

FREE PRIZE DRAW: SOUTH WEST WATER'S WATER BUTTS GIVEAWAY 2026 TERMS & CONDITIONS

1. The Promotion
 - 1.1. This prize draw is for the chance to win one (1) of a total of five (5) free water butts ("**the Promotion**").
 - 1.2. The promoter is South West Water Limited, trading as South West Water, of Peninsula House, Rydon Lane, Exeter, Devon, England, EX2 7HR. Registered in England with Company number 02366665. ("**South West Water**", "**we**", "**us**", "**our**").
2. Who can Enter:
 - 2.1. The Promotion is only open to residents in the UK aged 18 years or over who live in the statutory licence area of supply of South West Water, who are either new or existing South West Water 'MyAccount' holders, except:
 - 2.1.1. employees of Pennon Group Plc or its holding or subsidiary companies;
 - 2.1.2. employees of agents or suppliers of the Pennon Group Plc or its holding or subsidiary companies, who are professionally connected with the Promotion or its administration; or
 - 2.1.3. members of the immediate families or households of 2.1, 2.1.1 or 2.1.2 above.
 - 2.2. There is a limit of one entry to the prize draw per household.
3. How to Enter:
 - 3.1. Promotion Period: The prize draw will run from 09.00 on Friday 1st May 2026 (the "**Opening Date**") to 17.00 on Friday 28th August 2026 (the "**Closing Date**") inclusive.
 - 3.2. To enter into this prize draw giveaway entrants must:
 - 3.2.1. Sign up or login to your online MyAccount here: <https://my-account.southwestwater.co.uk/>. New users will need a South West Water customer ID to sign up. Existing users will need to verify their details.
 - 3.2.2. Complete the web form by filing in your details <https://www.southwestwater.co.uk/water-butt-giveaway>
 - 3.2.3.4. Click 'submit' to enter the competition.
 - 3.3. We do not accept:
 - 3.3.1. incomplete, illegible, misdirected or late entries regardless of cause, including, for example, as a result of any equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - 3.3.2. proof of transmission as proof of receipt of entry to the Promotion.
 - 3.4. By entering the Promotion, entrants confirm that they have read and agree to be bound by these terms and conditions. Entrants who have accessed this prize draw via Instagram or Facebook also confirm that they have read and agreed to be bound by all rules and guidelines applicable to the use of Instagram, including the rules located at: <https://help.instagram.com/termsfuse>, and those of Facebook, including the rules located at: <https://www.facebook.com/terms.php>
 - 3.5. The Promotion is free to enter; however, internet access is required.
 - 3.6. The Promoter shall use entrants' personal data for the purposes of carrying out the Promotion, and in the case of winners' data, as set out in the Promoter's privacy notice available on our [Privacy Policy](#) page.
 - 3.7. The Promoter will make the winner's surname and county of residence available on request to anyone who sends a stamped self-addressed envelope to the Promoter within 10 weeks of the end of the Promotion Period, as required by the UK Code of Non-broadcast Advertising and Direct & Promotional Marketing (the "Code"). The Promoter may also be asked to provide the same details to the Advertising Standards Authority ("ASA") who publish and enforce the Code. This use of the winner's

data is necessary for the Promoter's legitimate interests in complying with the Code. Winners may also object to the disclosure to the ASA by emailing the same address, giving reasons. The Promoter will take these reasons into account if the ASA asks for the winners' details. Please note, however, that the Promoter may nevertheless still be required to disclose this information to the ASA. This may happen where, for example, the Promoter is required to demonstrate that a valid award took place.

4. Prizes:

- 4.1. The prize is one (1) water butt. There are five (5) water butts in total available to be won and shared between five (5) winners.
- 4.2. The prize is a 210-litre Water Butt Kit.
- 4.3. The prize is non-refundable, non-transferable and non-exchangeable and there is no cash alternative offered.
- 4.4. The Promoter reserves the right to offer an alternative prize of equal value. In the event of unforeseen circumstances or circumstances outside its reasonable control, the Promoter reserves the right to modify or discontinue, temporarily or permanently, this prize draw without notice.
- 4.5. Any other costs incurred in addition to those set out above and that are incidental to the fulfilment of the prize are the responsibility of the winner(s).

