

Siemens Hotel Promotion - Terms and Conditions

These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Participants of the Promotion agree to be bound by these terms and conditions.

Promoter: Siemens™ Home Appliances, a division of BSH Home Appliances Limited, a company registered in England and Wales under company registration no. 01844007, and whose registered office is at Grand Union House, Old Wolverton Road, Wolverton, Milton Keynes, Buckinghamshire, MK12 5PT.

- 1. Eligibility:** The promotion is open to all UK (England, Scotland, Wales and Northern Ireland), Channel Islands and Isle of Man residents aged 18 or over, excluding employees of the Promoter and its affiliates or agents, the immediate families of such employees and any other person connected with this promotion. This is a Consumer only promotion.
- 2. Offer:** Each qualifying customer will be eligible to receive a one night hotel stay for two at a participating hotel (**"the Offer"**).
- 3. How to participate:** Entrants must purchase a qualifying Siemens Laundry Appliance within a participating retailer between **27.08.15 and 30.09.15 ("the Promotional Period")**.
- 4. Qualifying Models:** The following Siemens Laundry Appliance are included within this promotion:

WM12Q391GB
WM14Q391GB
WM14W590GB
WM14Y792GB
WM14Y892GB
WM16W590GB
WM16Y792GB
WM14Q361GB
WM14K280GB
WM14Q478GB

The Promotion shall not apply to purchases of graded, seconds, replacements and imperfect products or to trade contract sales.

- 5.** Participating customers must wait 28 days (**"the Cooling Off Period"**) before registering their claim.
- 6.** Participating customers must:-

- Register their claim after the Cooling Off Period and within 60 days of purchasing their Siemens Laundry Appliances at www.siemens-home.co.uk/hotelpromotion, by providing their name and email address. If you do not have access to the internet, please call the TLC Customer Services team on **03301241222**, who will supply you with a postal claim form.
 - Customers will then receive an email within 3 working days containing a unique code to be used at the website link supplied, where they must upload a copy of the original full purchase receipt showing the model number and date of purchase as well as enter the product ENR and FD numbers within 30 days of dispatch of the email. Claims received after 30 days will be deemed invalid.
 - Customers will then receive a unique hotel booking code within 7 days to be used at the hotel claim website supplied within the confirmation email. Postal customers will receive a hotel listing and booking request leaflet, to return their request by post.
 - The one night hotel stay for two can be requested for a reservation date no earlier than 14 days before the requested date of stay.
 - The code must be used within 6 months of the dispatch of the hotel unique booking code email.
7. All claims must be received by the Promoter within 60 days of purchasing your Siemens Laundry Appliance and by midnight 29/11/15.
 8. The Promoter accepts no responsibility for any claims that are incomplete, illegible, corrupted, lost, damaged, delayed or fail to reach the Promoter by midnight 29/11/15.
 9. The Promoter reserves the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid claims including, without limitation, to require purchasers to provide further verification as to proof of purchase. In addition, the Promoter reserves the right to reject those claims which it considers, in its absolute discretion, are fraudulent or invalid.

Participating hotels

10. A one night hotel stay for two will be offered per qualifying Siemens Laundry Appliance. The Offer is not transferrable and there is no cash alternative.
11. The Offer is based on a twin or double room. Room type availability will be based on promotional availability at the chosen hotel at the time of booking.
12. Hotel room will be on a room only basis with the exception of Village Urban Resorts, where breakfast is included with the room at no extra cost.
13. The Offer can only be redeemed against the cost of accommodation at participating hotels. For the avoidance of doubt, cost of travel to and from the hotel, any food and drink, travel insurance, spending money and any

other expenses are excluded from the Offer and is entirely at the expense of the individual. There is no obligation to purchase any other services, meal or beverages during your stay.

