Love Locks Competition Rules



Wedding or divorce expense prize

The eligible entrant with the shortest verified Game-recorded time for completing all 100,000 locks during the Competition Period wins a contribution towards eligible wedding or divorce expenses, subject to these Rules. Each entrant may make unlimited attempts; only their best valid completed attempt counts.

Prize: wedding or divorce expenses up to USD 5,000 in total, including invoice taxes. The Organizer will pay one or more eligible invoices, with a combined contribution of no more than USD 5,000, including VAT, sales tax or other applicable taxes shown on the invoices. After the first year, the winner may use any unused balance for a friend's or family member's eligible expenses under section 8.3. All eligible invoices must be submitted within 24 months of the public announcement of the verified winner. The prize is an expense contribution, not a cash award.

To enter, you must live in an eligible country, meet the minimum age and adulthood requirements in Appendix A, complete a qualifying attempt within the Competition Period, and register at https://lovelocksgame.com by the Closing Time. You may register after completing your attempt. A potential winner must pass verification, including a live video call.

Key term / date (UTC)	Competition requirement
Winning result	Shortest verified time recorded by the Game for one complete, valid 100,000-lock attempt.
Prize limit	Payment of one or more eligible wedding or divorce invoices, up to USD 5,000 in total including all applicable invoice taxes. Publisher payment guarantee: section 14.
Start: 3 December 2026	At the time of the Game's official public release on Steam (the Start Time).
End: 10 December 2026	22:59:59 UTC (the Closing Time). Qualifying attempts must be completed by this deadline.
Registration: by 10 December 2026	22:59:59 UTC. Registration at lovelocksgame.com may follow completion of an attempt.
Attempts	Unlimited during the Competition Period. Each entrant's best valid completed attempt counts.
Results: 17 December 2026	Planned announcement, subject to verification. Public identification and inclusion on the in-game Eiffel Tower flag require separate consent.
If no entry qualifies	No prize is awarded. There is no automatic extension or rollover; see section 3.6.
Prize redemption	24 months from the public announcement of the verified winner. After 12 months, a friend's or family member's eligible expenses may qualify. Any amount not validly claimed by the 24-month deadline is forfeited to Collision Games s.r.o.
Competition contact	i@lovelocksgame.com

1 Organizer and official communications

1.1 Sole sponsor and organizer. This Competition is sponsored and administered solely by Collision Games s.r.o., with its registered office at Blagoevova 2675/10, 851 04 Bratislava - mestská časť Petržalka, Slovak Republic, company identification number (IČO) 54 248 604, registered in the Commercial Register of the Bratislava III Municipal Court, Section Sro, Insert No. 157059/B (the Organizer). The Organizer is solely responsible for administering the Competition, verifying claims and making decisions. It is primarily responsible for prize payments, backed by the Publisher's guarantee in section 14.

1.2 Game and administration. Collision Games s.r.o. develops Love Locks (the Game). Its authorized representatives may administer and verify the Competition on its behalf; the Organizer remains solely responsible for administration and primarily responsible for prize fulfilment, with the payment guarantee in section 14.

1.3 Official website and contact. These are the full Competition Rules, including the eligible countries in Appendix A. These Rules and all official Competition notices, including results, are published at https://lovelocksgame.com (the Official Website). The Competition registration form is also available there. Send claims, invoices, privacy requests and complaints to i@lovelocksgame.com (the Competition Email).

1.4 Platform independence. This promotion is not sponsored, endorsed or administered by, or associated with, Valve Corporation. These Rules govern the Competition; the Game licence and applicable platform terms continue to govern use of the Game.

2 Eligibility and participation

2.1 Minimum age and adulthood. Before each qualifying attempt, entrants must be at least 18, meet their country's or region's minimum in Appendix A, and have reached the applicable age of majority. Any higher mandatory local age applies. Ages are in completed years. Parental consent, marriage or emancipation does not waive the numerical minimum; nobody may enter for a minor.

