

Terms And Conditions For Leaders Romans Group Limited (LRG) Monthly Residency Prize Draw Competition (UK)

The promoter

The Leaders Romans Group Limited (LRG) is the promoter of this prize draw. Its registered office is Building 1, Meadows Business Park, Blackwater, Camberley GU17 9AB.

How do I enter?

1. These Residency Member Prize Draw Rules will apply to the monthly prize draws which will take place each month from March 2023 and will apply to all members (unless a member chooses to opt out, see rule 7). The term “Member Prize Draw” includes any and all of the monthly prize draws that will take place.
2. The Member Prize Draw is a free prize draw. These Rules are separate to the terms and conditions that apply to any other LRG services you use.
3. You will automatically be entered into each of the monthly prize draws for which you qualify (see ‘How to qualify for entry’ below), unless you opt out (see ‘How to opt out of the prize draws’ below).

How to qualify for entry

4. To qualify for entry into a monthly prize draw, you must be a Residency member of a LRG brand on the last working day of the month before the month in which the draw takes place. Residency Members are tenants renting through an LRG brand, who have chosen to be part of this membership and pay a monthly fee.
5. Even if you're a member, you won't qualify for entry into a monthly prize draw if on the last working day of the month before the month of the prize draw:
 - Your home linked to the Residency Membership is not in England or Wales, or we reasonably believe that you don't live in England or Wales based on the information we hold about you.
 - You're below the age of 18.
 - You've opted out of the prize draw.
 - You are in arrears on your Residency Membership fee and / or monthly rent.
 - You work for LRG and have been notified that you're not eligible to qualify for the prize draw based on your role and / or direct involvement in the administration of the prize draw.

You cannot be entered into the Member Prize Draw if you live in Scotland or Northern Ireland because of the law governing prize draws in these countries.

6. Entries are limited to one per Residency Membership property per monthly draw. Where a membership is held jointly, the lead tenant (or another tenant if the Lead Tenant opts-out) will be eligible for one entry, per monthly draw. Each joint account holder will need to opt-out separately if they don't want to take part in the prize draw (see rule 7).

How to opt out of the prize draw

7. If you don't wish to take part in the Member Prize Draw, you can opt out of all forthcoming monthly prize draws by emailing prizedraw@lrg.co.uk. You can also use this process to opt back into the monthly prize draws if you change your mind (you would be opted back in within 30 days).

8. You only need to opt out once and will then be excluded from all further monthly prize draws unless you opt back in.

9. You must opt out no later than the last day of the month to be excluded from the next monthly prize draw. If you opt out after this, or there is a delay in processing your opt out request, we may not be able to exclude you from the draw that month and your opt out will take effect from the next month. If you win, you can still refuse to accept your prize (see rule 25).

Potential omission of members from the Member Prize Draw

10. We'll decide whether or not you qualify for entry into a monthly prize draw based on the information we hold about you. Whilst we always do our best to ensure that information we hold is complete and accurate, there may be occasions where incomplete or out of date information may mean that you are wrongly omitted from a monthly draw. You can help us by ensuring that the information we hold about you is up to date. You can do this on your tenant portal, by phoning us or by visiting one of our branches.

11. If, as a result of incomplete/inaccurate member data or the period of time required for a membership to start, or for any other reason, a potentially qualifying member is omitted from a monthly prize draw, we will not be liable and will not compensate them for any loss of chance of winning, or otherwise.

12. If a non-qualifying member or non-member is included in a monthly draw or a qualifying member is entered more than once, we will not be liable to other qualifying members. We will however take reasonable steps to ensure that the data is accurate.

The prize draws

13. The prize draw will take place on the second Tuesday of each month beginning in March 2023. If any prize draw can't take place on the specified date, we'll hold it as soon as we reasonably can afterwards.

14. Each monthly draw will be managed centrally. Winners and reserve winners will be selected at random using a digital random number generator aligned to all qualifying members entered in the prize draw. Winners and proof of the fair process will be made available on request 6 months after each prize draw.

15. In relation to the prize draws the promoters' decision is final and we will have no obligation to respond to questions or queries.

The prize

16. The value of each monthly prize draw will be the amount of rent the member pays each month for the property associated with the Residency Membership to a maximum of £2,000 per month.

