

## **DHL & Manchester United**

### **UNITED. DELIVERED. Terms and Conditions – 2019/20 Season**

#### **Full Terms and Conditions**

1. This Promotion has three parts:
  - a. The Global Football Promotion Stage 1 is only open to those aged 18 or over, including employees and customers of the Promoter, but excluding their agents or anyone else professionally connected with this Promotion.
  - b. The Global Football Promotion Stage 2 is only open to the winners of the Global Football Promotion Stage 1.
  - c. The Red v Yellow Promotion is open to fans of all ages, excluding employees of the Promoter their families, agents or anyone else professionally connected with this Promotion.
2. Entrants must ensure that their participation (including the acceptance of any prize awarded) is lawful in accordance with the laws of the country of which they are a citizen and/or resides. This promotion is void where void under local national laws. The Promoter shall not be taken to make any representations, express or implied, as to the lawfulness of any individual's participation, or as to any other aspect of any Promotion.
3. No purchase is necessary however; internet access is required. A valid Twitter account may also be required.
4. **Promotion Period:**
  - a. **Global Football Promotion Stage 1:** Enter between 09.00 BST on the 13<sup>th</sup> July 2019 and the 23.59 GMT on the 31<sup>st</sup> March 2020 inclusive.
  - b. **Global Football Promotion Stage 2:** Enter between 09.00 BST on the 13<sup>th</sup> July 2019 and the 23.59 GMT on the 31<sup>st</sup> March 2020 inclusive.
  - c. **Red v Yellow Promotion:** Enter between 09.00 BST on the 13<sup>th</sup> July 2019 and 23.59 GMT on the 31<sup>st</sup> March 2020.
5. **To Enter:**
  - a. **Global Football Promotion Stage 1:**
    - i. Visit [www.dhl.com/UnitedDelivered](http://www.dhl.com/UnitedDelivered) and complete the entry form with your full name, email address, phone number and select whether you are a fan, customer or DHL staff member.
    - ii. Describe the football match you would like to host in up to 300 words by including:
      - The day of the match.
      - The time and location of the match.
      - The number of players.
      - The age range of the all players.
      - Why you want to host a UNITED.DELIVERED match?
      - What would it mean to you to play a match on a Manchester United field?
    - iii. Entries will be judged and up to 100 winners will be selected to host their match.
  - b. **Global Football Promotion Stage 2:**

- i. All winners of the Global Football Promotion Stage 1 will need to confirm when they will host their described match.
    - ii. The Promoter will then judge the footage based on how the matches were hosted to select 2 winners (1 Europe winner, and 1 non-UK winner will be selected).
  - c. **Red v Yellow Promotion:** During the Red v Yellow Promotion Period, log onto your Twitter account (or create one for free), follow @DHLManUtd, retweet any Red v Yellow promotional posts and stage which team you are supporting (from the choice of 2 - #TeamRED or #TeamYELLOW) and include the hashtag #DHLUnitedDelivered. There will be multiple Red v Yellow posts throughout the Red v Yellow Promotion Period. **Entries that do not contain the team hashtag and the #DHLUnitedDelivered hashtag will not be valid.**
6. Those entering via Twitter, must continue to follow the @DHLManUtd after the end of the Red v Yellow Promotion Period in order to be contacted if selected as a winner.
  7. By submitting your information and creating a Twitter account, you agree to the Twitter terms of use and privacy notice. If you do not agree to such terms of use and privacy notice, you cannot create a Twitter account, or participate in the Red v Yellow Promotion.
  8. By entering the Global Football Promotion, entrants give their permission for their entries to be used by the Promoter without further compensation, over and above the award of the prize, for up to one year for promotional purposes from the date of entry. Copyright will remain with the entrant. However, by entering this Promotion, the entrant agrees to the Promoter publishing these entries on their website and possible further use on their website, Facebook, Twitter, Instagram or other social media platforms. They also agree to other possible promotional use in media of the Promoter's choosing without any further payment, over and above the award of the prize, for up to one year from the date of entry but with appropriate credit given to the original entrant.
  9. All entries must be received by the end of the relevant Promotion Period to be valid and no liability is accepted for incomplete or late entries.
  10. Maximum one entry per person into the Global Football Promotion Stage 1 and one entry per person per promotional tweet into each Red v Yellow Promotion. Any further entries submitted by one person will not be accepted and are ineligible to win. Maximum of one Global Football Promotion Prize and one Red v Yellow Promotion Prize per person.

