



TERMS & CONDITIONS

Eligibility and how to redeem the Offer

For the duration of the Twixmas period, from 26 December 2019 to 1 January 2020, English Heritage is running a promotion on Twitter where users can retweet our tweet for a chance to win a range of promotional offers.

- 1 This promotion is open to all residents and visitors to aged 18 years or over.
- 2 The promotion runs on Twitter from 19 December 2019 to 1 January 2020 but **winning promotional prizes can only be redeemed during normal site opening hours between 26 December 2019 and 1 January 2020.**
- 3 The winning promotional offers can be redeemed at all English Heritage sites open during this period. See website for details www.english-heritage.org.uk/christmas/christmas-opening-times
- 4 The promotional offers are not valid for redemption at any events outside of normal opening hours.
- 5 Only one winning promotional offer can be redeemed per person.
- 6 How to redeem your winning promotional offers:
 - All winners will need to show confirmation of their promotional prize offer on admission to the site or when purchasing a retail item (a tweet sent from **@EnglishHeritage**).
 - On claiming your winning promotional prize you may also be asked to show your logged-in account within the Twitter app by tapping on their profile picture top left and then 'Profile'.
 - If you have won a **free family ticket offer**, this entitles the person holding the logged-in account on which they have received their promotional offer to one complimentary family ticket admission (2 adults and up to 3 children) at one of the participating paid-for-entry sites.
 - **English Heritage Members** winning a free family ticket, may bring with them for free up to 2 non-member adults and 3 non-member children on production of their membership card in the name of the person holding the logged – in account on which they have received their promotional offer.
 - If you have won a **2 for 1 offer**, this entitles the person holding the logged-in account on which they have received their promotional offer to one free admission at one of the participating paid-for-entry sites when an adult admission of equal or greater value is purchased. The cheapest ticket is free. Maximum of one free ticket per person. An adult is classified as a person 18 years and over.
 - **English Heritage Members** receiving the 2 for 1 offer, may bring along one non-member guest for free on production of their membership card in the name of the person holding the logged – in account on which they have received their promotional offer.
 - Retail offers are valid on all retail purchases made between 26 December 2019 and 1 January 2020 from the retail ranges available at the site where the offer will be redeemed, excluding sale lines and stamps (site branded and Royal Mail).
 - The offer cannot be redeemed on any online purchases.

Restrictions

- 7 The promotional prize offer cannot be used in conjunction with any other offer or concession including guided tours, annual membership, overseas visitor passes, paid for entry evening events and any other discount vouchers.
- 8 A winning prize offer can only be used once at one participating English Heritage site.
- 9 Online and telephone booking is excluded from this offer.

For further information

- 10 Contact English Heritage by email at customers@english-heritage.org.uk or by telephone on **0370 333 1181** (local call charges apply)

Exclusions

- 11 Retail promotional offers cannot be redeemed through the online English Heritage shop.

OTHER TERMS & CONDITIONS

- 1 All of the English Heritage sites reserve the right, in their absolute discretion to refuse entry and to close and/or alter all or any part of the facilities for technical, operational, health and safety or other reasons including overcapacity.
- 2 All site information is subject to change. Admission prices are subject to change. Please check the English Heritage websites for the latest information.
- 3 In the event of circumstances outside the reasonable control of the Promoter, or otherwise where fraud, abuse and/or error (human or computer) affects or could affect the proper operation of this promotion, and only where circumstances make this unavoidable, the Promoter reserves the right to cancel or amend the promotion or these terms and conditions at any stage, but will always endeavour to minimize the effect to participants in order to avoid undue disappointment.
- 4 Participation in the promotional offer or acquisition of a Voucher which is made through improper technical means, agents, third parties, organised groups or any other entry duplication method will be void.
- 5 The admission and retail offers can only be used as stipulated. The winning promotional offers are non-transferable and not for resale. Any purported transfer or sale of the promotional prize offers will render it void. The promotional prize offers are only valid at participating English Heritage sites.
- 6 The Promoter reserves the right to withdraw the Promotion and cancel any promotional winning offers belonging to any individual who, at its sole discretion, it believes has duplicated the promotional code or Voucher or otherwise tampered with the redemption process or who has breached any rule of this promotion.
- 7 Any decision of the Promoter in all matters relating to this promotion is final and binding.
- 8 If any clause in these terms and conditions is determined to be illegal, invalid or otherwise unenforceable than it shall be severed and deleted from these terms and conditions and the remaining clauses shall remain in full force and effect.
- 9 The promotional prize offers are subject to availability, non-transferable and there is no cash alternative.
- 10 These terms and conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.
- 11 Entry/claim instructions are deemed to form part of the terms and conditions. By participating in the promotion, all participants will be deemed to have accepted and be bound by the terms and conditions. Please retain a copy for your information. The use of headings in these terms and conditions is for convenience only and will not affect their interpretation.

Data Protection

All personal data provided to English Heritage will be held and processed in accordance with the requirements of all legislation and regulatory requirements in force from time to time relating to the use of personal data and the privacy of electronic communications, including (i) the Data Protection Act 2018 and any successor UK legislation, as well as (ii) the General Data Protection Regulation ((EU) 2016/679) and any other directly applicable European Union regulation relating to data protection and privacy (for so long as and to the extent that the law of the European Union has legal effect in the UK). We will keep your personal data safe and secure. We will not share it with other organisations without your knowledge and consent, unless required by law to do so. We will keep your personal data only for the purposes of communicating with you regarding this competition.



The English Heritage Trust is a charity, no. 1140351, and a company, no. 07447221, registered in England..