5. Winners:

- 5.1. Entrants agree to be bound by the decisions of the Promoter, which are final in all matters relating to the Promotion. No correspondence will be entered into in respect of the Promoter's decisions.
- 5.2. The winners will be randomly selected from all valid entries received during the Promotion Period via an online tool called Rafflys (<https://app-sorteos.com/en/apps/pick-random-name-winner>) on Tuesday 1st September 2026
- 5.3. The winners will be notified between Tuesday 1st September 2026 and Monday 7th September 2026 by email (using the details provided with the Promotion entry) and will be asked to provide their full name, address and 'MyAccount' number to claim the water butt.
- 5.4. Each winner will be asked to provide their full name, home address, 'MyAccount' number and a valid email address. The Promoter will then provide a period during which delivery of the water butt will take place ("**the Delivery Window**").
- 5.5. Winners must claim their prize before 23.59 on Monday 14th September 2026

6. Claiming the prize:

- 6.1. If a winner declines a prize, fails to respond within the required period, does not provide a valid email address, or they cannot provide a South West Water customer number they forfeit any right to the prize.
- 6.2. We will make all reasonable efforts to contact the winners. If a winner who was selected in the first draw fails to respond before 23.59 on [Monday 14th September](#) 2026, a redraw will take place from the remaining valid entries to select a new winner. A winner may be required to submit valid identification before receiving their prize.
- 6.3. We will make all reasonable efforts to contact the winners. If a winner who was selected in the first draw fails to respond before 23:59 on [Monday 14th September](#) 2026, a redraw will take place from the remaining valid entries to select a new winner. A winner may be required to submit valid identification before receiving their prize.
- 6.4. The prize will be delivered by the Promoter to the winner's home address, during the Delivery Window provided when the winners are notified.
- 6.5. The Promoter does not accept any responsibility for loss of, or damage to, the prize following delivery to the winner's home address.

- 6.6. The Promoter reserves the right to discount any inappropriate or offensive entries and to disqualify any entries if the Promoter, at its sole discretion, believes that there has been an attempt to manipulate or tamper with the operation of the promotion (including, without limitation, by setting up multiple 'MyAccount' accounts in order to submit multiple entries).
- 6.7. We do not accept any responsibility if you are not able to take up the prize.
7. General:
- 7.1. In the event of unforeseen circumstances or circumstances outside its reasonable control, the Promoter reserves the right to modify or discontinue, temporarily or permanently, this promotion without prior notice.
- 7.2. If there is any reason to believe that there has been a breach of these terms and conditions, we may, at our sole discretion, reserve the right to exclude you from participating in the Promotion or to rescind or disqualify your entry.
- 7.3. The Promoter does not accept any responsibility for any infringement of any third party intellectual property rights caused by entrants entering this promotion.
- 7.4. Nothing in these terms excludes the Promoter's liability for death or personal injury caused by its negligence or for fraud, or any other liability that the Promoter may not exclude by law. Subject to that, the Promoter and its associated companies will not be liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits) expense or damage which is suffered or sustained in connection with this promotion or accepting or using any prize, including any loss incurred as a result of any delay and/or failure to perform any obligation to the winner or other entrants that is caused by:
- 7.4.1. technical problems of any kind which may limit or prevent any person's participation in the promotion;
- 7.4.2. any loss or damage arising from or in connection with the allocation or enjoyment of a prize;
- 7.4.3. any act or omission of any third party, particularly any third party involved in the provision of services relevant to the prize; or
- 7.4.4. any other events beyond the Promoter's control that may cause the promotion to be disrupted or corrupted or may lead to loss of, or damage to, the winner or to the prize.
- 7.5. If any of these terms and conditions are found by a court or regulator to be invalid or unenforceable the remaining other provisions shall continue to apply.
- 7.6. This promotion is in no way sponsored, endorsed or administered by or associated with Meta Platforms Inc, Facebook, Instagram or any other social media channel. By entering, entrants acknowledge that Facebook and Instagram do not bear any responsibility for this promotion and, to the maximum extent permitted by law, entrants release Facebook and Instagram from any liability whatsoever in connection with this promotion. All information entrants provide when they enter the promotion is provided to the Promoter and not to Facebook, Instagram or any other social media channel.
- 7.7. South West Water reserves the right to suspend, cancel, or amend the prize draw where it becomes necessary to do so, with no liability to any entrants or third parties.
- 7.8. These terms and conditions shall be governed by and construed in accordance with the laws of England and the parties agree that any dispute or action arising under or in connection with these terms and conditions shall be subject to the exclusive jurisdiction of the Courts of England.

By submitting a competition entry, you are agreeing to be bound by these terms and conditions.