

Frozen VIP Experience Competition Disney UK Promotion Rules

We are offering one winner and five guests an unforgettable VIP experience, which will include six of the best available tickets to watch the Frozen Musical at the Theatre Royal Drury Lane, a one-night stay at a luxurious hotel in London, an afternoon tea, travel and meal allowances, a backstage tour, goody bag and signed programs.

See full terms and conditions below.

<i>How to enter:</i>	Fans will be invited to comment on a post on Disney and Visa UK's Facebook and Instagram, Disney UK's TikTok, Disney Family UK's and Oh My Disney UK's Facebook social media accounts and share who they would like to share the VIP experience with.
<i>Start Date:</i>	August 9 2023, 9am
<i>Closing Date:</i>	August 20 2023, 11:59pm
<i>Notification Date:</i>	Winner will be notified by August 21 2023, 6pm
<i>Response Date:</i>	August 22 2023, 6pm
<i>Age Group:</i>	You must be 18 (eighteen) years or older to enter
<i>Resident:</i>	You must be a resident of UK including Northern Ireland, Channel Islands and Isle of Man
<i>Prize Elements:</i>	<ul style="list-style-type: none"> ● Six (6) best available tickets to Frozen Musical at the Theatre Royal Drury Lane. ● Three (3) twin rooms for a one-night stay at a luxury hotel in London (exact location to be confirmed), including breakfast. ● Meal allowance of up to £90 per person. ● Travel allowance of up to £100 person. ● Backstage tour. ● Signed programmes. ● Afternoon Tea. ● Limo transfer from the hotel to the Theatre Royal Drury Lane. ● Frozen Musical & Disney goody bag.
<i>Winner Selection:</i>	<ul style="list-style-type: none"> ● Winning entry will be randomly selected from all valid entries received by the Closing Date. ● Winners will receive confirmation that they have won by the Notification Date and Time (set out above) via a comment reply from Disney UK, Oh My Disney UK or Disney Family Instagram, Facebook or TikTok handles. ● Winners must contact competitions@disney.co.uk with their contact details and postal address by the Response Date and time in order to claim their prize. ● In the unfortunate event that the selected winner is not available on the selected dates of the trip, even after accepting the prize terms and conditions, Disney reserves the right to select another winner at random until a selected is able to accept the prize terms and conditions, including the dates of the trip. ● Disney shall have no liability in respect of the entry initially selected. Disney's decision is final and no correspondence will be entered into.
<i>Conditions of the prize:</i>	<ul style="list-style-type: none"> ● The winner will be offered any weekend performances in September 2023, subject to availability, and they will be invited to select one to attend. ● Tickets will be provided in advance to the Recipient.

