Terms and Conditions of the London Museum Flock Membership Prize Draw (the "**Promotion**")

1. The **Promoter** is Thameslink Southern Great Northern Limited (12545324) of Monument Place 24 Monument Street, 1st Floor, London, England, EC3R 8AJ

2. Promotional Period: The Promotion commences at 12noon on 10th November 2026 and ends at 23:59 on 15th November 2026 (**Promotional Period**). All competition entries received after the Promotional Period are automatically disqualified.

3. Eligible Entrants:

a. To be eligible to participate in the Promotion you must:

b. (a) be a resident of the United Kingdom aged 18 years or over;

c. (b) have a UK postal address; and

d. (c) not be an employee of the Promoter or of Museum of London (trading as London Museum), nor a family member, dependant, agent or any other person connected with an employee of the Promoter or of Museum of London,

at the point of participation in the Promotion (**Eligible Entrant**).

4. Entry Method:

e. To enter the Promotion and be eligible to win a Prize, the Eligible Entrant must, during the Promotional Period:

f. (a) visit [landing page URL] and complete the entry form with their name and email address;

g. (b) correctly answer the following question: "Which trains can you see from London Museum's new train window?" by selecting one of the following options: A) Southern, B) Thameslink, C) Great Northern or D) Gatwick Express; and

h. (c) agree to be bound by these Terms.

i. Each Eligible Entrant is limited to one Eligible Entry.

5. Prize

j. There are five prizes available. Each prize is one year's membership of The Flock, London Museum's membership scheme, RRP [£69] (each a Prize). Each Prize is subject to London Museum's applicable membership terms and conditions [link], as made available to the Eligible Entrant before entry. Those terms govern the activation and use of the membership and do not form part of these Terms governing entry into or administration of the Promotion. London Museum is responsible for the provision and administration of The Flock membership and any associated benefits or events.

k. Each Prize also includes the opportunity to attend The Flock preview of London Museum on Thursday 26th November 2026, subject to the Winner's membership

being activated before that date. The membership remains valid for one year from activation, whether or not the Winner attends the preview.

l. Travel to and from London Museum is not included.

m. Each Prize is not transferable or exchangeable and has no cash value.

6. Prize Draw

n. All Eligible Entries will be included in the Prize Draw.

o. The Prize Draw will take place via a random draw carried out by a representative of the Promoter by no later than 16th November 2026 (**Prize Draw Date**). Winning is not contingent on being present at the Prize Draw.

p. The first five Eligible Entries drawn will each win one Prize (each a **Winner**). Each Eligible Entrant may win no more than one Prize.

7. Winner Notification:

q. Each Winner will be notified by the Promoter within 7 days of the Prize Draw Date, in writing by email to the email address submitted at the time of entry.

r. The Promoter reserves the right to request verification of the age and identity of any Winner and any other information relevant to entry into or participation in this Promotion. Verification is at the discretion of the Promoter, whose decision is final.

8. Prize Delivery: To enable the Prize to be provided, the Promoter will share each Winner's name and email address with Museum of London (trading as London Museum), which will contact the Winner by email within two working days of receiving their details to set up and activate their membership account.

9. Prize Substitution: If any Prize (or any part of a Prize) becomes unavailable for reasons beyond the Promoter's control, the Promoter may substitute that Prize (or the relevant part of it) with a prize of equal or greater value, subject to any contrary direction from a regulatory authority.

10. Redraw:

s. If a Prize remains unclaimed within 7 days of the Winner being notified, or if a Winner is unable to receive the Prize for any other reason (including but not limited to if the Winner is disqualified or in breach of the Terms), the Promoter may select an alternative Winner via a random draw carried out by the Promoter, subject to the approval of any necessary regulatory authority (**Redraw**).

t. The winner of each Redraw will be notified in the same manner as set out in paragraph 7 above.

11. Personal Information:

u. Personal information including the Eligible Entrant's name and email address will be collected and used for the purpose of conducting this Promotion. This may require disclosure to third parties, including local regulatory authorities and the Promoter's agents or third-party service providers, for the purpose of conducting the Promotion.

v. Each Winner's name and email address will be shared with Museum of London (trading as London Museum) so that it can set up the Winner's membership account. London Museum will process that personal information in accordance with its own privacy policy.

w. Where an Eligible Entrant separately chooses to opt in to receive news and promotions from London Museum, their name and email address will be shared with Museum of London (trading as London Museum), which will use them in line with its own privacy policy. Consent to marketing is voluntary and is not a condition of entering the Promotion. London Museum will process that personal information in accordance with its own privacy policy.

x. Participation in the Promotion is subject to the Promoter's Privacy Policy. The Privacy Policy also provides further information on how the Promoter collects, stores, uses and discloses any personal information, the rights available to individuals in relation to their personal information and how to contact the Promoter in relation to those rights.

12. General:

. The Promoter's decision is final and binding and no correspondence will be entered into, including in the event of a dispute relating to the Terms.

a. Entries will be deemed void if illegitimate, forged, manipulated or tampered with in any way. The Promoter reserves the right to disqualify any individual who is involved in any way in interfering or tampering with the conduct of this Promotion or has breached any of these Terms or engaged in any unlawful or other improper misconduct calculated to jeopardise the fair and proper conduct of the Promotion.

b. Nothing in these Terms excludes or limits the Promoter's liability for death or personal injury caused by its negligence, fraud or fraudulent misrepresentation, or any other liability which cannot lawfully be excluded or limited.

c. Subject to the foregoing, and to the maximum extent permitted by law, the Promoter will not be responsible for any loss or damage suffered by an Eligible Entrant or Winner which is not reasonably foreseeable or which arises from circumstances beyond the Promoter's reasonable control, including technical failures, third-party interference, or entries which are lost, delayed, damaged or misdirected for reasons beyond the Promoter's reasonable control.

d. The Promoter is not responsible for the acts or omissions of London Museum in connection with the provision or administration of The Flock membership or any associated benefit or event, except to the extent that liability cannot lawfully be excluded.

e. No expenses incurred in connection with entry to or participation in the Promotion will be paid.

f. If, for any reason beyond the reasonable control of the Promoter, this Promotion is not capable of running as planned, the Promoter reserves the right in its sole discretion to take any action that may be available to it, and to cancel, terminate, modify or suspend the Promotion, unless to do so would be prohibited by law.

g. The Promoter reserves the right to cancel, terminate, modify or suspend the Promotion or amend these Terms at any time without notice and at any time, including when subject to any directions from a regulatory authority.

h. These Terms are governed by and construed in accordance with the laws of England and Wales and the Promoter and any entrants agree that the Courts of England and Wales, exclusively, shall settle disputes.