

Santander 'European travel package' Prize Draw 2025 in partnership with Mastercard® Terms and Conditions

Effective from 1 July 2025

Summary Terms

Open to personal Santander debit and credit Mastercard customers. Residents in England, Scotland, Wales, and Northern Ireland. 18+ only. Promotion will begin 00.00am 01/07/25, closes 11.59pm 31/12/2025. Internet access required.

Prize: 6 x Monthly Prizes – 1 Main Prize will be awarded per month: European travel package for 2 people (Winner must be aged 18+, no age restriction on guest) with a different destination each month:

- 2-night accommodation at 4* hotel in Europe
- Return flights between UK airport and European airport
- Return transfers between UK home address and UK airport
- Return transfers between European airport and hotel accommodation
- 1x experience to the value of £500
- £500 spending money on a Mastercard pre-paid card

To enter, you must opt-in to the promotion through our dedicated Priceless campaign landing page.

- Each UK spend will receive an entry to the monthly prize draw
- Each abroad spend will receive 2 entries to the monthly prize draw
- Entries will reset each month i.e. entries for each month will be valid only for the month that the purchase was made in.
- Customers that hold multiple personal Santander Mastercards may opt in with a different card each time, provided the same customer details are entered per opt in.
- The Winners will be chosen by [Mastercard/The Big Group] at random from eligible entries by the 13th day of each following month and will be notified of their prize by Santander by the 23rd day of the same following month. The Big Group Limited will then arrange fulfilment of the prize after these dates.

By doing this you will be entered into the draw and bound by these terms.

Introduction:

- 1 These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Entry instructions are deemed to form part of the Terms and Conditions. By participating, all entrants will be deemed to have accepted and be bound by the Prize Draw Terms and Conditions. Please retain a copy for your information.

Promoter:

- 2 Promoter: Santander UK plc, 2 Triton Square, Regent's Place, London, NW1 3AN, United Kingdom.
Fulfilment agency on behalf of Mastercard: The Big Group Ltd, The George Building, Nicholas Road, Notting Dale, London, W11 4AN

Eligibility:

- 3 This promotion is open to residents in England, Scotland, Wales, and Northern Ireland. They must be a personal Santander debit or credit Mastercard account holder at entry. Participant must be 18+ to enter the promotion.
 - Opt-in to the promotion through our dedicated Priceless campaign landing page
 - Each UK spend will receive an entry to the monthly prize draw
 - Each abroad spend will receive 2 entries to the monthly prize draw
 - Entries will reset each month i.e. entries for each month will be valid only for the month that the valid purchase was made in.

- Customers that hold multiple personal Santander Mastercards may opt in with a different card each time, provided the same customer details are entered per opt in.
- Only 1 prize is available per winner i.e. each cardholder is only eligible to win once during the promotional period.
- Customers can opt-in and opt-out at any time during the campaign using the dedicated Priceless campaign landing page.

Promotional Period:

- 4** The promotion will run from 00.00am 1 July 2025 to 11.59pm 31 December 2025.

Monthly spend periods:

- July 2025 - 00.00am 1 July 2025 to 11.59pm 31 July 2025.
- August 2025 - 00.00am 1 August 2025 to 11.59pm 31 August 2025.
- September 2025 - 00.00am 1 September 2025 to 11.59pm 30 September 2025.
- October 2025 - 00.00am 1 October 2025 to 11.59pm 31 October 2025.
- November 2025 - 00.00am 1 November 2025 to 11.59pm 30 November 2025.
- December 2025 - 00.00am 1 December 2025 to 11.59pm 31 December 2025.

Entries received outside the Promotional Period will not be accepted.

Entry:

- 5** To enter the Prize Draw, you must be 18 years or over. Entrants must opt in to the promotion using the dedicated Priceless campaign landing page.

