

### **Park Usage and Experience Survey Prize Draw and Discount Code T&C's**

1. The prize draw for three persons to each win £50 The Royal Parks Shop Vouchers ("**Prize Draw**") is run by The Royal Parks Limited ("**The Royal Parks**"), whose registered office is at The Old Police House, Hyde Park, London.
2. The Prize Draw is open to any person aged 18 and over who is a current subscriber to The Royal Parks digital newsletter and has completed the Park Usage and Experience Survey, an online survey relating to awareness and experiences in The Royal Parks ("**Park Usage and Experience Survey**").
3. Employees or agencies of The Royal Parks or their family members, or anyone else connected with the Prize Draw may not enter the Prize Draw.
4. Entrants into the Prize Draw are automatic on completing the Park Usage and Experience Survey (post 20/11/2025) and shall be deemed to have accepted these Terms and Conditions and, by entering, confirm that they are eligible to claim any prize you may win.
5. To enter the Prize Draw you must be a current subscriber to The Royal Parks digital newsletter and have completed the Park Usage and Experience Survey. No purchase is necessary. If you have any questions about how to enter, or in connection with, the Prize Draw, please email us at [marketing@royalparks.org.uk](mailto:marketing@royalparks.org.uk) stating 'Park Usage and Experience Survey' in the subject line. The Prize Draw is free to enter.
6. Only one entry per person. Entries on behalf of another person will not be accepted and joint submissions are not allowed.
7. The Royal Parks accepts no responsibility for entries that are lost, delayed, misdirected or incomplete or cannot be delivered or entered for any technical or other reason. Proof of transmission of the entry will not be considered as proof of receipt of entry to the Prize Draw.
8. The Prize Draw will run from 9:00am on 20/11/2025 until 23:59 (BST) on 14/12/2025. Entries received after this time period will not be considered.
9. Three winners will be chosen from a random draw of entries received in accordance with these Terms and Conditions. The Prize Draw will take place on 15/12/2025.
10. The winners will each receive one x £50 The Royal Parks Online Shop Voucher. The e-voucher will be fulfilled via email.
11. The winner will be notified by email within one week after the draw described in Condition 9 of these Terms and Conditions by The Royal Parks. If a winner does not respond within 7 days of being notified, then that winner's

- prize will be forfeited. The Royal Parks, shall be entitled to select another winner in accordance with the process described above (and that winner will have to respond to notification of their win within 7 days or else they will also forfeit their prize). If a winner rejects their prize or the entry is invalid or in breach of these Terms and Conditions, the winner's prize will be forfeited, and The Royal Parks shall be entitled to select another winner.
12. The prize will be sent to the winner by The Royal Parks by email, on receipt of confirmation by the winner of their email address for fulfilment.
  13. Each voucher is only valid for use on online purchases at [shop.royalparks.org.uk](https://shop.royalparks.org.uk) and is valid until 31/12/2026. The vouchers are not valid in The Royal Parks Hyde Park Shop, Duck Island Shop, or any Royal Parks mobile shops. The prize is non-exchangeable, non-transferable, and is not redeemable for cash or other prizes.
  14. The Royal Parks retains the right to substitute the prize with another prize of similar value in the event the original prize offered is not available.
  15. The Royal Parks shall use and take care of any personal information you supply to it as described in their privacy policies and in accordance with data protection legislation. By entering the Prize Draw, you agree to the collection, retention and usage of your personal information in order to process and contact you about your Prize Draw entry. See also Condition 16 below in regard to the announcement of winners.
  16. The Royal Parks must publish or make available information that indicates that a valid award took place. To comply with this obligation, The Royal Parks will send the surname and county of a prize winner to anyone who emails [marketing@royalparks.org.uk](mailto:marketing@royalparks.org.uk) within one month of the closing date of the relevant Prize Draw. If you object to any or all of your surname or county being published or made available, please contact [marketing@royalparks.org.uk](mailto:marketing@royalparks.org.uk). In such circumstances, The Royal Parks must still provide the information to the Advertising Standards Authority on request.
  17. The Royal Parks accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by you as a result of entering the Prize Draw or accepting the prize.
  18. The Royal Parks reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, this Prize Draw with or without prior notice.
  19. Any person completing the Park Usage and Experience Survey shall also be entitled to a 5% discount code ("Discount Code"), which will appear on the "Thank You" page following completion of the Park Usage and Experience Survey. The Discount Code is only valid on online purchases at

shop.royalparks.org.uk and is valid until 31/12/2025. No minimum spend is required when using the Discount Code. The Discount Code is not valid with any other offer or discount, is not redeemable for cash or credit and is not valid in The Royal Parks Hyde Park Shop, Duck Island Shop, or any Royal Parks mobile shops. In the event of product returns, refunds will be given for the value of the original purchase amount with the discount applied. The Royal Parks reserves the right to decline orders where, in its opinion, the Discount Code is invalid. The value of the Discount Code does not count towards the £50 minimum spend for the purposes of obtaining free shipping.

20. The decision of The Royal Parks in all matters under its control is final and binding and no correspondence will be entered into.
21. These Terms and Conditions and the Prize Draw will be governed by English law and subject to the exclusive jurisdiction of the English courts.