

COMPETITION TERMS & CONDITIONS

Win a cycling holiday to Provence

1. Competition Overview

1.1 Promoters

This competition is promoted by Cycling for Softies.

1.2 Competition Period

Entry opens on 29 January 2026 and closes at 23:59 GMT on 15 February 2026 ("Competition Period"). Entries received outside this period will not be accepted.

1.3 Travel Dates

Prize travel can be scheduled for a 2026 date in the following months: April, July, August, October - subject to availability and final confirmation based on flight and accommodation availability.

1.4 Entry Method

Entries must be submitted via the competition entry form on the Cycling for Softies website during the Competition Period. Entrants must provide accurate contact details.

2. Eligibility

1. The competition is open to legal residents of the United Kingdom aged 18 years or over at the time of entry. Proof of age and residency may be required.
2. The competition is not open to employees, officers, directors, agents, or contractors of Cycling for Softies, or any of their parent companies, subsidiaries, affiliates, or promotional agencies, nor to members of their immediate families or households.
3. Only one entry per person is permitted. Multiple entries from the same person will be considered as one entry.
4. By entering, entrants confirm they meet all eligibility requirements and agree to be bound by these Terms and Conditions.

3. Prize Details

One (1) winner and one (1) guest (aged 18+) will receive the following prize package:

- **Return flights** from London to Marseille or Avignon, plus return transfers from airport to accommodation (provided by Cycling for Softies)
- **Four-night accommodation** in Provence for two people with breakfast included
- **Fully serviced touring bikes** with a pannier bag (e-bike upgrade available)
- **Route information** and navigation via RideWithGPS smartphone app
- **Local support** and luggage transfers throughout

Important: The prize does NOT include travel insurance, meals (where not specified) or drinks, spending money, transport to/from London departure airport, visa fees (if applicable), or any other costs not expressly stated. Winners are strongly advised to arrange comprehensive travel insurance.

The prize is non-transferable and cannot be exchanged for cash or any other alternative. Cycling for Softies reserve the right to substitute the prize with an alternative of equal or greater value if circumstances beyond their reasonable control make it necessary to do so.

The total approximate retail value of the prize is £2,000, subject to final confirmation of flight and accommodation costs.

4. Entry Mechanism

4.1 Entry Platform

All entries must be submitted through the official competition entry form hosted on the Cycling for Softies website (<https://www.cyclingforsofties.com/competition>) during the Competition Period. No alternative methods of entry will be accepted.

4.2 Entry Requirements

1. Entrants must complete all mandatory fields on the entry form, including name, answering the qualifying question, and email address.
2. Entrants consent via opt-in checkbox to allow Cycling for Softies to collect and process their personal data for marketing purposes.
3. Entrants must confirm they are aged 18 years or over and agree to these Terms and Conditions.

4.3 Technical Issues

Cycling for Softies is not responsible for any technical failures, including but not limited to: network errors, server issues, incomplete entries, or any other technical problems that may prevent or delay entry submission. Proof of submission is not proof of receipt. Cycling for Softies database record of entries shall be conclusive.

5. Flights & Transfers

5.1 Flight Arrangements

1. Flights will be provided from a London airport chosen at the discretion of Cycling for Softies to an airport which is accessible to Provence, France. Airport selection will be determined by Cycling for Softies based on availability, routing efficiency, and cost-effectiveness. Potential airports include but are not limited to: Avignon (AVN), Marseille (MRS), and Nice (NCE).
2. Flight dates are available for April, July, August, October 2026, subject to final confirmation based on availability.
3. Flights will be booked by Cycling for Softies in advance once accommodation and tour dates are confirmed.
4. Flight times, airline carriers, and routing are at Cycling for Softies' sole discretion and may include connections.
5. Economy class travel is provided, including one checked bag per person. Seat selection, upgrades, additional baggage, and any other ancillary services are not included.

5.2 Transfer Arrangements

1. Return transfers will be provided from the arrival airport to the accommodation in Provence and return to the airport for departure back to London.
2. Transfer duration will vary depending on airport selection.
3. Transfers will be coordinated to align with confirmed flight times.

5.3 Winner Travel Obligations

1. The winner and their guest must hold valid passports with at least 6 months validity from the date of travel.
2. The winner and their guest are responsible for obtaining any required visas or travel authorisation.
3. The winner must provide accurate passenger details (full names as per passport, date of birth, passport numbers) within 7 days of being notified.
4. The winner must inform Cycling for Softies of any special requirements (mobility assistance, dietary requirements, etc.) within 7 days of notification.
5. Failure to provide required information within specified timeframes may result in prize forfeiture.

5.4 Changes & Cancellations

1. Once flights are booked, changes requested by the winner (dates, routes, passenger names) are not permitted.
2. If the winner or their guest cannot travel on the specified dates, the prize will be forfeited with no alternative compensation.
3. Cycling for Softies reserves the right to make reasonable changes to flight routing, times, or airport selection due to availability or airline schedule changes.
4. In the event of airline-initiated flight cancellations or significant delays, Cycling for Softies will make reasonable efforts to arrange alternative flights of comparable standard, subject to availability.

5.5 Exclusions

1. The prize does NOT include: airport parking, lounge access, meals or refreshments during travel, additional baggage beyond standard airline allowance, seat selection fees, fast track security, or any other ancillary services not expressly stated.
2. Travel insurance is NOT included in the prize. Winners are strongly advised to arrange appropriate travel insurance covering medical expenses, trip cancellation, delays, and personal liability.
3. Transport from the winner's home to London departure airport is NOT included and remains the winner's responsibility.

6. Accommodation

6.1 Hotel Details

Four nights' hotel accommodation in Provence will be provided for the winner and one guest for the 2026 in April, July, August, or October. The specific hotel(s) will be selected and booked by Cycling for Softies based on availability.

