

CITYZENS OFFICIAL MEMBERSHIP PRIZE DRAW TERMS AND CONDITIONS

The Cityzens official membership prize draw (the “**Competition**”) is a promotion run by Manchester City Football Club Limited. By entering, you fully agree and accept these Prize Draw Terms and Conditions (“**Competition T&Cs**”) together with any specific instructions and terms for such Competition which may be mentioned on the relevant section of the website.

1. Who Can Enter

The Competition is open to anyone who purchases a (or renews their existing) Manchester City Cityzens Official Membership (the “**Membership**”) between 09:00 (BST) 20 May 2021 and 23:59 (BST) 12 August 2021 (the “**Competition Period**”). Any person who purchases or renews their Membership during the Competition Period will automatically be entered into the Competition.

The Prizes (see below) will vary dependent on which Membership is purchased, either: (i) Adults aged 16+ Membership; or (ii) U16 Junior Membership. Proof of identity and age may be required.

Employees of the Club or their families as well as any professionally connected with the Competition are not eligible to enter.

If you are under 18 years of age you must have parental or legal guardian consent before participating in the Competition. The Club reserves the right to request that you provide contact details of a parent / legal guardian as part of the submission process and may contact your parent or legal guardian to verify such prior permission. Where a Prize involves travel of any description, any winner under the age of 18 must be accompanied by an adult.

By entering the Competition you warrant that all information submitted by you is true, current, and complete.

2. How to Enter

The Competition will run from 09:00 (BST) 20 May 2021 and 23:59 (BST) 12 August 2021. Any entries received outside the Competition Period will not be considered for the Competition, even if they appear to be registered.

To enter you need to purchase or renew an existing Membership. You will be asked to enter your details including your name, age, date of birth, email address, phone number and address. All entrants who successfully purchase or renew a Membership during the Competition Period will be automatically entered into the Competition.

3. Other Conditions for Entry

Only one entry permitted per person.

The following entries are not valid entries: (i) entries which do not meet any eligibility or entry requirements as set out in these Competition T&Cs; (ii) entries submitted using a method or technique designed to unfairly increase chances of winning; (iii) third party or bulk entries; (iv) entries made in breach of these Competition T&Cs; (v) entries with inappropriate, illegal or offensive content; (vi) entries received outside the Competition Period; (vii) dishonest entries.

The Club may verify the validity of entries, disqualify any entrant and invalidate or recover Prizes issued to an entrant following breach of these Competition T&Cs or if your conduct is contrary to the spirit or intention of the Competition. The Club deals with such Prizes at its discretion.

No responsibility can be accepted for (i) any incorrect, inaccurate or incomplete entries or information caused by an entrant or occurring during transmission or (ii) entries not received for whatever reason, including for entries lost, delayed or corrupted, or due to computer error in transit.

Entries must not contain anything defamatory, obscene, illegal or otherwise inappropriate as determined by the Club acting in its discretion.

4. **The Prize**

There are a number of prizes available to a Competition winner (each a “Prize”). The Prizes are as follows:

Prize	Number available	Age Range
MCFC Hospitality Experience	5	All
Facetime with a Player	5	All
MCFC shirt signed by a MCFC player	5	All
Puma boots signed by a MCFC player	5	All
Ubitech Robot	20	U16 Juniors only
Cadbury MCFC branded Dairy Milk bar	500	Adults only

There is a maximum of 1 Prize per entrant.

Winner(s) are responsible for their own expenses incurred in connection with the Prize including any travel and accommodation expenses.

If you are a winner of the MCFC Hospitality Experience and are under 18 years old, you must be accompanied by someone who is at least 18 years old (and will be provided with one (1) additional ticket).

No cash alternative will be offered.

A Prize may be passed on to friends or relatives but you will still be held responsible for any actions involving the use of any Prize by the transferee. The Prize cannot be offered for sale. Other than as permitted pursuant to these Competition T&Cs and normal conditions of ticket entry, you may not transfer the Prize to anybody.

The Club reserves the right to offer an alternative or similar prize if a Prize becomes unavailable for any reason.

Use of a Prize is subject to these Competition T&Cs, and where applicable, the Club’s Ticketing Terms and Conditions and Ground Regulations, copies of which are available to the winner upon request. By accepting the Prize, the winner (and any permitted transferee) agrees to comply with any and all applicable terms and conditions.