To enter, entrants must, during the promotional period 1 July to 31 December 2025:

- opt in to the promotion using the Priceless campaign landing page
- spend on 'Eligible Purchases' using personal Santander debit or credit Mastercards to gain entries
- each UK spend will receive an entry to the monthly prize draw
- each abroad spend will receive 2 entries to the monthly prize draw
- customers that hold multiple personal Santander Mastercards may opt in with a different card each time, provided the same customer details are entered per opt in
- spends on each card individual to the customer who opted into the offer - for example, we won't be adding together joint account holder purchases or primary and additional cardholder purchases
- if you're an additional credit card holder only, you won't be eligible to enter the promotion.

Entrants will receive monthly entries by opting in and completing 'Eligible Purchases'.

Eligible Purchases:

- 6** 'Eligible Purchases' are purchases of goods and services. Eligible Purchases don't include balance transfers, cash advances, travellers' cheques, foreign currency and money orders, interest, unauthorised or fraudulent transactions, account charges of any kind (if applicable), advances used for lottery or gambling payments, or Direct Debits or Standing Orders paid into the account.

Only cleared purchases will be counted as entries for that month. For example, if a transaction was made in July but didn't clear until August, this will count as an entry for August.

The transaction clearing timescales reflect the transaction date based on the merchant's local time zone.

Prize:

- 7** 6 x Monthly Prizes – 1 Main Prize will be awarded per month: European travel package for 2 people (Winner must be aged 18+, no age restriction on guest) with a different destination each month:

- 2-night accommodation at 4* hotel in Europe
- Return flights between UK airport and European airport
- Return transfers between UK home address and UK airport
- Return transfers between European airport and hotel accommodation
- 1x experience to the value of £500
- £500 spending money on a Mastercard pre-paid card

Winning customers must provide their choice of dates 6 weeks prior to their travel dates. Details on how to book will be given to the winner once selected.

Prizes are non-exchangeable, non-transferable and there's no cash alternative or refund for unused portions of any Prize.

Travel insurance isn't included in this prize.

- 8** The Prize package is personal to the Winner and the sale or offering for sale, transfer, resale, donation, or exchange of any tickets and/or part of any of the Prize package is strictly prohibited (including, without limitation, in person or online through an online auction website or online ticket resale marketplace). The Promoter reserves the right to cancel tickets and withdraw or make void any or all Prize elements if this term is not complied with.

There is 1 Prize with 1 winner each month during the promotional period.

Winner Selection:

- 9** Eligible entries received each month during the promotional period will be entered into the monthly Prize Draw.
- The Winners will be chosen by [Mastercard/big group] at random from eligible entries by the 13th day of each following month and will be notified of their prize by Santander by the 23rd day of the same following month. The Big Group Limited will then arrange fulfilment of the prize after these dates.
- The Promoter's decision is final, and no other correspondence will be entered into regarding the outcome of the draw. The Promoter reserves the right to declare the draw void if it considers it unreasonable that the draw should proceed, whether due to an administrative error or otherwise.

Winner Notification:

- 10** Winners will be notified by Santander UK by phone. It's your responsibility to make sure your phone number is valid and up to date when opting into the draw.
- When winner is notified, Santander will verify the age of the winner to ensure they are 18+ and meet specified criteria.
- A representative of Mastercard's Prize fulfilment agency 'The Big Group Limited' will contact the winner(s) by email once Santander's winner notification call has taken place, this is to gain indication of whether the winner wishes to accept the prize. They might contact you by telephone to fulfil your prize.
- If you don't respond within 10 days of Big Group contacting you, reject the Prize or are ineligible, another winner will be selected using the same methodology as above. The process will repeat until an eligible winner is able to claim the Prize.
- If the main prize winner indicates they don't wish to accept the prize within the stated period, this will then be offered to the next best reserve drawn.
- Entrants are encouraged to monitor their email account including their junk or spam inbox during this time in case they are a winner.

