

Terms and Conditions for MyGuava Surrey MGB Giveaway

Guavapay Limited (“**Guavapay**”, or “**We**”) is the promoter of the Surrey x MyGuava Business ticket promotion (the “**Promotion**”). We are registered with the Financial Conduct Authority as a Small Electronic Money Institution (SEMI) under number 900888 and registered as a limited liability company in England and Wales with company number 10601900 and with registered address at Monument Place, 24 Monument Street, EC3R 8AJ, London, United Kingdom. For the purposes of this Promotion, “**Participant**”, “**You**” “**Your**” shall refer to individuals who have fulfilled the requirements set forth in sections 1 and 2 of the Promotion.

By participating in this Promotion, You agree to the following terms and conditions:

1. Eligibility

- 1.1. Participants must be residents of the United Kingdom.
- 1.2. Participants must be 18+ years old.
- 1.3. The following individuals are not eligible to enter the Promotion:
 - employees or consultants of Guavapay or its affiliates;
 - anyone entering on behalf of another person.
- 1.4. Entry into the Promotion is available from 12:00 pm on 15th of July 2025 and will end at 23:59 pm on 23rd of July 2025 (the “**Promotional Period**”).
- 1.5. If You do not meet these criteria or cease to meet them before the Promotional Period ends, Your entry will be automatically disqualified.

2. Entry Requirements

- 2.1. To enter this Promotion the Participant have to complete the form required to enter. You can enter the Promotion within the Promotional Period. We will not accept entries received after the end of the Promotional Period.

The Participant must: (a) create a new account with MyGuava Business (b) use the promotional code "SCCCMGB" during the account registration process; (c) complete all required registration fields and verification procedures; and (d) maintain the account in good standing throughout the duration of participation. Any registration completed without the specified promotional code shall be deemed invalid for purposes of this Promotion.

2. Prize and Winner

- 2.1. All eligible Participants will be entered into the random prize draw, conducted by MyGuava using a fair and impartial selection method and only one Participant will be selected from the prize draw (the “winner”).
- 2.2. The prizes for this Promotion shall consist of tickets to the England vs India cricket matches as follows:
- Day 1 - England vs India Match (31st July)**
- Total Tickets Available: Eight (8) tickets
 - Number of Winners: Four (4) winners
 - Prize Per Winner: Two (2) tickets per winner
- Day 2 - England vs India Match (1st August)**
- Total Tickets Available: Six (6) tickets
 - Number of Winners: Three (3) winners
 - Prize Per Winner: Two (2) tickets per winner
- Day 3 - England vs India Match (2nd August)**
- Total Tickets Available: Six (6) tickets
 - Number of Winners: Three (3) winners
 - Prize Per Winner: Two (2) tickets per winner.
- 2.3. The winners will be announced on the 25th of July.
- 2.4. Subject to verification of eligibility and compliance with the Promotion Terms and Conditions, the Prize will be issued to the winner.
- 2.5. The prize shall be uploaded to the winner’s MyGuava Business Account, sent or delivered to the winner’s registered address as listed in the MyGuavaApp, or to an alternative address agreed upon with the winner.
- 2.6. The Prize shall be considered redeemed and delivered once either uploaded to the winners MyGuava Business account or dispatched to the winner’s registered address or the agreed upon with the winner after prize notification.
- 2.7. Guavapay bears no responsibility for the winner’s failure to personally receive the prize, including but not limited to cases of incorrect address details, unavailability at the time of delivery, or third-party interference.
- 2.8. The risk of loss or non-receipt of Prize transfers to the customer upon dispatch.
- 2.9. By participating, You consent to the use of Your name and photo/video or any other personal data voluntarily submitted by You (where applicable) for marketing and publicity purposes.
- 3. Disqualification and Final Decision**

- 3.1. We reserve the right to disqualify any Participant who does not comply with these terms and conditions or who provides false information.
- 3.2. Our decision is final, and no correspondence will be entered into regarding the outcome of the Promotion. We reserve the right to declare the Promotion void if We consider it unreasonable to proceed, due to an administrative error or otherwise.

4. Liability

- 4.1. Guavapay is not liable for any technical issues or malfunctions that may affect the entry process or result in a lost or incomplete entry. We are not responsible for any entries that are lost, delayed, illegible, corrupted, damaged, incomplete, or otherwise invalid.
- 4.2. To the extent permitted by applicable law, Guavapay's liability under or in connection with the Promotion or these terms and conditions shall be limited to the cost price of the prize in question.
- 4.3. Guavapay will not be liable for any loss, whether directly or indirectly suffered where We are unable to continue running the Promotion as planned.
- 4.4. By participating in this Promotion, You confirm that You understand that any prize may be subject to local income tax in the country of Your residence and/or in the local territory where You are tax resident. It is entirely Your responsibility to pay any tax which may arise from receiving any prize. Guavapay will bear no liability for any tax obligations which may arise from receiving any prize as part of this Promotion. Winners are responsible for any tax liabilities arising from the prize.

5. Your Personal Data

- 5.1. If You register to participate in the Promotion, We will use Your information in accordance with these terms and conditions and our Privacy Policy, which explains how We will use, disclose, transfer, and store Your personal data, and sets out Your rights to Your personal data: <https://myguava.com/personal/privacy-policy>.

6. Additional Terms and Conditions

- 6.1. This Promotion is a one-sided campaign, where only Guavapay customers can be awarded the prize.
- 6.2. To be eligible for a prize, You must comply with Your [Account Terms](#) or any other terms and conditions that apply to Your MyGuava account as notified and updated from time to time.

- 6.3. Guavapay reserves the right to alter the T&C, cancel or terminate the Promotion at any time, for any reason, without prior notice or liability. In the event of cancellation, any obligations incurred up to the date of cancellation shall remain in effect.
- 6.4. Guavapay reserves the right to terminate or temporarily suspend this Promotion in the event of technical or other difficulties that might compromise its integrity, though We will endeavor to minimize the impact on Participants.
- 6.5. We reserve the right to reverse any prize if We become aware that You have breached these Promotion terms.
- 6.6. The Participant will not be eligible for the reward if their account is frozen, terminated, or if We have reasonable grounds to believe You have violated any of these Terms & Conditions.
- 6.7. The Promotion cannot be combined with any other promotions, offers, or discounts.
- 6.8. If We believe that You have engaged in any fraud or material abuse of this Promotion, We may, at our sole discretion, take any actions we see fit.
- 6.9. These terms and conditions are published in English. Any translation is a courtesy translation only. This means You cannot derive any rights from any translated version, and only the English version can be used in legal proceedings.

7. Governing Law and Jurisdiction

- 7.1. These terms and conditions are governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to determine any dispute relating to these terms and conditions.

8. Contacts

If You require any information or assistance in connection with the Promotion, please contact Guavapay Customer Support:

- **by letter:** Customer Support, Monument Place, 24 Monument Street, London, EC3R 8AJ, United Kingdom;
- **by email:** support@guavapay.com;
- **by phone:** +44 204 577 1440;
- **via chat** through the app or website; and/or
- **via specific contact forms** on our website: <https://myguava.com/personal/help>.