14. The Offer is open to one person (plus guest), venue and booking. Separate bookings at the same venue, which are deemed to be part of the same party may not utilise more than one night. The Offer is non-transferable.
15. Any extra night's accommodation will be charged. Extra night's can be booked at the time of booking the Offer, the cost will be dependent on the chosen hotel and will be confirmed before the booking is made.
16. A charge will apply for room upgrades/special facilities or any such supplements. Prices for any extra nights and room upgrades, are valid at the time of publication and may be subject to change.
17. Participating hotels are all contracted to participate in the Offer. The list of participating hotels featured on the website remains subject to change. Customers should check the promotional website regularly for the most up-to-date list of participating hotels. Any bookings made directly with the hotel will not be honored.
18. All stays are subject to the hotel's promotional availability for The Offer. Hotel availability will fluctuate throughout the year with some hotels operating strict room allocation policy.
19. This offer does not include public or bank holiday periods (Friday to Monday) in the UK or 21st Dec 2015 to 4th Jan 2016. All booking requests are subject to promotional availability.
20. Terms and conditions of each individual hotel will apply.

Customer cancellation

21. If for any reason the hotel and/or date are no longer required/suitable after submission of the booking, the customer will be offered another opportunity to change their choice of hotel/date. No more than one change can be made without invalidating the hotel stay. No amends can be made once the hotel stay has been re-booked.
22. Upon cancellation of The Offer, with immediate effect the Offer voucher will be void. If applicable, full costs for additional nights or meals booked will be charged at the full price at the time of booking.

General

23. Entries not submitted in accordance with these Terms and Conditions (including offers delayed, damaged, incomplete, incomprehensible, illegible, altered or submitted outside of the promotional period) will not be deemed valid entries. No responsibility is accepted for entries lost, delayed, damaged, corrupted or mis-transmitted due to electronic errors or malfunctions. The Promoter reserves the right to verify the validity of entries (including an

entrant's identity, age and place of residence) and to disqualify any entrant who tampers with the entry process.

24. The Promoter and any associated partner shall not be liable for any failure or breach by individual hotels and accepts no responsibility for any loss suffered by any participant of the promotion.

25. The Offer has no cash value and there is no cash alternative and cannot be used in conjunction with any other offers.

26. Your claim will be deemed invalid if (including but not limited to) you;

- reside outside of the UK, Channel Islands or Isle of Man;
- you are not a consumer;
- have not purchased qualifying Models from a participating retailer during the Promotion Period;
- have claimed via a third party;
- have not claimed within 60 days of purchasing your Siemens Laundry Appliance and by midnight 29/11/15
- have not completed the official online application form correctly;
- have not submitted your proof of purchase and additional information within 30 days dispatch of the unique code email and by 2nd January 2016;
- have submitted an illegible proof of purchase;
- have submitted a proof of purchase without a clear purchase date and model number;
- have not submitted a valid ENR and FD number on application
- have not used the unique code within the set time criteria;
- have failed in any way to otherwise comply with these Terms and Conditions as determined by The Promoter in its sole discretion.

27. Redeeming The Offer is deemed acceptance of these terms and conditions.

28. Insofar as permitted by law, Neither the Promoter, nor its agents or distributors will, permitted by law, be responsible or liable to compensate the purchaser or other bearer, or accept any liability, any personal loss or injury occurring whilst using The Offer, neither can they guarantee the quality and/or availability of the services offered when using The Offer and cannot be held liable for any resulting personal loss or damage. Your statutory rights are unaffected.

29. The Promoter reserves the right to change the terms and conditions, and void, cancel, suspend or amend the promotion where it becomes necessary to do so in the event of circumstances beyond its reasonable control.

30. The Promoter reserves the right to substitute an alternative Offer of the same quality and price if, for reasons beyond its control, the Offer is no longer available.

31. The Promoter shall use data submitted by purchasers for the purposes of operating the Promotion only, unless otherwise stated in the claim details. By submitting a claim, purchasers consent to the use of their personal data by the Promoter for the purposes of the administration of the Promotion. The

Promoter's privacy policy is available at http://www.siemens-home.co.uk/privacy_policy.

32. This promotion is administered by TLC Marketing UK Ltd (TLC), PO Box 468, Swansea SA1 1RH. All correspondence regarding this offer should be directed to "Siemens Laundry Appliance, PO Box 468, Swansea, SA1 1RH". If for any reason you encounter a problem please call **03301241222** for assistance. Calls are charged at your local network rate, please check with your telephone service provider for exact charges.
33. The Promoter's decision regarding any aspect of the promotion is final and binding.
34. Any question concerning the legal interpretation of the rules will be based on English law and the Courts of England and Wales will have exclusive jurisdiction.