Campaign Terms and Conditions

Campaign period: 1 December – 24 December 2026
Campaign name: 24 Days of Christmas Giving
Campaign platforms: Instagram, TikTok, Facebook, Website post
Prize collection location: The Harlequin – Gift Card Till

Eligibility:

Entry into the campaign is open to individuals of any age. However, to collect a prize in person, winners must be aged 16 or over. Winners under the age of 16 must be accompanied by an individual aged 16 or over when collecting their prize.

Entry method and closing times:

To enter the prize draw for a specific gift, participants must:

- Like five (any 5) of our social media posts
- Follow our social media account and the relevant business to the post
- Leave a comment on the relevant campaign post, tagging at least two (2) people
- Share the post with 3+ accounts (Only relevant if you are viewing on platforms TikTok or Instagram)

Participants must complete all the above entry requirements separately for each gift they wish to enter the prize draw for. Completing the entry requirements for one gift does not automatically enter a participant into the draws for any other gifts.

Gifts from 1–17 December 2026

Winners for the first batch of gifts will be announced on Friday, 18 December 2026. Prizes will be available for collection from the Harlequin gift card kiosk from 18 to 24 December 2026. The kiosk will be available for prize collection during Harlequin's regular opening hours. The closing date for entries for this batch of gifts is 18 December 2026 at 10:00 AM.

Gifts from 18–24 December 2026

Winners for the second batch of gifts will be announced on Friday, 25 December 2026. Prizes will be dispatched week commencing for delivery on 4 January 2027. The closing date for entries for this batch of gifts is 25 December 2026 6:00 PM.

Participants must ensure that all entry requirements have been completed by the relevant closing date to qualify for the applicable prize draw.

number of entries permitted per person:

Unless otherwise stated on an individual giveaway post, each person may submit one entry per giveaway.

Multiple entries from the same person, including entries made through additional accounts, may be disqualified at Watford Town Centre BIDs discretion

The method used to select winners:

- Winners will be selected at random from all valid entries received for each individual giveaway
- The random selection process will be conducted by Watford Town Centre BID
- Each prize will have one winner unless otherwise stated in the relevant giveaway post

How and when winners will be notified:

- Successful winners will be contacted the day after the gift was posted via direct message (DM) through the social media platform on which they entered
- Winners will be sent a unique prize claim code and instructions on how to collect their prize
- Winners should ensure their social media accounts allow direct messages from Watford Town Centre BID
- We will not announce winners publicly without their permission

Deadline for winners to respond:

Winners must respond to their notification and acknowledge their prize within 24 hours of the initial notification

If a winner does not respond within this period, Watford Town Centre reserves the right to withdraw the prize and select an alternative winner

The prize collection period, location and requirements:

- All prizes must be collected from either the BID office or Gift Card Till at The Harlequin, Watford (Information on pick-up spots will be provided via DM)
- Winners must present their unique claim code, which was received via social media DM, when collecting their prize
- Winners may also be required to provide proof of identity to confirm their eligibility
- Prizes must be collected between the 1 December – 24 December after receiving the winning notification, unless an alternative collection period is agreed with the Promoter.
- Prizes cannot be delivered by post or courier unless specifically agreed by the Promoter.

Prize restrictions, expiry dates and any non-transferability conditions:

- Where applicable, prizes may have expiry dates, booking requirements, availability restrictions or specific redemption conditions
- Any such restrictions will be communicated to the winner at the time of notification or collection
- Prizes are non-transferable and cannot be exchanged for cash or an alternative prize
- Where a prize is supplied by a participating business or sponsor, the relevant business may have additional terms and conditions relating to its use

The process for dealing with unclaimed prizes:

If a winner fails to respond within the specified timeframe or does not collect their prize within the agreed collection period, the Promoter reserves the right to withdraw the prize and select an alternative winner

Any prize that remains unclaimed after reasonable attempts to contact the winner may be returned to the prize provider or otherwise dealt with at Watford BIDs discretion

How participant information will be used and retained:

- Personal information supplied as part of the giveaway will be used by Watford Town Centre BID for the purposes of administering the campaign, verifying entries, contacting winners and arranging prize collection
- Information will only be shared with relevant prize providers or participating businesses where necessary to fulfil the prize
- Personal information will be handled in accordance with applicable UK data protection legislation and Watford Town Centre BID's privacy policy
- Personal information will not be used for unrelated marketing purposes without the individual's consent
- Information will be retained only for as long as reasonably necessary for the administration of the giveaway and any associated legal or reporting requirements

Any relevant platform disclaimers and promotional requirements:

- This giveaway is in no way sponsored, endorsed, administered by or associated with Instagram, Facebook, TikTok or Meta
- Participants are providing their information to Watford Town Centre BID and not to Instagram, Facebook or TikTok
- The Promoter will never ask winners to make a payment, provide bank details or click suspicious links to claim a prize
- Any entry instructions and promotional requirements will be clearly outlined in the relevant giveaway post

General conditions:

- The Promoter reserves the right to amend, suspend or withdraw the campaign where circumstances beyond its reasonable control make this necessary
- The Promoter reserves the right to disqualify any participant suspected of fraudulent activity, manipulation of entries or breach of these terms and conditions
- The Promoter accepts no responsibility for any loss, damage or injury arising from participation in the giveaway or the use of a prize, except where liability cannot legally be excluded
- The Promoter is not responsible for the quality, availability or fulfilment of prizes supplied directly by third-party businesses, although it will endeavour to assist winners where appropriate.
- By entering the giveaway, participants confirm that they have read and agree to these terms and conditions.

Contact information:

For any questions about the giveaway, please contact Watford Town Centre BID through its official social media channels or website

Website: https://watfordtowncentre.com/

TikTok: watfordtowncentre

Instagram: watfordtowncentre

Facebook: watfordtowncentre

Email: marketing@watfordtowncentre.com

Phone number (WhatsApp): 07526738563

Full details of individual prizes, entry requirements and closing dates will be provided in the relevant campaign posts