

Terms and conditions for 2017 customer survey

1. South Staffs Water (SSW) customers who complete the 2017 customer survey will be automatically entered into a prize draw to win £100 Love2shop vouchers. We will be giving £100 Love2shop vouchers to customers in the South Staffs Water region and £100 Love2shop vouchers to customers in the Cambridge Water region.
2. Access to the internet, a valid email address and provision of postcode are required.
3. The prize draw applies to all customers who complete the survey before 1 October 2017.
4. There will be a separate prize drawn for South Staffs Water and Cambridge Water customers on 2 October 2017. In order to be eligible, customers must be residents of the UK, aged 18 years and above. The prize draw is not open to employees of South Staffs Water or any of its group companies.
5. Only one online registration per account is permitted.
6. There will be one winner in each region who will be selected randomly.
7. The prizes will each consist of £100 Love2shop vouchers, redeemable at the following outlets: <https://www.highstreetvouchers.com/gift/where-to-spend-love2shop-vouchers?sen=love2shop&link=10&id=761878> and the prizes will be redeemable in line with all the normal Love2shop Terms and Conditions and restrictions. Please note the vouchers are not redeemable online.
8. There is no cash alternative and the prize is not transferable and not for re-sale.
9. If the advertised prize is not available, we reserve the right to offer an alternative prize of equal or greater value.
10. No purchase necessary.
11. Customers must ensure that their contact details are correct. The contact details supplied as part of this survey will be used in administering this prize draw.
12. The winner will be notified by email within 14 days of the draw. The winner will then be contacted to arrange presentation of the £100 Love2shop vouchers within 28 days. South Staffs Water/Cambridge Water will attempt to contact the winner twice using the contact details provided before re-drawing the prize draw.
13. If any winner is found not to comply with the terms set out, they will be disqualified and the prize re-drawn.
14. The promoter's decision will be final and no correspondence will be entered into.
15. We reserve the right to ask the winner to participate in promotional publicity for South Staffs Water/Cambridge Water.
16. The promoter is South Staffordshire Water PLC, Green Lane, Walsall, WS2 7PD, a company registered in England number 2662742.
17. The personal details of entrants will be managed by South Staffordshire Water PLC, in accordance with the principles of the Data Protection Act 1998 and will not be shared with third parties unless otherwise agreed with the winner.
18. South Staffordshire Water PLC reserves the right to extend the duration of the prize draw beyond 1 October 2017 on the same terms and conditions.
19. All completions of the survey management will be deemed to have accepted these terms and conditions. To opt out of the prize draw registrants can email communicationsteam@southstaffs-water.co.uk