#### 11. Prizes:

- a. **Global Football Promotion Stage 1:** Up to 100 winners will receive a DHL/Manchester United branded kit consisting of:
  - i. 2 x Branded goals
  - ii. 30 x Branded bibs
  - iii. 1 x Branded football
  - iv. 12 x Branded cones
  - v. 30 x Branded wristbands

**To receive the DHL/Manchester United branded kit the winners must host the proposed match and return the "global touring ball" (provided on the day of the match) back to the on-site DHL staff member at the conclusion of the match so it can continue its global tour to the next match.**

- b. **Global Football Promotion Stage 2:** 2 match hosts will win a trip to Manchester including:

- i. Return international travel for the non-UK winner and their team to Manchester. The Europe winner and their team will receive return travel to Manchester.
  - ii. Accommodation in a minimum 3\* hotel.
  - iii. The chance to play the final Tour match in Manchester.
- c. **Red v Yellow Promotion:** Up to 25 winners who correctly guessed the correct winner of the UNITED.DELIVERED. matches will each win 1 x Manchester United Home shirt in the winners' size.

**12. Further Prize Details and Conditions:**

- a. The Global Football Promotion Stage 2 Prize does not include transfers to and from the winner's home of residence to the international airport.
- b. Airline seats are subject to availability.
- c. Flight tickets are non-refundable and non-transferable. Once tickets have been issued, they are only valid for the flights, dates and times shown. Name changes to the flight seats once confirmed are not permitted.
- d. The winner and their team must abide by and are subject to the Airline's Conditions of Carriage.
- e. If a flight booking is cancelled by the winner, no alternatives will be issued and for the avoidance of doubt, no compensation and/or refund will be provided.
- f. The winner and their team are responsible for having up to date and valid passports/visas and must take out sufficient travel insurance to cover their personal needs.
- g. Team members below the age of 16 must provide written parental consent to travel unless accompanied by a parent or guardian.
- h. Winners and their team must be available to travel between 1<sup>st</sup> April and 31<sup>st</sup> May 2020.
- i. The winner and their team must travel together in both directions.
- j. Any other expenses not listed are not included in the Prize including souvenirs, gratuities, car parking charges, excess baggage, additional excursions and attractions or any other costs of a personal nature.
- k. Winners are responsible for the behaviour of themselves and their team whilst taking the Prize. The Promoter reserves the right in its absolute discretion to exclude the winner and/or team member from participation in any aspect of the Prize if any party fails to comply with the directions of the Promoter or any companies associated with the Prize or the winner and/or team act in a manner that is dangerous to themselves or to the public or is, in the opinion of the Promoter, anti-social in any manner or which causes a disturbance or nuisance to others.

13. The Prizes are non-transferable, are not exchangeable and have no cash or other alternative in whole or in part.

14. The Promoter reserves the right to offer alternative prizes, of equal or greater value, should the advertised Prizes become unavailable for reasons beyond their control.

15. Please allow up to 28 days for delivery of the Global Football Promotion Stage 1 and the Red v Yellow Promotion Prizes from the date of winner acceptance.

**16. Winner Selection:**

- a. **Global Football Promotion Stage 1:** All valid entries (subject to moderation) will be judged by the Promoter under independent supervision, within 5 working days of the end of the Promotion Period and in accordance with the following criteria:
  - i. The uniqueness of the location of the match; and
  - ii. The level of additional activity surrounding the game.

Up to 100 winners will be chosen to host their own match using the DHL/Manchester United Kit received.

- b. **Global Football Promotion Stage 2:** All winners of the Global Football Promotion Stage 2 will be judged by the Promoter under independent supervision within 5 working days of the completion of all matches based on how they hosted their match using the following criteria:
  - i. Quality of initial entry.
  - ii. How organised the winner is in preparing their match?
  - iii. How much effort has been put into preparing and hosting the match?

The Promoter will select 1 UK winner and one non-UK winner to receive the Global Football Promotion Stage 2 Prize.

- c. **Red v Yellow Promotion:** All valid entries received (entries that guessed the correct winner of the Finalist's match) by the Promoter during the Red v Yellow Promotion Period will be entered into a prize draw to be conducted within 3 working days of the closing date by an independent promotional verification service to select 30 winners.

17. **Moderation:** The Promoter will reject entries which, in the reasonable opinion of the Promoter:

- a. contains any content that is offensive or could reflect negatively on the name, reputation, or goodwill of the Promoter or any brand partner;
- b. includes trademarks, logos, or copyright material not owned by you or used without the rights owner's prior written permission (including famous names, company names, etc.);
- c. defames, misrepresents, or insults other people or companies, including, but not limited to the Promoter (including its partners); or
- d. promotes any political agenda.

