



Owner Satisfaction Survey 2024 Prize Draw Terms & Conditions

For the purposes of this Promotion, the 'Promoter' is The Camping and Caravanning Club.

The Promoter reserves the right to cancel or amend the prize and these terms and conditions without notice in the event of a catastrophe, war, civil or military disturbance, act of God or any actual or anticipated breach of any applicable law or regulation or any other event outside of the promoter's control.

Each person who completes one or more of our 2024 Owner Satisfaction Surveys can choose to enter into the prize draw. They will be notified of any changes made to the Terms and Conditions as soon as possible.

For the purpose of this promotion, the 'prizes' are:

1x 7 nights ('a week's') of free camping at Camping & Caravanning Club Sites of your choosing.

2x 3 nights of free camping at Camping & Caravanning Club Sites of your choosing. You can view Club Site locations and review facilities at each Site [here](#). There are three prizes available in total.

1. The prize draw is available to people 18 years of age and over. UK residents only. Proof of age may be required. Employees of The Camping and Caravanning Club, immediate family of The Camping and Caravanning Club employees and parties professionally associated with the promotion may not enter this promotion. One entry per person. Multiple entries will be disqualified.
2. The prize extends to camping on a single pitch, to include a maximum of four adults, or two adults and up to four children under the age of 18.
3. Respondents who complete the Owner Satisfaction Survey 2024 will be deemed to have accepted these terms and conditions and agreed to be bound by them when entered into the Promotion.
4. Closing date: All Surveys must be completed by 23:59 BST on 22nd October 2023. The Camping and Caravanning Club will not accept liability for entries damaged in the course of transmission and/or incomplete entries.
5. One winner will be selected at random from all complete Owner Satisfaction Survey 2024 entries received before the closing date.
6. Winner(s) will be notified by email, post or phone after the closing date. The winner will be drawn on 8th December 2023, with winners to be notified week commencing 15th December 2023. If the prize goes unclaimed, by 5th January 2024, we will redraw the winner. The Promoter reserves the right to hold a redraw and award the prize to another entrant.
7. The prize is non-transferable, non-refundable and no cash alternative will be given. No other expenses are included.

8. Each holiday must be taken in its entirety, i.e., seven nights of free camping can't be split into different days over several weeks and must be redeemed at the same time, on consecutive nights.
9. The Camping and Caravanning Club reserves the right to substitute the prize(s) with an alternative product(s) of a similar specification.
10. The Promoter reserves the right to amend these terms and conditions at any time.
11. The decision shall be final and binding in all respects on all entrants. No correspondence will be entered into. Entries that do not comply in full with these entry rules and conditions will be disqualified.
12. Details of prize winners' name and county will be available for one month after the close of the Promotion by writing to the Promoter at the address set out below and stating the name and date of the Promotion.
13. Winners may be required to take part in promotional activity for The Camping and Caravanning Club regarding their prize and agree to allow the Promoter to use their name and likeness for advertising and publicity purposes without additional remuneration. Comments supplied by entrants may be used for marketing purposes.
14. The Promoter will use each winner's, and each entrant's, personal details for the purpose of administering the Promotion.
15. The Promotion, and any dispute or claim arising out of or in connection with it, shall be governed by and construed in accordance with English law. You irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of, or in connection with, this Promotion.
16. Entry to the draw is free and no purchase is necessary. It is a condition of entry that all rules are accepted as final and that the competitor agrees to abide by these rules. Promoter Address: The Camping and Caravanning Club, Greenfields House, Westwood Way, Coventry, CV4 8JH.

How to redeem the personalised vouchers:

1. No cash alternative will be offered for any voucher.
2. Lost or stolen vouchers cannot be replaced.
3. The vouchers are valid for stays until 31 December 2024.
4. If the vouchers are not redeemed before 31 December 2024 they cannot be exchanged for cash or any other benefits.
5. Each voucher is redeemable against one night on a service pitch – that is, a single camping unit on a single pitch with electric hook-up. Subject to availability.
6. The vouchers must be presented when you arrive on your chosen site, along with identification to confirm you are the true recipient of the voucher. Your ID must contain your name and postal address.

7. This voucher is valid on 96 Camping and Caravanning UK Club Sites. These can be found at www.campingandcaravanningclub.co.uk/siteseecker. You can choose from sites listed as Club Sites, excluding Chichester, Kendal, Norwich, Keswick, Rosemarkie, Derwentwater and Oxford.
8. To book your stays you must book through The Camping and Caravanning Club's Membership Team, quoting Owner Satisfaction Survey prize draw. The phone number for the Club's Membership Team is 02476 475442. Opening hours are 8am-5.30pm Monday-Friday (closed 10am-11am Wednesday), and 9am-1pm Saturday.
9. Please note that vouchers cannot be used in conjunction with any other offer.
10. All pitches are subject to availability.
11. All campers must comply with Club Site policies while camping at Club Sites: <http://www.campingandcaravanningclub.co.uk/ukcampsites/clubsites/termsandconditions/>.