

Win a family ticket to Crystal Palace or Liverpool - Terms and Conditions

These terms and conditions ("Terms and Conditions") set out the basis on which you can participate in the prize draw to win a family ticket to an Arsenal fixture against Crystal Palace or Liverpool at Emirates Stadium during the 2023/24 season (the "Fixture(s)") (the "Competition"). By entering the Competition, you accept these Terms and Conditions in full. If you do not accept these Terms and Conditions, you should not enter the Competition and you will not be eligible to win the prize. Entry is only via online form submission at: <https://www.arsenal.com/juniorgunners/competitions/2324-familymatchday-palace-liverpool>

1. **COMPETITION PERIOD:** The start date for entries is 4 January 2024 at the time the Competition goes live on the Website ("Start Date"). The closing date for entries is 7 January 2024 at 23:59 (UK time) ("Closing Date"). Entries received after the Closing Date will not be entered into the Competition.
2. **TO ENTER:** To enter the Competition, you need to visit <https://www.arsenal.com/juniorgunners/competitions/2324-familymatchday-palace-liverpool> and fill in the registration form with all required information, including the selection of the Fixture(s) for which you wish to be entered into the prize draw, by no later than the Closing Date. Entrants may select more than one Fixture if they wish.
3. **ELIGIBILITY:** Entry is open to parents and guardians on behalf of paid Junior Gunners Members aged 4 – 16 years only. Only one (1) entry per Junior Gunners Member is allowed.
4. Entrants under 18 must obtain consent from a parent or guardian prior to entry and the parent or guardian must agree to these Terms and Conditions in full. Winners may be required to supply a completed parental/legal guardian consent form in accordance with Arsenal's directions in order to claim their Prize. Winners will be required to be accompanied by a parent or guardian to claim the Prize. It is your responsibility to ensure that you can participate in the Competition in compliance with local laws and regulations. Any entry submitted in breach of local laws and regulations shall be automatically null and void. Arsenal also reserves the right to determine whether it can accept an entry or provide a prize due to local laws and regulations.
5. Employees of The Arsenal Football Club Limited (company number 109244) ("Arsenal") or members of their immediate families are not eligible to enter the Competition.
6. Entry is only via online form submission at the Website. No purchase is required to enter but you will require email and internet access to enter the Competition. No refund may be claimed for any expenses incurred relating to the use of an email account or internet connection for the purpose of entering the Competition.
7. **PRIZE:** There are two (2) prizes available as follows (each a "Prize" and collectively the "Prizes"):
 1. One (1) winner shall receive two (2) adult and two (2) Junior Gunner general admission tickets to the Arsenal v Crystal Palace Premier League Fixture currently scheduled to kick-off on 20 January 2024 at Emirates Stadium at 12:30pm (UK Time) (the "Crystal Palace Prize");
 2. One (1) winner shall receive two (2) adult and two (2) Junior Gunner general admission tickets to the Arsenal v Liverpool Fixture currently scheduled to kick-off on 3 February 2024 at Emirates Stadium at 3:00pm (UK Time) (the "Liverpool Prize"); or
 3. The Prizes also includes the opportunity for the winning ticketholders to go behind the scenes and watch the teams arrive at Emirates Stadium for the applicable Fixture.

