

## **DHL – Coldplay Clues Promotion**

### **Full Terms and Conditions**

1. This promotion is only open to those aged 18 years or over, including employees and customers of the Promoter. However, the Promoter's agents, third parties or any other person professionally connected with the promotion are not permitted to enter.
2. Entrants must ensure that their participation (including the acceptance of any awarded prizes) is lawful in accordance with the laws of the country of which they are a citizen and/or reside. This promotion is automatically void if void under local national laws. The Promoter is not required to make any judgements, express or implied, as to the lawfulness of any individual's participation, or in other aspect of any promotion.
3. No purchase is necessary. Internet access is required.
4. **Promotion period:** The promotion opens at 00.05 CET on the 24th April 2023 ('Opening Date') and closes at 23.55 CET on the 28th February 2024 inclusive ('Closing Date').
5. **How to enter:**
  - a. Visit [dhl.com/coldplay](https://dhl.com/coldplay).
  - b. Enter the Coldplay Clues quiz.
  - c. Complete the entry form with your full name, email address, country of residence and date of birth.
  - d. Confirm your entry by clicking on the link in the email received.
6. A participant can submit one entry during the promotion period.
  - a. Any participant submitting more than the permitted number of entries will be disqualified and any prize entitlement will be void. The Promoter reserves the right to determine, in its sole and absolute discretion, whether a participant has already submitted an entry and to disqualify any subsequent entries or prize entitlement. Entries on behalf of another person will not be accepted and we cannot accept joint submissions or collaborations.
7. **Winner selection:**
  - a. The Promoter, and/or its appointed agent, will draw one winner winning 2 tickets for each Music Of The Spheres World Tour concert listed in the table on [dhl.com/coldplay](https://dhl.com/coldplay), at random from all submissions.
8. **The prize:**
  - a. For each Music Of The Spheres World Tour concerts (May 2023 - February 2024), one winner will win 2 tickets.
  - b. The full list of Music Of The Spheres World Tour concerts is available in the table on [dhl.com/coldplay](https://dhl.com/coldplay). **Please note the prize is subject to local and international Covid travel restrictions.** The Promoters reserve the right to change the location of the prize if circumstances outside its control mean the prize can no longer take place in the designated location.

## 9. Further details for prize winner

- a. Prize does not include anything that is not explicitly detailed in these Terms and Conditions.
- b. Prize does not include expenses.
- c. Prize does not include travel costs.
- d. Prize does not include travel insurance or cost for Covid testing. Each winner is responsible for providing comprehensive travel insurance, organising valid passport(s), and for securing necessary visas or complying with other regulations, including Covid tests prior to departure. The prize does not include travel to departure airports (neither domestic nor in country where prize takes place), meals or beverages, any applicable local tourist tax, spending money or any other expenditure.
- e. Covid-19: Winners will be expected to comply with any prevailing government guidelines relating to Covid-19 in both their own country and in the country where the recording takes place, including but not limited to any required testing before travel and on arrival, quarantine measures into and from the country of travel.
- f. If, at the time of travel, Covid-19 measures are in place that require the winner to quarantine, it will be at the winner's discretion to cover the costs of the quarantine.
- g. Entry back into the winner's home country is as per Covid-19 restrictions at the time of travel and cannot be guaranteed. The Promoter is not responsible for any winner not being able to return to their home country due to Covid-19 restrictions.
- h. In the event that the trip cannot be fulfilled due to factors outside of the Promoter's control, including but not limited to any applicable Covid-19 rules, regulations or guidance, the Promoter will not be held liable but intends to propose an alternative solution in order to replace the advertised prize.
- i. Any participant under the age of 18 at the time of entering the promotion must be accompanied by a legal parent or guardian to the prize experience.
- j. The prize is non-transferable and cannot be exchanged for cash or any other alternative.
- k. The winner will be responsible for any tax liability as relevant with national laws dependant on their resident country.

## 10. Winner notification

- a. The winner will be contacted no later than 14 days before the concert and will be required to respond within 2 days of initial contact. If a winner does not accept the prize within this timeframe, the prize will be forfeited, and a back-up chosen at the same time as the original will be notified.
- b. The Promoter reserves the right to verify winners and ask for proof of full name and age and to disqualify an entrant where there are reasonable grounds to believe the entrant has breached these terms and conditions.
- c. It is the responsibility of the participants to provide their correct, up-to-date details when entering the promotion and/or confirming acceptance for their prize to be arranged. The Promoter cannot be held responsible for the winners failing to supply accurate information which affects delivery of any element of the prize.

## General

11. By entering the Coldplay Clues Quiz promotion, entrants give their permission for their entries to be used, amended, distributed or published by the Promoter without further compensation, over and above the award of the prize, for unlimited time for promotional purposes. Copyright or related rights will remain with the entrant. However, by entering this promotion, the entrant expressly 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, with appropriate credit given to the original entrant.
12. The Prize is not transferable or exchangeable and cannot be redeemed for monetary value or for any other form of compensation. If for any reason the Prize is not available, the Promoter reserves the right to substitute another prize for it, in its sole discretion, of equal or higher value.
13. All entries must be received by the end of the Promotion Period. No responsibility or liability can be accepted for entries that are illegible, incomplete, lost due to technical reasons, corrupted, delayed or not received for whatsoever reason.
14. All personal data will be processed 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 of entrants for the administration of this promotion and for no other purpose unless Promoter has entrant's consent. The Promoter will only share personal data with their Fulfilment Partners for the purposes of and in order to fulfil this promotion.
15. Whilst the Promoter will take all reasonable steps to ensure that its obligations relating to meeting specific timeframes are met, the Promoter shall not be liable in any way for its inability to meet these timeframes resulting from an outbreak of Covid-19 either within its own business or within the promotion delivery supply chain.
16. Should Covid-19 affect the Promoter's ability to meet any deadlines, it will fulfil its obligations as soon as is reasonably possible after its and/or its third-party fulfilment providers resume business as usual.
17. 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 an entrant 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 entrant's number of entries into the promotion in a way that is not consistent with the spirit of the promotion, that entrant will be disqualified and any prize awarded will be void.
18. 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.

19. 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.
20. The Promoter may request that the Winners participate in publicity arising from the promotion. The Winner is under no obligation to participate and may decline this request. Participation is at the Winner's discretion.
21. If you are a Winner of the promotion, you agree that the Promoter may use your name, and town or country of residence to announce the Winners of this promotion.
22. By entering the promotion, entrants confirm that they have read and agree to be bound by these Terms and Conditions.
23. 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/or to terminate, modify or suspend the promotion.
24. The Promoter will not be liable for any failure to comply with its obligations or delay in performing its obligations, if an act, omission, event or circumstance occurs caused by (but not limited to) global or regional health crisis, weather conditions, fire, flood, strike, hurricane, industrial dispute, war, terrorist activity, hostilities, political unrest, riots, civil commotion, epidemic, pandemic, famine, plague or other natural calamities and acts of God or any other circumstances beyond the control of the Promoter.
25. Subject to the consent of the Winners, the first name and country of residence of the winners by sending an email to [info@inmotion.dhl](mailto:info@inmotion.dhl) with "Coldplay Clues Quiz" in the subject line.
26. The Promoter's decision is final and binding in all matters relating to this promotion, and no correspondence shall be entered into.
27. 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.
28. These Terms and Conditions are governed by German law and subject to the exclusive jurisdiction of the courts of Germany.
29. **Promoter:** Deutsche Post AG, Charles-de-Gaulle-Str. 20, Bonn 53113, Germany.