18. **Winner Notification:**

- a. **Global Football Promotion Stage 1:** The winners will be contacted via the email address provided upon entry within 4 working days of judging and will be required to respond to confirm eligibility plus acceptance of the prize within 7 days of initial contact. In the event that a winner does not respond to communications within 7 days of initial contact, the Promotion reserves the right to disqualify that winner. If a winner is disqualified, the Promoter reserves the right to award the Prize to a reserve winner selected in the same manner.
- b. **Global Football Promotion Stage 2:** 1 Europe winner and 1 non-UK winner will be contacted via the email address provided upon entry within 4 working days of judging and will be required to respond to confirm eligibility plus acceptance of the prize within 7 days of initial contact. In the event that a winner does not respond to communications within 7 days of initial contact, the Promotion reserves the right to disqualify that winner. If a winner is disqualified, the Promoter reserves the right to award the Prize to a reserve winner selected in the same manner.
- c. **Red v Yellow Promotion:** 25 winners will be contacted via a direct message on Twitter within 3 days of the prize draw and will be required to respond to confirm eligibility plus acceptance of the prize within 7 days of initial contact. In the event that a winner does not respond to communications within 7 days of initial contact, the Promotion reserves the right to disqualify that winner. If a winner is disqualified, the Promoter reserves the right to award the Prize to a reserve winner selected in the same manner.

19. All personal data will be held in accordance with all relevant data protection legislation currently in force. To view the Promoter's Privacy Policy visit:  
<http://www.dhl.com/en/legal.html#privacy>. The Promoter will only use personal data for the

administration of this Promoter and for no other purpose unless we have your consent. The Promoter will only share personal data with their Fulfilment Partners for the purposes of and in order to fulfil this Promotion.

20. Bulk entries made from trade, consumer groups or third parties will not be accepted. Incomplete entries, entries submitted by or via third parties or syndicates, entries submitted by macros or other automated means, and entries which do not satisfy the requirements of these terms and conditions in full will be disqualified and will not be counted. If it becomes apparent that a participant is using a computer(s) to circumvent this condition by, for example, the use of 'script', 'brute force', masking their identity by manipulating IP addresses, using identities other than their own or any other automated means in order to increase that participant's entries into the Promotion in a way that is not consistent with the spirit of the Promotion, that participant's entries will be disqualified and any prize awarded will be void.
21. This Promotion is in no way sponsored, endorsed or administered by, or associated with Twitter. You understand that you are providing your information to the Promoter and not to Twitter, and that Twitter has no liability for any element of this Promotion.
22. The Promoter cannot accept any responsibility for any damage, loss or injury suffered by any entrant entering the Promotion or as a result of accepting or participating in any prize. Nothing shall exclude the Promoter's liability for death or personal injury as a result of its negligence.
23. The Promoter or its agencies will not be responsible for the non-inclusion of entries as a result of technical failures or otherwise, including any such failure which is within the control of The Promoter or its agencies. Proof of submission of entry is not proof of receipt of entry. The Promoter accepts no responsibility for system errors or other issues that may result in disruption to lost, delayed or not received entries or winner notifications.
24. All winners will be required to participate in any reasonable publicity arising from the Promotion.
25. If you are a winner of the Promotion, you agree that the Promoter may use your name, entry (if applicable) and town or county of residence to announce the winners of this Promotion.
26. By entering the Promotion, entrants confirm that they have read and agree to be bound by these Terms and Conditions.
27. If for any reason the Promotion is not capable of running as planned for reasons including but not limited to tampering, unauthorised intervention, fraud, technical failures or any other causes beyond the control of the Promoter which corrupt or affect the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter reserves the right (subject to any written directions given under applicable law) to disqualify any individual who tampers with the entry process and to terminate, modify or suspend the Promotion.
28. If an act, omission, event or circumstance occurs which is beyond the reasonable control of the Promoter and which prevents the Promoter from complying with these terms and conditions the Promoter will not be liable for any failure to perform or delay in performing its obligations.
29. The names and counties of residence of the winners will be available by sending an email to [info@dhlud.com](mailto:info@dhlud.com) with "UNITED.DELIVER WL" in the subject line and which will be available after 30<sup>th</sup> May 2020.
30. The Promoter's decision is binding in all matters relating to this Promotion, and no correspondence shall be entered into.

31. If any provisions of these Terms and Conditions are judged to be invalid, illegal or unenforceable, this shall not affect or impact the continuation in full force and effect the remainder of the provisions.
32. The Terms and Conditions of this Promotion shall be interpreted and applied on the basis of English Law and the Courts of England and Wales shall have exclusive jurisdiction.

**Promoter:** DHL Express Global, Fritz-Erler Strasse 5, Bonn 53113, Germany