2.2 Eligible countries and residence. Entrants must habitually live in one of the 37 countries in Appendix A when beginning and completing their qualifying attempt and when registering. Citizenship alone is insufficient. Entry and prize receipt must be lawful locally, including required approvals or registrations. Residence must not be misrepresented or restrictions evaded. Otherwise eligible entrants cannot be retrospectively excluded merely for administrative convenience.

2.3 Conflicts of interest. The Organizer's directors, employees and contractors involved in the Game or Competition, and members of their immediate families or households, are not eligible. Anyone with privileged access to Competition systems or non-public tools capable of affecting the result is also excluded.

2.4 Access and acceptance. Entrants must use a lawfully obtained copy of the eligible public Steam version of the Game and their own platform account. The normal purchase price may apply; there is no additional Competition entry fee. Hardware, internet and ordinary gameplay costs are the entrant's responsibility. By participating, entrants agree to these Rules.

2.5 Mandatory registration by the Closing Time. The Organizer must receive the completed Competition form at https://lovelocksgame.com by the Closing Time. Entrants may register before or during the Competition Period, including after completing an attempt. One registration covers all attempts on the registered Steam account. Accurate details must identify the entrant, contact email and that account. Registration supports verification but does not confirm eligibility or a win. Newsletter subscriptions, marketing consent, reviews and social media activity are not conditions of entry or winning.

3 Competition period, attempts and winning result

3.1 **Start and fixed closing deadline.** The Competition starts on 3 December 2026 at the Game's official public release on Steam (the Start Time) and ends on 10 December 2026 at 22:59:59 UTC (the Closing Time). This is the Competition Period. Both completion of an eligible attempt and receipt of the required registration must occur by the Closing Time. The Competition remains open for the full period even after someone completes the objective. The deadline is the same worldwide; UTC is the time standard used in these Rules.

3.2 **Complete qualifying attempts.** Each attempt must begin from zero qualifying progress at or after the Start Time and clear all 100,000 locks by the Closing Time on the entrant's own registered account. Locks removed using the Game's intended tools and mechanics count as cleared locks; they need not each be opened with a key. Demo, beta, review, test, developer and pre-start progress does not count. An attempt completed after the Closing Time is ineligible, even if it began earlier.

3.3 **Individual achievement.** Each entrant's own lock count and progress are assessed separately. Ordinary multiplayer play is allowed, but progress cannot be pooled across accounts. Another person must not take over the entrant's account or play their qualifying run. Buying, transferring or importing another person's progress is prohibited.

3.4 **Time used for ranking.** The winning measure is the completion time recorded by the official Game timer for a full qualifying attempt, verified against reliable Game and platform records. It is not the calendar time at which the entrant finishes or their total Steam playtime. Treatment of pauses, loading and breaks follows the official Game timer. Multiple sessions are allowed, but resuming an attempt does not start a new timing period for that attempt. No continuous play or full-session video recording is required. No manual time deductions are made.

3.5 **Unlimited attempts and personal best.** Entrants may replay the Game as often as they wish during the Competition Period to improve their time. Each new attempt must use the Game's official new-game or reset process and satisfy section 3.2. Progress or times from separate attempts cannot be combined. Only the entrant's shortest valid completed attempt is used for ranking. A later, slower or unfinished attempt does not invalidate an earlier qualifying result. Entrants should preserve the available evidence of completed attempts before restarting, as described in section 4.5.

3.6 **If no entrant qualifies.** If no entrant both completes a valid attempt during the Competition Period and registers by the Closing Time, or if no candidate passes the required eligibility and gameplay verification, no prize will be awarded. The Organizer will publish this outcome on the Official Website on the planned results date or, if verification is still pending, promptly after it concludes. There is no automatic extension, rollover or alternative award. A prize will not be withheld merely because there are few entrants if a valid eligible winner exists.

4 Fair play and prohibited conduct

4.1 **Eligible gameplay.** Qualifying progress must be earned in the official public version of the Game without cheating as defined in section 4.2. Official Game updates, built-in features and ordinary in-game settings do not constitute cheating.

4.2 **Definition of cheating.** For this Competition, cheating means unauthorized modification of the Game's code, modding of the Game, or other tampering with the Game's functioning or game data, including saved progress. Such conduct is prohibited and may result in disqualification under section 6.7.

