



FONEFEST 2026 - TERMS & CONDITIONS

The promoter of this prize draw is KTM Online Limited trading as Fonehouse, of 7 Treadaway Tech Centre, Treadaway Hill, Loudwater, High Wycombe, HP10 9RS (the “Promoter”).

2. Promotion Period

The promotion runs from 1 June 2026 at 00:00:01 until 16 August 2026 at 23:59:59 inclusive (the “Promotion Period”).

The Promotion Period is divided into the separate promotional periods set out in clause 4 below.

3. Eligibility and Entry

3.1 No Purchase Necessary

No purchase is necessary to enter.

Entrants may enter either:

- by placing a qualifying order during the applicable promotional period; or
- by completing the free registration form during the applicable promotional period.

3.2 Qualifying Order Route

A qualifying order means an order:

- placed during the applicable promotional period;
- where all required network credit checks are successfully passed;
- where all internal security checks are successfully passed;
- where the order has been dispatched; and
- which has not subsequently been cancelled, rejected, exchanged or returned.

3.3 Free Registration Route

The free registration form is accessible online at: <https://blog.fonehouse.co.uk/fonefest-giveaway/>.

The free registration form may also be completed electronically in participating Fonehouse retail stores.

Entrants must complete and submit all mandatory fields requested on the registration form. Incomplete, inaccurate or corrupted entries may be treated as invalid.



3.4 Age and Residency Requirements

Entry is open only to persons who, at the time of entry:

- are aged 18 years or over; and
- are resident in England, Scotland, Wales, Northern Ireland (the “Territory”).

3.5 Entry Limits

Only one entry per person per promotional period is permitted.

Only one prize may be won per person across the retail and online promotions during any promotional period.

Entries received outside the applicable promotional period will not be valid.

Entries generated by automated means, script, macro, bot, professional competition service, bulk entry mechanism or any other automated or improper method will be void.

4. Promotional Periods and Prizes

There are five prizes available in total, comprising two retail prizes and three online prizes.

For each promotional period, the relevant winner will be selected by random draw from all valid entries received during that promotional period.

Channel	Promotional period	Entry period	Prize	Winner contact deadline
Retail	Period 1	1 June 2026 00:00:01 to 28 June 2026 23:59:59	A pair of adult weekend tickets to Camp Bestival, Reading Festival or Leeds Festival	30 June 2026 23:59:59
Retail	Period 2	29 June 2026 00:00:01 to 31 July 2026 23:59:59	A pair of adult weekend tickets to Reading Festival or Leeds Festival	4 August 2026 23:59:59
Online	Period 1	1 June 2026 00:00:01 to 28 June 2026 23:59:59	A pair of adult weekend tickets to Camp Bestival, Reading Festival or Leeds Festival	30 June 2026 23:59:59
Online	Period 2	29 June 2026 00:00:01 to 31 July 2026 23:59:59	A pair of adult weekend tickets to Reading	4 August 2026 23:59:59



Channel	Promotional period	Entry period	Prize	Winner contact deadline
			Festival or Leeds Festival	
Online	Period 3	1 August 2026 00:00:01 to 16 August 2026 23:59:59	1 x Sony WH-1000XM5 headphones	18 August 2026 23:59:59

4.1 Retail Promotions

4.1.1 Retail Promotional Period One

Entry period: 1 June 2026 00:00:01 to 28 June 2026 23:59:59.

Prize: one winner will receive one pair of adult weekend tickets to Camp Bestival, Reading Festival or Leeds Festival.

Ticket options are subject to availability. If a stated prize becomes unavailable, the Promoter reserves the right to substitute the prize with an alternative prize of equal or greater value.

The winner will be selected by random draw from all valid retail entries received during this promotional period and contacted no later than 30 June 2026 at 23:59:59.

The winner must be able to attend the relevant festival and is responsible for making their own way to and from the event. Travel, accommodation, food, insurance, spending money and ancillary expenses are not included unless expressly stated.

No cash alternative is available.

4.1.2 Retail Promotional Period Two

Entry period: 29 June 2026 00:00:01 to 31 July 2026 23:59:59.

Prize: one winner will receive one pair of adult weekend tickets to Reading Festival or Leeds Festival.

