

Destination Survey 2024 Prize Draw Terms and Conditions

This prize draw is organised by Visit Monmouthshire, Monmouthshire County Council, County Hall, The Rhadyr, Usk, NP15 1GA, to help inform the new Destination Management Plan for Monmouthshire.

How to enter

1. The prize draw is free to enter and no purchase is necessary, but completion of the survey questionnaire and provision of a valid email address are requirements to be entered into the prize draw.
2. Entries received after the stated closing date will not be accepted.
3. Monmouthshire County Council will not accept responsibility for entries that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of any equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind.
4. By submitting an entry, you are agreeing to be bound by these Terms and Conditions. If you have any questions, please contact tourism@monmouthshire.gov.uk.
5. Monmouthshire County Council reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.

Eligibility

6. The prize draw is open to all aged 18 years and over except Visit Monmouthshire staff members, their families, agents or any third party directly associated with administration of the prize draw.
7. No entry will be accepted for those under 18 years of age.
8. Only one entry per person is permitted.
9. In entering, you confirm that you are eligible to do so and eligible to claim any prize you may win. Monmouthshire County Council may require you to provide proof that you are eligible to enter the prize draw.
10. Monmouthshire County Council reserves all rights to disqualify you if your conduct is contrary to the spirit or intention of the prize draw.

The Draw

11. A winner will be chosen by random draw performed by a computer process within one month of the prize draw ending.
12. The winner will be notified by email (using details provided at entry) by someone from Visit Monmouthshire within 14 days of being selected. If a winner does not respond to this email within 21 days of being notified, then the winner's prize will be forfeited and Monmouthshire County Council will be entitled to select another winner in accordance with the process described above.
13. The winner will need to provide an address for the voucher to be mailed to them.
14. The voucher must be used in one transaction, and may not be spread over multiple visits.
15. The voucher must be used within one year of being awarded.

16. The prize is non-exchangeable, non-transferable and no cash alternative is offered. Monmouthshire County Council reserves the right to replace the prize with an alternative prize of equal or higher value if circumstances beyond Monmouthshire County Council's control makes it necessary to do so.

17. The decision of Monmouthshire County Council regarding any aspect of the prize draw is final and binding and no correspondence will be entered into about it.

18. The winner's name and county can be obtained by sending an email to tourism@monmouthshire.gov.uk within 60 of days after the date of the closing of the prize draw.

19. Monmouthshire County Council reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.

Limitation of liability

20. Insofar as is permitted by law, Monmouthshire County Council, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize except where it is caused by the negligence of Monmouthshire County Council, its agents or distributors or that of their employees. Your statutory rights are not affected.

Data protection and publicity

21. Monmouthshire County Council is committed to protecting and respecting your privacy and will only use your personal information in accordance with these Terms and Conditions and the Privacy Policy which is available on our website: <https://www.visitmonmouthshire.com/information/visit-monmouthshire-privacy-policy?policyID=VMPP1>

22. By entering, you agree that any personal information provided by you with your entry may be held and used by Monmouthshire County Council or its agents and suppliers to administer the competition.

Governing law

23. This prize draw is governed by English law (as it applies in Wales) and entrants to the prize draw submit to the jurisdiction of the Welsh courts.

24. Monmouthshire County Council reserves the right to update these Terms and Conditions from time to time and any updated version will be effective as soon as it is published on the website.