

## 1. The Promoter

The Promoter is: Ecotricity Limited, a company registered in England and Wales with company number 03043412 of Lion House, Rowcroft, Stroud, GL5 3BY.

## 2. The competition

2.1 The title of the competition is 'Win four (4) tickets to LIDO Festival Social Competition' (**the 'Competition'**).

2.2 To enter, you must fill in the form in the attached link (<https://www.smartsurvey.co.uk/s/P7VCSN/>) to then be entered into a prize draw to win a set of four (4) tickets to LIDO Festival 2025 (**'the Festival'**) in accordance with these terms and conditions.

2.3 By submitting a competition entry, you are agreeing to be bound by these terms and conditions.

## 3. How to enter

3.1 The competition will run from 12:00 (GMT) on 21<sup>st</sup> May 2025 (the "**Opening Date**") to 08:59 (GMT) on 28<sup>th</sup> May 2025 (the "**Closing Date**") inclusive.

3.2 All competition entries must be received by the Promoter by no later than 08:59 on the Closing Date. All competition entries received after the Closing Date shall be automatically disqualified.

3.3 To enter the competition, go to <https://www.smartsurvey.co.uk/s/P7VCSN/> found on our Instagram channel and complete the form with your name, email address and county of residence and select two dates on which you would like to attend the Festival by the Closing Date ('the Preferred Dates'). You will also need to follow @ecotricity and @LIDOFestival and tag 3 mates you'd love to take in our social post.

3.4 No purchase is necessary and there is no charge to register for use of the website.

3.5 Competition entries which fill in the form will be automatically entered into a prize draw. 85 winners will be drawn at random by the Promoter in the presence of an independent person within two (2) working days of the Closing Date.

## 4. Eligibility

4.1 The competition is only open to residents in mainland UK (excluding Northern Ireland, Isle of Man and the Channel Islands) aged 18 years or over. The following are not eligible to participate in the competition: a) employees of the Promoter or its holding or subsidiary companies; b) or members of the immediate families or households of (a); c) winners of the LIDO loyalty campaign for existing Ecotricity domestic customers.

4.2 In entering the competition, you confirm that you are eligible to do so and eligible to claim the prize. We may require you to provide proof that you are eligible to enter the competition.

4.3 We will not accept competition entries that are:

- (a) automatically generated by computer or created by artificial intelligence (including but not limited to chatbots such as ChatGPT or similar software applications);
  - (b) completed by third parties or in bulk; and/or
  - (c) incomplete.
- 4.4 There is a limit of one (1) entry to the competition per person. Entries on behalf of another person will not be accepted and joint submissions are not allowed.
- 4.5 If you are an existing Ecotricity customer and also enter our loyalty competition to win tickets, then you will only be eligible to win from one of the competitions.
- 4.6 We may disqualify you at any stage of the competition if we reasonably determine that you have sought to gain an unfair advantage, have damaged, or are intending to damage the Promoter's reputation or that you are engaged in fraud or theft, or whose conduct is contrary to the spirit or intention of the competition.

## **5. The prize**

- 5.1 The prize is four (4) general admission tickets to LIDO Festival (06 -07 June, 13-15 June 2025).
- 5.2 There are 68 general admission tickets available for each day of the Festival (17 sets of four tickets).
- 5.3 There is no cash alternative for the prize, and the prize is not negotiable or transferable.
- 5.4 The Promoter's decision on all matters relating to the Competition is final.

## **6. Winner**

The winners will be selected at random in a prize draw on 28 May 2025 (the “**Announcement Date**”). The decision of the Promoter is final, and no correspondence or discussion will be entered into regarding the winners.

- 6.1 The Promoter will try to honour the either of the Preferred Dates of the winner where possible, but should tickets run out for that day of the Festival another Festival Day will be offered.
- 6.2 The Promoter will contact the winners personally as soon as practicable and within 3 days of the Closing Date, using the email address provided by the winners with their Competition entry.
- 6.3 The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation the Promoter may publish the winners name and county of residence on the social media profiles of the Promoter after the winners have been selected on or after the Announcement Date. If you object to any or all of your name, surname and county being published or made available, please do not enter the competition. In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request.

## **7. Delivery of the prize**

- 7.1 Winners of the Competition will be notified by the Promoter via email within 3 days of the

Competition Closing Date. Each winner will then receive a further email from AXS Europe Ltd (AXS) within 6 working days of the Closing Date ([noreply@boxoffice.axs.co.uk](mailto:noreply@boxoffice.axs.co.uk)) with instructions on how to claim the tickets. Each winner will need to download the 'BST 2024' app and follow the instructions outlined in the email from AXS. Please note that each winner's personal data will be processed in accordance with AXS privacy policy located on the BST website.

- 7.2 Winners that have won tickets for the Event on 6 and 7 June 2025 will be prioritized first to ensure they get their tickets in plenty of time ahead of the event.
- 7.3 The Promoter accepts no responsibility for ensuring that the customer is eligible to claim the prize. Where the prize cannot be delivered for any reason outside of the control of the Promoter, the prize shall not be awarded to, and the Promoter shall have no liability, to the winner.
- 7.4 The Promoter does not accept any responsibility if you are not able to take up the prize or if you fail to access the tickets via the BST 2024 app in time for the Event.

## **8. Data Protection and publicity**

- 8.1 You can opt in to receive information about our products and any special offers by email or by telephone when completing the competition entry form.
- 8.2 The Promoter will only process your personal information as set out in these terms and conditions and the Promoter's privacy policy: <https://www.ecotricity.co.uk/the-legal-stuff/privacy-policy>.

## **9. Limitation of liability**

Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize except where it is caused by the negligence of the Promoter, its agents or distributors or that of their employees. Your statutory rights are not affected.

## **10. General**

- 10.1 If there is any reason to believe that there has been a breach of these terms and conditions, the Promoter reserves the right, at its sole discretion, to exclude you from participating in the competition.
- 10.2 The Promoter reserves the right to hold void, suspend, cancel, or amend the competition where it becomes necessary to do so.
- 10.3 These terms and conditions shall be governed by English law, and the parties submit to the nonexclusive jurisdiction of the courts of England and Wales.