

By entering the competition (“**Competition**”) you agree to be bound by these terms and conditions.

Who’s running the Competition?

The "Promoter" refers to Guavapay Limited (“**Guavapay**”), which is registered with the Financial Conduct Authority as a Small Electronic Money Institution (SEMI) under number 900888. The Promoter’s Instagram profile is @ myguavaapp.

Can I enter the Competition?

To enter you need to:

1. Live in the UK
2. Be 18+

You can enter by registering for the Competition and meeting the criteria set out in these terms and conditions.

You can’t enter if:

1. You work for Guavapay;
2. You have been involved with the organizing, running or promotion of the Competition;
3. You are entering for someone else.

Your entry will not count if you do not meet the above criteria. You will be disqualified if you stop meeting these criteria at any time before the Competition ends (even if your entry was valid when you entered).

When is the Competition available?

Entry into the Competition is available from 6:00 PM on 23.08.2024 and will end at 11:59 PM on 31.08.2024 (the “**Promotional Period**”).

How do I enter?

The Competition is free to enter. You can enter the Competition within the Promotional Time. We will not accept entries received after the end of the Promotional Time.

Just follow these simple steps for your chance to win:

- Follow @myguava and @myguavabusiness Instagram page.
- Tag a friend in the comments who you're inviting to the match.
- Download and register in the MyGuava app.

Instagram is not in any way affiliated or involved in the Competition.

Only one entry per person per Competition will be accepted.

What are the prizes?

We will give away 6 tickets for the cricket match on September 6 (3 winners) and 12 tickets for the cricket match on September 7 (6 winners).

Excluded from the prize:

- Any applicable taxes.

If you win, you are responsible for any tax liabilities.

How will winners be chosen?

The winners (each winner or together as winners) and a reserve list will be drawn at random from the valid entries received. The tickets will be awarded to a randomly selected winners who has entered on Instagram, using a random number generator. The Promoter will not be held liable if the tickets becomes unavailable or cannot be fulfilled.

The Promoter will not be held liable for any failure of receipt of entries. The Promoter takes no responsibility for any entries which are lost, delayed, illegible, corrupted, damaged, incomplete or otherwise invalid.

To the extent permitted by applicable law, the Promoter's liability under or in connection with the Competition or these terms and conditions shall be limited to the cost price of the prize in question.

To the extent permitted by applicable law, the Promoter shall not be liable under or in connection with these terms and conditions, the Competition or any prize for any indirect, special or consequential cost, expense, loss or damage suffered by a participant even if such cost, expense, loss or damage was reasonably foreseeable or might reasonably have been contemplated by the participant and the Promoter and whether arising from breach of contract, tort, negligence, breach of statutory duty or otherwise.

The process of selecting winners will be recorded and published on the @myguava Instagram account.

We will notify the winners via email and/or phone and/or direct messages on Instagram within one day of the closing date.

Our decision is final and no other correspondence will be entered into regarding the outcome of the Competition. We reserve the right to declare the Competition void if we consider it unreasonable that the Competition should proceed, due to an administrative error or otherwise.

The name, address, email address and phone number of the winner must be provided to the Promoter if requested and will be shared to enable fulfilment of the prize.

How will I know if I have won?

The winners will be notified by direct messages via Instagram. If you win, we will try to contact you by email/phone within one day after the Promotional Time ends.

If you do not claim your prize within 12 hours of being notified, we can give it to the next runner-up of the reserve list.

What else do I need to know?

We are not responsible for any loss or damage you incur by taking part in the Competition.

We can change these terms or cancel the Competition without telling you in advance if:

- Required by law; or
- There are reasons beyond our control, or

- There is a fair or valid reason

The prize is non-exchangeable, non-transferable and no cash alternative is offered.

Additional Terms and Conditions

We reserve the right to terminate or temporarily suspend this Competition in the event of technical or other difficulties that might compromise its integrity but will always endeavor to minimize the effect on participants.

The winners consent to be photographed and filmed when they receive the prize. And agree that their images and videos are used for any kind of marketing and public purposes.

Your personal data

If you register for the Competition, we will use your information to enter in accordance with these terms and conditions. Our Privacy Policy explains how we will use, disclose, transfer and store your information and sets out your rights to your information <https://myguava.com/personal/privacy-policy>.

Contact us

If you require any information or assistance in connection with the Competition, please contact Guavapay Limited Customer Support. You can contact our Customer Support by:

- Writing a letter to this address: Customer Support, Guavapay Limited, Salisbury House, 29 Finsbury Circus, London EC2M 5QQ, United Kingdom.
- Writing an email us at support@guavapay.com.
- By phone on +44 204 577 1440.
- By chat through the app or Website.
- Through specific contact forms on our Website <https://myguava.com/personal/help>.