

WHEELSPINS LTD

Website and Competition Terms and Conditions

Last updated: 10 December 2025

IMPORTANT: PLEASE READ THESE TERMS CAREFULLY BEFORE USING THE WEBSITE OR ENTERING ANY COMPETITION.

These Terms and Conditions ("Terms") set out the basis on which WHEELSPINS LTD provides access to its websites and runs skill-based prize competitions, promotional mechanics (including "Spin the Wheel" and "Rapids"/"Rapid Raffles") and related services.

By creating an account, using the websites or entering any competition, you agree to be bound by these Terms.

1. INTRODUCTION

1.1 These Terms apply to your use of any website operated by WHEELSPINS LTD under the WheelSpins brand, including without limitation wheelspins.co.uk and wheelspins.gg, together with any related subdomains, mobile versions, applications and services (collectively, the "Website").

1.2 These Terms govern all prize competitions, free draws, promotional mechanics, "Spin the Wheel" features, "Rapids"/"Rapid Raffles" features and any other prize promotions that we operate through the Website (each a "Competition").

1.3 By creating an account, accessing the Website or entering any Competition, you accept and agree to be bound by these Terms, the specific rules for any Competition, and our Privacy Policy. If you do not agree, you must not use the Website or enter any Competition.

1.4 We may update these Terms from time to time, for example to reflect changes in law, regulation or how we operate the Website. The latest version will always be posted on the Website and will apply from the date it is posted. Your continued use of the Website or participation in Competitions after changes have been made constitutes your acceptance of the updated Terms.

2. COMPANY DETAILS

2.1 The Website is operated by WHEELSPINS LTD, a company registered in England and Wales with company number 16900830 and registered office at 119 Washway Road, Sale, England, M33 7TY ("WHEELSPINS", "we", "us", "our").

2.2 Unless a specific Competition page clearly states that another entity is the promoter for that Competition, WHEELSPINS LTD is the promoter of all Competitions on the Website.

2.3 Where a Competition page names a different promoter (for example, a third-party creator or partner), that entity will be responsible for providing the advertised prize and complying with applicable laws for that Competition. In such cases we may act solely as the platform provider.

3. DEFINITIONS

In these Terms, the following words have the meanings set out below:

3.1 "Account" means the online account you create on the Website in order to enter Competitions and use other features.

3.2 "Bundle" means any package of tickets and/or promotional benefits (including Spins and/or Rapids credits) purchased or allocated as described on the Website from time to time.

3.3 "Entry" means a validly submitted entry into a Competition that meets all of the requirements of these Terms and the specific rules of that Competition, including any requirement to answer a skill-based question and any free-entry route.

3.4 "Main Competition" means a Competition where the primary prize is advertised on the Competition page (for example, a vehicle or other major prize).

3.5 "Prize" means any prize or reward advertised in connection with a Competition, including vehicles, cash amounts, vouchers, merchandise, bonus tickets, Spins, Rapids credits or other promotional benefits.

3.6 "Rapids", "Rapid Raffles", "Rapids Round" or "Rapids Card" means any short, fast, limited-entry round or mechanic operated through the Website which can award promotional

Prizes (such as bonus tickets, Spins or other rewards) and which is more particularly described in clause 9.

3.7 "Rapids Credits" means credits, games or equivalent units which allow a user to join or participate in a Rapids Round.

3.8 "Spin the Wheel" or "Spins" means the promotional wheel feature described in clause 8 which can award bonus tickets or other promotional benefits.

3.9 "Skill Question" means the skill, judgment or knowledge-based question or task that must be answered or completed correctly in order for an Entry to be valid and to comply with UK prize competition and free-draw requirements.

3.10 "User", "you" and "your" means any person who accesses the Website, creates an Account and/or enters a Competition.

4. ELIGIBILITY

4.1 Unless the specific rules for a Competition state otherwise, Competitions are open only to individuals who:

- (a) are at least 18 years of age; and
- (b) are resident in the United Kingdom; and
- (c) are not otherwise prohibited from entering under these Terms or under applicable law.

4.2 We may, acting reasonably, refuse or cancel an Account or Entry, or withhold or reclaim a Prize, if we have evidence or a reasonable belief that:

- (a) you are under 18;
- (b) you are using a false identity or acting on behalf of another person;
- (c) you are using multiple Accounts in breach of these Terms; or
- (d) your participation would be unlawful in your country or region.

4.3 Employees and contractors of WHEELSPINS LTD, and members of their households, may be excluded from certain Competitions. Any such exclusion will be stated on the relevant Competition page.

5. ACCOUNTS, USERNAMES AND ANONYMOUS MODE

5.1 To enter a Competition you must create an Account on the Website and provide accurate and complete information, including your name, contact details and (where required) age verification information.

5.2 You are responsible for maintaining the confidentiality and security of your Account login details and for all activities that occur under your Account. You must not share your Account with any other person or allow anyone else to use your Account.

5.3 You must promptly update your Account details if they change, including your email address, contact telephone number and postal address, so that we can contact you about any entries and Prizes.

