

Prize draw terms and conditions

1. The promoter of these free prize draws ("Prize Draw") is Potentia Insight. Registered in England and Wales under company number 14423022, whose registered office is at 5 Southampton Place, London, WC1A 2DA (collectively or individually the "Promoter") and whose privacy notice is available [here](#).
2. Employees of the Promoter, their family members or anyone else connected in any way with the Prize Draws or helping to set up the Prize Draw shall not be permitted to enter the Prize Draw.
3. There is no entry fee and no purchase is necessary to enter the Prize Draws.
4. Entry to the Prize Draws is open to survey participants aged over 18 who are residents of the UK, have indicated they would like to be included in the prize draw and have provided their contact details. All participants are only permitted one entry into each Prize Draw.
5. The start date and closing date of each Prize Draw is outlined below. By completing the survey during the periods outlined below, your entry will be entered into that period's draw. Any entries received after the final draw period date will not be entered into the Prize Draw.
 - 20 July 2025 to 16 August 2025
 - 17 August 2025 to 13 September 2025
 - 14 September 2025 to 11 October 2025
 - 12 October 2025 to 8 November 2025
 - 9 November 2025 to 6 December 2025
 - 7 December 2025 to 3 January 2026
 - 4 January 2026 to 31 January 2026
 - 1 February 2026 to 28 February 2026
 - 1 March 2026 to 31 March 2026
 - 1 April 2026 to 2 May 2026
 - 3 May 2026 to 30 May 2026
 - 31 May 2026 to 27 June 2026
 - 28 June 2026 to 25 July 2026
 - 26 July 2026 to 22 August 2026
 - 23 August 2026 to 19 September 2026
 - 20 September 2026 to 17 October 2026
 - 18 October 2026 to 14 November 2026
 - 15 November 2026 to 12 December 2026
 - 13 December 2026 to 9 January 2027
 - 10 January 2027 to 6 February 2027
 - 7 February 2027 to 6 March 2027
 - 7 March 2027 to 31 March 2027
6. The Promoter will not accept any liability for incomplete entries or entries not properly received due to technical, communication or any other problems. Proof of delivery of the entry is not proof of receipt.

7. In each prize draw period (see clause 5) There are five prizes, each of which consists of a £200 Love2shop voucher.

8. The Promoter reserves the right to cancel or amend the Prize Draws 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. Any changes to the Prize Draw will be notified to entrants as soon as possible by the Promoter.

9. The Promoter is not responsible for inaccurate prize details supplied to any entrant by any third party connected with these Prize Draws.

10. No cash alternative to the prizes will be offered. The prizes are not transferable. Prizes are subject to availability and we reserve the right to substitute any prize with another of equivalent value without giving notice.

11. Winners will be chosen at random by software provided by the Promoter from all entries received and verified by the Promoter and/or its agents.

12. The winners will be notified by email within 28 days of the closing date. If the winners cannot be contacted or do not claim the prize within 14 days of notification, we reserve the right to withdraw the prize from the relevant winner and pick a replacement winner.

13. The Promoter will notify the winners when the prize will be delivered to an e-mail address provided by the winner.

14. The Promoter's decision in respect of all matters to do with the Prize Draw will be final and no correspondence will be entered into.

15. The Promoter accepts no responsibility for any damage, loss, liabilities, injury or disappointment incurred or suffered by entrants as a result of entering the prize draw or accepting the prize. It is not liable for any prize that does not reach the winner for reasons beyond the Promoter's reasonable control.

16. The Prize Draw and these terms and conditions will be governed by English law and any disputes will be subject to the exclusive jurisdiction of the courts of England.

17. Any personal data relating to the winners or any other entrants will be used solely in accordance with current UK data protection legislation. By completing the survey the winners agree that their names may be made available to anyone who asks for the identity of the winners (see Condition 18).

18. The winner's name will be available upon request for ninety (90) days after the closing date by sending a stamped addressed envelope to the following address: Rail Customer Experience Survey Prize Draw, Potentia Insight, 5 Southampton Place, London, WC1A 2DA

19. Entry into the Prize Draw will be deemed as acceptance of these terms and conditions.

20. This promotion is in no way sponsored, endorsed or administered by, or associated with any Social Network. You are providing your information to Potentia Insight and/or its agents for the purposes of this prize draw only.