

PROMOTION TERMS AND CONDITIONS

OSRS Annual Survey 2023

1 THE PROMOTION

- 1.1 The promoter and organiser of this promotion is Jagex Limited of 220 Cambridge Science Park, Cambridge, England, CB4 0WA ("**Jagex**", "**us**", or "**we**"). These terms and conditions govern the legal relationship between Jagex and you (referred to in these terms and conditions as "**you**", or "**entrant**") in relation to the promotion.
- 1.2 Please read these terms and conditions carefully, and in particular clauses 6.2, 10.1 and 10.2 regarding how we will handle your personal data in relation to the promotion.
- 1.3 All information detailed on any of Jagex websites (including but not limited to jagex.com, www.runescape.com and www.oldschool.runescape.com, hereafter referred to as "**Jagex Websites**"), digital platforms, games or apps or published in any of our newsletters in relation to the entry requirements for this promotion form part of these terms. In the event of any discrepancy or conflict between that information and these terms, the specific promotion terms and conditions will prevail.
- 1.4 Discord, Reddit, Facebook, Twitter (X), and Instagram (or any other social media site) do not endorse or sponsor any promotion hosted by Jagex and we are not affiliated with of these platforms or any other social media site in any way.

2 HOW TO ENTER

- 2.1 In order to enter the promotion, you must complete the official Jagex "OSRS Annual Survey 2023" that can be found on the Jagex Websites and on official RuneScape social accounts and providing the required information.
- 2.2 The promotion will run from 19:00 GMT on 13/12/2023 (the "**Opening Date**") to 23:59 GMT on 31/12/2023 (the "**Closing Date**") inclusive.
- 2.3 All entries must be received by Jagex by no later than 23:59 GMT on the Closing Date. All

entries received by us after the Closing Date (whether or not they were sent before) will be void and will not be entered into this promotion.

- 2.4 No purchase is necessary to enter the promotion and there is no charge to register for use of a Jagex Website.
- 2.5 All entries must be accompanied by your name, address, either a telephone number or email address.
- 2.6 Jagex will not accept:
 - 2.6.1 responsibility for entries that are lost, mislaid, damaged, or delayed in transit, regardless of cause, including, for example, as a result of any postal failure, equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
 - 2.6.2 proof of posting or transmission as proof of receipt of entry to the promotion.
- 2.7 There is a limit of one entry to the promotion per person. Entries on behalf of another person will not be accepted and joint submissions are not allowed.
- 2.8 By submitting your entry, you confirm that you have read and understood these terms and conditions and agree to be bound by them.

- 2.9 For help with entries, please contact competitions@jagex.com.

3 THE PRIZES – Rybbon \$50 Voucher

- 3.1 The prizes are Rybbon \$50 Vouchers and 50 are available to be won.
- 3.2 The prize is supplied by Rybbon LLC, 6220 Stoneridge Mall Road, Pleasanton, CA 94588 (the "**Supplier**").
- 3.3 Prizes are subject to availability. We reserve the right, including where required to by circumstances beyond our control, to substitute the prize with a cash alternative

