

THE RUWAD AWARDS– PARTICIPATION TERMS AND CONDITIONS

Please read these Terms carefully.

These Participation terms and any policy or guidelines pertaining to the Ruwad Awards as may be published and updated from time to time (including our Privacy Notice and Privacy Policy) ("**Terms**") apply to and govern the Ruwad Awards Program in Abu Dhabi, United Arab Emirates ("**Ruwad Awards**") and your access to and participation in Ruwad Awards.

The Ruwad Awards is brought to you by Miral Destinations Sole Proprietorship LLC ("Miral Destinations"), in association with its affiliates including Miral Experiences LLC which is referred to herein as "Miral" or "us" or "we". The term "you" or the "participant" refers to you as the participant of the Ruwad Awards.

BY REGISTERING OR PARTICIPATING IN THE RUWAD AWARDS, YOU AGREE TO BE BOUND BY THESE TERMS.

About the Ruwad Awards:

The Ruwad Awards is a one-day celebration dedicated to recognizing the efforts of individuals and teams who play pivotal roles in crafting these experiences—from the operational teams to leadership.

This event shines spotlight on outstanding contributions across all businesses on the island, whether directly engaging with guests, working behind the scenes, fostering B2C relationships, or nurturing B2B partnerships.

Our goal is to recognize excellence and inspire a culture of continuous improvement and human-centricity throughout Yas Island, ensuring a memorable experience for every guest through leading hospitality standards.

Promotional Period:

The Ruwad Awards (2025) period runs from **[11 Dec 2024 to 14 Feb 2025]**. All applicants must be active Yas Island employees and/or businesses.

How it works (summary):

1. There will be two types of categories: Team Category Awards and Individual Category Awards.
2. You can nominate yourself or nominate another person for an Individual Category Awards only.
3. The submissions will consist of a short presentation or video for every category. A written form will be required for leadership and team categories.
4. The expert appointed judges will review the submissions.

CATEGORIES 2025

1. Frontline Categories:

- a. Culinary Creativity Award
- b. Front Desk Hero Award
- c. Guest Experience Star
- d. Facility & Operations Champion
- e. Retail & Wellness Guest Champion
- f. Thrilling Ride Operation Award

2. Team Awards Categories:

- a. Concierge of the Year
- b. Feedback Maestros

- c. Inclusivity Award

3. Leadership Categories:

- a. Department Head Award
- b. Leadership Excellence
- c. Strategy Sage

4. Spotlight Categories:

- a. The Emirati of the Year
- b. The WOW-er of the Year

PRIZES 2025

- a) Cash Prizes – of AED 5,000 per award category
- b) Special Trophies or Shields of appreciation.

Awards Terms and Conditions

- The Ruwad Awards ("**Awards**") are organized by Miral Destinations Sole Proprietorship LLC ("**Miral Destinations**" or "**we**"). These are the terms and conditions subject to which Miral Destinations will allow you as individual or business to enter our awards.
- The Awards competition is open to all Yas Island active employees or businesses.
- You must not submit any entry that you know, or suspect contains information or material that: (a) infringes the intellectual property rights of any third party; (b) the disclosure of which would place you in breach of confidentiality obligations owed by you to any third party; or (c) is or may be defamatory.
- Miral Destinations reserves the right to disqualify any entry that does not comply with the terms and conditions of the Awards.
- The entries will be judged by a panel of selected judges appointed by Miral Destinations at its own discretion. A list of judges can be viewed on the website [<https://www.ruwadawards.com/>]
- Miral Destination will consider each entry on its merits and solely on the basis of your submitted application. The judges' decision will be final and Miral Destinations will not enter into any correspondence or discussion with any entrants nor will we accept any submissions, representations or appeals with regard to such decision. We reserve the right not to make any particular award in any given category. Nothing in your submitted application will be considered to be confidential information.
- Miral Destinations reserves the right to add, remove and/or substitute the Categories at its own discretion
- We may substitute any prize for equivalent or greater value (if any) if necessary for any reason.
- We reserve our right to cancel the Awards at any time and for any reason without notice (including modifying the duration of the entry period).
- **Liability:** All conditions and warranties, whether expressed or implied and whether arising under legislation or otherwise, as to condition, suitability, quality, fitness or safety of any services provided or products purchased, stamp points or prizes awarded are expressly excluded to the fullest extent permitted by the applicable law. Neither Miral Destinations, its affiliates, any associated entities nor any of our partners will be responsible or liable whatsoever for any direct, indirect or consequential loss, damage, cost or liability arising in connection with or from your participation in the Ruwad Awards, or your reliance on any information provided in relation to the Ruwad Awards, any other action or omission arising as a result of these Terms.
- **Indemnity:** You undertake to indemnify, protect, release, hold harmless and keep indemnified Miral Destinations, its affiliates, associated entities and partners including their respective officers, directors, managers, employees and agents from and against all or any costs (including legal and professional costs and expenses), fees, claims, demands, suits, proceedings, actions, expenses, loss and damage arising from any breach or non-compliance with the Terms by you and any other terms of participation in the Ruwad Awards including our Privacy Notice and Privacy Policy and any claims by any party related to or arising from the actual, intended or promised exchange, transfer or resale of any benefits arising here from by you.
- **Severability:** Each paragraph of these Terms operates separately. If any court or relevant authority decides that any of them are unlawful or unenforceable, the remaining paragraphs will remain in full force and effect.

- **Waiver:** If we do not enforce our rights against you, or if we delay in doing so, that will not mean that we have waived our rights against you and will not mean that you do not have to comply with these Terms.
- **Governing Law and Jurisdiction:** These Terms are governed by the laws of United Arab Emirates as applicable in the Emirate of Abu Dhabi. Any dispute arising out of the Terms or in connection with the Ruwad Awards shall be referred to the Abu Dhabi courts for resolution.