



## Fonefest Terms & Conditions

### Festival Tickets:

1. KTM ONLINE LIMITED (KTM) (The “Promoter”) of 7 Treadaway Tech Centre Treadaway Hill, Loudwater, High Wycombe , HP10 9RS (“Promoter”) is running a campaign offering customers the opportunity to win one of three prizes through three distinct promotional periods (outlined in clause 3) through 3rd of June 2025 00:00:01 – 15th of August 2025 23:59:59 (the promotional periods)

2. To enter, entrants must have either placed an order which was successfully processed, or, completed the registration form:

- a. A successfully processed order is an order placed during any of the promotional periods, all required network credit checks passed, all internal security checks passed, the order has been dispatched, the order has not been returned.
  1. For the prizes 3.a.5 (pair of tickets to Wilderness weekend 2025) and 3.a.6 (pair of tickets to Leeds weekend 2025) only “Three” branded successfully processed orders are eligible for these prize draws.
- b. Entering via the registration form during the promotional period
  1. The registration form is accessible via <https://blog.fonehouse.co.uk/fonefest-giveaway/> online or it can be processed in a Fonehouse store.
  2. The registration form is completed and submitted electronically.
  3. Entrants will need to answer/populate the fields requested on the registration form.
  4. Entrants must be aged 18 or over in England, Scotland, Northern Ireland, Wales or the Channel Islands (“Territory”).
  5. Only one entry can be made per person during each of the three promotional periods outlined in clause 3.
  6. Per 2.a.1. customers who fill in registration form to enter the draw will not be eligible to receive prizes 3.a.5 (pair of tickets to Wilderness weekend 2025) and 3.a.6 (pair of tickets to Leeds weekend 2025)

3.3. In terms of prizes:

- a. There are three main prizes to be won, each has their own promotional period:
  1. Promotional period one: 3rd of June 2025 00:00:01 to 27th June 23:59:59.
    1. A pair of adult Latitude tickets for Saturday the 26th of July 2025.
    2. The winner of the competition will be contacted no later than

- the 30th of June 23:59:59 from valid entries during the promotional period.
3. The winner of the competition will be contacted via telephone numbers and email addresses provided, if the prize winner does not respond/ cannot be contacted within 48 hours of initial contact a new winner will be chosen.
  4. Winners must be available able to make their own way to the festival.
  5. No travel expensive to and from the festival are included in this prize.
2. Promotional period two: 28th of June 00:00:01 to 25th of July 23:59:59
    1. A pair of adult Reading festival tickets for Sunday the 24th of August 2025.
    2. The winner of the competition will be contacted no later than the 28th of July 23:59:59 from valid entries during the promotional period.
    3. The winner of the competition will be contacted through phone and email, if the prize winner does not respond/ cannot be contacted within 48 hours of initial contact a new winner will be chosen.
    4. Winners must be available able to make their own way to the festival.
    5. No travel expensive to and from the festival are included in this prize.
  3. Promotional period three: 26th of July 00:00:01 to 15th of August 2025 23:59:59
    1. One set of Sony WH1000XM5 headphones
    2. The winner of the competition will be contacted no later than the 18th of August 23:59:59 from valid entries during the promotional period.
    3. The winner of the competition will be contacted through phone and email, if the prize winner does not respond/ cannot be contacted within 48 hours of initial contact a new winner will be chosen.
  4. Promotional period four: 18th of June 00:00:01 to 11th of July 2025 23:59:59
    1. A pair of adult Wilderness festival tickets for the 31st of July 2025 to the 3rd of August 2025.
    2. The winner of the competition will be contacted no later than the 14th of July 23:59:59 from valid entries during the promotional period.
      1. As per 2.a.1. only "Three" branded successfully processed orders are eligible for this prize draw.

3. The winner of the competition will be contacted through phone and email, if the prize winner does not respond/ cannot be contacted within 48 hours of initial contact a new winner will be chosen.
  4. Winners must be available able to make their own way to the festival.
  5. No travel expensive to and from the festival are included in this prize.
5. Promotional period five: 28th of June 00:00:01 to 25th of July 23:59:59
1. A pair of adult Leeds Festival tickets for the 21st of August 2025 to the 24th of August 2025.
  2. The winner of the competition will be contacted no later than the 28th of July 23:59:59 from valid entries during the promotional period.
    1. As per 2.a.1. only “Three” branded successfully processed orders are eligible for this prize draw.
  3. The winner of the competition will be contacted through phone and email, if the prize winner does not respond/ cannot be contacted within 48 hours of initial contact a new winner will be chosen.
  4. Winners must be available able to make their own way to the festival.
  5. No travel expensive to and from the festival are included in this prize.

4. Prizes will be sent directly to the winners once verified and confirmed.

5. No cash prize alternative is available.

6. The Prize can be transferred in whole or in part to another person, as designated by the original winner. Notification of such request needs to be submitted and confirmed in writing by emailing: [customerservice@fonehouse.co.uk](mailto:customerservice@fonehouse.co.uk)

7. Entries received outside of the Promotion Period will not be valid.

8. Only one prize can be won per person during any of the three promotional periods.

9. The Promoter will not be liable for any cancellations, alterations, or modifications to the Prize for any reason which falls outside their reasonable control.

10. Employees, agencies or affiliates of the Promoter and their group companies or their family members, or anyone else connected with the creation and administration of the Prize Draw may not enter the Prize Draw.

11. The winner may be required to take part in or co-operate with any publicity (including photography) arranged by KTM, subject to the winner's consent.

12. If, for whatever reason, a qualifying customers details are left out of the winning claim, the Promoter will not be responsible for any potential win they could have had.

13. The Promoter may use your personal information to market and advertise it's

products and services that may be of interest to you including third party offers, promotions, advertisements, competitions or commercial communications by telephone (mobile and landline when available), post, electronic messaging (including SMS and MMS), email, online or via applications. You may be contacted by its Group companies for these purposes which includes the Fonehouse retail stores.

14. Other than the above the Promoter will not share any personal information with any third party except where such disclosure is necessary to enable the Promoter to provide, deliver or in any other way give effect to these terms and conditions and/or the Prize, where such disclosure is: (i) in accordance with the Promoter privacy policy available at <https://www.fonehouse.co.uk/privacy-policy>; and (ii) as permitted by law, including where consent to the Promoter sharing personal information is obtained from the winner. By entering the promotion, each entrant hereby consents to the Promoter use of their personal information, but solely for the purposes contemplated in these terms and conditions and in accordance with this clause 15.

15. The Promoter reserves the right, in their sole and absolute discretion, to disqualify without notice: (a) any entrant who it reasonably believes has acted fraudulently, tampered with or attempted to disrupt or tamper with the operation of the promotion or acted in violation of these terms and conditions; and (b) entries which are not in accordance with these terms and conditions.

16. The Promoter will not be liable for, and accept no responsibility for, any entries or prizes lost, delayed, damaged, not received or incompletely received for whatever reason.

17. If any provision of these terms and conditions is held to be invalid or unenforceable all remaining provisions will remain in full force and effect.

18. The Promoter reserves the right at any time and without prior notice to change these terms and conditions and/or to withdraw, alter or suspend the promotion for legal or technical reasons without any liability. The Promoter will notify withdrawal, alteration or suspension of the promotion by posting a notice to that effect on [fonehouse.co.uk](http://fonehouse.co.uk) as soon as reasonably practicable.

19. The Promoter's decision is final and no correspondence will be entered into.

20. The Prize Draw and these terms and conditions are governed by English law and subject to the exclusive jurisdiction of the English Courts.