- The Prize Elements may not be sold, traded, exchanged for cash, transferred, or rescheduled to dates not within the fulfilment period set forth above, or refunded.
- You and at least two of your guests must be aged 18 or over. You must be parent/guardian to your guest if the guest is under 18 years of age and your guest must be an appropriate age to watch the performance in line with the play's rating. The show is not suitable for children aged 4 or under and is recommended for ages 6+ - winner's guest must be an appropriate age to watch the show.
- In addition to tickets to the show, the winner and their guest will have access to the Ambassador Lounge pre-show and during the interval, and each receive a glass of house wine, bottle of beer or soft drink of their choosing pre-show and during the interval.
- After the show the winner and their guest will be taken on a backstage tour after the show which will last approximately 15 minutes.
- Any costs incurred in addition to the Prize Elements listed above are at your and/or your guests own expense including but not limited to, transfers, meals, hotel room service, alcoholic beverages, merchandise, local and long distance telephone calls, tips, gratuities, service charges or taxes and all other charges and items not otherwise described.
- Date, location, Prize Elements, and timings may be subject to change at Disney's sole discretion.
- Does not include talent meet and greet or similar.
- Accommodation is subject to availability.
- We will require the Recipient and all of their guest(s) to sign a release form and take part in filming during their stay, meals and theatre experience (including the backstage tour). We may use the content created during such filming across Disney's social media platforms including but not limited to, Disney.co.uk and The Walt Disney Company's owned media channels; for example, Disney social media platforms such as @DisneyUK, @OhMyDisneyUK, @DisneyFamilyUK and @FrozenUK and @VISAUK pages on Facebook, Instagram, Twitter and TikTok for organic and paid marketing content.
- Travel insurance is not included. It is your, and your guest(s)' responsibility to arrange adequate travel insurance before travelling, suitable for you and your guest(s) needs, for the entire duration of the prize. Disney shall not be liable for any costs or losses through you and/or your guest(s) failure to take out adequate insurance cover.
- You and your guest(s) are responsible for any documentation required for travelling.
- Travel allowance is provided to the maximum value of £100 GBP per person, which can be spent on petrol/parking, car transfers, internal flights, or travel by public transport.
- Meal allowance is provided to the value of £90 GBP per person.
- Hotel accommodation is based on six people sharing three double or twin rooms.
- At least one occupant in each room must be over 18 years old. Minors under the age of 18 must be accompanied by their parent or legal guardian in the same accommodation who (if not the winner) will count as one (1) of the winner's guests.
- A valid credit or debit card will be required for security deposit purposes when checking into hotel accommodation.
- Hotel will be selected by Disney at its sole discretion.
- Prizes are non-transferable and non-refundable.
- Prize is subject to availability.

	<ul style="list-style-type: none"> • Winners must contact the Disney with three preferred travel dates in three separate months no later than six weeks prior to departure. • All Prize Elements must be taken at the same time. • Once booked, the prize cannot be altered or amended. • We recommend that winner and their guest arrive at least 45 minutes prior to the start of the performance. The late arrival of either the winner or a guest may mean that they will not be able to see the show. • In the event the performance does not take place, is cancelled or terminated, The Walt Disney Company Limited shall provide Six (6) tickets to an alternative performance of the show, such alternative performance timings to be determined by The Walt Disney Company Limited, in its sole discretion. • If the winner is unable to participate in any of the stated activities then Disney or its supplier Element London Ltd will offer suitable alternatives of equal value, alternative activities will be determined by Disney in its sole discretion. <p>Certain restrictions may apply.</p>
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General Terms & Conditions

The Promoter is The Walt Disney Company Limited, 3 Queen Caroline Street, London W6 9PE (“Disney”). If you have any questions please contact Customer Services at competitions@disney.co.uk.

BY PARTICIPATING YOU AGREE TO THE REQUIREMENTS SET OUT IN ALL PROMOTIONAL MATERIALS AND THE FOLLOWING GENERAL TERMS AND CONDITIONS.

1. Eligibility.

- a. This promotion is open to Residents in the Age Group only. Not open to employees (or their immediate families) of Disney, its agencies or anyone else professionally associated with this competition.
- b. Maximum one entry per person unless otherwise stated. Entries via agents or third parties or use of multiple identities and email addresses are not permitted. Use of automated entries or programs is prohibited and all such entries will be disqualified.
- c. Only online entries submitted in the comments thread on the competition Instagram post will be accepted. Entries must be completed online by the closing date. Promoter shall not be responsible for technical problems experienced by entrants accessing the promotional page by smartphone or similar devices.

2. Personal Information. By entering you are providing your information to Disney or its agents and not to Meta. If your entry is successful, we will ask you to submit your name, email address and postal address via private Instagram message. We (and/or our agents) will also collect your unique Instagram User ID so that we can administer your entry. Your personal information will be used in accordance with Disney’s current published Privacy Policy (visit <http://dis.ne/60048gIMq> to view) and may be accessed by or passed to our agents to administer the competition, send out prizes and to enable Disney to promote the competition in any media including without limitation Disney TV, online and publishing channels and on Disney Instagram pages. Personal information will only be used for marketing purposes if you are given the choice and if have consented to receive future marketing from Disney (you may have already done this if you have registered your details with Disney previously).