4.3 **Truthful claims.** Entrants must submit truthful claims and must not falsify evidence or interfere with another entrant or the Competition's verification process. False claims and fabricated evidence are grounds for disqualification under section 6.7.

4.4 **Technical problems.** An accidental bug or crash is not automatically cheating. Any resulting discrepancy affecting progress, completion or the recorded time must be disclosed and may be excluded from the assessment if it cannot be validated.

4.5 **Evidence preservation.** Entrants must retain available screenshots, relevant saves and other available evidence of completed attempts until verification and any review are resolved. Official in-game resets for further attempts are permitted; entrants should preserve available completion evidence before resetting. The Organizer will retain available completion records linked to the registered Steam account to identify the entrant's best result. Evidence must not be falsified or deliberately destroyed to obstruct verification. The Organizer may assess Game and platform records, progression history, logs, screenshots and other reliable evidence together. An unusually fast result alone is not conclusive proof of cheating.

5 Entry records and contact

5.1 **Registration and recorded results.** A qualifying completed attempt and registration received by the Closing Time are required for entry. The Organizer will match registered Steam accounts to available Game completion records and use each entrant's best valid time. Entrants do not need to register again or send a separate email for every attempt. Registration after completion is valid if received by the Closing Time. The registration form is scheduled to be removed on 11 December 2026; any continued visibility does not extend the deadline.

5.2 **Verification information.** The Organizer may contact a potential winner at the email supplied in the registration form to request their name, habitual residence, account identifier, recorded completion time and available screenshot or other completion evidence. Relevant saves or other evidence must be supplied through a secure method requested by the Organizer. Entrants must be able to connect their result to the registered account. Do not post identity documents, invoices or payment details publicly.

5.3 **Missing records and technical difficulties.** Entrants should promptly report a missing or inaccurate completion record, registration problem or other material technical issue to the Competition Email and retain available evidence. Reliable evidence may be used to validate a result or timely registration affected by a technical failure; a report does not by itself extend the Closing Time or permit gameplay completed afterwards. The Organizer will acknowledge reports within five business days and apply section 12 where a serious outage requires action. No payment or fee is required to claim or verify a win.

6 Verification and winner confirmation

6.1 **Review process.** After closing, Collision Games s.r.o.'s authorized representatives review the fastest results, eligibility, timely registration and the matching Steam account. Leading candidates will be contacted promptly to arrange a video call at a mutually reasonable time, aiming to verify the outcome for 17 December 2026. Candidates normally have 14 calendar days to respond to requests, with reasonable extensions for documented practical difficulties. The announcement target does not shorten this period.

6.2 **Mandatory video call.** The potential winner must attend a live video call and reasonably demonstrate their identity, legal adulthood, residence in an eligible country, control of the claimed account and knowledge of their gameplay. Verification may include showing an identity document with unnecessary details covered, proportionate evidence of residence, the relevant Game screen or save, and an explanation or demonstration of gameplay. Identity documents and private desktop content must not be shared publicly.

6.3 **Proportionate evidence.** A video call alone does not prove that all prior gameplay was legitimate. The Organizer may compare the call with relevant technical evidence and request specific additional information where needed. Verification will not require account passwords, payment-card security codes, unrelated personal files or unrestricted access to the entrant's device. Full-session recordings cannot be imposed retrospectively.

6.4 **Selection and genuine ties.** The shortest verified Game-recorded time for a valid attempt wins. Registration time, calendar completion order and verification timing do not override a faster valid result. If entrants share the fastest time at the finest reliable precision of official records, the single USD 5,000 invoice contribution limit, including invoice taxes, is divided equally between them, subject to mandatory law. There is no random tie-break. These Rules apply to each share; the aggregate limit never increases.

6.5 **Decision and reasons.** A reasoned written decision will be issued within 30 calendar days after reasonably requested evidence and the video call are complete. Any extension requires a written explanation and revised date. Deficiencies may be corrected after notice, but this does not permit new attempts or first registrations after closing. Cheating findings require documented evidence and an opportunity to respond.

