

AO Arena Ticket Prize Draw – Terms & Conditions

You will be entered into the AO Arena Ticket Prize Draw subject to you complying with these terms and conditions.

The Prize Draw

1. This Prize Draw is being operated by AO Retail Limited t/a AO.com of AO Park, 5a The Parklands, Lostock, Bolton, BL6 4SD (“**AO/us/our/we/Promoter**”).
2. Prize Draw details, information or instructions featured on ao.com form part of these terms and conditions.

Deadline for Entries

3. The Prize Draw is open from **27th July 2021** until **midnight on 7th September 2021** (the “**Promotion Period**”).

Method of Entry and Eligibility

4. Participants are automatically entered into the Prize Draw by purchasing a product from AO’s Audio range on www.ao.com which is advertised on-site as being part of the AO Arena ticket prize draw promotion.
5. Entrants must be aged 18 or over. Entry is open to residents of the UK excluding Channel Islands or the Isle of Man, except employees (and their families) of AO and any other companies associated with either AO or the Prize Draw.
6. Due to the nature of this Prize Draw, entries shall not be returned.

Prize

7. The prize is as follows:
 - a. A pair of tickets to a single event at the **AO Arena** (further details at paragraph 14);

Selection of Winner and Claiming the Prize

8. The winner will be selected at random from all eligible entries within 28 days of the close of the Promotion Period.
9. The winner will be notified by a member of the AO team by email or telephone to let them know they have won. In accepting the Prize, the winner will be deemed to have accepted and be bound by these terms and conditions.
10. For fulfilment purposes, the winner’s personal details will be required, which may include the winner’s full name, postal address, email and telephone number. In the event that the winner fails to provide necessary details, is unreachable, is ineligible, fails to claim or does not accept the Prize within 7 days of AO’s communication referred to at paragraph 9 above, the winner shall forfeit the prize and it shall be awarded to a substitute winner, which shall be the next entry selected at random.
11. The prize is as offered when the winner is contacted and no cash or other alternatives will be offered. The prize is non-refundable and non-transferable.
12. AO reserves the right to substitute the prize or any element of it for a prize of equivalent or greater monetary value if this is necessary for reasons beyond its control.
13. The decision of AO is final and binding in all respects on all entries and entrants (see further General Conditions below). No correspondence will be entered into. Entries that do not comply in full with these terms and conditions will be disqualified.

Further Prize Details

14. Subject always to the provisions at paragraphs 7, 11 & 12 above, further details of the prize are as follows:
 - a. **Maximum 2 tickets to a single event at the AO Arena:** The Prize winner may choose an event from a list provided by AO, which shall include a range of dates and categories of event. If the event is rescheduled by the venue, tickets will be provided for the rescheduled date. If the event is cancelled by the venue, an alternative event will be offered. If the winner is for any reason unable to attend their chosen event, no alternative will be offered. Any attendees aged under 18 must be accompanied by an adult. All attendees must adhere to applicable AO Arena hospitality rules and conduct requirements.
 - b. Should the winner fail to comply with reasonable requests of the Promoter necessary for fulfilment purposes, the winner will forfeit the prize (or elements of the prize affected).

Privacy & Data Protection

15. The Promoter, AO, will only use any personal information obtained in accordance with this Prize Draw in accordance with our Privacy Policy which is available at: <https://ao.com/help-and-advice/my-ao/privacy-and-security> and sets out your associated data rights.
16. The winner agrees to the use of their first name and town/location for an announcement on AO's website and/or social media channels and will co-operate with any other reasonable requests by AO.
17. The winner's name and address will be retained on the Promoter's winner's log. Details of the winner will be available by writing to AO at the address shown in paragraph 1 no earlier than six weeks (unless otherwise stated) after the close of the Prize Draw. Only the first name and town of the winner will be disclosed.

General Conditions

18. Except in the case of death or personal injury arising from its negligence or in respect of fraud and so far as is permitted by law, the Promoter and its associated companies exclude responsibility and all liabilities: arising out of any postponement, cancellation, delay or changes to the Prize Draw which are beyond the Promoter's control; for any act or default of any third party supplier; and/or for any claims, costs, injuries, loss or damage of any kind arising out of or in connection with the Prize Draw or with acceptance, possession or use of any prize or element of the prize. For the avoidance of doubt, the Promoter shall not be liable for any claims, costs, injuries, loss or damage caused to third parties or third party property by the winner or their guests and such liability shall remain the responsibility of the winner.
19. AO will not be liable for any prize(s) that do not reach the winner for reasons beyond the Promoter's reasonable control.
20. All entries must be made directly by the person entering the Prize Draw, no group, mass or software entries will be accepted. Entries made online using methods generated by a script, macro or the use of automated devices will be void. No responsibility can be accepted for entries lost, delayed or corrupted, or due to computer, network or software failure which may restrict or delay entry.
21. The Promoter may refuse or disqualify any entry (including winning entries) if: (a) the entrant uses a false name; and/or (b) the entrant concerned or anyone authorised by the entrant to deal with their entry, acts in a way towards the Promoter which the Promoter reasonably considers to be inappropriate, unlawful or offensive. If the winning entry is disqualified the Promoter reserves the right to award the prize to another entrant.
22. The promoter reserves the right: (a) to amend or alter these terms and conditions at any time (acting reasonably) and to reject entries from entrants not entering into the spirit of the Prize Draw; and (b) to modify or withdraw the Prize Draw at any time (acting reasonably).
23. This Prize Draw, and any dispute or claim arising out of or in connection with it, shall be governed and construed in accordance with English law. You irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Promotion.