



Free Prize Draw Terms and Conditions

A printed version of the Terms and Conditions is available on request.

Get in touch:

Telephone: 01325 487 263

Email: support@gnaas.com

Address: The Great North Air Ambulance Service
Progress House
Urlay Nook Road
Eaglescliffe
Stockton-on-Tees
TS16 0QB

Definitions

- The GNAAS means the Great North Air Ambulance Service

1. By entering the prize draw you are agreeing to these prize draw terms and conditions.
2. The prize draw is being run by The Great North Air Ambulance Service.
3. The draw will take place on the **11 August 2023**.

Eligibility to enter

4. The prize draw is only open to entrants over 18 years of age to confirm eligibility for entry to the draw you will be asked for your date of birth and to confirm you are 18+
5. In entering the prize draw, you confirm that you are eligible to do so and eligible to claim any prize you may win.
6. A maximum of one entry per individual is permitted.
7. The prize draw is free to enter.



How to enter

8. Entries will be taken on our website up until 11 August 2023. Entries after that time and date will not be included in the draw.

9. To enter the prize draw simply fill out the entry form on our website:

<https://www.greatnorthairambulance.co.uk/hardwick-festival-giveaway/entry/>

10. GNAAS will not accept responsibility if the contact details provided are incomplete or inaccurate.

The prize

11. The prize is two tickets for Hardwick Live Festival (one day of your choice).

12. GNAAS' use of particular brands as prizes does not imply any affiliation with or endorsement of such brands.

13. The winner will be drawn at random. Using web generator: <https://wheelofnames.com/> No personal information will be used to generate the winner- your entry is assigned an ID number upon submitting which will be used. The draw will be recorded.

14. The prize is non-exchangeable, non-transferable and no cash alternatives will be offered.

15. We reserve the right to substitute prizes with another prize of equal or higher value if circumstances beyond our control make it necessary to do so.

16. The decision of GNAAS regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.

Winner announcement

17. The winner will be notified after 11 August via the email provided upon entry.

18. GNAAS will attempt to contact the winner by email up to two times.



19. If the winner does not respond to the emails notifying them of their win within 14 days of the second email, they will lose their right to the prize, and GNAAS reserves the right to choose and notify a new winner.

Receipt of the prize

20. Please allow 14 days for delivery of the prize or alternative collection or delivery arrangements may be made through mutual agreement.

Data protection and publicity

21. You consent to any personal information you provide in entering the prize draw being used by GNAAS for the purposes of administering the prize draw, and for those purposes as defined within our privacy notice.

22. All entrants may apply for details of the winning entry ID and town of winner, by contacting us at support@gnaas.co.uk

23. The winner agrees to the release of their first name and town to any other prize draw participants if requested via GNAAS.

24. An announcement of the winner's first name and town will be made via GNAAS's social media.

25. All personal information shall be used in accordance with GNAAS' Privacy Notice.

26. The charity does not pass on or sell any details it holds on its supporters to any third party. Data that is collected from you is used to process your entry to the competition, and, to inform on charity news and events in line with your communication preferences.

Limitation of Liability

26. GNAAS does not accept any liability for any damage, loss, injury or disappointment suffered by any entrants as a result of either participating in the prize draw or being selected for a prize, save that GNAAS does not exclude its liability for death or personal injury as a result of its own negligence.



27. On receipt of the prize, all responsibilities relating to the warranty and the product are that of the prize winner.

General

28. GNAAS reserves the right to cancel the prize draw or amend these terms and conditions at any time, without prior notice.

29. We are regulated by the fundraising regulator. <https://www.fundraisingregulator.org.uk/>

Complaints procedure

30. Any complaints received will be handled under the Charity's Complaints Procedure. A copy of which is available upon request from the support team, or, can be viewed on our website www.gnaas.co.uk

31. If you wish to make a complaint regarding the Valentine's Competition:

I. In person, a complaint can be made in person to any member of our staff. They will log your complaint/appreciation, and this will be forwarded to the relevant person (Quality Dept in the first instance) within our organisation.

II. By phone, please contact us on 01325 487 263, a member of our team will log your complaint/a appreciation, and this will be forwarded to the relevant person (Quality Dept in the first instance) within our organisation.

III. By email, please e-mail us at quality@gnaas.co.uk. Please include in the subject line of your email the words 'complaint' or 'appreciation'.

IV. Via our website, please go to the 'contact us' area of our website and complete the contact form, selecting 'complaint' or 'appreciation' from the dropdown menu.

V. By post, you can write to the following address:

Complaints and Appreciations, Quality Department, Great North Air Ambulance Service,
Progress House, Urray Nook Road, Eaglescliffe, Stockton-on-Tees, TS16 0QB



Privacy Notice

32. Our up-to-date Privacy Policy is published on our website at <https://www.gnaas.co.uk/privacy-policy-2/>

33. You can update your contact preferences by calling 01325 487 263, or, emailing support@gnaas.com and completing the contact preferences form on our website.

<https://www.greatnorthairambulance.co.uk/preferences/>

34. You can inform the charity about your communication preferences by any of the following:

I. Telephone 01325 487 263 and speak with a member of the support team

II. Email support@gnaas.com

III. Write to, The Great North Air Ambulance Service, Progress House, Urlay Nook Road,

Eaglescliffe, Stockton-on-Tees, TS16 0QB