6.6 **Confirmation Date.** A candidate becomes the Confirmed Winner only on express written confirmation that eligibility, the winning time and legitimate completion have been verified (the Confirmation Date). The notice must state the invoice contribution limit, including invoice taxes, and payment instructions. The 12- and 24-month dates run from the public Winner Announcement Date under section 8.1; the Organizer will confirm both exact dates after that announcement. Provisional results, achievements and video appointments are not winner confirmation.

6.7 **Disqualification and subsequent findings.** Ineligibility, cheating, fabricated evidence or refusal of reasonable verification may lead to disqualification; the next fastest eligible valid result is then reviewed. Reliable evidence of material fraud after confirmation may justify revocation and recovery of fraudulently obtained sums, after the grounds are explained and a response allowed. An unrelated payment dispute does not itself invalidate a legitimate win.

6.8 **Independent review rights.** An entrant may request review under section 11. Administrative decisions do not exclude rights to contact regulators or seek remedies in a competent court.

6.9 **Planned results announcement.** The outcome is planned to be announced on 17 December 2026 on the Official Website, subject to verification. If verification is incomplete, a status update and revised expected date will be published. Declining optional publicity does not affect the prize; the outcome may be announced anonymously. Publicity and the in-game flag follow section 10.7.

7 Prize and eligible expenses

7.1 **One invoice contribution.** The Organizer will pay eligible wedding or divorce expenses through one or more invoices, up to a combined contribution of USD 5,000 including all applicable taxes shown on those invoices. This may be one invoice for up to USD 5,000 or several invoices whose funded amounts total no more than USD 5,000. During the first year, only the Confirmed Winner's own expenses qualify; section 8.3 permits a friend's or family member's expenses after that year. Wedding and divorce costs share the same allowance. There is no additional allowance per invoice, person, category or year. Section 6.4 governs genuine ties.

7.2 **Wedding expenses.** Eligible costs include any genuine, lawful expense reasonably connected to the winner's wedding or, where section 8.3 applies, the nominated beneficiary's wedding, provided it is supported by a valid, lawfully issued invoice or an equivalent lawful fee demand under section 9.1. Examples include ceremony or registration fees, venue hire, catering, photography or videography, wedding clothing, flowers, decorations and wedding entertainment. These examples are not exhaustive. Supplier deposits may qualify if supported by a valid invoice. All costs remain subject to the other requirements of these Rules.

7.3 **Divorce expenses.** Eligible costs include any genuine, lawful expense reasonably connected to the winner's divorce or, where section 8.3 applies, the nominated beneficiary's divorce, provided it is supported by a valid, lawfully issued invoice or an equivalent lawful fee demand under section 9.1. Examples include legal advice and representation, court filing fees, mediation, notarial services and certified translations. These examples are not exhaustive; eligibility is not limited to professional or administrative expenses. All costs remain subject to the other requirements of these Rules.

7.4 **Other exclusions.** The contribution does not cover another person's expenses except as allowed by section 8.3; cash gifts or withdrawals; gift cards; purchases, travel or living costs unrelated to the relevant wedding or divorce; sham transactions; inflated or duplicate invoices; or costs already refunded or covered by another payer. An invoice from a related person or business must be disclosed and supported by evidence of genuine goods, services or fees at an ordinary commercial price.

7.5 **Actual cost and invoice customer.** The contribution cannot exceed the genuine eligible amount after discounts, refunds or other contributions. Invoices must name the actual customer: the winner or the nominated beneficiary, alone or jointly with their partner. The Organizer must not be falsely named as the purchaser merely because it pays. The customer remains responsible for costs above the available contribution.

7.6 **Invoice payments only.** The prize cannot be sold, exchanged for cash or assigned except for the limited use for a nominated beneficiary under section 8.3. Unused funds are not paid out as cash. Direct supplier payment is the normal method. Reimbursement to the winner or nominated beneficiary is allowed only if agreed in writing in advance and supported by an eligible invoice and proof that the person receiving reimbursement paid it.

