

Eureka! National Children's Museum – Family Annual Pass Prize Draw - Terms and Conditions

1. These terms and conditions set out the rules of this prize draw. By entering the prize draw, you agree to these rules. We may update these rules at any time, and the latest version will be available at <http://www.coop.co.uk/prize-terms>. It's your responsibility to check for any changes.
2. **Promoter:** Co-operative Group Limited (525R), registered address: 1 Angel Square, Manchester, M60 0AG. Reference to 'Co-op', 'we', 'us', or 'our' means the Promoter.
3. **Opening and closing dates:** The prize draw runs from 00:00 Tuesday 4th August 2026 to 23:59 Monday 10th August 2026. We won't accept any entries received before or after these dates.
4. **Who can enter:** this prize draw is open to UK residents who are Co-op Group Colleague Members and aged 18 or over. Temporary membership card holders and anyone involved in running or creating this prize draw cannot enter.
5. **How to enter:** To enter, visit <https://www.smartsurvey.co.uk/s/PACTEUREKADRAW/> you complete the online entry form. Maximum of one entry per person. Internet access required.
6. **Prizes:** There are 20 annual family passes to the Eureka! National Children's Museum in Halifax to be won.
 - a. Maximum of one family pass per winner.
 - b. The passes are non-refundable, cannot be exchanged, and are not for resale.
 - c. The passes are valid for 12 months from the date they are issued.
 - d. Family passes are for up to 5 people, one member of the group must be a child aged 11 or under.
 - e. The prize does not include travel to and from the museum, accommodation costs, food and drink, travel insurance, or any associated cost. Use of the tickets and entry to the museum are subject to Eureka!'s access and ticketing terms and conditions – available on <https://book.eureka.org.uk/play/booking-terms-and-conditions>
7. **How Winners will be chosen and contacted:**
 - a. The winner(s) will be chosen randomly within 5 working days after the prize draw ends, using a randomised computer process (or another fair method).
 - b. The winner(s) will be contacted by email, using the email address provided on entry within 7 working days of the draw. If a winner doesn't reply within 3 working days, they will lose the prize and we will choose another winner at random.
 - c. Prizes may take up to 10 working days to arrive once claimed. We aren't responsible for prizes that are lost, delayed, stolen, or not used before they expire. We aren't responsible for any incorrect details in the winner's membership account or entry.
8. **Winner(s) list:** Winner(s) names and counties of residence can be requested by sending an email to the following email address: competitionsupport@coop.co.uk. Requests must be made within 6 weeks after the winners are selected.
9. **How we use your information:** We, our other Co-op businesses and trusted third-party agencies may collect and use your personal information. We do this in line with the Data Protection Act 2018 and other privacy laws. We will only use your information to run this prize

draw or, if you win, for promotional purposes. To find out more about how we use your data and your rights, please see our Privacy Notice at www.coop.co.uk/terms/privacy-notice and Eureka!’s Privacy Notice <https://book.eureka.org.uk/play/privacy-policy>

10. General

- a. You must enter the prize draw yourself. Entries made by someone else, in bulk, or by an automated process are not allowed.
- b. We’re not responsible if we don’t receive your entry, or if it arrives late, because of any technical problems. This could be issues with computers, software, the internet, servers, or networks. Sending your entry doesn’t guarantee that we have received it.
- c. We can refuse your entry or decide not to give you a prize if we believe you’ve broken these rules or acted dishonestly.
- d. You can’t swap the prize, give it to someone else, or exchange it for cash.
- e. We may change, pause or cancel this prize draw at any time if we need to.
- f. We’re not responsible if you experience any loss or damage connected to the prize or the prize draw, unless the law says we must be — for example, if something happens because of our negligence or if we act dishonestly.
- g. This prize draw and these rules follow English law. If there’s any disagreement, it will be dealt with by the English courts.