Terms and Conditions

Lights Out. 12 - 26 Oct 2026.

1. The Promoter

1.1 The promoter of this promotion (the "Promotion") is PlaysOut Technology DMCC (company no. 435142), of DMCC Business Centre, Jewellery & Gemplex 3, Dubai, United Arab Emirates (the "Promoter"). The Promoter conducts this Promotion in the United Arab Emirates.

1.2 Careem is a distribution partner. Careem is not the promoter, and is not responsible for the conduct of the Promotion, the determination of winners, or the supply of the First, Second or Third Prize.

1.3 This Promotion is not sponsored, endorsed, administered by or associated with Formula 1, the Fédération Internationale de l'Automobile (FIA), McLaren, Lando Norris, Apple Inc., Google LLC or Meta Platforms, Inc.

2. Definitions

2.1 **"Event Period"** means 00:00:00 on Monday 12 October 2026 to 23:59:59 on Monday 26 October 2026, United Arab Emirates time (Gulf Standard Time, GMT+4), inclusive.

2.2 **"Eligible Game"** means games listed and published before the Event Period begins. The Promoter may remove a game during the Event Period for technical or legal reasons only, and will not add games.

2.3 **"Game Played"** means a single session of an Eligible Game lasting two (2) minutes or more of active play. Sessions shorter than two minutes, and periods of inactivity within a session, do not count.

2.4 **"Points"** means the campaign points awarded under clause 6. Points are not Careem credit, Careem Plus points or any other currency or reward. They have no monetary value, cannot be exchanged, transferred or purchased, and expire when the Event Period ends.

2.5 **"Leaderboard"** means the public ranking of the ten highest-scoring Participants, displayed in the PlaysOut experience within the Careem app.

3. Eligibility

3.1 To participate you must, throughout the Event Period: (a) be aged 18 or over; (b) be accessing the Promotion in the United Arab Emirates; and (c) hold a valid Careem account in good standing.

3.2 **Leaderboard eligibility.** To earn Leaderboard points and be eligible to receive a prize, participants must sign in within the PlaysOut experience using a valid email address (via Google, Apple, Facebook or email) so that their points are saved. Winners will be contacted at the email address used to sign in; the Promoter's official contact address is contact@playsout.com. Sign-in must be completed before eligible Leaderboard participation begins.

3.3 **Playing does not guarantee eligibility.** Users who have not signed in with a valid email address as required above may still be able to access and play the campaign games; however, their gameplay will not count towards the Leaderboard and they will not be eligible for any Leaderboard prizes.

3.4 This Promotion is open only to Careem users accessing it in the United Arab Emirates. It is not open to users in any other market. No entry, Leaderboard placement or prize will be recognised from outside the United Arab Emirates.

3.5 Employees, officers and directors of the Promoter, of Careem Networks FZ-LLC and its affiliates, and of any agency engaged in connection with this Promotion, together with their immediate families (spouse, parent, child, sibling, and any person living in the same household), are not eligible.

3.6 One entry per person. Playing through more than one Careem account or sign-in controlled by the same individual is prohibited and will result in disqualification of every such account.

4. No purchase necessary

4.1 Entry is free. No purchase of any Careem or PlaysOut product or service is necessary to enter, to earn Points, or to win. No payment of any kind improves a Participant's chance of winning.

4.2 No in-game purchase, boost or paid item confers Points or affects Leaderboard position.

5. How to enter

5.1 Open the Careem app in the United Arab Emirates, go to the PlaysOut experience, and play any Eligible Games during the Event Period. Playing an Eligible Game constitutes entry and acceptance of these Terms.

5.2 By entering, you consent to the processing of your personal data as set out in clause 14, and to publication of your display name and Leaderboard position under clause 11.

6. How Points are earned

6.1 Points may be earned in three ways — Game Explorer Points, Playtime Points and Lucky Task Points. A Participant's score is the sum of all three. Points are calculated and updated in real time.

6.2 **Game Explorer Points.** The first time on each calendar day that a Participant plays an Eligible Game for two (2) minutes or more of active play, that game awards fifty (50) Game Explorer Points. Each Eligible Game awards Game Explorer Points once per calendar day. A Participant may earn a maximum of five hundred (500) Game Explorer Points per calendar day.