8 Two year redemption period

8.1 Public announcement and the two-year deadline. The Winner Announcement Date is the date on which the Organizer publicly announces the verified winner on the Official Website, including through a non-identifying winner reference if the winner declines publicity. A notice that verification is pending does not count. The redemption period starts on the Winner Announcement Date and ends at 23:59:59 UTC on its second anniversary, 24 months later. The first anniversary, 12 months later, opens the option in section 8.3. If an anniversary date does not exist in the relevant year, use the last day of that month. Both exact dates will be confirmed in writing to the winner. The 24-month deadline applies to invoices for both the winner and any nominated beneficiary.

8.2 Invoice deadline and forfeiture. Complete payment requests and eligible supporting invoices must reach the Organizer, or the Publisher under section 14.3, by the 24-month deadline in section 8.1. If no eligible invoices are submitted by that deadline, the entire prize allowance is forfeited to Collision Games s.r.o. If only part of the allowance has been validly claimed, the unused and unclaimed balance is forfeited to Collision Games s.r.o. No cash payment, replacement prize or extension is due for a forfeited amount. A valid request received on time remains payable even if the Organizer's review or payment processing finishes after the deadline. Invoices must cover real eligible costs payable during the applicable redemption period; an earlier booking alone does not disqualify an unpaid invoice. Submit requests at least 30 business days before payment is needed.

8.3 Friend or family member after the first year. If, after the first anniversary of the Winner Announcement Date, the winner has no eligible expenses of their own to which they wish to apply the unused balance, they may nominate a friend or family member by emailing the Competition Email. That person becomes the nominated beneficiary after the Organizer verifies the requirements in section 8.4. The winner may then submit that person's eligible wedding or divorce invoices. Requests under this option may be made only from the first anniversary until the 24-month deadline in section 8.1. A nomination made later in the second year gives only the time remaining, not a fresh year. All invoices for the winner and beneficiary together remain subject to the single USD 5,000 limit, including invoice taxes, or the winner's share under section 6.4. Amounts already paid or committed reduce the balance available. Neither nomination nor payment creates a second prize.

8.4 Beneficiary requirements and nomination. The nominee must be a friend or family member who consents to the nomination, is habitually resident in an eligible country and meets the minimum age and adulthood requirements in Appendix A at nomination. They do not need to play the Game or register for the Competition. The nomination must identify them and provide contact details with their permission. The Organizer may request proportionate evidence of identity, age, residence, consent and the connection between the invoices and their wedding or divorce. The original winner remains the Competition winner and may submit the beneficiary's invoices. The invoice, payment, privacy and deadline requirements in these Rules apply to the beneficiary as relevant.

9 Invoices, payment, taxes and exchange rates

9.1 Payment request. A request must include a legible invoice or equivalent lawful fee demand, supplier identity and contact details, invoice number and date, actual customer's name, description of eligible goods or services, currency, total including applicable invoice taxes, due date and verified payment details. The Organizer may request proportionate evidence connecting it to the wedding or divorce of the winner or nominated beneficiary and an understandable translation of relevant parts.

9.2 Invoice review. The Organizer will approve the eligible amount or explain any deficiency within 15 business days of receiving a complete request, and arrange payment within a further 15 business days. Reasonable follow-up checks may be necessary for suspected fraud or legal payment restrictions. The winner will be told what is missing and given a reasonable opportunity to correct it. Processing deadlines do not allow the Organizer to extinguish an otherwise valid timely claim.

9.3 Supplier relationship. Payment is normally made directly to the supplier, relevant professional or authority. The winner or nominated beneficiary must ensure that third-party payment is accepted and arrange any balance above the contribution. Approval does not make the Organizer a party to the supplier's contract or a guarantor of the service. An alternative lawful invoice-based payment method may be agreed where direct payment is impracticable.

9.4 Rate and conversion date. The prize balance is tracked in US dollars. Each payment in another currency is converted to USD using the European Central Bank reference rates for the calendar date on which the Organizer initiates that payment. If that day's rate has not yet been published, or no rate is published that day, the latest preceding available rate applies. Rates are used only as an agreed valuation benchmark for the prize limit.