Ticket options are subject to availability. If a stated prize becomes unavailable, the Promoter reserves the right to substitute the prize with an alternative prize of equal or greater value.

The winner will be selected by random draw from all valid retail entries received during this promotional period and contacted no later than 4 August 2026 at 23:59:59.

The winner must be able to attend the relevant festival and is responsible for making their own way to and from the event. Travel, accommodation, food, insurance, spending money and ancillary expenses are not included unless expressly stated.

No cash alternative is available.



4.2 Online Promotions

4.2.1 Online Promotional Period One

Entry period: 1 June 2026 00:00:01 to 28 June 2026 23:59:59.

Prize: one winner will receive one pair of adult weekend tickets to Camp Bestival, Reading Festival or Leeds Festival.

Ticket options are subject to availability. If a stated prize becomes unavailable, the Promoter reserves the right to substitute the prize with an alternative prize of equal or greater value.

The winner will be selected by random draw from all valid online entries received during this promotional period and contacted no later than 30 June 2026 at 23:59:59.

The winner must be able to attend the relevant festival and is responsible for making their own way to and from the event. Travel, accommodation, food, insurance, spending money and ancillary expenses are not included unless expressly stated.

No cash alternative is available.

4.2.2 Online Promotional Period Two

Entry period: 29 June 2026 00:00:01 to 31 July 2026 23:59:59.

Prize: one winner will receive one pair of adult weekend tickets to Reading Festival or Leeds Festival.

Ticket options are subject to availability. If a stated prize becomes unavailable, the Promoter reserves the right to substitute the prize with an alternative prize of equal or greater value.

The winner will be selected by random draw from all valid online entries received during this promotional period and contacted no later than 4 August 2026 at 23:59:59.

The winner must be able to attend the relevant festival and is responsible for making their own way to and from the event. Travel, accommodation, food, insurance, spending money and ancillary expenses are not included unless expressly stated.

No cash alternative is available.

4.2.3 Online Promotional Period Three

Entry period: 1 August 2026 00:00:01 to 16 August 2026 23:59:59.

Prize: one winner will receive 1 x Sony WH-1000XM5 headphones.

Prize availability is subject to availability. If the stated prize becomes unavailable, the Promoter reserves the right to substitute the prize with an alternative prize of equal or greater value.

The winner will be selected by random draw from all valid online entries received during this promotional period and contacted no later than 18 August 2026 at 23:59:59.

No cash alternative is available.



5. Winner Selection and Notification

Winners will be selected by random draw from all valid entries received during the applicable promotional period.

Draws will be conducted by the Promoter or by an independent person acting under the Promoter's supervision.

Winners will be contacted using the telephone number and/or email address supplied at entry.

If a winner does not respond, or cannot reasonably be contacted, within 48 hours of initial contact, the Promoter reserves the right to withdraw the prize and select an alternative winner by further random draw from the remaining valid entries for the applicable promotional period.

The Promoter may require proof of identity, age, residence and eligibility before awarding any prize. Failure to provide such proof within a reasonable period may result in disqualification and selection of an alternative winner.

6. Prize Conditions

Prizes are non-refundable and non-exchangeable.

Prizes are non-transferable except at the Promoter's discretion following a written request submitted to hello@fonehouse.co.uk. The Promoter is not obliged to approve any transfer request.

No cash alternative is available.

Festival tickets are subject to the relevant event organiser's terms, conditions, entry rules and age restrictions. Winners and their guests must comply with all venue and event requirements.

The Promoter is not responsible for cancellations, postponements, restrictions, access requirements, programme changes, line-up changes or other changes made by third-party event organisers, venues or suppliers, except where required by law.

Unless expressly stated otherwise, travel, accommodation, food, insurance, spending money and ancillary expenses are not included.

7. Prize Fulfilment

Prizes will be supplied, dispatched or otherwise made available only after winner eligibility and identity have been verified and confirmed.

The Promoter accepts no responsibility for inaccurate or incomplete contact or delivery information supplied by entrants.



Where a physical prize is dispatched, delivery times may vary. The Promoter will not be responsible for delays outside its reasonable control.

8. Employee and Connected Person Exclusions

Employees, officers, contractors, agents, agencies, affiliates and group companies of the Promoter, together with their immediate family members, and anyone professionally connected with the creation, administration or fulfilment of the promotion, may not enter the promotion.