6.3 **Playtime Points.** One (1) Playtime Point is awarded for each complete minute of active play in an Eligible Game. A Participant may earn a maximum of three hundred (300) Playtime Points per calendar day.

6.4 **Lucky Task Points.** Each calendar day, a Participant is assigned one (1) random in-game quest (a "Lucky Task"). Completing the Lucky Task awards between two hundred (200) and seven hundred (700) Points. The Lucky Task refreshes daily at 00:00 GST and is randomly assigned per Participant, so the quest and its point value may differ between Participants. After completing the Lucky Task, a Participant may reset it once per calendar day at a cost of three hundred (300) Points, whereupon a new random Lucky Task is drawn.

6.5 **Two-minute minimum.** A session of an Eligible Game scores no Game Explorer or Playtime Points until it reaches two (2) minutes of active play. Time before that threshold is not awarded retrospectively.

6.6 **Daily maximum.** A Participant may earn a maximum of approximately one thousand five hundred (1,500) Points per calendar day, being up to five hundred (500) Game Explorer Points, up to three

hundred (300) Playtime Points, and up to seven hundred (700) Lucky Task Points. Points earned above any cap are not awarded and are not carried forward to any other day.

6.7 **Active play.** Idle time, backgrounded sessions, and any period during which no input is registered do not count as active play. A session is treated as idle after 1000 consecutive seconds without input.

6.8 A calendar day runs from 00:00:00 to 23:59:59 United Arab Emirates time (Gulf Standard Time, GMT+4).

6.9 The Promoter may correct, withhold or reverse Points awarded in error, or awarded as a result of a defect, exploit, or breach of these Terms.

6.10 The full scoring methodology is published at careem.playsout.com/leaderboard, as required by applicable UAE regulations governing promotional competitions.

7. The Leaderboard

7.1 The Leaderboard displays the ten highest-scoring Participants. It updates in real time and is provisional at all times.

7.2 Each Participant may view their own rank and Points regardless of Leaderboard position.

7.3 Leaderboard positions displayed during the Event Period are indicative. Final positions are determined under clause 8 after verification.

8. Determination of winners

8.1 **Date, place and time.** Winners will be determined on Wednesday 28 October 2026 at 14:00 GST on careem.playsout.com/leaderboard, United Arab Emirates.

8.2 Winners are determined solely by final Leaderboard position at the close of the Event Period, after the verification process in clause 12.

8.3 **Verification.** All Leaderboard rankings and prize eligibility are subject to verification against the participant's Careem account and the email address used to sign in. PlaysOut and Careem reserve the right to disqualify any entry that cannot be successfully verified; where a participant cannot be verified against the Leaderboard record, the participant will not qualify for the prize.

8.4 **Tie-break.** Where two or more Participants finish on the same number of Points, the Participant who first reached that number of Points, as recorded by the Promoter's servers, ranks higher. Ties are never resolved by draw or by chance.

8.5 The Promoter's determination is final. No correspondence will be entered into, save as required by law.

9. Prizes

9.1 **First Prize (one):** an official McLaren jersey personally signed by Lando Norris, professionally framed, supplied with a certificate of authenticity issued by AGC.

9.2 **Second Prize (one):** a pair of tickets to a Formula 1 Grand Prix

9.3 **Third Prize (one):** a pair of tickets to a Formula 1 Grand Prix

9.4 Prizes are not transferable and may not be exchanged for cash. The Promoter may substitute a prize of equal or greater value where the stated prize becomes unavailable for reasons beyond its control.

9.5 Winners are responsible for any tax arising from receipt of a prize. Unless expressly stated, prizes do not include travel, accommodation, transfers, insurance or any other cost associated with attending an event.

9.6 The certificate of authenticity for the First Prize is issued by a third-party reseller AGC. The Promoter makes no independent representation as to the authenticity of the signature beyond passing that certificate to the winner, and will transfer the benefit of any reseller warranty so far as it is able.

10. Notification and delivery

10.1 The winner will be announced on 28 October 2026 and each prize-winner will be notified within seven (7) days of the determination, by email to the address used to sign in to the PlaysOut experience.