What happens if you win

17. If a winner is drawn, but does not qualify to win (see rule 5) or we are unable to contact them (see rules 18-22), one reserve winner will be selected and held in order to potentially award the prize to.

18. Within 30 days of each monthly prize draw and where we can, we will contact the selected winner who has been checked against the eligibility criteria at rules 4, 5 and 6 above, by phone or email a maximum of three times, to let them know they have won.

19. We will use the contact details that we hold for the selected winner including the last known phone number and email address.

20. Before we pay out the prize money, we may require the selected winner to provide proof of their identity, age and that they were living in England or Wales on the day of the prize draw. This may include asking the selected winner to come into one of our branches to verify their details. If a selected winner is not able to provide the information we ask for, we have the right to refuse to pay out their winnings.

21. If we discover that, between the last working day of the previous month and the day of the prize draw, a selected winner has;

- moved outside of England or Wales; or
- has missed part or whole of a scheduled membership fee payment
- has missed part or whole of a scheduled rent payment

The selected winner will not be contacted in accordance with rule 18 above and will not be eligible to claim their winnings. In this case, a reserve winner will be awarded the prize (see rule 19).

22. We won't pay the prize draw winnings to anyone other than the winner or their legal

representative.

23. Within 6 months of the date of each monthly prize draw we will make available on request the county and initials held for the winners, you can request this by emailing prizedraw@lrg.co.uk

24. We may ask you to take part in publicity relating to the prize draw, but you don't have to agree to this.

Prizes

25. If you win, you can let us know which bank account you would like to receive payment of your winnings into. This account must be in your name. You can also choose to refuse your prize. If you do, we'll allocate your prize to a reserve winner in accordance with rules 29-31 below.

26. If you falsely claim to be a prize draw winner, you'll be liable to pay back any prize money paid to you and to compensate us for any additional losses or damage we may suffer in recovering the prize money from you.

27. You automatically cease to be a member when you die. However, if you win and we find out that you died between the last working day of the month before the month of the prize draw and the date the winnings are due to be paid, we'll allow your appointed personal representative to claim the winnings on behalf of your estate. The personal representative will be required to prove their authority to act on behalf of your estate.

When are you not entitled to a prize

28. If you're a selected winner, you will not be entitled to your prize in any of the following circumstances;

- We don't receive a response to our attempts to contact you as set out in rule 18 above and more than 3 months have passed since the date of the relevant draw.
- If we discover that you did not meet any of the qualifying criteria in rules 4, 5 and 6, above.
- The circumstances described in rule 21 apply to you.
- We have been unable to verify the additional details we have requested from you, or you have failed to attend one of our branches as set out in rule 20 above and more than 3 months have passed since the date of the relevant draw.
- You inform us that you would like to reject your prize.

29. When this happens for selected winners, we'll select an alternative winner from the reserve winners referred to in rule 17 above.

30. Reserve winners will be selected as an alternative winner in the order that they were drawn. Where we find that the selected winner is not entitled to a prize, the first selected reserve winner will receive the unclaimed prize.

31. Rules 18-28 will also apply to any reserve winner but, in the rules where the time period runs from the date of the prize draw, it will run from the date the reserve winner is selected instead. If, under rule 28, the reserve winner isn't entitled to the prize, then we'll donate the prize to MacMillan Cancer Support.

Changes to or cancellation of the draw

32. In some circumstances it may not be possible to run the draw in a particular month, we may have to stop operating the draw at any time and cancel all remaining monthly prize draws, or we might need to change these rules. This may happen because of:

- The failure or inability to perform the selection services
- A legal or regulatory reason
- Other circumstances beyond our reasonable control.

We may also make changes to these rules:

- Where we reasonably believe the change will benefit you, or our members as a whole
- To allow more members to take part in the Member Prize Draw

Where we responsibly consider it prudent and necessary to ensure the smooth running of the Member Prize Draw and/or our business.

33. If a monthly draw cannot go ahead, or is delayed or cancelled, or we stop operating the Member Prize Draw, we will not be liable to any qualifying members and will not compensate them for the loss of the chance or otherwise.

The following information does not form part of these Rules;

In accordance with our full privacy notice, we may share member details with an adjudicator in order to verify that a monthly draw is carried out in accordance with the Rules. This may include sharing your name, address and details of your accounts with an adjudicator. You can find out more about how we share your information in our full privacy notice at <https://www.lrg.co.uk/privacy/>