6.2 Room Configuration

Accommodation will be provided in one double or twin room, subject to availability.

6.3 Inclusions & Exclusions

1. Accommodation includes room and breakfast. Meals (where not stated on itinerary), minibar, room service, spa treatments, and any other hotel services or amenities not expressly included are at the winner's expense.
2. The winner and guest are responsible for any incidental charges, damage to the room or hotel property, and compliance with hotel policies during their stay.

6.4 Booking & Amendments

Accommodation will be booked by Cycling for Softies. Once booked, changes to dates or room configuration are not permitted. If the winner cannot utilize the accommodation on the specified dates, this element of the prize will be forfeited.

7. Winner Selection & Notification

7.1 Draw Process

One winner will be selected at random from all eligible entries received during the Competition Period. The draw will be conducted by Cycling for Softies at their head office on 16 February 2026.

7.2 Winner Notification

The winner will be notified by email and/or telephone using the contact details provided on their entry form within 2 days of the draw. The winner must respond to the notification within 7 days to claim their prize. If the winner does not respond within this period, or if the Cycling for Softies are unable to contact the winner using the details provided, the prize will be forfeited and an alternative winner will be selected.

7.3 Verification & Disqualification

Cycling for Softies reserve the right to verify the eligibility of all entrants and winners. Winners may be required to provide proof of identity, age, and residency. Cycling for Softies reserve the right to disqualify any entrant or winner if there are reasonable grounds to believe there has been a breach of these Terms and Conditions, or if the winner is unable or unwilling to comply with prize acceptance requirements.

7.4 Winner Publicity

By accepting the prize, the winner agrees to participate in reasonable publicity activities related to the competition, including but not limited to being photographed, filmed, and interviewed. The winner consents to the use of their name, image, and comments by Cycling for Softies for promotional purposes across all media platforms without additional compensation. If the winner does not wish to participate in publicity, they must inform Cycling for Softies at the time of prize acceptance, though Cycling for Softies may still announce the winner's first name and county of residence.

8. General Terms

8.1 Prize Acceptance

By accepting the prize, the winner and their guest agree to comply with all requirements set out in these Terms and Conditions, including but not limited to providing necessary documentation, complying with travel dates, and adhering to venue and airline regulations.

8.2 No Cash Alternative

The prize is non-transferable and cannot be exchanged for cash or any other alternative except as expressly provided in these Terms and Conditions. No part of the prize may be substituted by the winner.

8.3 Prize Substitution

Cycling for Softies reserve the right to substitute any element of the prize with an alternative of equal or greater value if circumstances beyond their reasonable control make it necessary to do so, including but not limited to supplier availability, force majeure events, or event cancellations.

8.4 Liability

1. Cycling for Softies is responsible only for their respective prize component as set out in these Terms and Conditions.

2. Cycling for Softies accept no liability for any delays, cancellations, changes, or service quality issues caused by airlines, transfer operators, accommodation providers, event organisers, or any other third parties beyond the Cycling for Softies' reasonable control.
3. The winner and their guest travel at their own risk. Cycling for Softies are not liable for any injury, illness, loss, damage, expense, or any other consequence incurred by the winner or their guest while travelling to, from, or during the prize trip.
4. Cycling for Softies are not responsible for circumstances outside their reasonable control including but not limited to: extreme weather conditions, natural disasters, strikes, pandemic restrictions, government travel restrictions, airline bankruptcy, terrorism, civil unrest, or any other force majeure events.
5. Nothing in these Terms and Conditions excludes or limits Cycling for Softies liability for death or personal injury caused by negligence, fraud, fraudulent misrepresentation, or any other liability that cannot be excluded or limited by law.

8.5 Data Privacy

- Personal data provided during entry will be processed by Cycling for Softies in accordance with their respective privacy policies and applicable data protection legislation, including the General Data Protection Regulation (GDPR).
- By entering the competition, entrants consent to the collection and processing of their personal data for the purposes of administering the competition, prize fulfilment, and, where specific consent has been provided via an opt-in checkbox, for marketing communications. Details of which can be found on Cycling for Softies websites; <https://www.cyclingforsofties.com/about-us/privacy-policy>
- Cycling for Softies will only use entrant data for marketing purposes if the entrant has provided explicit consent via the relevant opt-in checkbox.
- Personal data may be shared with third parties solely for the purpose of facilitating travel arrangements, including airlines, transfer operators, and accommodation providers.
- Entrants may exercise their data subject rights (including rights of access, rectification, erasure, restriction of processing, data portability, and objection) by contacting Cycling for Softies directly. Contact details are provided in Section 12.

8.6 Disqualification

Cycling for Softies reserve the right to disqualify any entrant if they have reasonable grounds to believe there has been a breach of these Terms and Conditions, including but not limited to: providing false information, entering the competition multiple times using different identities, fraudulent activity, or any other conduct deemed inappropriate or contrary to the spirit of the competition.

8.7 Disputes

Cycling for Softies' decision in all matters relating to the competition is final and binding. No correspondence will be entered into regarding competition decisions. In the event of any dispute, Cycling for Softies' records shall be conclusive.

8.8 Amendments

Cycling for Softies reserve the right to amend these Terms and Conditions or to cancel, alter, or amend the competition at any stage if circumstances beyond their reasonable control make

this necessary. Any changes will be notified to entrants and posted on the competition entry page.

8.9 Governing Law & Jurisdiction

These Terms and Conditions and any dispute or claim arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales. The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms and Conditions.

9. Cycling for Softies Contact Details

Cycling for Softies

Unit 3, Walton Lodge Laundry, 374 Coldharbour Lane, London SW9 8PL

Email: marketing@cyclingforsofties.com | Web:

www.cyclingforsofties.com