.