

The Royal Oak — Competition Terms & Conditions

These terms apply to any competition, giveaway, or prize draw run by The Royal Oak, Eccleshall ("we", "us", "the venue"), whether promoted on our website, in-venue, or via social media (Facebook, Instagram, etc.).

1. Eligibility

- Competitions are open to UK residents aged 18 or over, unless otherwise stated for a specific promotion.
- Employees of The Royal Oak, their immediate family members, and anyone professionally connected to the competition are not eligible to enter.
- Only one entry per person, per competition, unless otherwise stated.

2. How to Enter

- Entry method and closing date will be specified in the individual competition post or promotion.
- Entries that are incomplete, illegible, or received after the closing date will not be counted.
- We accept no responsibility for entries lost, delayed, or not received due to technical issues, including social media platform errors.

3. The Prize

- The prize will be as described in the specific competition promotion.
- The prize is not transferable, exchangeable, or redeemable for cash, unless expressly stated.
- We reserve the right to substitute the prize for one of equal or greater value if circumstances beyond our control make it necessary.

4. Winner Selection & Notification

- The winner will be selected at random from all valid entries, unless a specific competition states otherwise (e.g. a judged or "best answer" format).
- The winner will be notified via the same platform the competition was entered on (e.g. direct message, comment reply, or email) within **7 days** of the closing date.
- If a winner does not respond or claim their prize within **7 days** of being notified, we reserve the right to select an alternative winner.

5. Use of Winner's Details

- Winners may be asked to provide their name and, where relevant, a photo for promotional purposes (e.g. a social media post announcing the winner).
- We will not share entrants' personal details with third parties without consent, except where necessary to fulfil the prize.

6. Our Rights

- We reserve the right to disqualify any entry that we reasonably believe breaches these terms, involves fraudulent activity, or is abusive or inappropriate.
- We reserve the right to cancel, amend, or suspend a competition at any time where circumstances make this unavoidable, without liability.

- Our decision on all matters relating to the competition is final.

7. Liability

- We are not responsible for any loss, damage, or disappointment arising from participation in a competition or from a prize itself, except where caused by our negligence.

8. Facebook/Instagram Disclaimer

- Competitions run via social media are in no way sponsored, endorsed, administered by, or associated with Facebook, Meta, or Instagram. Any questions or entries must be directed to The Royal Oak, not the platform.

9. Governing Law

- These terms are governed by the laws of England and Wales.

Contact: For any questions about a current or past competition, please contact us at info@theroyaloakeccleshall.com.