9.5 Calculation. For an invoice in euros, the USD amount charged to the prize balance equals the eligible EUR amount multiplied by the published USD-per-EUR rate. For another ECB-quoted currency, the eligible amount is divided by that currency's units-per-EUR rate and multiplied by the USD-per-EUR rate. Both rates must be from the same date. USD invoices are counted at their face value.

9.6 Other currencies and balance. If the ECB does not quote a currency, the Organizer will disclose the exchange-rate quote of its payment provider to the winner before payment and use that quoted rate for the payment. Each payment reduces the remaining USD balance; the same amount cannot be claimed twice. The Organizer will provide the applicable rate, eligible invoice amount and remaining balance. Any final invoice may be paid only in part to stay within the cap.

9.7 Invoice taxes and the total limit. The USD 5,000 limit applies to the total eligible amounts paid towards invoices, including VAT, sales tax and any other applicable taxes shown on those invoices. It covers either one invoice or several invoices, with all funded amounts added together across the winner and any nominated beneficiary. No tax amount shown on an invoice is added on top of the USD 5,000 limit. If an invoice exceeds the remaining balance, only the remaining balance may be paid. The Organizer's own outgoing bank fees are paid separately and do not reduce the invoice contribution limit.

9.8 Refunds and cancellations. The winner must promptly disclose any cancellation, refund, credit or reduction relating to a paid invoice and arrange repayment of the funded portion. A returned payment restores only the USD amount originally allocated to it. It does not create a cash entitlement or extend the redemption deadline; any remaining time may be used for another eligible invoice.

10 Personal data and publicity

10.1 Controller and purposes. Collision Games s.r.o., at the address in section 1.1, is the sole controller for Competition administration. Privacy requests may be sent to the Competition Email. It processes registration details, submission times, attempt records, age and residence verification, account identifiers, gameplay evidence, correspondence and payment information to administer the Competition, verify results, deliver the contribution, handle disputes and meet legal obligations. For a nominated beneficiary, it also processes the necessary nomination, contact, consent, eligibility and invoice details for fulfilment. The privacy information and applicable rights in this section also apply to that person.

10.2 Legal bases and necessity. Processing necessary to administer registration and entry and fulfil the prize is based on performance of the Competition arrangement; fraud prevention and proportionate dispute records on legitimate interests; and required tax or accounting records on legal obligations. Providing necessary registration, verification and payment details is required to assess and fulfil a claim. Marketing and optional publicity require separate consent where applicable and are not conditions of winning.

10.3 Access and safeguards. Access is limited to the Organizer's authorized personnel and providers who need the information, including secure IT and video-call providers, payment providers, the Publisher under section 14.5, professional advisers and legally competent authorities. Only necessary data will be shared. Any transfer outside the European Economic Area must use a lawful transfer mechanism and appropriate safeguards; information about those safeguards is available on request.

10.4 Video calls and sensitive details. Verification calls will not be recorded by default. If a recording is proposed, its purpose, lawful basis, access and retention period must be explained beforehand, with a live non-recorded verification alternative where feasible. The Organizer will normally inspect an identity document without retaining a full copy. Entrants should redact unrelated third-party, medical, intimate or confidential information from invoices and divorce materials. Detailed allegations or reasons for divorce are not required.

10.5 Retention. Ordinary registration records of non-winners and unsuccessful claim records will be deleted or anonymized within 12 months after the final Competition decision, unless needed for a notified dispute or legal obligation. Winner records and any nominated beneficiary's verification and fulfilment records are kept through redemption and for three years afterwards for legal claims. Tax or accounting records are kept for the applicable statutory period. Any exceptional longer retention is limited to the relevant legal purpose.

10.6 Rights and notices. Where applicable, individuals may request access, correction, erasure, restriction or portability, object to legitimate-interest processing, and withdraw consent for future consent-based processing. They may complain to the Slovak Office for Personal Data Protection at https://dataprotection.gov.sk or another competent supervisory authority. Decisions on eligibility and cheating involve human review. Further provider-specific privacy information must be supplied when the relevant service is used.

