

## Visa Paris 2024 Promotion: Lloyds Bank Social Prize draw rules

The Lloyds Bank Olympic Games Paris 2024 – Social Prize Draw (the ‘Draw’) is a prize draw taking place in May 2024.

The prize for the Draw is:

- 1 winner receives 4x tickets to Paris Olympics to watch a skateboarding event, plus 4x tickets to watch a climbing event. Travel and hotel package included.

All eligible entries into the Draw have an equal chance of winning.

You can enter this Draw and any other Lloyds Bank Paris Olympics 2024 draw if you are eligible to enter but you will not be selected as a winner for more than one Lloyds Bank Paris Olympics 2024 draw.

By registering for the Draw you agree to these rules.

Taking part in the Draw doesn't affect any conditions of your account(s) with us.

### How to take part

To enter the Draw you need to register online at <https://www.lloydsbank.com/paris-prize-draw> by 5 May 2024. You can only register once. You will need to provide your First Name, Last Name, Email address and Postcode.

To enter you must be:

- aged 18 or over;
- a UK resident (and your address in our records must be in the UK);
- have an open Lloyds Bank personal current account;

Joint accounts are excluded.

The current account you use to register must:

- remain open until at least 31 May 2024; and
- be in your name, and held on your own behalf; or
- be shown in our records as held by another person as your representative and held on your behalf. For example, a representative could be an attorney or a deputy, receiver, or guardian.

The email address you provide on the registration form will be used for the purposes of the Draw only – please make sure you enter these details correctly. If you need to update the personal details on any account(s) you hold with us, you will need to do this separately. You can find out how to do this at [lloydsbank.com/online-banking/profile-and-settings](https://lloydsbank.com/online-banking/profile-and-settings).

We won't be liable if any technical or computer failure means you can't register for the Draw – you will need to register yourself online.

### How many entries will I get into the prize draw?

When you register you will get your first entry into the Draw. Then for every £10 you spend on your Lloyds Bank Visa debit card between 1 April 2024 and 5 May 2024 you will get an additional entry. There is no limit to the number of entries you can get: for example, if you spend £100 (in one transaction or several transactions) you will get 10 additional entries.

**REMEMBER ONLY SPEND WHAT YOU CAN AFFORD**

### **What type of debit card purchases are eligible for the draw?**

- Transactions can be made online or in person, including payments using your debit card through Apple Pay or Google Pay.
- If you cancel any of the transaction(s), receive a refund or any of the payments are identified as likely to be fraudulent, then those transactions won't be included.
- You must make sure you have enough money in your account to cover the transactions. If a transaction is declined by us, it will not count.

### **What debit card transactions are excluded?**

- Debit card payments made to a credit card;
- Gambling transactions;
- Money taken out from a cash machine and cashback services.
- Financial services transactions like money transmission orders, purchases of foreign currency or travellers' cheques, purchases of financial services such as insurance.
- Account to account transfers.
- Transactions made outside the UK or any non-sterling transactions.

### **Who can't take part?**

You cannot enter the Draw if you:

- are employed by a company in Lloyds Banking Group; or
- are a supplier, or are employed by a supplier, and you are directly involved in or helping with the Draw.

### **The Draw and how it works.**

The Draw will be run by Bright Blue Day Ltd ('Bright Blue Day') on behalf of Lloyds Bank plc. The Draw will be held by 28 May 2024. Bright Blue Day will randomly select a potential winner from customers who have registered for the Draw and have met the qualifying criteria.

We do our best to make sure all qualifying customers, and only qualifying customers, are entered into the Draw. However it is possible that in a small number of cases a non-qualifying customer could be entered, or an error takes place in relation to a qualifying customer. We will take reasonable steps to make sure this doesn't happen and correct any errors where reasonably possible – however should such cases arise, we will not be responsible to any customers.

Our decision is final in all matters relating to the Draw, and we won't respond to further questions about it. We don't accept any liability if communications about the Draw with either ourselves or Bright Blue Day get lost, damaged or delayed.

We reserve the right to delay or cancel the Draw without notice because of:

- legal or regulatory issues;
- systems failure;
- a third party failing to carry out services; or
- any other cause beyond our reasonable control.

If this happens, we'll put a notice on our website as soon as we practically can.

We reserve the right to substitute any prize for a prize of equal or greater value. This applies to a prize as a whole or certain elements of it. A prize must be accepted as offered and there is no cash alternative.

### **How we announce winners**

The potential winner will be contacted by Bright Blue Day. Bright Blue Day will aim to contact any potential winner who has been selected and checked from 28 May 2024 onwards.

