

PRIZE DRAW TERMS AND CONDITIONS

1. The promoter of this competition (the "Competition") is Rocco Forte & Family (Hotel Management) Limited ("the Promoter"), whose registered office is at 78 St James's Street, London, SW1A 1JB.
 2. The competition consists of a main prize draw, the prize is a stay at The Carlton in Milan and includes a two-night stay in Deluxe Double Room with breakfast for two persons, and a dinner for two during their stay.
 3. Entrants to the Competition must be residents of the United Kingdom and aged 18 years or over.
 4. Entries to the Competition will not be accepted from employees of the Promoter, their families, agents or any third party directly associated with the administration of the Competition.
 5. The Competition may only be entered online via Rocco Forte Hotels submission form in which you will be required to fill out details of your full name, email address, postal addresses and telephone.
 6. The Competition is free to enter and no purchase need be made to enter it.
 7. The prize draws will be open for entry to between Tuesday 1st October to Sunday 2nd November 2025 (inclusive).
 8. To enter a Draw:
 - a. you must be registered for the Competition through the Rocco Forte Web form accessible from The British Airways Club and <https://www.roccofortehotels.com/british-airways-win-an-elegant-stay-at-the-carlton/>
 - b. you must indicate your intention to enter the relevant Draw by clicking "submit" on the relevant page.
- Only one entry per entrant is permitted per Draw.
9. The Promoter accepts no responsibility for entries not being successfully completed due to any technical fault, technical malfunction, computer hardware or software failure or satellite, network or server failure of any kind.
10. By registering on the Site for the Competition, you are agreeing to be bound by these terms and conditions and confirm that you are aged 18 or over. The Promoter may require entrants to provide proof of age.
11. Winners
 - a. The winner will be selected by random draw performed by a computer process initiated by the Promoter between 5th to 8th November 2025. The Winner will then be notified of the win by email to the addresses provided on registration by 10th November 2025.
 - b. If a Winner does not respond to the Promoter within 14 calendar days of such notification, or otherwise does not accept his prize, he will forfeit his right to any prize and the Promoter may select another Winner to replace him with respect to the relevant Draw in accordance with the process described above (provided that the Promoter may organise the new draw and make the ensuing notification on such dates as it reasonably decides).
 - c. You agree, if you become a Winner: (1) that the Promoter and companies related to it may use your name and image in promotional materials; and (2) if required, to take part in all reasonable publicity relating to the Competition.

d. Final responsibility for determining the operation of each Draw, including eligibility and the identities of Winners, rests with the Promoter. The Promoter's decision regarding any aspect of a Draw is final and binding on all entrants and no correspondence will be entered into about it.

12. Prizes

The prize for the draws (each a "Prize") is described below, subject to the terms set out below, and must be claimed. A winner who has responded to notification of their win by the Promoter under Clause 13 and accepted their prize will be provided with details on how to claim it.

The Prize consists of a two-night stay at The Carlton, Milan. Your hotel reservation will be arranged directly with The Carlton Reservation team over the phone or via email. The prize can be redeemed subject to hotel availability throughout 2nd May 2026, except on blackout dates as advised by the Reservation team.

a. The Prize does not include any travel arrangements or expenses. If you become a winner, you will be responsible for ensuring that you and any accompanying person are available to travel and hold valid passports, any necessary visas, and any other required documents, as well as covering the costs of travel. Once requested and accepted by the hotel, accommodation dates cannot be changed.

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

13. Entrants that do not comply in full with these terms and conditions may be disqualified at the discretion of the Promoter. The Promoter reserves the right to refuse entry or refuse to award Prizes to anyone in breach of these terms and conditions.

14. The Promoter reserves the right to replace any Prize with an alternative prize of equal or higher value if circumstances beyond the Promoter's control makes it necessary to do so.

15. Subject to clause 18, insofar as is permitted by law neither the Promoter nor its subsidiaries, agents or distributors will in any circumstances be responsible or liable to compensate you (either as a participant in the Competition or as a Winner) or accept any liability for loss, damage, personal injury or death occurring as a result of registering with the Site, entering a Draw or taking up a Prize except where it is caused by the negligence of (as relevant) the Promoter or its subsidiaries, agents or distributors or that of their employees. Your statutory rights are not affected.

16. Except for price otherwise charged for what is included in Prize, Winners' stays at hotels will be subject to the terms and conditions as between guests and the relevant hotel.

17. The Promoter shall not be liable for any failure to comply with its obligations under these terms and conditions caused by weather conditions, fire, flood, strike, hurricane, industrial dispute, war, terrorist activity, hostilities, political unrest, riots, civil commotion, loss of connectivity, Internet or email failure or any other circumstances beyond the control of the Promoter.

18. By registering with the Site, you agree that your personal information (including use of your photo(s), name and email address) may be held and used by the Promoter or its subsidiaries, agents and suppliers for the purposes of the Competition and for the purposes of advertising goods and services of the Promoter or its subsidiaries, agents and suppliers (the "Purposes"), and may be transmitted outside the EEA.

19. You may request access to your personal data at any time by sending a request to the Promoter at rffh-crm-team-support@roccofortehotels.com, and opt out from receiving marketing communications from the Promoter and its subsidiaries at any time by email to the same address.

21. These terms and conditions are subject to the laws of England and Wales and any dispute arising out of or in connection with this Competition shall be subject to the exclusive jurisdiction of the courts of England and Wales.