

PRIZING TERMS AND CONDITIONS

- Unless otherwise stated the prize offered is for 2 adults and 2 children (2-11 years) travelling together, one of which must be aged 18 or over.
- The experience is not permitted over Christmas, New Year, Easter, Bank Holidays, trade fairs or local special events (i.e. Fashion Week / Sporting Events). Travel must be completed within the time-frame stated in the competition.
- All experiences must be completed within the time-frame stated in the promotional terms. Extensions to the validity of the package will not be allowed unless first authorised by Cloud Nine Incentives Limited and the organiser.
- All dates and locations are subject to availability.
- Cloud Nine Incentives Limited accepts no responsibility for any events beyond its reasonable control including the withdrawal of, or amendment to, any restaurants, hotels, activities, events or retail items. Cloud Nine Incentives Limited will use its reasonable endeavours to supply suitable alternatives in such circumstances. No refund will be offered.
- All bookings must be made through Cloud Nine Incentives Ltd, The Station, 7 High Street, Olney, Bucks, MK46 4EB. ABTA no. L9097 and ATOL no. 10626.
- This prize is non-transferable or exchangeable, cannot be redeemed for cash and cannot be redeemed in conjunction with any other special offer. There is no cash alternative or refund for any unused portions of the prize.
- In the event of cancellation, the winner or any other participant will not be entitled to claim any refund or replacement prize.
- All bookings must be made a minimum of 6 weeks (42 days) in advance of travelling.
- Any amendments made by the winner after the booking is confirmed will be subject to administration charges, some changes may not be possible.
- Some experiences may be seasonal or only operate on certain dates.
- Some activities and/or experiences may have age, height, weight and/or health restrictions.
- Transport between your home and the location is the responsibility of the winner.
- All other costs and expenses in taking up the prize not set out in the stated prize description will be at the winners expense, these include but are not limited to transfers to the destination, additional meals, drinks and gratuities.
- Should the winner wish to add additional items to the prize (additional passengers etc.) then winners may do so at an extra cost. Cloud Nine will advise the cost prior to booking: Cloud Nine will not enter into any discussions about cost comparison or rates sourced elsewhere
- If meals are included they may have a maximum allowance associated with them, winners will be notified of this prior to travelling.
- It is the winners responsibility to advise Cloud Nine of any circumstance that may prevent them from participating in any element of the prize, including but not limited to dietary requirements, medical conditions or personal circumstance.
- Travel insurance is not included in the prize.

- Winners are responsible for the behaviour of themselves and their guests whilst taking part in the prize. The promoter reserves the right in its absolute discretion to exclude the winner and/or guests from participation in the prize if any party fails to comply with the directions of the promoter, cinema or any company associated with the prize, or, if the any party act in a manner that is dangerous to themselves or to the public or is anti-social in any manner or which causes disturbance or nuisance to others.

For the non-travel prizes

- Items will be delivered to the winner within 28 days, subject to availability.
- We do not accept responsibility for any lost, stolen or damaged items.

Age Restrictions per prize

- Personalised Sonic Quest - 2 adults and 2 children (0-15 years). Children must be 8 years old to ride the slide, an alternative activity will be offered if this activity is not suitable.

Suggested Covid Clauses

- If fulfilment or any element of this promotion is delayed or affected due to the continuing Covid-19 pandemic and resulting Government restrictions, all entrants affected will be contacted by the Promoter and kept updated of any unavoidable changes to the promotion dates, fulfilment dates or prizes.
- The prize winner and their party (where applicable) are responsible for and must comply with any health advice / regulations / limitations required by the local and national authority as a result of the ongoing Covid-19 pandemic. Any associated costs for this are the responsibility of the prize winner and their party (where applicable).
- Some activities and/or experiences may have age, height, weight and/or health restrictions.