10.7 Optional publicity and the Eiffel Tower flag. Subject to section 6.9, the Organizer may announce that the Competition has concluded using a non-identifying winner reference. Publishing the winner's real name, identifiable account name, image, voice, interview, or wedding or divorce details requires separate permission unless disclosure is legally required. With the winner's separate consent and agreement on the displayed name, that name will also be included on the Eiffel Tower flag in the Game through an update; inclusion need not occur on the announcement date. Refusing or withdrawing optional publicity consent does not forfeit or reduce the prize. Verification materials are not automatically licensed for marketing. Any consent request must explain the intended use and how consent can be withdrawn.

11 Complaints and review

11.1 How to complain. Entrants may send a reasoned complaint or review request to the Competition Email, including their account identifier, the decision challenged and supporting information. Requests concerning selection or disqualification should normally be submitted within 14 calendar days of the decision. This administrative period does not shorten any statutory limitation period or exclude later evidence of material fraud.

11.2 Response. The Organizer will acknowledge a complaint within five business days and aim to issue a reasoned response within 30 calendar days. Where practicable, a person not responsible for the original disputed assessment will review it. If more time is reasonably necessary, the Organizer will explain why and give a revised response date. Evidence relevant to an unresolved dispute will be preserved.

12 Interruptions, changes and cancellation

12.1 Interruptions. The Organizer may pause qualifying activity where a serious technical failure, widespread exploit, legal requirement or event outside its reasonable control prevents fair administration. It must publish the reason, the affected period and the treatment of progress on the Official Website. Where possible, legitimate progress and equal conditions will be preserved.

12.2 Changes and cancellation. Material changes after the Start Time are permitted only where necessary for a serious, objectively justified reason and consistent with mandatory law. They must be clearly announced and must not retroactively invalidate compliant completed gameplay or remove an earned prize. The Closing Time will not be changed merely because there are few entries or no qualifying result. A closing-date change requires unavoidable circumstances beyond the Organizer's control and must not unfairly disadvantage original entrants. Cancellation is a last resort. Any mandatory compensation or other rights remain unaffected; there is no unrestricted right to cancel at will.

12.3 Updates. Entrants must follow reasonable, publicly announced requirements to use official updates needed for competition integrity. An official update does not itself make earlier legitimate progress invalid. Any necessary treatment of exploit-affected progress must be explained and applied consistently.

13 Responsibility and applicable law

13.1 Responsibility. Entrants are responsible for truthful submissions and reasonable protection of their accounts and evidence. The Organizer is responsible for administering the Competition and honouring valid awards under these Rules; the Publisher also has the payment obligations in section 14. These Rules do not exclude liability for fraud, wilful misconduct, gross negligence, death or personal injury caused by negligence, or any liability or consumer remedy that cannot lawfully be limited.

13.2 Governing law and courts. The laws of the Slovak Republic govern these Rules, subject to mandatory protections available under the laws applicable to an entrant. Disputes may be brought before courts having jurisdiction under applicable law. Nothing requires an entrant to waive a mandatory right to bring proceedings in their home jurisdiction or to use compulsory arbitration.

13.3 Interpretation. The English text is the reference version, subject to mandatory local-language requirements. If any provision is unenforceable, the remaining provisions continue where lawful. Promotional summaries do not expand the prize beyond its stated limit, but nothing in these Rules removes mandatory rights arising from advertising. Business days mean Monday to Friday excluding public holidays in Slovakia; other references to days mean calendar days.

14 Publisher payment guarantee

14.1 Publisher and guarantee. Blue Brain Games, s.r.o., the publisher of Love Locks, with its registered office at Sabinovská 8, 821 02 Bratislava, Slovak Republic, company identification number (IČO) 45 267 227 (the Publisher), guarantees payment of eligible prize expenses to each Confirmed Winner if the Organizer cannot fulfil its payment obligations. This includes insolvency, bankruptcy, liquidation, dissolution, cessation of business or another inability to pay. The guarantee also applies if an eligible amount remains unpaid when due despite a written payment request to the Organizer.