9. Publicity

Winners may be invited to participate in reasonable publicity relating to the promotion, including photography, video, social media or other promotional content, subject always to the winner's consent.

Refusal to participate in publicity will not affect a winner's entitlement to a prize where the winner is otherwise eligible.

10. Winner Information

In accordance with applicable advertising rules, the surname and county of prize winners may be requested by emailing hello@fonehouse.co.uk within 30 days of the relevant draw date.

Winners may object to disclosure or request that disclosure is limited where they have legitimate privacy concerns. The Promoter may nevertheless disclose information where required to demonstrate that a valid award took place or to comply with legal or regulatory obligations.

11. Data Protection and Marketing

Personal information supplied in connection with the promotion will be processed for the purposes of:

- administering the promotion;
- validating entries and eligibility;
- contacting winners;
- delivering or arranging fulfilment of prizes;
- dealing with requests, disputes or complaints; and
- complying with legal, regulatory and record-keeping obligations.

Personal data will be processed in accordance with the Promoter's Privacy Policy, available at: <https://www.fonehouse.co.uk/privacy-policy>.



Entry into the promotion is independent from consent to receive marketing communications.

Marketing communications relating to the Promoter's products, services, promotions or offers will only be sent where the entrant has provided valid consent or where another lawful basis under applicable data protection and electronic marketing laws applies.

Where consent is provided, entrants may withdraw consent at any time using the unsubscribe or opt-out mechanism provided in the relevant communication or by contacting the Promoter.

Personal data will not be shared with third parties except where necessary for administration of the promotion, prize fulfilment, legal compliance, enforcement of these Terms and Conditions, or as otherwise permitted by applicable law.

12. Fraud, Invalid Entries and Disqualification

The Promoter reserves the right to disqualify, without prior notice, any entrant whom it reasonably believes has:

- breached these Terms and Conditions;
- acted fraudulently or dishonestly;
- tampered with or attempted to tamper with the operation of the promotion;
- attempted to manipulate the entry process, winner selection process or draw outcome;
- submitted invalid, duplicate, automated, bulk or non-compliant entries; or
- provided false, incomplete or misleading information.

The Promoter's decision regarding eligibility, entry validity and prize awards is final, subject to applicable law and regulatory requirements.

13. Lost, Delayed or Technical Failures

The Promoter will not be responsible for entries that are lost, delayed, misdirected, incomplete, corrupted, damaged, not received or received late due to any technical, network, platform, server, hardware, software, postal, delivery or other failure outside the Promoter's reasonable control.

Proof of submission is not proof of receipt by the Promoter.

14. Liability

Nothing in these Terms and Conditions excludes or limits liability for:

- death or personal injury caused by negligence;
- fraud or fraudulent misrepresentation; or
- any liability which cannot lawfully be excluded or limited.



Subject to the above, the Promoter will not be responsible for losses, damages, costs or expenses arising from circumstances outside its reasonable control, including third-party event cancellations, postponements or modifications, technical failures, network issues or supplier failures.

15. Amendment, Suspension and Withdrawal

The Promoter reserves the right to amend, suspend or withdraw the promotion where reasonably necessary due to circumstances outside its reasonable control, including legal, regulatory, technical, security or operational reasons.

Where reasonably practicable, notice of any material amendment, suspension or withdrawal will be published at fonehouse.co.uk or on the relevant promotional page as soon as reasonably practicable.

16. Severability

If any provision of these Terms and Conditions is held to be invalid, illegal or unenforceable, that provision shall be deemed modified to the minimum extent necessary to make it valid, legal and enforceable. If such modification is not possible, the relevant provision shall be deemed deleted. The remaining provisions shall continue in full force and effect.

17. Governing Law and Jurisdiction

These Terms and Conditions and the promotion are governed by English law and are subject to the exclusive jurisdiction of the courts of England and Wales, except that residents of Scotland, Northern Ireland or the Channel Islands may also have the right to bring proceedings in their local courts where applicable mandatory consumer law provides such rights.

18. Contact

For queries relating to the promotion, prize transfer requests, or winner information requests, please contact: hello@fonehouse.co.uk.