

Relay UK Survey Incentive

Terms and Conditions

1. The Incentive is available to UK residents **aged 18 or over**, who have used the Relay UK (formerly Next Generation Text (NGT)) Service at least once in the last twelve months. The Promoters reserve the right to verify your eligibility to take part in the survey and to check your identity.
2. Only one entry **per person** is permitted.
3. The Incentive is £10.00 (“Incentive”).
4. The Promoters reserve the right to substitute an Incentive of equivalent or greater value if this is necessary for reasons beyond their control.
5. In order to qualify for the Incentive:-
 - (a) you must answer all survey questions in full; and
 - (b) you must provide your true opinion of the Relay UK Service; and
 - (c) you must provide the required contact information for us to issue the Incentive (i.e. name and email address).
6. The Incentive will be paid in the form of Amazon vouchers and be sent to you by email within **30** days after the Survey close date.
7. Individuals completing the survey either via a paper form or through a face to face interview, will additionally have an option for the Incentive to be paid by cheque sent to their address, subject to agreement by the Promoters.
8. Your personal details will be retained by Watermelon for the purpose of the administration of the Incentive and will not be processed for any other purpose. All information provided in relation to the survey questions will be analysed at an aggregate level. For more information please see Watermelon’s Privacy Policy at: <https://www.watermelonresearch.com/gdpr> and BT’s Privacy Policy at: <https://www.bt.com/privacy-policy/>
9. The Incentive is non-transferable.
10. The Promoters reserve the right to disqualify you in the event that they believe:
 - (a) you have contravened these Terms and Conditions; or
 - (b) you have already completed the survey and received the Incentive; or
 - (c) you have fraudulently completed the survey.
11. Completing the survey is deemed to be acceptance by you of these Terms and Conditions.
12. The Promoters reserve the right to alter, amend or foreclose this survey without prior notice in the event that unforeseen circumstances make this unavoidable.

13. The Promoters accept no responsibility for any loss, damage, injury or disappointment suffered by you resulting from accepting the Incentive, or any damage to your or other person's computer or mobile phone equipment as a consequence of downloading any material relating to this promotion.

14. The survey entry may not contain libellous, sexually explicit, disparaging or other inappropriate content. No survey entry may contain unlawful, obscene or objectionable material. The Promoters also reserve the right at any time during the survey to remove or disqualify you when they believe in their sole discretion that you have:

- (i) infringed any third party's copyright;
- (ii) have not complied with these Terms and Conditions;
- (iii) failed to obtain the necessary consents as set out in these terms and conditions.

15. You must be the original creator of the survey entry and must have obtained the necessary permissions for the inclusion of copyrighted images (if any) within the survey entry. The survey entry must not infringe the rights of privacy and publicity, copyright, trademarks or intellectual property rights of any person or organisation.

16. If you use any material or elements in the survey entry which are subject to the rights of a third party, you must obtain prior to submission of the survey entry, the necessary consents from such party to enable the Promoters to use and showcase the survey entry. Such consent(s) shall be at your expense. A non-exhaustive list of such material or elements include: name, likeness of any person and/or audio-visual material which you do not own.

17. You agree that the Promoters shall not be liable for any claims, costs, liabilities, damages, expenses and losses arising out of

- (i) the Promoters' use of your survey entry;
- (ii) your participation in the survey;
- (iii) technical failures of any kind including but not limited to problems or delays arising from software or equipment malfunctions or computer viruses;
- (iv) any events outside the Promoters' reasonable control. Nothing in this clause shall be construed to exclude or limit the Promoters' liability for death or personal injury caused by negligence or any other liability which by law cannot be excluded or limited.

18. This survey and its Incentive are governed by the laws of England and Wales.

19. The Promoters are Watermelon Research Ltd, PO BOX 70693, 62 Buckingham Gate 3rd Floor, London, SW1P 9ZP, registered in England No. 07917715 and British Telecommunications plc, 81 Newgate Street London EC1A 7AJ, registered in England No. 18000000.

Facebook:

1. The act of liking a page or communication does not automatically enter you into the survey or make you eligible for the Incentive.
2. You will not receive any confirmation of the completion of the survey or the payment of the Incentive via Facebook.