

## TERMS & CONDITIONS

### Cadbury Football Sponsorship Portal Ticket Request System

By using or visiting the Site, you expressly agree to be bound by these Terms & Conditions and to follow these Terms & Conditions and all applicable laws and regulations governing the Site.

By pressing "Confirm" you have chosen to accept the tickets you have requested.

The Promoter ultimately reserves the right to reasonably decline any requests.

Once a winner selects a match and selects the 'NEXT' button, the match tickets will be held for the winner for a week (tickets for matches which are for less than 3 weeks may be held for a shorter period of time).

If no tickets are available for the match you have selected, you will be offered a selection of other matches to choose from.

Should you refuse any of the available tickets, you are not entitled to any alternative match tickets.

The Winner must be aged 18 but there are no age restrictions for guest/s. However, any guest/s under the age of 14 will need to be accompanied by an adult to be granted access to the stadium.

Winners will receive their ticket by tracked post to the address provided to the Promoter through the portal no later than 2 working days before their prize date. However, it being acknowledged that in certain circumstances where tickets cannot be printed, winners will be required to collect tickets at the venue collection point. This will be communicated to the winner, if required. The winners will need to make sure that the information that they provide is correct and up to date.

Unless explicitly stated as part of the promotion terms and conditions, no prize will include travel, or any other costs associated with attending a match.

Winners will receive a final reminder communication within 7 days of their prize date to the email provided when they set up account through the ticket portal.

For the avoidance of doubt, the tickets that are available are for home matches only. Away matches are not included. Where possible, the tickets offered will be for winner's first preference team, however this cannot be guaranteed. In the event that tickets are not available for the winners preferred Club, winners have the opportunity to select tickets for an alternative club as a neutral fan.

By accepting the tickets, the winner acknowledges the Promoter may request that the winners participate in publicity arising from the tickets issue. The winners are under no obligation to participate and may decline this request. Participation is at the winner's discretion and is not a condition of prize acceptance.

The Promoter accepts no responsibility for late, incomplete, incorrectly submitted, corrupted, or misdirected entries, claims or correspondence whether due to error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure or otherwise.

The Promoter will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense or damage which is suffered or sustained (whether or not arising from any person's negligence) in connection with accepting or using the tickets (including to any guests), except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the minimum allowable by law.

The date on which the Prizes are to be redeemed cannot be guaranteed and may be affected by any Covid-19 safety concerns and/or government guidelines as may be relevant. It will also only take place if safe and/or legally permissible to do so.

The tickets are not transferable or exchangeable and cannot be redeemed for cash or any other form of compensation, this also includes the selling of prizes to third parties.

When winners receive their tickets, we ask that they are kept in a safe place. We will not be responsible for any tickets that are lost or stolen. In the event that tickets are lost or stolen, where possible a replacement ticket will be available, but this cannot always be guaranteed.

The Promoter reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, this portal with or without prior notice due to reasons outside its control (including, without limitation, in the case of anticipated, suspected or actual fraud). The decision of the Promoter in all matters under its control is final and binding and no correspondence will be entered into.

**Please note that the Promoter is not responsible for any force majeure event which would postpone the date of the match. Dates and times of matches may be subject to**

**change. It is the winner's responsibility to ascertain whether a match has been cancelled and the date and time of any rearranged match.** If a match is cancelled or rescheduled, we will use reasonable endeavours to notify you of the cancellation. The winner and their guest/s would still be able attend the match at the revised date.

Sometimes, through reasons outside of the Promoters control, the website (as with any website) may not be accessible. The Promoter cannot guarantee continuous, uninterrupted access to the website. No responsibility will be accepted for any difficulties in entering, claiming or any entries/claims delayed or corrupted. The Promoter will have no liability for any loss arising out of such an event.

Usual conditions of entry apply. Please see match ticket for terms and conditions specific to that Club.

Winners and their guest agree to behave responsibly when attending the match, and in line with the terms and conditions specific to that club.

Clubs reserve the right to eject from a stadium any person who fails to comply with applicable terms and conditions of entry.

To be compliant with the new General Data Protection Regulations (GDPR), we would like to request permission to use your personal data to facilitate your attendance with Cadbury FC events & experiences. This may mean that certain details will need to be distributed to specific suppliers such as hotels, transport companies, the Premier League, any relevant Premier League club(s) and any other relevant football related 3rd parties ('Suppliers'). In doing so, we will adhere to the following:

- Your data will be stored in highly secure servers in the UK
- Your data will only be passed to additional Suppliers who 'need to know'
- No un-necessary additional details will be passed to these Suppliers
- Your data will never be passed to any other 3rd parties for further marketing purposes, unless you have specifically consented to such.
- The data will be destroyed within 3 months following the completion of the football season

If you require any further information about the online ticket portal or ticketing information, please contact our customer care team at [contactus@cadburyfc.com](mailto:contactus@cadburyfc.com).

These terms and conditions are governed by English Law and shall be subject to the exclusive jurisdiction of the English Courts.