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**Onward Customer Engagement Community**

**Monthly Prize Draw**

**Terms and Conditions**

1. The prize draw is open to all Onward Tenants (Onward Homes Ltd & Contour Homes Ltd) aged 18 years or over who have **participated / agreed to participate** in Engagement activities. Employees of Onward, their families, agents or any third party directly associated with administration of the prize draw are all excluded from participating.

2. The prize draw is free to enter and all tenants who have signed up to the Onward Customer Engagement Community will be automatically entered into the prize draw.

3. The draw will take place on the first working day of each calendar month.

4. You must be a current tenant at the time of the draw takes place.

5. Onward accepts no responsibility for entries not successfully completed due to a technical fault [technical malfunction, computer hardware or software failure, satellite, network or server failure] of any kind.

6. A winner will be chosen by random draw supervised by an independent person.

7. The winner will receive a prize up to the value of £50.

8. The winner will be notified by email or telephone**.**

9. The prize for the winner is non-exchangeable, non-transferable and no cash alternative is offered.

10. Onward reserves the right to replace the prize with an alternative prize of equal or higher value if circumstances beyond Onwards control makes it necessary to do so.

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

12. Participants are deemed to have accepted and agreed to be bound by these terms and conditions upon entry. Onward reserves the right to refuse entry, or refuse to award the prize to anyone in breach of these terms and conditions.

13. Onward reserves the right to hold void, cancel, suspend, or amend the promotion where it becomes necessary to do so.

14. Insofar as is permitted by law, Onward, 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 Onward, its agents or distributors or that of their employees. Your statutory rights are not affected.

15. Personal data supplied during the course of this promotion will only be processed as set out above and in Onwards Privacy Policy.

16. The prize draw will be governed by English law and entrants to the prize draw submit to the jurisdiction of the English courts.

17. Onward, 12 Hanover Street, Liverpool L1 4AA is the promoter of this prize draw.