Selecting a Winner.

Winners will be chosen at random by a computerised random generator from all valid entries received during the Competition Period and verified by the Club and or its agents.

If you are a winner, you will be notified by email and/or telephone by no later than 3 days after expiry of the Competition Period. The winner(s) will be required to communicate their acceptance to the Club by email and/or telephone within 36 hours of being offered the Prize. The Club may require the winner(s) to communicate their acceptance to the Club on less notice if reasonably necessary (prior to a matchday).

Reasonable efforts will be made to contact the winner(s). If the winner(s) cannot be contacted or if the winner(s) fail to communicate their acceptance of the Prize to the Club within 36 hours of being contacted by the Club, or is unable to comply with these Competition T&C’s, the Club reserves the right to offer the Prize to the next eligible entrant drawn at random.

Prizes may, at the Club's sole discretion, be delivered to addresses in the UK or made available for collection at the Etihad Stadium.

The Club is not liable for delayed or non-delivery of Prizes for any reason beyond its control, including but not limited to loss or theft in transit or any failure by you to accept delivery of a Prize for any reason. If you are required to collect tickets at the stadium, you will be notified of any specific collection arrangement.

The Club's selection of the winner(s) is final.

The Club reserves the right in its sole discretion to withhold delivery of a Prize until proof of eligibility and/or identity requested by the Club has been confirmed or if such proof is not produced on request or to disqualify the entrant from the Competition.

The winner is responsible for ensuring they are able to accept the Prize as set out and in accordance with these Competition T&Cs, in the event they are unable to do so then the Club reserves the right to redraw the Prize.

5. Additional Provisions for Match Tickets

All tickets are "home" tickets and you must be a home or neutral supporter to attend a hospitality experience. Away fans are not permitted in the "home" section of the stadium. Winners are subject to screening by the Club based on their conditions of entry and the Club will not be liable if you or any person accompanying you is refused entry because you do not meet these conditions.

Each ticket is issued by the Club subject to the terms and conditions of entry, which are available from the Club upon request or on the Club website. The use of a ticket to enter a Club's stadium constitutes acceptance of the Club's terms and conditions of entry. The ticket shall remain at all times the property of the issuing Club.

6. Publicity

The winner(s) agree to participate in reasonable publicity relating to this Competition, including but not limited to having their name, photograph and disclosure of county of residence published and used for future promotional, marketing and publicity purposes in any media worldwide without notice or without any fee being paid and will co-operate with any other reasonable requests by the Club relating to any post-winning publicity. No fees shall be payable to any entrant in relation to any publicity relating to the Competition.

7. General

By entering the Competition, you promise that all information submitted is true, current and complete. The Club reserves the right to verify all entries.

The Club's decision is final and binding. No correspondence will be entered into. Entry implies acceptance of these terms and conditions.

The Club reserves the right to hold void, suspend, cancel or amend the Competition at any time as it sees fit and if voided, suspended or cancelled the Club is under no obligation to deliver a Prize to any Competition entrant.

To the extent permitted by law, the Club is not liable for any loss, damage, injury or disappointment suffered in connection with the Competition or any delays or failure (in whole or in part) to perform any of its obligations if such delay or failure is caused by something beyond its control.

The Club will not be held responsible for the winner and/or any companion not taking advantage of the Prizes due to health or any other reason.

The Club will not be held responsible if the fixture where a winner(s) has a hospitality experience Prize does not go ahead at the time/date detailed on the ticket or is held behind closed doors. Should the game be postponed, your tickets will be valid for the rescheduled date.

The Competition and these Competition T&Cs will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England and Wales.

The Club's Customer Services team may be contacted on +44 161 444 1894. The promoter is: Manchester City Football Club Limited (company no. 40946) whose registered office is at Etihad Stadium, Etihad Campus, Manchester M11 3FF.

Personal Data

When participating in the Competition, you acknowledge that your name, address, e-mail address, telephone number and date of birth will have been made available to the Club (the "**Personal Data**").

All Personal Data will be held and used by the Club in accordance with the Club's privacy policies (which can be found at <https://www.mancity.com/privacy-policy>) and the Data Protection Act 2018. We may also use the information you provide to verify your age and identity.