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## Prize draw terms and conditions

Zen Internet  
20 September 2022

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- 1 The prize draw (the "Prize Draw") is open to people aged 18 and over who provide their email address after completing the form.
- 2 Employees of Zen Internet or their family members, or anyone else connected with the Prize Draw may not enter the Prize Draw.
- 3 Entrants into the Prize Draw shall be deemed to have accepted these Terms and Conditions.
- 4 By submitting your personal information and opting in to receive marketing communications you agree to receive emails from Zen Internet that we think may interest you. You will be given the opportunity to unsubscribe on every email that we send. If you have opted out of receiving marketing communications you are still able to enter this competition. As a Zen customer, you will still receive emails regarding billing information, terms of service, service notifications and information about your services. These emails are classed as service messages and cannot be opted out of. You can update your marketing preferences at any time. We will never your share your data with a third party for marketing purposes. For further information on how your information is used and stored please read our full [privacy notice](#).
- 5 You must go to <https://www.zen.co.uk/worthing-event-form> and complete the form by the 26th September 2022 to enter the prize draw. By entering you consent that we will contact you via email with regards to this prize draw. Your email address will not be shared for any other purposes. No opt-in is necessary.
- 6 Only one entry per person. Entries on behalf of another person will not be accepted and joint submissions are not allowed.
- 7 Zen Internet 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 delivery of the entry is not proof of receipt by Zen Internet.
- 8 The closing date of the Prize Draw is 23:59 on 26th September 2022. Entries received outside this time period will not be considered.
- 9 One winner will be chosen from a random draw of entries received in accordance with these Terms and Conditions. The draw will be performed by a random computer process. The draw will take place on 27th September 2022.
- 10 The winner of free broadband for a year will receive free Zen broadband on a 12 month contract. Or if you are an existing Zen customer, the prize winners broadband bill will be paid for by Zen for 12 months from your date of winning. The prize winner must pay for line rental separately to this (if this applies). The winner must also comply with Zen product terms and conditions, which can be found

at [policies page](#). The prize is for either our Full Fibre 100, Full Fibre 300, Full Fibre 500 or Full Fibre 900 product, the winner will have a choice of these products as their prize. Please be advised that the provision of broadband is subject to availability in your specific location, and high cost areas are excluded from this prize. Zen reserves the right to change/ offer an alternative prize if provision of service is deemed to be prohibitive.

- 11 The winner will be notified by email on or before 30th September 2022 and must provide a postal address to claim their prize. If a winner does not respond to Zen Internet within 14 days of being notified by Zen Internet, then the winner's prize will be forfeited and Zen Internet 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 14 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 Zen Internet shall be entitled to select another winner.
- 12 The prize will be sent to the winner by Zen Internet.
- 13 The name and country of the winner can be obtained after 30th September 2022 by sending a stamped addressed envelope to the following address: Zen Internet, Marketing Department, Sandbrook Park, Sandbrook Way, Rochdale.
- 14 The prize is non-exchangeable, non-transferable, and is not redeemable for cash or other prizes.
- 15 Zen Internet retains the right to substitute the prize with another prize of similar value in the event the original prize offered is not available.
- 16 The winner may be required to take part in promotional activity related to the Prize Draw and the winner shall participate in such activity on Zen Internet's reasonable request. The winner consents to the use by Zen Internet, both before and after the closing date of the Prize Draw for an unlimited time, of the winner's voice, image, photograph and name for publicity purposes (in any medium, including still photographs and films, and on the internet, including any websites hosted by Zen Internet) and in advertising, marketing or promotional material without additional compensation or prior notice and, in entering the Prize Draw, all entrants consent to the same.
- 17 Zen Internet shall use and take care of any personal information you supply to it as described in its [privacy notice](#), and in accordance with data protection legislation. By entering the Prize Draw, you agree to the collection, retention, usage and distribution of your personal information in order to process and contact you about your Prize Draw entry, and for the purposes outlined in paragraph 16 above.
- 18 Zen Internet 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. Zen Internet further disclaims liability for any injury or damage to your or any other person's computer relating to or resulting from participation in or downloading any materials in connection with the Prize Draw. Nothing in these Terms and Conditions shall exclude the liability of Zen Internet for death, personal injury, fraud or fraudulent misrepresentation as a result of its negligence.
- 19 Zen Internet 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 due to reasons outside its control (including, without limitation, in the case of anticipated, suspected or actual fraud). The

decision of Zen Internet in all matters under its control is final and binding and no correspondence will be entered into.

- 20 Zen Internet shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, supervening legislation or any other circumstances amounting to force majeure.
- 21 The Prize Draw will be governed by English law and entrants to the Prize Draw submit to the exclusive jurisdiction of the English courts.
- 22 Promoter: Zen Internet, Sandbrook Park, Sandbrook Way, Rochdale