3. Winner Selection.

- a. For prize draws, winner(s) will be selected in a random draw to take place following Close Date & Time from all correct/valid entries received. (Where we ask you to choose a correct answer from a list of options, we treat this as a prize draw).
- b. For competitions based on skill, winners will be selected by a judge or panel of judges based on the judging criteria set out above.

4. Disney’s Liability.

- a. For online entries: Disney cannot guarantee continuous, uninterrupted or secure access to its Instagram pages and is not responsible for any disruption to the competition or Instagram due to technical problems or otherwise due to events outside of its reasonable control.
- b. Disney has arranged this competition in good faith but, to the fullest extent allowed by law, accepts no responsibility for loss or damages as a result of anyone participating in the competition or any aspect of any prize awarded. Your legal rights as a consumer are not affected.

5. META’s Liability

- a. This promotion is not sponsored, endorsed, administered or associated with Meta.
 - b. Any questions, comments or complaints regarding this promotion will be directed to Disney. By entering this promotion and/or accepting any prize you may win, you agree to release, indemnify, and hold harmless Meta from any claims arising from the administration of this promotion. Any liability incurred by shall be governed by, and limited to, the applicable provisions of the Meta Statement of Rights and Responsibilities.
6. **Prize Confirmation & Acceptance.** If we require a response from any winner before awarding any prize and:
- a. no response is received after we have made reasonable efforts to make contact within a reasonable period of time (where a Response Date and Time is indicated above then this date and time shall apply), or
 - b. a winner declines to accept the prize;
- Disney reserves the right to withdraw prize entitlement and award the prize to a substitute winner chosen at the same time as the first name(s) are selected or judged to be a winner. Any prize which is returned or cannot be delivered will be used for another competition or given to charity. Disney has no responsibility to anyone who has not responded.
7. **Prize Fulfilment.** No cash or other alternative prizes are available, except that in the event of circumstances outside of its control Disney reserves the right to substitute a similar prize of equal or greater value. Prizes cannot be transferred or sold by winners unless a parent/guardian or grandparent is entering the competition on behalf of a child or family member. Unless otherwise stated in the prize description, winners are solely responsible for all additional costs and expenses associated with claiming the prize. Disney reserves the right to ask winners to sign a written release before awarding any prize. Disney reserves the right to request proof of identity or to verify eligibility conditions and to award any prize to the winner in person.
8. **Cancellation or Disqualification.**
- a. Disney reserves the right to disqualify late, misdirected, incomplete, corrupted, lost, illegible or invalid entries.
 - b. Disney reserves the right to modify, suspend, cancel or terminate the competition or extend or resume the entry period or disqualify any participant at any time without giving advance notice and will do so if it cannot be guaranteed that the competition can be carried out fairly or correctly for technical, legal or other reasons or if Disney suspects that any person has been manipulating entries or the results, or has provided false information or has acted unethically in any other way.
9. **Email safety.** In the event that Disney wishes to contact you in connection with your entry we will do so via an email ending in 'disney.com' or by phone with a follow up e-mail. Any email which appears to come from Disney but using a different ending (e.g. hotmail.com, yahoo.com etc) should be treated with suspicion and forwarded to Customer Services. DO NOT respond or act on any e-mail if you are not sure that it comes from Disney. If you are in any doubt please contact Customer Services.
10. **Publicity.** Winners may be required to participate in reasonable related publicity without further payment or permission. You agree that Disney may publish first name, surname initial, age and/or town/city.
11. **Winners' details.** For information regarding the names of the winners (and, if applicable, their winning entries) send a stamped and addressed envelope to the Customer Services address set out above quoting "Winners List" and the name of the competition.
12. No purchase necessary.
13. Disney's decision to select any winner is final and we reserve the right not to correspond on any matter.
14. The laws of England and Wales apply and any disputes will be dealt with in the English courts only.