5.4 We may suspend or close your Account at any time, without liability, if we reasonably believe that you have breached these Terms, engaged in fraud or abuse, or used the Website in an unlawful or unsafe manner.

5.5 We may delete inactive Accounts after a reasonable period of time, provided that we will comply with applicable data protection laws and our Privacy Policy when doing so.

5.6 When you create a WheelSpins Account, you will be asked to select a display name or username. That display name may be shown on the Website wherever it is reasonably necessary for us to operate, administer and provide transparency around Competitions and promotions (for example, in entry lists, lobbies, Rapids Cards, leaderboards, live or recorded draw animations and winners' pages).

5.7 For certain features we offer an anonymous mode toggle. Where anonymous mode is available and you activate it, we will generate and display a randomly created anonymised username (for example "Player1234") in place of your chosen display name in public-facing areas of the Website. We will still store and process your real Account details internally in accordance with our Privacy Policy.

5.8 By creating a WheelSpins Account and/or entering any Competition (including any Rapids Round), you consent to us displaying either your chosen display name or, where you have selected anonymous mode, your anonymised username in the ways described in these Terms. If you do not wish your real name or chosen username to be visible, it is your responsibility to select an appropriate display name and/or enable anonymous mode where available.

6. HOW TO ENTER COMPETITIONS

6.1 Full details of each Competition, including the Prize, the opening and closing dates, the number of Entries available (if limited), any unlimited ticket rules, the applicable Skill Question and any special conditions, will be set out on the relevant Competition page.

6.2 Each Competition will involve a Skill Question or similar element of skill, judgment or knowledge which you must answer or complete. Only Entries which correctly answer or complete the Skill Question in the manner specified will be entered into the draw for that Competition.

6.3 For each Competition we will make available a free, no-purchase-necessary route of entry, which will be clearly described on the Competition page (for example, a postal entry method). Free Entries will be treated in the same way as paid Entries and have an equal chance of winning the Prize, provided they meet all other requirements.

6.4 Where a Competition has an Entry limit, this will be stated on the Competition page. Some Competitions may have no overall ticket limit, or no limit per user, as clearly stated on the Website. You must not attempt to circumvent Entry limits by creating multiple Accounts or using false details.

6.5 We do not guarantee that any Competition will remain open for a particular period. We may close a Competition early, extend a Competition or cancel a Competition where we reasonably consider it necessary (for example, where there is a technical failure, obvious error or a regulatory concern). If we cancel a Competition, we will refund or re-credit any paid Entries for that Competition.

6.6 It is your responsibility to ensure that you have entered the correct Competition and that your Entry is submitted correctly and in good time. Entries received after the closing date or which are incomplete, illegible, offensive, in breach of these Terms or otherwise invalid may be disqualified.

7. TICKETS, BUNDLES, SPINS AND RAPIDS CREDITS

7.1 Tickets for Competitions may be purchased individually or as part of a Bundle as advertised on the Website. The price of each ticket or Bundle will be clearly stated before you complete your purchase.

7.2 Bundles may include a combination of tickets, Spins for the Spin the Wheel feature, and/or Rapids Credits granting access to one or more Rapids Rounds. Examples of Bundles may include (by way of illustration only):

- £5 = 5 tickets + 1 Spin;
- £10 = 10 tickets + 2 Spins;
- £15 = 15 tickets + 4 Spins;
- Bundles that include access to one or more Rapids Rounds or Rapids Credits; or other combinations as advertised on the Website from time to time.

7.3 The Bundles, prices, Spins and Rapids Credits available may change from time to time. The details shown on the Website at the moment you complete checkout will apply to that purchase.

7.4 We use third-party payment providers to process payments. Your use of those providers is subject to their separate terms and privacy policies. We are not responsible for any error or failure by a payment provider.

7.5 Except where we cancel a Competition under clause 6.5 or where required by law, all ticket purchases are final and non-refundable.

7.6 Spins, Rapids Credits and similar promotional benefits have no cash value, cannot be exchanged for cash and may only be used in the manner described on the Website. We may set expiry dates for Spins and Rapids Credits, after which they will no longer be usable.

7.7 Where you enter via a free-entry route, we will, where practical and lawful, allocate you an equivalent chance of receiving any Spins or Rapids Credits that a paying entrant would receive as part of the same Competition, or provide an alternative route to participate in equivalent promotional mechanics. Details will be set out on the relevant Competition page.

8. SPIN THE WHEEL FEATURE

8.1 We may offer a "Spin the Wheel" feature ("Spin the Wheel" or "Spins") as a promotional mechanic. Spins may be awarded as part of Bundles, promotions or at our discretion.

8.2 Spin the Wheel may award bonus tickets for specific Competitions, Rapids Credits, additional Spins or other promotional Prizes as described on the Website. The outcome of each Spin is determined by a fair and impartial method, such as a certified random number generator.

8.3 The on-screen wheel animation is a visual representation of the outcome. In the unlikely event that the animation does not correctly display the underlying result due to a technical error, the result recorded in our systems will prevail.