Bright Blue Day will contact the potential winner using the email address provided on the registration form. The email will be sent from [Lloyds-visa-paris2024-winners@brightblueday.com](mailto:Lloyds-visa-paris2024-winners@brightblueday.com) and will explain how to claim the prize. **You must respond within 7 calendar days of the email being sent.**

If you are contacted, it is important that you claim your prize in the timescales given otherwise we will assume you do not want it, and we will award the prize to the next eligible person we randomly select.

Our decision is final in all matters relating to the Draw, and we won't respond to further questions.

If you are the potential winner, we can require you to give us reasonable proof of your identity, age and address. We will explain what you need to do when we contact you.

If anyone falsely claims to be a winner, they are liable to pay us any associated costs, losses, damages and expenses (including our costs in awarding a genuine winner).

If a potential winner dies before we're due to award their prize, their personal representative can claim it on behalf of their estate. The personal representative must show us proof of their authority to act (like a grant of probate).

After the Draw, we will make a list of the winner's name and county available to anyone who asks for it. If you are the winner, you don't have to agree to have your name included on this list – we will explain how when we contact you.

Anyone can get the winner's name and county from any of our branches, within six months of the date of the Draw.

We may ask the winner to take part in publicity, but you don't have to agree.

We will not contact non-winners.

### **Specific terms for the Paris Olympics prize package**

#### **At a glance**

This prize package is provided, and administered, by Visa. Once the winner has successfully claimed their prize with Bright Blue Day, they will need to register through Visa's Events Registration Site, which will outline the package itinerary – access details will be provided in the winner communication. The prize winner and at least 1 more traveller above the age of 18 must register.

Paris 2024 Olympic Games tickets will be available on a dedicated mobile application in the run-up to the event, provided by the International Olympic Committee.

**The following outlines the prize package and you can find more detail in the next section.**

The prize package for 1 winner includes the following for 4 people:

**TRAVEL:**

- Return Standard train tickets on Eurostar from London St Pancras to Paris Gare du Nord on 05/08/2024 AM and return from Paris Gare du Nord to London St Pancras on 07/08/2024 PM.

**ACCOMMODATION:**

- 2 nights' hotel accommodation at a 4-star central Paris hotel (includes daily breakfast & light snacks)
- Access to Visa concierge at the hotel

**ACTIVITIES:**

- 4x tickets to a skateboarding event on 06/08/2024
- 4x tickets to a climbing event on 07/08/2024
- 4x Paris tourist pass (hop on, hop off)
- 4x Paris Metro card for travel to and from Olympics events
- Olympic Games merchandise to the value of €520

The prize package excludes additional meals, drinks, excursions and attractions, treatments, visas, personal expenses, and anything not expressly stated in the prize package.

**A bit more detail**

These prize package terms and full winner management are provided by Visa.

Who can travel

This prize package can only be claimed by the winner, who must be one of the travellers on this trip. This prize package is for four people, all of whom must travel at the same time with the same itinerary.

At least two travellers must be aged 18 or over at the time of registration.

All travellers aged under 18 must have prior parental or guardian permission.

Booking travel

The prize package is valid for 05/08/2024 to 07/08/2024 and all travel must be completed within that time.

Once travel is booked no changes can be made by the winner or other travellers, for example to the itinerary or traveller details.

All travellers must have valid and appropriate travel documentation to complete the trip.

Travel insurance (for the duration of this prize package trip)

Travel insurance is subject to restrictions and the terms and conditions of the insurance provider (Zurich Insurance Company Ltd). Visa will provide the winner with full travel insurance details before the trip is booked, and the winner and other travellers must ensure this insurance is appropriate for them.

It is the responsibility of the winner and other travellers to inform of any pre-existing medical condition or any special requirements.

Other prize package information

#### Trains:

- Tickets include two pieces of luggage and one piece of hand luggage per person. For information visit <https://www.eurostar.com/uk-en/travel-info/travel-planning/luggage>
- Train station transfers in Paris via Motorcoach.

#### Accommodation:

- All accommodation is based on 4 people sharing two double rooms, with at least 1 adult in each of the rooms.
- Accommodation does not include any other meals, incidentals, gratuities, telephone calls, or any other personal expenses incurred during the trip; additional expenses will be the responsibility of the winner and other travellers.
- A credit card for incidentals may be requested by the accommodation at check in and therefore at least one of the winner or other travellers must possess and travel with a valid credit card.
- Accommodation will be selected by Visa at their sole discretion; Visa will take into account the requirements of the winner and other travellers where possible.

#### Travel Smart:

- The winner will have Travel Smart automatically activated on their Lloyds Bank debit card, so they won't have to pay our debit card fees when used abroad.