14.2 Covered period and payment deadline. The guarantee covers the 24-month redemption period starting on the public Winner Announcement Date defined in section 8.1. It covers eligible invoices for the winner and, where section 8.3 applies, a nominated friend or family member. Payment follows section 9.2. Complete valid claims received at least 30 business days before the end of that period must be settled within it, subject to the lawful checks in section 9.2. A valid claim submitted by the 24-month deadline remains covered until paid, even if review or payment processing finishes afterwards.

14.3 Making a guarantee claim. The winner may request payment directly from the Publisher in writing at its registered office in section 14.1, providing the winner confirmation, eligible invoices, payment details and evidence of the Organizer's inability or failure to pay. The Competition Email may also be used while operational. A prior written request to the Organizer is required where it can still be reached; it is not required where the Organizer has ceased to exist or it is clear that it cannot pay. The winner need not first obtain a court judgment or exhaust recovery proceedings. If the Organizer cannot receive or process claims, invoices may be submitted directly to the Publisher by the section 8.1 deadline. A guarantee request made later may rely on a valid invoice claim already submitted on time. Transfer to the Publisher does not restart an existing payment deadline.

14.4 Scope and shared limit. The Publisher pays the unpaid eligible amount under the same invoice, payment, tax, currency and deadline requirements in sections 7 to 9. The combined contribution paid by the Organizer and Publisher cannot exceed USD 5,000, including all applicable taxes shown on the invoices. Payments by either company reduce the same balance. In a tie, each winner's share under section 6.4 applies. There is no duplicate payment, cash substitute or additional allowance. Unclaimed amounts expire under section 8.2. Collision Games s.r.o. remains the sole sponsor and Competition administrator; the Publisher's role under these Rules is limited to this payment guarantee and the processing needed to fulfil it.

14.5 Data needed for the guarantee. The Publisher may receive only the winner verification, invoice and payment information necessary to fulfil the guarantee. It acts as a separate controller for that purpose and must provide its applicable privacy information. The safeguards in section 10 apply to information shared for this purpose.

Appendix A Eligible countries and minimum ages

Only residents of the following 37 countries may enter. Each entrant must meet the stated minimum age before beginning their qualifying attempt and satisfy section 2.1, including any higher applicable local age-of-majority requirement. All ages are in completed years. The regional notes below form part of this table.

Code	Country	Age	Code	Country	Age
AT	Austria	18	NL	Netherlands	18
BE	Belgium	18	PL	Poland	18
BG	Bulgaria	18	PT	Portugal	18
HR	Croatia	18	RO	Romania	18
CY	Cyprus	18	SK	Slovakia	18
CZ	Czechia	18	SI	Slovenia	18
DK	Denmark	18	ES	Spain	18
EE	Estonia	18	SE	Sweden	18
FI	Finland	18	US	United States	18–21*
FR	France	18	CA	Canada	18 or 19*
DE	Germany	18	GB	United Kingdom	18
GR	Greece	18	NO	Norway	18
HU	Hungary	18	CH	Switzerland	18
IE	Ireland	18	IS	Iceland	18
IT	Italy	18	AU	Australia	18
LV	Latvia	18	NZ	New Zealand	20
LT	Lithuania	18	KR	South Korea	19
LU	Luxembourg	18	SG	Singapore	21
MT	Malta	18			

*** United States (US).** The Competition minimum is 18 in the District of Columbia and states other than Alabama, Nebraska and Mississippi; 19 in Alabama and Nebraska; and 21 in Mississippi. For residence in another US jurisdiction, any higher applicable age of majority also applies. The regional minimum must be met even if local law permits some contracts at a younger age.

*** Canada (CA).** 18 in Alberta, Manitoba, Ontario, Prince Edward Island, Quebec and Saskatchewan. 19 in British Columbia, New Brunswick, Newfoundland and Labrador, Northwest Territories, Nova Scotia, Nunavut and Yukon.

The listed age is a Competition eligibility threshold. Local rules granting particular rights, contractual capacity or exceptions before general adulthood do not reduce that threshold. Country codes identify the listed countries and do not replace the residence requirement.