

# Handepay Ltd- Feedback Survey Promotion Terms and Conditions

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These Terms and Conditions (“**Terms**”) govern the Feedback Survey Promotion (“**Promotion**”) offered by Handepay Ltd (“**Handepay**” or “**Promoter**”), commencing on 1 August 2025 – 31 October 2025 (“**Promotion Period**”). Please read the following Terms carefully and keep a copy for your information.

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## 1. ELIGIBILITY & PARTICIPATION

- 1.1 In order to be an eligible participant for the Promotion, you must be a merchant business who receives card acquiring and other business support services organised by or through Handepay Ltd and who receives, completes and submits their feedback survey response within the Promotion Period
  - 1.2 If all of the Participation requirements detailed in this clause 1.1 are met, you will be automatically entered into the prize draw (“**Entry**”) to win a £100 Love2Shop e-voucher for your relevant prize draw (each a “**Prize**”, and together the “**Prizes**”) (see clause 2 for more details).
  - 1.3 By entering the prize draw, you agree to be bound by these Terms and you hereby confirm that you are not restricted from complying with these Terms in any way.
  - 1.4 If you do not wish to be entered into the Promotion, please email [customerfeedback@paypoint.com](mailto:customerfeedback@paypoint.com) including your full name, business name and email address advising that you wish to be removed from the Handepay Survey Promotion.
  - 1.5 Only one Entry shall be made per completed survey.
  - 1.6 There will be one prize draw per survey type per month. The survey types are: Customer Support survey; Welcome Call Process survey and Termination Process survey.
  - 1.7 Any merchant businesses who meet the participation requirements after the Promotion Period has ended will not be valid and as such will not receive an Entry into the prize draw.
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## 2. PRIZE DRAW

- 2.1 There will be 9 surveys in total during the Promotion Period- one draw per survey type per month as follows:  
**August Prize Draws-** Separate prize draw for Entries of each survey as follows:  
1x Customer Support Survey  
1x Welcome Call Process Survey  
1x Termination Process Survey  
Draw will take place on 3 September 2025 for all Entries received by 31 August 2025  
**September Prize Draws** Separate prize draw for Entries of each survey as follows:  
1x Customer Support Survey  
1x Welcome Call Process Survey  
1x Termination Process Survey  
Draw will take place 3 October 2025 for all Entries received by 30 September 2025  
**October Prize Draws** Separate prize draw for Entries of each survey as follows:

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1x Customer Support Survey

1x Welcome Call Process Survey

1x Termination Process Survey

Draw will take place 3 November 2025 for all Entries received by 31 October 2025

- 2.2 In each prize draw, one (1) winner will be chosen by a random draw performed by a computer process (9 Winners in total during the Promotion Period). Each winner will win a £100 Love2Shop e-voucher.
- 2.3 Winners from the first prize draw will not be eligible for Entry into the subsequent prize draws.
- 2.4 The Winners will be notified by email (to the business email address used to complete the survey) within 7 working days from the date of the prize draw and must respond within 7 working days from receipt of the email in order to claim their Prize.
- 2.5 If a Winner does not respond within 7 working days to claim their Prize, then the Winner's prize will be forfeited and Handepay shall be entitled to select another winner in accordance with the process detailed in this Clause 2.
- 2.6 The Prizes will be sent to the Winners by e-mail to the business email address used for receiving the survey. The prize will be sent to the Winners within 7 days of response by Winner under clause 2.4 above.

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### 3. OTHER TERMS

- 3.1 All fair and honest feedback is accepted via the survey regardless of whether positive and negative in order to be a valid Entry. Handepay may in its sole discretion refuse Entries that contain rude, lewd, racist, sexist or other discriminatory language in them.
- 3.2 The Prizes are non-transferable, non-exchangeable and no cash alternative is offered. Handepay accepts no responsibility for any costs associated with the Prizes and not specifically included in the Prizes (including any taxes or other fees). The Prizes shall be gifted to the Winner's merchant business as a whole, not the manager or owner of the business.
- 3.3 The decision of Handepay is final in all respects and no dispute or correspondence will be entered into.
- 3.4 Responsibility is not accepted for any Entries that are deficient, lost, damaged or delayed as a result of any computer hardware, network or software failure of any kind, or any other form of technical fault, including illegible or unclear writing or images. Handepay reserves the right to reject any Entry in its sole discretion.
- 3.5 Handepay may request further information or documentation, as may reasonably be required, in order to assess the Entry.
- 3.6 The Love2Shop e-gift card is subject to its own terms and conditions of use, provided by Park Card Services Ltd (trading as Love2Shop). Please visit <https://www.love2shoprewards.co.uk/login.php> to register your e-gift card, and for terms and conditions of use. Handepay are not responsible for any additional costs or issues relating to the redemption or use of the e-gift card.

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- 3.7 Handepay reserves the right to verify the eligibility of all Entries and may, in its sole discretion, refuse entry or refuse to reward a Prize if the Winner fails to satisfy any eligibility or participation requirements set out in these Terms or where we suspect that a false or fraudulent submission is being made or misleading information has been given.
- 3.8 Handepay does not accept any liability if a Prize is lost or delayed, howsoever caused.
- 3.9 To the extent that you have supplied personal data in relation to this Promotion, such personal data shall be used exclusively for the administration of activities in relation to this Promotion only. For the avoidance of doubt, this will not change or amend any standing personal information you may have previously provided in relation to other products or services provided by or through Handepay, or the use of such information in relation to such products or services. Please see our privacy policy at <https://www.handepay.co.uk/privacy/>.
- 3.10 Handepay and its associated agencies and group 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 (whether or not arising from any person's negligence) in connection with the Promotion or these Terms, except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the minimum allowable by law.
- 3.11 If for any reason any aspect of this Promotion is not capable of running as planned, Handepay may (in its sole discretion) cancel, terminate, modify or suspend the Promotion, or invalidate any affected entries (this includes, without limitation, by reason of infection by computer virus, network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any cause beyond the control of Handepay which corrupts or affects the administration, security, fairness, integrity or proper conduct of this Promotion).
- 3.12 By taking part in this Promotion in any way, you: (i) agree to be bound by these Terms; (ii) confirm that you are not restricted from complying with these Terms in any way; and (iii) confirm that all information provided is accurate, up-to-date and complete to the best of your knowledge and ability.
- 3.13 The Winners names may be made available within the Promoter's website if the prize winner consents to this. If you wish to object to this, please email us at [customerfeedback@paypoint.com](mailto:customerfeedback@paypoint.com) providing your full name, business name and email address and advising us of your objection. If you wish to find the details of a winner, please email [customerfeedback@paypoint.com](mailto:customerfeedback@paypoint.com) including details of your request and the relevant promotion name.
- 3.14 These Terms prevail in the event of any conflict or inconsistency with any other communications including advertising or promotional materials.
- 3.15 Handepay reserves the right to hold void, cancel, suspend or amend this Prize Draw promotion where it becomes necessary to do so, details of which will be shared on <https://www.handepay.co.uk/handepay-offers-tcs/>.
- 3.16 These Terms shall be governed by English law and the English courts shall have exclusive jurisdiction.

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In these Terms, references to Handepay shall mean, Handepay Ltd, with registered office 1 The Boulevard, Shire Park, Welwyn Garden City, AL7 1EL.