This prize package is non-refundable and non-transferable.

The activities and other items included in the prize package are subject to availability. If any are not available, Visa will offer suitable alternatives of equal value.

Lloyds Bank plc is not responsible for the administration or fulfilment of this prize package. Visa take sole responsibility for managing and administering this prize package.

#### **Extra terms**

International Olympic Committee and Visa are not responsible for the administration of the promotion. International Olympic Committee is not liable for anything arising out of this promotion including the fulfilment of any prizes. The prize must be accepted as awarded and is subject to all of the applicable terms and conditions prescribed to such prize, including passing necessary sanctions screening. By accepting the prize, the holder is deemed to have accepted all of the applicable terms and conditions prescribed to such prize, including any entry and COVID-19 requirements. The prize is not negotiable, and the winners must not re-sell or transfer the prize in any way. In the event of the prize being unavailable the promoter reserves the right to substitute it for one of equal or greater value. Any substitution will be within the entire discretion of the promoter. In the event the winner does not accept the substitution they will forfeit their right to the prize. So far as is permitted by law, International Olympic Committee and Visa and their associated companies and agents exclude responsibility and all liabilities arising from: (i) any postponement, cancellation or material change of the promotion of Olympics - Olympic and Paralympic Games Paris 2024; and (ii) any act or default by a winner or their guest resulting in the winner or their guest being unable to activate the prize and/or any elements of it.

#### **Travel Smart**

Travel Smart is a feature that lets you use your debit card to make transactions outside the UK, the Channel Islands and the Isle of Man, for a fixed weekly fee. When you add it to your account, you won't have to pay our debit card fees when you use your card abroad. You can:

- Make payments with your debit card abroad.
- Take out money in a foreign currency or Pounds Sterling outside the UK, Channel Islands or Isle of Man at an ATM or over the counter.
- Make payments in a foreign currency for your trip over the internet.

There is no limit on how many transactions you make with Travel Smart.

This feature will be automatically added complementary on to the winner's Lloyds Bank debit card only for the duration of the trip.

#### **Promoter**

Lloyds Bank plc is the promoter of the Draw. Registered office 25 Gresham Street, London EC2V 7HN.

'We', 'us' and 'our' in these rules mean Lloyds Bank plc (trading as Lloyds Bank).

The prize draw selection and fulfilment of prizes will be run by Bright Blue Day Ltd. Bright Blue Day Ltd trading as Bright Blue Day. Company no. 04535919. Registered office address: 26 Avenue Road, Bournemouth, England, BH2 5SL.

The Paris Olympics prize package is provided and administered by Visa trading as Visa Europe Limited. Company no. 05139966. Registered office address: 1 Sheldon Square, London, W2 6TT, United Kingdom

#### **This information is not part of the rules:**

Your personal information will be held by Lloyds Bank plc, which is part of Lloyds Banking Group. You can access more information about how we share your information in our full privacy notice at:

[lloydsbank.com/privacy](https://lloydsbank.com/privacy) or ask us for a copy.

If you are a prize winner your name and email address will be shared with Visa. You will be contacted by Bright Blue Day who act on behalf of Visa. Visa will hold and process your data for this purpose, and in accordance with their privacy policy [www.visa.co.uk/legal/privacy-policy.html](https://www.visa.co.uk/legal/privacy-policy.html).

## **If you need this communication in another format, such as large print, Braille or audio CD, please contact us.**

You can call us using Relay UK if you have a hearing or speech impairment. There's more information on the Relay UK help pages [www.relayuk.bt.com](https://www.relayuk.bt.com).

SignVideo services are also available if you're Deaf and use British Sign Language:

[lloydsbank.com/contact-us/sign-video](https://lloydsbank.com/contact-us/sign-video).

If you need support due to a disability please get in touch.

If you want to make a complaint, visit a branch or learn more online at: [lloydsbank.com/contact-us/how-to-complain](https://lloydsbank.com/contact-us/how-to-complain).

To speak to us, call: **0800 072 3572 (+44 173 346 2267** outside the UK). Adviser service: 24/7.

You can also write to:

Lloyds Bank  
Customer Services  
BX1 1LT

We'll confirm who will be dealing with your complaint. If we can't resolve things immediately, we'll let you know what the next steps are.

Provided you've tried to resolve things with us first, if you're still unhappy, you can ask the Financial Ombudsman Service to help. We can provide information on how to do this if you need it.

Calls and online sessions may be monitored and recorded. Not all Telephone Banking services are available 24 hours a day, seven days a week.

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This information is correct as of March 2024 and is relevant to Lloyds Bank products and services only.