- to the value of £40, or to substitute the prize with a reasonably equivalent prize or one of greater value.
- 3.4 The winner is responsible for any costs or expenses involved in claiming or using the prize other than those that are expressly stated above as being included as part of the prize.
- 3.5 The prize may be subject to additional terms and conditions imposed by the Supplier or other organisation connected to this promotion.
- 3.6 The prize is not negotiable or transferable.
- 3.7 The prize is for the named winners only and cannot be given or transferred to any other person.
- 4 ELIGIBILITY**
- 4.1 To enter this promotion, you must be a legal resident in: (a) all states within Australia, and/or New Zealand, as well as throughout Hong Kong and/or Singapore; (b) all countries within Europe except Northern Ireland and Italy; (c) the following: states within the USA: Alabama; Alaska; Arizona; Arkansas; California; Colorado; Connecticut; Delaware; Florida; Georgia; Hawaii; Idaho; Indiana; Illinois; Iowa; Kansas; Kentucky; Louisiana; Maine; Maryland; Massachusetts; Michigan; Mississippi; Missouri; Minnesota; Montana; New Hampshire; New Jersey; New Mexico; New York; North Carolina; Oregon; Oklahoma; Pennsylvania; Nebraska; Nevada; North Dakota; Ohio; Rhode Island; South Carolina; South Dakota; Tennessee; Texas; Utah; Vermont; Virginia; West Virginia; Washington; Wisconsin; Wyoming; (d) the following provinces within Canada: Alberta, British Columbia; Manitoba; Ontario; Newfoundland and Labrador; New Brunswick; Northwest Territories; Nova Scotia; Nunavut; Saskatchewan; Yukon and Prince Edward Island; and (e) the following countries in Latin America: Argentina, Chile, Paraguay, Peru, Uruguay, Colombia, Brazil (these regions together the “**Promotion Jurisdiction**”) and be aged 18 years or over at the time of entry.
- 4.2 The following persons are not eligible to enter:
- 4.2.1 our employees or workers, or the employees or workers of any of our holding or subsidiary companies;
- 4.2.2 employees or workers of any organisation involved in the operation or administration of this promotion including prize suppliers and advertising agencies; or
- 4.2.3 members of the immediate families or households of paragraphs 4.2.1 and 4.2.2 above.
- 4.3 If you are based outside of the Promotion Jurisdiction, or your jurisdiction has legal or regulatory rules that invalidate these terms or make Jagex’s performance of them impossible, Jagex will not accept your entry and you will be deemed to have been automatically disqualified from it.
- 4.4 In entering the promotion, you confirm that you are eligible to do so and eligible to claim any prize you may win.
- 4.5 We may ask for proof of age, residence, or eligibility. Delay or failure to provide the evidence to our reasonable satisfaction may result in an entry being void or a prize being forfeited.
- 4.6 Our decision as to whether an entrant (or their entry) is eligible for this promotion is final and we are not obliged to provide any reasons for disqualification.
- 4.7 Entries will be void if they are:
- 4.7.1 automatically generated by a computer;
- 4.7.2 completed by third parties or in bulk;
- 4.7.3 illegible, have been altered, reconstructed, forged or tampered with;
- 4.7.4 photocopies and not originals;
- 4.7.5 incomplete; or
- 4.7.6 do not comply with these terms and conditions.

4.8 There is a limit of one entry to the promotion per person. Entries on behalf of another person will not be accepted and joint submissions are not allowed.

4.9 Jagex reserves all rights to disqualify you if your conduct is contrary to the spirit or intention of the prize promotion.

4.10 Promotion entries cannot be returned.

5 SELECTION OF WINNER

5.1 There will be 50 winners.

5.2 All valid entries received by Jagex before the Closing Date will be eligible for the prize draw process ("**Prize Draw Pool**").

5.3 No fee is required to enter the Prize Draw Pool.

5.4 Within 21 days following the Closing Date (unless specified by Jagex in writing), the winner of this promotion will be randomly selected from the Prize Draw Pool by way of a random algorithm operated through Microsoft Excel.

5.5 Details verifying the randomised selection from the Prize Draw Pool will be provided in accordance with the winner details in clause 5.

6 CONTACTING THE WINNER

6.1 We will notify the winner as soon as practicable after the Announcement Date using the contact details provided in the entry. Jagex will not amend any contact information once the entry form has been submitted.

6.2 Jagex must either publish or make available information that indicates that a valid award took place. To comply with this obligation Jagex:

6.2.1 may publish the username, country and/or county of prize winners (and if applicable, their winning entries) on a Jagex Website on 23/1/2024 ("**Announcement Date**"); and/or

6.2.2 shall provide the surname, country and/or county of prize

winners to a regulator if required by applicable laws.

