

Terms and conditions

Prize draw – Help shape the future of fostering in Luton survey

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1. Eligibility

- (i) This Prize Draw is open to persons resident within Luton and within a 15-mile radius of LU1 2BQ, as well as any professional or community member who support them. Persons must be aged 18 years or older as of **24 November 2025**.
- (ii) Employees of Luton Borough Council (“the Promoter”) and those directly involved with the administration of this Prize Draw will not be eligible to enter.
- (iii) Only **one** (1) entry per person will be allowed.

2. To enter

- (i) All eligible persons who complete a survey will be automatically entered into the Prize Draw (“the Entrants”), unless they have chosen to opt out of the Prize Draw by ticking the box on the survey.
- (ii) Entrants will be deemed to have agreed and be bound by these Terms and Conditions.
- (iii) If residents **do not** wish to be included in the Prize Draw for any reason, they must use the opt-out facility by **11.59pm on 19 December 2025** and they will not then be entered in the Prize Draw.

3. To win

(i) The Closing Date for Entries to be included will be **11.59pm on 19 December 2025** (“the Closing Date”).

(ii) The winner(s) of the prize draw will be selected using an electronic random selector on **23 December 2025** (“the Draw Date”), to ensure a fair and impartial process. This will be observed by two fostering service staff members. The electronic selector will randomly choose the winning entries from all eligible participants who have met the entry requirements. This method guarantees that all valid entries have an equal chance of being selected.

(iii) Any Winner will be notified in writing, via email within twenty eight (28) days of the Draw Date and the appropriate Prize may only be claimed by the individual, and not a nominee or assignee. The Promoter reserves the right to seek proof of age and identity to ensure compliance with these Terms and Conditions.

(iv) The Winner must respond to the winner notification within twenty eight (28) days of the date of notification otherwise their entitlement to the appropriate Prize may be forfeited and the Promoter shall be entitled to redraw that Prize without any liability for doing so.

4. Winner announcement

(i) Any Winner’s first name will be published on the Promoter’s website **www.luton.gov.uk/fostering** for up to six (6) weeks from the Draw Date.

5. The Prize

(i) There will be 7 prizes (“the Prizes”). The prizes will be won, in order of the names drawn as follows:

1. £100 love to shop voucher
2. £50 love to shop voucher
3. £10 love to shop voucher x 5 [5 individual winners]

(ii) For the avoidance of doubt, the first name drawn will win the first prize, the second name drawn will win the second prize and so on, until all 7 names have been drawn for all 7 prizes. One prize can be claimed per person.

(iii) Delivery of the Prize is subject to availability but may be between twenty eight (28) and thirty six (36) days after the Draw Date dependent on the final specification of the appropriate Prize.

(iii) The Promoter reserves the right to offer an alternative prize of equal value if, due to circumstances beyond their reasonable control, the stated Prize is no longer available. Otherwise no cash or other alternatives to the Prize is available.

(v) The Winner will be responsible for any tax liability (if any) arising from the winning of the Prize.

6. Liability

(i) The Promoter accepts no responsibility for incomplete, delayed or lost entries as a result of technical or other failure.

(ii) The Promoter does not accept liability for any loss, damage or injury arising from this promotion or the awarding of the Prize.

(iii) The Promoter reserves the right in its absolute discretion to cancel the Prize Draw at any time without prior notice and without liability in the event of circumstances arising beyond its control that make it necessary to do so.

7. The promoter

(i) The Promoter is Luton Borough Council, Town Hall, Luton, LU1 2BQ.

(ii) In the event of a dispute the Promoter's decision is final.