

Win your phone

1. Open to Virgin Media customers, whether new or existing, aged 18 or over and who are UK residents, except employees of Virgin Media Limited, their agents, their immediate family members and anyone professionally connected with this Prize Draw (the “Prize Draw”).
2. Prize Draw entry opens at 00:00am on 1st March 2023 and closes at 11.59pm on 3rd April 2023 (the “Closing Date”). Entries received after the Closing Date will be invalid.
3. To enter the Prize Draw you must (i) purchase a new mobile phone or new mobile phone with a tablet and / or watch as part of a bundle, or (ii) upgrade your current mobile phone (whether including a tablet and / or watch as part of a bundle, or not) via our online, care or telesales channels during the competition period (1st March – 3rd April 2023). Virgin Media will only accept one entry per eligible participant. Tablet only or watch only and Sim-only purchases will not be eligible.
4. Prize: The purchased new mobile phone contract or mobile phone upgrade contract (excluding 30 Day SIM only airtime contract, which will remain payable by the relevant winner if applicable) for free for the duration of the mobile phone contract period only.
5. The Prize Draw will take place on 18th April 2023. The twenty winners will be selected randomly. Winners will be notified by Virgin Media on or before 25th April 2025.
6. All customers will be required to pay all payments (CCA) and sign all loan agreements in order to benefit from the Prize.
7. The Prize winners’ respective account will be debited with the total cost of the mobile phone contract (excluding 30 Day SIM only airtime contract, which will remain payable by the relevant winner if applicable) by Virgin Media 30 days after the end of the competition period. The Prize is non-refundable, transferable, or exchangeable for cash.
8. We will only use your data in line with applicable data protection legislation (including but

not limited to General Data Protection Regulations) and subject to our Privacy Policy. We will not pass on your personal information to third parties except in accordance with these terms and conditions or where we are required to disclose that information in order to comply with any legal or regulatory requirements.

9. Virgin Media reserves the right to cancel and/or amend these terms and conditions and/or the Prize Draw at any stage but we will only do so for reasons outside of our reasonable control. We will endeavour to minimize the effect of such Version – October 2022 cancellation or amendment on participants in order to avoid disappointment, which may include providing an alternative Prize if the original Prize becomes unavailable for any reason.

10. Multiple, bulk or automatically generated votes won't be valid.

11. Virgin Media doesn't accept responsibility for entries lost or delayed as a result of any network, computer hardware or software failure of any kind.

12. Virgin Media doesn't assume any responsibility or liability for communications failure, regardless of cause, with regards to notifying winners

13. The name and county of the winners will be made available for a period of 1 month after the closing date. To receive this, please send a Subject Access Request marked 'upgrade Competition' to: Griffin House, 161 Hammersmith Road, Hammersmith, London W6 8BS.

14. Virgin Media and its agents shall not be responsible or liable to compensate the winners for any loss, damage or consequential damage of any nature in contract, tort (including negligence) or otherwise caused by acceptance of these terms and conditions and/or in connection with the Prize (to the extent permissible by law).

15. These terms and conditions and any disputes or issues arising out of or in connection with

them (whether contractual or non-contractual in nature, such as claims in tort, breach of statute/regulation or otherwise) shall be governed by and construed in accordance with English law. You agree to submit to the exclusive jurisdiction of the English courts to settle any disputes or issues.

16. Promoter is Virgin Media Limited, whose registered office is at 500 Brook Drive, Reading, RG2 6UU. General Terms and Conditions apply, here [virginmedia.com/shop/the-legalstuff/general-promotion-terms-and-conditions](https://www.virginmedia.com/shop/the-legalstuff/general-promotion-terms-and-conditions).