

Terms & Conditions for Customer Satisfaction Survey

Please note: Where Hammerson PLC is referenced this will be in relation to centres; Brent Cross, Victoria Leeds, The Oracle and Cabot Circus.

1. By participating you agree to the requirements set out in all promotional materials and the following General Terms and Conditions.
2. Open to residents of the mainland UK unless otherwise stated. Not open to employees (or their immediate families) of HAMMERSON PLC, its agencies, owners or anyone else professionally associated with this promotion. HAMMERSON PLC reserves the right to request proof of identity or to verify eligibility conditions and to award any prize to the winner in person.
3. Maximum one entry per person unless otherwise stated. Entries via agents or third parties or the use of multiple identities and email addresses are not permitted.
4. This Prize Draw is open to residents of the United Kingdom and Republic of Ireland aged 18 or over.
5. Only online entries via the channels promoted (these include email, WIFI, website, web link through e-shots, flyers and App) will be accepted. Entries must be submitted as promoted by the closing date.
6. Use of automated entries or programs is prohibited and all such entries will be disqualified if discovered.
7. Winners will be selected by HAMMERSON PLC or a co-promoter in a random draw within 15 days from the end of the month from all valid and correct entries received unless otherwise stated.
8. HAMMERSON PLC reserves the right to disqualify late, misdirected, incomplete, corrupted, lost, illegible or invalid entries.
9. For online entries: HAMMERSON PLC cannot guarantee continuous, uninterrupted or secure access to the website and app and is not responsible for any disruption to the promotion or the website and app due

to technical problems or otherwise due to events outside of its reasonable control.

10. Prizes will be sent via email to given email address within XXX days of winner being notified. Email will be sent with encrypted password to ensure anonymity and access to virtual gift card. The email will be sent from *** secure address. If any prize is not redeemed within the given timescale, HAMMERSON PLC reserves the right to select an alternative winner or re-distribute the prize in a future competition or prize draw. HAMMERSON PLC has no responsibility to anyone who has not collected/redeemed the prize and no compensation will be due.
11. If we require a response before we award any prize and no response is received after we have made reasonable efforts to make contact, HAMMERSON PLC reserves the right to withdraw prize entitlement and award the prize to someone else. HAMMERSON PLC has no responsibility to anyone who has not responded and no compensation will be due.
12. No cash or other alternative prizes are available, except when in the event of circumstances outside of its control HAMMERSON PLC reserves the right to substitute a prize of equal or greater value. Prizes cannot be transferred or sold.
13. HAMMERSON PLC has arranged this Promotion in good faith but, to the fullest extent allowed by law, accepts no responsibility for loss or damages as a result of anyone participating in the Promotion or any aspect of any prize awarded. Your legal rights as a consumer are not affected.
14. Bullring & Grand Central reserves the right to modify, suspend, cancel or terminate the promotion or extend or resume the entry period or disqualify any participant at any time without giving advance notice and will do so if it cannot be guaranteed that the promotion can be carried out fairly or correctly for technical, legal or other reasons or if Bullring suspects that any person has been manipulating entries or the results or has acted unethically in any other way.
15. If we require a response before awarding any prize and no response is received within a reasonable period of time, HAMMERSON PLC reserves the

right to withdraw the prize entitlement and will award the prize to a substitute winner.

16. In the event that HAMMERSON PLC wishes to contact you in connection with your entry we will do so via an email ending in @hammer.com or by phone with a follow up e-mail. Any email which appears to come from HAMMERSON PLC but using a different suffix should be treated with suspicion and forwarded to HAMMERSON PLC for verification. Please do not respond or act on any e-mail if you are not sure that it comes from HAMMERSON PLC. If you are in any doubt please contact Marketing.
17. Winners may be required to participate in reasonable related publicity without further payment or permission. INSERT CENTRE NAME may publish first name, surname initial, age and/or town/city in printed or digital communications.
18. For information regarding the names of the winners (and, if applicable, their winning entries) email Marketing quoting the name of the prize draw or competition. Unfortunately we are unable to return any entries sent to us by post.
19. Any images on the website and app are for illustration only.
20. The judge's decision is final and we reserve the right not to correspond on any matter.
21. HAMMERSON PLC is not responsible for any for entries delayed or lost in transmission due to network, computer or software failures of any kind.
22. HAMMERSON PLC may, in its sole discretion and without liability, cancel the Prize Draw.
23. The laws of England apply and any disputes will be dealt with in the English courts only.
24. Standard terms & conditions to be read in conjunction with specific terms and conditions available on each web page. Specific T&Cs take precedence where the two sets diverge.

25. We as HAMMERSON PLC reserve the right to adjust the prize winning amount at any point and in accordance with promotion that is amended along these lines.
26. HAMMERSON PLC will use entrant's personal information only for the purpose of selecting the winner for this Prize Draw. Personal details will be processed and held by a third party and administrator SMG.
27. Personal information will be processed in accordance with the Privacy Policy of the HAMMERSON PLC and in accordance with the Privacy Policy of SMG