10.2 A winner must confirm acceptance within [14] days of notification and provide proof of identity, age and UAE residency or eligibility on request.

10.3 The Promoter will arrange for prizes to be given to winners without delay following verification. Any Physical prizes, including the First Prize, will be delivered by insured courier or collected by arrangement; Formula 1 Grand Prix tickets will be issued by arrangement.

10.4 **Unclaimed prizes.** If a winner cannot be contacted, does not respond within the period in clause 10.2, is found ineligible, or declines, the Promoter will award that prize to the next-ranked eligible Participant, repeating up to 5 times. Any prize remaining unclaimed will be retained by the Promoter and the outcome recorded and published.

11. Publication of results

11.1 Results, including winners and their final Leaderboard positions, will be published at careem.playsout.com/leaderboard and will remain there for not less than two months from the date of determination.

11.2 Where a winner does not consent to further publicity, the Promoter will publish an anonymised identifier in place of their display name.

12. Fair play, verification and disqualification

12.1 The following are prohibited: any bot, script, emulator, automation, modified client, or any means of playing an Eligible Game other than by direct human input on a supported device; exploiting a defect in any Eligible Game or in the Leaderboard; multiple accounts; sale, purchase or transfer of accounts or Points; and any conduct intended to interfere with another Participant's play.

12.2 Automated and idle behaviour detection is in operation throughout the Event Period.

12.3 The Promoter may, at its sole discretion and at any time, audit a Participant's play data, suspend participation pending audit, remove Points, and disqualify any Participant it reasonably believes has breached this clause.

12.4 The Promoter will audit the play data of the highest-ranked Participants before winners are confirmed.

13. Liability

13.1 Nothing in these Terms excludes or limits liability for death or personal injury caused by negligence, for fraud, or for any liability that cannot lawfully be excluded.

13.2 Subject to clause 13.1, the Promoter is not liable for: any failure, interruption or delay of the Careem app, the PlaysOut experience, any Eligible Game, or the Leaderboard; any loss of Points arising from such failure; any entry lost, delayed, corrupted or not recorded; or any act or omission of Careem or any third party.

13.3 The Promoter may cancel, suspend or amend this Promotion where required by law or a regulator, or where circumstances beyond its reasonable control make fair conduct impossible. Notice will be published at www.playsout.com/careem and prizes already determined will be honoured.

14. Personal data

14.1 The Promoter collects and processes personal data in accordance with UAE Federal Decree-Law No. 45 of 2021 on the Protection of Personal Data and its privacy policy.

14.2 **Data collected:** sign-in identifier and email address, display name, play and score data; and, for winners only, name, contact details, and proof of identity, age and residency or eligibility.

14.3 **Purposes:** administering the Promotion, determining and verifying winners, delivering prizes, detecting fraud, publishing results, and meeting the record-keeping obligation in clause 12.5.

14.4 Aggregated, anonymized data arising from this Promotion may be used by the Promoter for research, reporting and marketing purposes, including in case studies and materials shared with commercial partners.

14.5 **Retention:** determination records are kept for five years as required by applicable UAE regulations. Other personal data is retained for 12 months and then deleted.

14.6 The Promoter's Data Protection Officer may be contacted at contact@playsout.com. Participants may withdraw consent, or request access to or correction of their personal data, at that address. Withdrawing consent during the Event Period ends participation.

14.7 The Promoter's privacy policy is available at www.playsout.com/privacy.

15. General

15.1 These Terms constitute the entire agreement between the Promoter and each Participant in relation to this Promotion.

15.2 If any provision is held unenforceable, the remainder continues in force.

15.3 A person who is not a party to these Terms has no right to enforce any of them, subject to the UAE Civil Code (Federal Law No. 5 of 1985).

15.4 These Terms are governed by the laws of the United Arab Emirates as applied in the Emirate of Dubai, and the parties submit to the exclusive jurisdiction of the courts of Dubai, United Arab Emirates.

15.5 **Queries and support.** Any queries relating to Leaderboard mechanics, points, rankings, eligibility or prize outcomes should be directed to PlaysOut at contact@playsout.com, and not through Careem Support.