

## **See terms and conditions**

1. This reward is only available to Equine America customers
2. This reward entitles you to apply for one pair of tickets per registered email address to certain sporting events at the All England Jumping Course, Hickstead.
3. This reward offer ticket which provide entry to your chosen sporting event only. Travel, accommodation, food and drink, spending money or any other hospitality are not included as part of this reward.
4. Tickets depend on availability and will be allocated on a ballot basis. Every customer can apply for one entry into the ballot, and once the ballot date has closed, winners will be randomly selected.
5. Some tickets will have an age restriction which we will tell you about during the application process.
6. By applying for tickets, we will treat you as accepting these terms and conditions and agreeing to keep to them.
7. To apply for tickets, you will need to register your details, confirm your email address and contact telephone number 'Enter' for ballot events. Check the details are correct and then click 'submit'.
9. For tickets provided on a ballot basis, once the entry date has closed, winners will be selected randomly by a computer generated draw from all eligible entries received during the promotional period. If you are successful, we will contact you by email to let you know you've won.
10. When we confirm that your application for tickets has been successful or you have won in a ballot, we will also confirm how and when you will receive your tickets.
  - a. We will email any tickets by email to the email address you gave during the ticket application.
  - b. Car parking of £15 will be charged on arrival.
11. Anyone under the age of 18 must be accompanied by an adult aged 18 or over.
12. Tickets are for your personal use only or their nominated recipient. You must not email tickets, offer them as a prize, sell or transfer them. Do not photocopy or print multiple copies of tickets.
13. The Equine America customer or their nominated recipient must not sell the tickets under any circumstances.
14. We will use any information we collect from you as part of the ticket application process for the purpose of providing the tickets. We may pass your details on to other organisations for the purposes of providing and delivering the tickets.
15. We do not accept any responsibility for network, computer, hardware or software failures of any kind which may restrict or delay in you applying for tickets or us receiving your application. Proof of applying for tickets is not proof we received your application.
16. There is no cash alternative to the reward, and the tickets are non-refundable and non-transferable.
17. Apart from causing death or personal injury arising from negligence or in respect of fraud and as far as allowed by law, we and our associated companies and agents will not have any responsibility for your enjoyment of a sporting event or any postponement, cancellation, delay or changes to the

sporting event which are beyond our control. We are also not responsible for any act or failure to act of any supplier, nor is any supplier responsible for any act or failure of us, or other suppliers relating to the operation or administration of this sales promotion or otherwise.

18. If a sporting event is cancelled, changed, postponed or relocated, we may allocate tickets to the next similar event. We will not give you any form of compensation, financial or otherwise.

19. The event organiser or the event venue can refuse to allow you into the event. If there is a dispute, the ground manager's decision is final.

20. If you have any special accessibility requirements, do complete the ballot entry in the same way as described. Limited wheelchair spaces are available and are taken on a first come first served basis.

21. If you are successful in the ballot need someone to accompany you due to an accessibility or disability need, that individual will also need a ticket, which can be booked through the box office – admission will be free of charge for those with proof of their role as an official carer. You will need to this proof with you and display your blue badge.

22. We will not be liable for any tickets which you are eligible for that do not reach you for reasons beyond our reasonable control.

23. Our decision is final. We will not correspond with you if you disagree. If you do not keep to these terms and conditions, any tickets will not be valid.

24. We may refuse any ticket or make it invalid if we have reasonable grounds to believe that you have broken these terms and conditions or if you or your guests or anyone authorised by you or your guests, acts in a way towards us, other people at the event, Hickstead staff which we reasonably consider to be inappropriate, unlawful or offensive.

25. This reward, and any dispute or claim arising out of or in connection with it, will be governed by English law and any disputes will be dealt with by the courts of England and Wales.

26. The Promoter is Hickstead Limited ('we'/'us'/'our') (registered number 00659028) The All England Jumping Course, Sayers Common, Hassocks, West Sussex BN6 9NS.