

Burnley FC ‘Find Bertie’ Competition – Terms and Conditions

1. The Promoter

- 1.1. The Promoter of the Competition is Burnley Football & Athletic Company Limited, a company registered in England and Wales with company number 00054222, whose registered office is situated at Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX (“the Club”).

2. The Competition

- 2.1. The title of the Competition is ‘Find Bertie’.
- 2.2. The Club invites its supporters to participate in the Competition, subject to these terms and conditions.

3. How to Enter

- 3.1. Participants will be able to enter the Competition from 12:00pm GMT on 15 July 2026 (the “Opening Date”) until 12:00pm GMT on 31 July 2026 (the “Closing Date”).
- 3.2. To enter the Competition, each Participant must locate all images of Bertie Bee hidden throughout the Club’s official mobile app (the “Club App”) before the Closing Date, after which point the Participant will be automatically entered into the Competition (a “Competition Entry”). Only Competition Entries that correctly identify all hidden Bertie Bee images will be entered into the prize draw.
- 3.3. The Bertie Bee images may be located on any page of the Club's App and may remain visible from the Opening Date until the Closing Date.
- 3.4. Participants who do not identify all hidden Bertie Bee images prior to the Closing Date will not be eligible for entry into the prize draw.
- 3.5. No purchase is required to enter the Competition.
- 3.6. The Club will not accept responsibility for:
 - 3.6.1. Competition Entries that are not successfully submitted, regardless of cause, including but not limited to, for example, as a result of any equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - 3.6.2. any failure or inability to make contact with an eligible Participant due to any errors or inaccuracies in the contact details provided by the Participant.

- 3.7. The Winner will be selected using a fair and random selection process, which the Club will aim to conduct during the week commencing 3 August 2026.
- 3.8. By participating in the Competition, Participants are agreeing to be bound by these terms and conditions. The Club reserves the right to refuse entry, or refuse to award any of the prizes, to anyone in breach of these terms and conditions.
- 3.9. The Club reserves the right to hold void, suspend, cancel, or amend the Competition where it becomes necessary to do so.

4. Eligibility

- 4.1. The Competition is only open to residents of the United Kingdom aged eighteen (18) years or older who are registered on the Club App, except employees of the Club and any of their respective families, agents or any third party directly associated with the administration of the Competition.
- 4.2. The Club will not accept Competition Entries that are:
 - 4.2.1. automatically generated by computer or created by artificial intelligence (including but not limited to chatbots such as ChatGPT or similar software applications);
 - 4.2.2. completed by third parties or in bulk;
 - 4.2.3. illegible, have been altered, reconstructed, forged or tampered with; or
 - 4.2.4. incomplete.
- 4.3. There is a limit of one Competition Entry per person.
- 4.4. The Club reserves all rights to disqualify any Participant if their conduct is contrary to the spirit or intention of the Competition

5. Winner

- 5.1. All decisions of the Club in connection with the Competition are final and binding and no correspondence or discussion will be entered into.
- 5.2. The Club will make reasonable efforts to contact the Winner as soon as practicably possible following the Closing Date. If the Winner does not respond to the Club within ninety (90) days of being notified by the Club, then the Prizes will be forfeited and there will be no further Winner selected.
- 5.3. The Winner shall comply with all reasonable instructions and directions given by the Club in connection with the Prize.
- 5.4. There is no cash alternative for the Prize.
- 5.5. The Prize is not negotiable, exchangeable or transferable.
- 5.6. The Prize may not be claimed by a third party on any Winner's behalf.

6. The Prize

- 6.1. The Winner will receive a hospitality package for up to two (2) guests at a Match during the 2026/27 season (the "Prize").
- 6.2. All Prize experiences are subject to availability, fixture scheduling, operational requirements and any applicable safety, safeguarding or eligibility requirements.
- 6.3. The Club reserves the right to determine the fixture at which the Prize is redeemed and may exclude certain fixtures, including but not limited to cup matches, play-off matches or local derbies.
- 6.4. The Winner and any guests attending as part of the Prize must comply with the Club's ground regulations, ticket terms and conditions and any instructions issued by the Club.
- 6.5. Travel, accommodation, parking, meals, refreshments and any other expenses not expressly stated as forming part of the Prize shall be the sole responsibility of the Winner and/or their guests.
- 6.6. If any element of the Prize becomes unavailable for reasons beyond the Club's reasonable control, the Club reserves the right to substitute the Prize or any part of it with an alternative of equal or greater value.
- 6.7. The Prize must be redeemed during the 2026/27 season unless otherwise agreed in writing by the Club. Any unused element of the Prize will be forfeited.

7. Limitation of Liability

- 7.1. Insofar as is permitted by law, the Club, 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 Club, its agents or distributors or that of their employees.

8. Data Protection

- 8.1. The Club will process any personal information supplied during the course of this Competition in accordance with its Privacy Policy, which can be accessed at <https://www.burnleyfootballclub.com/legal-information/legal-information-club-policies>.
- 8.2. The Club must either publish or make available information that indicates that a valid award took place. To comply with this obligation, the Club will send the surname and county of the Winner to anyone who emails marketing@burnleyfc.com or writes to Burnley FC, Turf Moor, Harry Potts Way, Burnley, Lancashire, BB10 4BX (enclosing a self-addressed envelope) within one (1) month of the Closing Date. If you object to any or all of your surname or county being published or made available, please contact the Club www.burnleyfootballclub.com/legal-information/legal-information-contact-us. In such circumstances, the Club must still provide the information and details of the Winner to the Advertising Standards Authority on request.

9. General

- 9.1. If there is any reason to believe that there has been a breach of these terms and conditions, the Club may, at its sole discretion, reserve the right to exclude you from participating in the Competition.
- 9.2. The Club reserves the right to hold void, suspend, cancel, or amend the Competition where it becomes necessary to do so.
- 9.3. These terms and conditions are governed by English law. If any Participants to this promotion wish to take court proceedings, then they must do this within the courts in the United Kingdom.

10. Definitions

In these terms and conditions, the following words and phrases shall have the following meanings:

“Bertie Bee” means the official mascot of the Club whose images are hidden on the Club’s App for the purposes of the Competition.

“Closing Date” has the meaning given to it in clause 3.1 of these terms and conditions.

“Club” means The Burnley Football & Athletic Company Limited.

“Club App” has the meaning given to it in clause 3.2 of these terms and conditions.

“Competition” means the contest operated and administered by the Club in accordance with these terms and conditions.

“Competition Entry” has the meaning given to it in clause 3.2 of these terms and conditions.

“Opening Date” has the meaning given to it in clause 3.1 of these terms and conditions.

“Participant” means any supporter of the Club who is registered on the Club App and enters the Competition in accordance with these terms and conditions.

“Prize” has the meaning given to it in clause 6.1 of these terms and conditions.

“Promoter” means the entity responsible for running and regulating the Competition.

“Winner” means the Participant who is randomly selected to be awarded the Prize.