



Ventus Competitions Ltd
Responsible Participation & Customer Protection Policy
Effective Date: 13th July 2026

1. Our Commitment

At Ventus, we believe entering a Prize Draw should always be enjoyable, exciting and carried out responsibly. We are committed to providing a safe, fair and transparent environment where customers can participate with confidence and remain in control of how they choose to take part.

Every Prize Draw that we promote includes a no purchase necessary, free postal entry route. Nevertheless, we recognise that some customers may benefit from tools and support to help them manage their participation. We have therefore introduced a range of responsible participation measures designed to encourage informed decisions and help customers remain in control.

2. Our Approach

Responsible participation is fundamental to the way Ventus operates. Our aim is to encourage participation as a form of entertainment and never in a way that causes financial, emotional or personal harm.

Our responsible participation measures are designed to work together. Some protections apply automatically to every customer, while others can be selected and managed through your Ventus account to suit your individual circumstances. We continually review these measures to ensure they remain effective and reflect developing legislation, regulatory guidance and industry best practice.

3. Eligibility

Participation is restricted to individuals aged 18 years or over who satisfy the eligibility requirements set out in our General Terms and Conditions and the applicable Prize Draw Terms. We operate reasonable verification procedures, including age verification where appropriate.

4. Customer Controls

We encourage all Participants to take part in Prize Draws responsibly. Participants should only take part at a level that is appropriate for their personal circumstances and should ensure that any spending on Entries remains affordable and within their means.

The Promoter does not encourage excessive or irresponsible participation and may intervene where it considers that entry activity may pose a risk of harm. Participation should be for entertainment purposes only.

a. Credit Card Spending Limit

To support responsible participation, Ventus limits the use of credit cards for paid Prize Draw entries.

Credit card payments are subject to a maximum cumulative limit of £250 per customer in any calendar month across all Ventus Prize Draws.

Once this limit has been reached, further credit card payments will not be accepted until the start of the following calendar month.

b. Monthly Spending Limits

In addition to the £250 monthly credit card limit, customers may choose to set their own monthly spending limit across all eligible purchases.

Customers may select any spending limit that suits their circumstances, including a limit of £0.

Spending limit reductions take effect immediately. Requests to increase a spending limit are subject to an appropriate cooling-off period before becoming effective.

c. Take a Break

Customers may temporarily pause participation for 24 hours, 7 days or 30 days.

d. Temporary Account Suspension

Customers may request a temporary account suspension for a minimum period of six months. During the suspension, participation is prevented and marketing communications are suspended, except where required to administer an existing entry or comply with legal obligations.

e. Permanent Account Closure

Customers may permanently close their account at any time.

5. Monitoring Responsible Participation

We operate proportionate systems and procedures designed to identify patterns of participation that may indicate a customer could benefit from additional support.

Where appropriate, we may contact customers to discuss their account activity, encourage the use of responsible participation tools or take other reasonable steps that we consider necessary to promote responsible participation and protect our customers.

6. Marketing

Our advertising is intended for adults aged 18 or over and is prepared in accordance with applicable advertising standards. We do not encourage excessive participation or present participation as a solution to financial, personal or social difficulties.

7. Independent Support

If you feel that your participation is becoming difficult to manage, or you require support in relation to spending or personal circumstances, you may wish to seek independent advice or assistance from recognised support organisations.

These may include:

- Citizens Advice www.citizensadvice.org.uk
- National Debtline www.nationaldebtline.org
- Samaritans www.samaritans.org
- Mind www.mind.org.uk

8. Alignment with the Voluntary Code

Ventus has developed this Policy to reflect the principles of the UK Government's Voluntary Code of Good Practice for Prize Draw Operators. We are committed to promoting responsible participation, transparency, fairness and customer protection throughout our business and regularly review our policies and procedures to ensure they remain aligned with evolving legislation, regulatory guidance and recognised industry best practice.

9. Frequently Asked Questions

Can I limit how much I spend?

Yes. You can set your own monthly spending limit, including £0, through your account.

Is there a limit on credit card spending?

Yes. Credit card payments are limited to a maximum of £250 per calendar month across all Ventus Prize Draws.

Can I take a break?

Yes. You can activate a 24-hour, 7-day or 30-day break through your account settings.

Can I suspend my account?

Yes. You may request a temporary suspension for at least six months or permanently close your account.

How do I get help?

Please contact our Customer Support Team if you have concerns about your participation. We can explain the tools available and signpost you to independent support organisations.

10. About us

Ventus Competitions Ltd is a company registered in England and Wales with its registered office at:

30–34 North Street
Hailsham
East Sussex
BN27 1DW
United Kingdom

Email: team@ventusprizedraws.com

11. Complaints

Further details of the Promoter's complaints process, including complaints relating to charitable fundraising activity, are set out in the Complaints Policy available on the Website.

12. Contact us

Ventus Competitions Ltd
53 Perrymount Road
Haywards Heath
West Sussex
RH16 3XH
United Kingdom

Email: team@ventusprizedraws.com

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