Prize Fulfilment:

- 11** A representative of Mastercard's Prize fulfilment agency 'The Big Group Limited' will contact the winner to discuss travel and hospitality within 10 working days after receiving winner's call.
- Winners must provide their choice of dates 6 weeks prior to their travel dates. Details on how to book will be given to the winner once selected.
- Prizes are valid until 31 December 2026 excluding Christmas, Easter and all UK Bank Holidays.
- All travel must be completed within the timeframe stated in these Terms and Conditions. Extensions won't be allowed unless first authorised by the Promoter. The Prize winner and their guest are responsible for and must comply with any travel insurance, health advice, regulations or inoculations required by any destination country. Any associated costs for this are the responsibility of the winner and their party (where applicable).
- 12** The winner and their nominated guest must have a valid passport and must satisfy any special visa requirements that might apply. Passports and visas are the responsibility and cost of the winner. The Promoter can't be held responsible if the winner or nominated guest fails to obtain the required travel documentation.
- The Prize package is personal to the Winner and the sale or offering for sale, transfer, resale, donation, or exchange of any tickets and/or part of any of the Prize package is strictly prohibited (including, without limitation, in person or online via an online auction website or online ticket resale marketplace). The Promoter reserves the right to cancel tickets and withdraw or make void any and all Prize elements if this term is not complied with.
- All travel, accommodation and other services provided to the Prize Winner and their guest will be provided subject to the terms and conditions of each such provider. Neither the Promoter nor Administrator will have any liability in relation thereto, and any dispute arising from travel, accommodation and/or other services must be taken up with such provider.

Publicity:

- 13** Winners might be asked, but aren't obliged, to take part in reasonable publicity in connection with this promotion. This might include a request to use the winner's name and image in connection with such publicity, including future marketing activities.

Winners List:

- 14** The Promoter will make available a list of winners' surnames and counties of residence to members of the public or regulators who request such details within 3 months of the closing date of this promotion. Entrants can object to disclosure, or request that disclosure be limited in scope by contacting Santander UK plc. We may nevertheless disclose the information to the Advertising Standards Authority if required to do so or in the event of a dispute. You may request a copy of the winner's list by contacting Santander UK plc.

Verification:

- 15** The Promoter reserves the right to verify all entries including but not limited to asking for proof of address and ID (passport, driving licence or equivalent). The Promoter reserves the right to refuse to award a Prize or withdraw Prize entitlement and/or refuse further participation in the promotion and disqualify the participant where there are reasonable grounds to believe there has been a breach of these Terms and Conditions. In the spirit of the promotion, the Promoter reserves the right to refuse to award a Prize by any instructions forming part of this promotion's entry requirements or otherwise where a participant has gained unfair advantage in participating or won using fraudulent means.
- 16** It's the responsibility of the entrant to provide correct, up-to-date details when entering the promotion and on acceptance of the Prize. The Promoter and Administrator can't be held responsible for winners failing to supply accurate information that affects Prize acceptance or fulfilment of their Prize.

Flights, Accommodation and Experience:

- 17** Flights, Accommodation and experience are subject to availability.
- 18** The Prize package is personal to the Winner. The offering for sale, transfer, resale, donation, or exchange of any tickets and/or part of any of the Prize package is strictly prohibited (including, without limitation, in person or online via an online auction website or online ticket resale marketplace). The Promoter reserves the right to cancel tickets and withdraw or make void any and all Prize elements if this term is not complied with.
- 19** The Promoter won't accept responsibility for accommodation or transport being unavailable, withdrawn or amended. In the event of this the Promoter will endeavour to find a suitable alternative.
- 20** Any amendments requested by the Prize winner after the booking is confirmed may be agreed by and be subject to administration charges levied by The Big Group Limited.

Liability:

- 21** If for any reason any aspect of this promotion is not capable of running as planned, including by reason of infection by computer virus, network failure, traffic congestion, bugs, tampering, unauthorised intervention, fraud, technical failures or any other cause beyond the control of the Promoter which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter may in its sole discretion modify or suspend the promotion or invalidate any affected entries.