6.3 Jagex will not publish winners' details where doing so would breach applicable data protection laws.

6.4 Reasonable efforts will be made to make contact over a period of 3 weeks from the Announcement Date. If it has not been possible to contact the winner in that time, the prize will be forfeited and awarded to the next eligible entrant.

6.5 Once contacted, the entrant must redeem the prize on the Supplier's website.

7 CLAIMING THE PRIZE

7.1 If you are the winner of the prize, you will have 180 days of days from the Announcement Date to claim the prize by following the instructions set out in paragraph 6.5. If you do not claim the prize by this date, your claim to the prize will become invalid.

7.2 The prize may not be claimed by a third party on your behalf.

7.3 We do not accept any responsibility if you are not able to take up the prize.

7.4 We are not liable for any damage or loss to a prize caused by a third party. If a prize is damaged or fails to be delivered, we have no obligation to provide a replacement prize.

8 LIMITATION OF LIABILITY

Insofar as is permitted by law, Jagex, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the prize or which are caused by a third party except where it is caused by the negligence of Jagex or its employees. Your statutory rights are not affected.

9 OWNERSHIP OF PROMOTION ENTRIES AND INTELLECTUAL PROPERTY RIGHTS

9.1 All entries and any accompanying material submitted to Jagex will become the property of Jagex on receipt and will not be returned.

9.2 If your entry contains photographs or video images of people, you must ensure that you inform them that you intend to use the material for the purposes of this promotion and obtain their consent.

9.3 We may ask you for evidence of any such consent and reserve the right to disqualify your entry if you are unable to provide it or if we have doubts about its adequacy.

10 DATA PROTECTION AND PUBLICITY

10.1 We will use your personal information only in accordance with these terms and conditions and our privacy policy, available here: <https://www.jagex.com/en-GB/terms/privacy>. See also 6.2, with regard to the announcement of winners.

10.2 Entrants who do not want their details included on the list of winners referred to in clause 7.2 being published or made available, you must notify us within a reasonable period of time before the Closing Date by emailing competitions@jagex.com or writing to: Competitions Team, Jagex Limited, 220 Cambridge Science Park, Cambridge, England, CB4 0WA. In such circumstances, Jagex must still provide the relevant information and winning entry to the Advertising Standards Authority on request. Please see our privacy policy for further information regarding this at <https://www.jagex.com/en-GB/terms/privacy>.

10.3 The winner of this promotion may be asked to participate in publicity.

11 COMPLAINTS AND DISPUTES

11.1 If you want to contact us about this promotion or have a complaint, you can reach us by emailing competitions@jagex.com or by writing to us at: Competitions Team, 220 Cambridge Science Park, Cambridge, England, CB4 0WA.

11.2 The laws of England and Wales apply to these terms and conditions, although if you are a resident elsewhere you will retain the benefit of any mandatory protections given to you by the law of that country.

11.3 Any disputes will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

12 ACCESSIBILITY

12.1 If you have any difficulty accessing or entering this promotion, please contact us at competitions@jagex.com or by writing to us at: Competitions Team, 220 Cambridge Science Park, Cambridge, England, CB4 0WA.

13 GENERAL

13.1 If there is any reason to believe that there has been a breach of these terms and conditions, Jagex may, at its sole discretion, reserve the right to exclude you from participating in the promotion.

13.2 Jagex reserves the right to hold void, suspend, cancel, or amend the prize promotion where it becomes necessary to do so, including:

13.2.1 for reasons outside of its control, including if any law or regulation is inconsistent with these terms or where any law or regulation makes Jagex's performance of these terms impossible, unlawful, illegal or unethical; or

13.2.2 where any other unforeseen or unexpected event that cannot be reasonably anticipated or controlled, affects the fairness and/or integrity of the promotion (including, without limitation, in the case of anticipated, suspected or actual fraud, cheating, any computer virus, bug, or any catastrophic event).