8. Two (2) winners shall each receive one (1) of the Prizes. The Prize awarded to each winner shall be decided according to their selection of Fixture(s) upon entering the Competition, in accordance with and subject to paragraph 11. For example, if a winner selected both Fixtures, that winner will receive any one of the two (2) Prizes applicable to those two (2) Fixtures. If a winner selected only one (1) of the Fixtures, that winner will receive the applicable Prize for that Fixture only.
9. The Prize is non-transferable and no cash alternative will be offered. The Prize does not include personal expenditure, transport costs and other incidental costs other than those specifically included. Where applicable to the Prize(s) or parts of the Prize(s), Arsenal's terms and conditions at <https://www.arsenal.com/ticket-membership-terms> and <https://arsenaldirect.arsenal.com/termsAndConditions> shall apply.
10. Arsenal reserves the right to substitute the Prize(s) (or any part of it/them) for a prize or prizes of equivalent or greater monetary value if this is necessary for reasons beyond its control. There is no cash alternative to the Prize (or any part of them) and unless agreed otherwise in writing the Prize is non-refundable and non-transferable. All costs and expenses not included within the Prize are the responsibility of the winner(s).
11. Third party terms and conditions apply to parts of the Prize where applicable.
12. SELECTION OF WINNER: Two (2) winners will be picked at random from all eligible and correct entries received between the Start Date and the Closing Date. The first winner will be drawn from the prize draw (the "First Prize Winner") and shall receive the Prize that corresponds to the Fixture(s) selected by the First Prize Winner upon entering the Competition. If the First Prize Winner selected more than one Fixture, Arsenal shall have sole and absolute discretion in deciding which Prize the First Prize winner receives. The second winner will then be drawn (the "Second Prize Winner") and shall receive the Prize that corresponds to the Fixture(s) selected by the Second Prize Winner upon entering the Competition, provided that the Second Prize Winner selected a Fixture(s) other than the Fixture for which the First Prize Winner was awarded the Prize.
13. In the case that the Second Prize Winner only selected a Fixture(s) for which the relevant Prize(s) has already been awarded, that individual will not be awarded a Prize and the Second Prize Winner will be redrawn at random from all remaining eligible and correct entries. There will be one (1) prize draw only; your name can only be drawn once.
14. The winner will be contacted using the contact details provided on entry within 72 hours of the Closing Date. If the winner cannot be contacted or does not respond to confirm details for delivery of the Prize within 14 days, an alternative winner will be selected at random from the remaining eligible and correct entries.
15. Unless otherwise notified by Arsenal, the Prize(s) will be delivered to the winner within 30 days of confirmation of the winner's address for delivery of the Prize.
16. Details of the winner's name and county will be available on request for one month after the Closing Date by writing to Arsenal (including providing a stamped self-addressed envelope and stating the name and closing date of the Competition) at the address set out below.

17. Arsenal will use entrants' personal details for the purposes of administering the Competition and awarding the Prize. More information about how Arsenal handles personal data is available at www.arsenal.com/privacy-policy.
18. OTHER IMPORTANT INFORMATION: Entries must not be submitted through agents or third parties. No responsibility can be accepted for lost, delayed or incomplete entries, or for electronic entries or winning notifications that are not received or delivered (for any reason including as a consequence of communication or network failures). Any such entries will be deemed void.
19. Arsenal reserves the right to withdraw or amend the Competition or these Terms and Conditions if circumstances outside its reasonable control make this unavoidable.
20. Entries must be strictly in accordance with these Terms and Conditions. Any entry not in strict accordance with these Terms and Conditions will be deemed to be invalid and the Prize will not be awarded in respect of such entry. Arsenal reserves the right to verify the eligibility of any entrant and to exclude any entries which it believes to be invalid or in breach of these Terms and Conditions.
21. Arsenal's decision is final in all matters relating to the Competition (including the Prize) and no correspondence will be entered into.
22. Except in respect of death or personal injury resulting from any negligence of Arsenal, to the maximum extent permitted by law, neither Arsenal nor any of its officers, employees or agents shall be responsible for (whether in tort, contract or otherwise):
 1. any loss, damage or injury to you and/or any third party or to any property belonging to you or any third party in connection with the Competition and/or the Prize (including the winner's receipt or use of the same), resulting from any cause whatsoever; or
 2. any loss of profit, loss of use, loss of opportunity or any indirect, economic or consequential losses whatsoever and howsoever caused.
23. GOVERNING LAW AND JURISDICTION: Please note that these Terms and Conditions are governed by English law. This means that your entry into the Competition and any dispute or claim arising out of or in connection with it will be governed by English law. You and Arsenal both agree that the courts of England and Wales will have non-exclusive jurisdiction in connection with any such dispute or claim.

24. SPIRIT OF THE COMPETITION: If you attempt to compromise the integrity or proper operation of the Competition by cheating or committing fraud in any way, Arsenal reserves the right to render your entry invalid, seek damages from you and ban you from participating in any of their future competitions.
25. CONTACT: If you have any questions about the Competition, please write to Junior Gunners, Marketing Department, The Arsenal Football Club Limited, Highbury House, 75 Drayton Park, London N5 1BU or email juniorgunners@arsenal.co.uk.