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 obligation but will always endeavour to minimise the effect to participants in order to avoid undue disappointment.

- 22** There is no cash alternative or refund for unused portions of the Prize.

Whilst we do our best to make sure the Prize draw runs smoothly, we will not be responsible for events beyond our reasonable control. We reserve the right to verify the validity of entries and to disqualify you without notice if you tamper with the entry process or don't comply with these rules. Our decision is final and we reserve the right not to enter into detailed responses to you.

Where for any reason beyond our control, the Prize Draw can't be carried out nor completed as planned or advertised, we reserve the right to cancel the Prize Draw at any time and in such event, we won't be liable to any person for any reason, who may have entered.

- 23** The Promoter and its associated agencies and companies and subcontractors will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense or damage which is suffered or sustained (whether or not arising from any person's negligence) in connection with this promotion nor the fulfilment of the Prizes and/or the use of the Prizes, except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the minimum allowable by law.
- 24** The Promoter has no control over internet or communication networks and is not liable for any problems associated with them due to traffic congestion, technical malfunction or otherwise. The Promoter will not be held liable to any individual for any fraud committed by any third party nor for any event beyond its control. This includes, but not limited to, user error and any network, computer, hardware, or software failures of any kind which might restrict, delay or prevent a participant's entry to the promotion.

- 25** If any of these clauses should be determined to be illegal, invalid, or otherwise unenforceable then it shall be severed and deleted from these Terms and Conditions. The remaining clauses shall survive and remain in full force and effect.
- 26** The Promoter's decision is final with regard to all promotional matters and no correspondence will be entered into.
- 27** These Terms and Conditions (and any non-contractual issues which arise out of or in connection with them) will be governed by relevant local law with any disputes. These Terms and Conditions will be subject to the exclusive jurisdiction of the English and Welsh courts unless you live in Scotland or Northern Ireland, in which case your local courts will have jurisdiction.

Exclusions:

- 28** You can't enter the Prize Draw if you are any other personnel of the Administrator of this prize draw.
Mastercard employees, The Big Group Ltd employees, their immediate families, contractors, agents or any third party directly associated with administration of the prize draw are not eligible.

Data Protection:

- 29** Your personal details for the Prize will be held by Mastercard as Administrator of the Prize draw on behalf Santander UK Plc, acting as its processor. Personal data may be passed on to selected third parties only insofar as required for fulfilment, delivery and arrangement of the Prize. Personal data will be shared for these purposes with Mastercard and The Big Group Limited (Agency). The Big Group Ltd process your data in accordance with our privacy policy and will retain the same for no longer than three months after the Prize is fulfilled.
- 30** We'll process the information you provided when you chose to opt in to the promotion. We will contact you if you win, and for the purposes of publicising the winning entrant.
- 31** The Promoter, Administrator, and Prize Fulfilment agency will only use the personal details supplied for the administration of the promotion and for no other purpose unless we have your consent. Your personal details will always be kept confidential and in accordance with current Data Protection legislation. Click **here** for the Promoter's Privacy Policy. Data will be stored for 3 months after the closing date before deletion. You can request access to your personal data, or have any inaccuracies rectified, by contacting Santander UK plc. By participating in the promotion, you agree to the use of your personal data as described here.

Santander can provide literature in alternative formats. The formats are: large print, braille and audio CD. If you'd like to register to receive correspondence in an alternative format please visit **[santander.co.uk/alternativeformats](https://www.santander.co.uk/alternativeformats)**. For more information, ask us in branch or give us a call. If you are deaf, have hearing loss or speech loss, please use Relay UK at **[relayuk.bt.com](https://www.relayuk.bt.com)**. This is a free service that can help you communicate over the phone. If you're using British Sign Language (BSL) and would like to use video relay, you can learn more at **[santander.co.uk](https://www.santander.co.uk)** by searching 'accessibility'.

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