

Specific Terms and Conditions

The document constitutes the specific terms and conditions (the "Specific Terms") for the named promotional activity (the "Promotion") offered for play by Luxury Leisure Talarius (the "Company") on these Premises. The Promotion entered into shall be between the customer taking part (the "Customer") (1) and the Company (2).

In these Specific Terms, the General Promotion Terms and Conditions, available to view in each premises, are referred to as the "General Terms". Both these Specific Terms and the General Terms apply to this Promotion and are jointly referred to as "the Terms". In the case of any conflict between the two, the General Terms shall take precedence.

By taking part in any Promotion the Customer shall be deemed to have read and accepted the Terms.

Promotion Name

Voice of the Customer Survey Prize Draw

Terms & Conditions

Promotion Valid

Dates: 01/01/25 – 31/12/25

How to Enter:

1. This offer relates to all surveys where the prize draw contact information has been completed by 23:59 on the last Friday of each calendar month.
2. You must have received the email request directly and can only enter the prize draw once.
3. The prize draw is open to UK residents aged 18 or over who have entered their contact details into the online survey, excluding employees and their immediate families of Forsta, Luxury Leisure, their agencies and anyone else professionally connected with this promotion.

Winners, Rewards

4. The prize is £500 bank transfer. The winners shall be liable for payment of any tax this prize may give rise to.

How to Claim:

5. The winner will be notified, and the prize dispatched, by the first Friday of each calendar month.
6. If the winner cannot be contacted within a reasonable time period or is not able or available to accept the prize for any reason which is beyond the promoter's reasonable control, then the promoter reserves the right to award the prize to another entrant.

7. No responsibility can be taken for lost, delayed or non-transmitted surveys or incorrect contact details supplied.

8. The winner will be the first entry drawn at random by Forsta

9. The winner's name will be held by Luxury Leisure for a period of 6 months after the prize draw, to demonstrate to the regulator(s) that the draw was held and the prize awarded, as detailed.

General rules:

10. By entering the prize draw all participants will have been deemed to have accepted and agreed to be bound by all terms and conditions.

11. Forsta's decision is final, and no dispute will be entered into. Entries that do not comply in full with these entry terms and conditions will be disqualified.

12. Prize is as stated, and no alternative is available. The promoter will not be liable for any prize that does not reach the winner for reasons beyond the promoter's reasonable control.

13. The promoter of this prize draw is: Luxury Leisure, Fifth Avenue Plaza, Queensway North, Team Valley Trading Estate, Gateshead, NE11 0BL, UK

14. The information collected in the survey will be used by Luxury Leisure for market research purposes.

15. This promotion, and any dispute or claim arising out of or in connection with it, shall be governed by and construed in accordance with English law. You irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this promotion