8.4 Spin the Wheel is a promotional feature and does not constitute a separate gambling product. You do not pay any additional amount solely for the opportunity to Spin the Wheel; Spins are included within Bundles or promotions that also provide other value (such as tickets) and/or have an equivalent free-entry route.

8.5 Bonus tickets, Rapids Credits or other rewards won via Spin the Wheel will be credited to your Account and will be subject to these Terms and any additional rules stated on the Website.

9. RAPIDS / RAPID RAFFLES FEATURE

9.1 For some Competitions we may offer an additional "Rapids" or "Rapid Raffles" feature ("Rapids"). Rapids are short, fast, limited-entry rounds that sit alongside and form part of our overall prize promotion offering.

9.2 Access to Rapids is granted either:

- (a) as part of a paid ticket Bundle or other qualifying purchase for a main WheelSpins Competition; and/or
- (b) via clearly described free-entry methods (which may include allocation of Rapids Credits or equivalent via the free postal entry route or other no-purchase-necessary promotion).

9.3 You will not be required to make a separate payment solely to enter a Rapids Round where there is no equivalent free or skill-based route. Where a Rapids Round forms part of its own Competition, the relevant Skill Question and free-entry route will be made clear on the Website.

9.4 Each Rapids Round or "Rapids Card" will clearly describe on the Website:

- (a) the number of participant slots (for example, four segments on a digital wheel);
- (b) the Prize or benefit available (for example, bonus tickets for a named Competition, a cash or voucher Prize, bonus Spins or other promotional rewards);
- (c) any eligibility criteria or entry limits; and
- (d) the method used to select the winner (for example, a digital wheel animation with equal segments allocated to each filled slot).

9.5 Once all participant slots in a Rapids Round have been validly filled (or the applicable countdown expires, if earlier), we will run the winner-selection process using a fair and verifiable method (for example, a certified random number generator). The visual wheel or animation you see is a representation of that process. Where a technical error affects the animation but not the underlying result, the recorded result in our systems will prevail.

9.6 When you join a Rapids Round, your display name or anonymised username (as applicable) may be shown on the Rapids Card, in the wheel segments and in any live or recorded graphics that display the Round to other users. By using Rapids you acknowledge and agree to this.

9.7 Where a Rapids Round awards additional tickets for a Competition, those tickets will be added to your Account and will participate in the relevant skill-based Competition on the same terms as all other valid Entries. Each ticket, whether acquired directly or via Rapids, has the same chance of winning as any other ticket in that Competition.

9.8 Where a Rapids Round awards a cash or non-cash Prize that is not simply additional tickets or Spins, that Prize will be treated as the Prize in a separate skill-based prize Competition. The applicable Skill Question and any free-entry route for that Rapids Competition will be explained on the Website.

9.9 The Rapids feature is structured so that:

- (a) every underlying Competition remains a genuine skill-based prize Competition, with an element of skill, judgment or knowledge required;
- (b) a free, no-purchase-necessary route of entry is always available and advertised for each Competition (including any Rapids Competition); and
- (c) no user is required to pay solely for the chance to participate in a game of pure chance without an equivalent free or skill-based route.

Accordingly, the Rapids feature is intended to comply with UK prize competition and free-draw requirements and not to constitute a regulated lottery or gambling product under the Gambling Act 2005. However, the legal classification of any promotion depends on how it is operated in practice, and nothing in these Terms constitutes legal advice.

9.10 We may impose limits on the number of Rapids Rounds you can enter per Competition or per day; restrict Rapids participation from certain jurisdictions; or suspend or cancel a Rapids Round (and refund or re-credit your Entries) where we reasonably consider this necessary for fairness, security, regulatory or technical reasons.

9.11 We may void or withhold Rapids Prizes, or adjust Account balances, where we reasonably suspect fraud, collusion, multi-accounting, abuse of promotions, technical manipulation or any other material breach of these Terms.

10. WINNER SELECTION AND DRAWS

10.1 For each Competition we will use a fair and verifiable process to select winners from all valid Entries, which may include the use of a certified random number generator, a randomised list or another suitably randomised method. Details will be set out on the relevant Competition page.

10.2 Where applicable, winners may be selected and/or announced via a live or recorded draw, which may be streamed or published on the Website or social media. Visual elements (including wheels, animations and on-screen lists of usernames) are representations of the underlying selection process.

10.3 In the event of any discrepancy between a visual animation and the result recorded in our systems, the recorded result will prevail, provided that the method used is fair and complies with the Competition rules.

10.4 We will contact winners using the contact details registered on their Account. It is your responsibility to ensure your contact details are correct and up to date.

10.5 If we are unable to contact a winner, or a winner does not respond within the time period specified in the Competition rules (or, if none is specified, within 14 days), we may disqualify that winner and select an alternative winner using the same selection process.

10.6 Before awarding any major Prize (for example, a vehicle), we may require proof of identity, age, address, and any other documentation reasonably necessary to verify eligibility and compliance with these Terms.

11. PRIZES

11.1 The Prize for each Competition will be described on the relevant Competition page. Images of Prizes are for illustrative purposes only; actual Prizes may differ slightly from those images.

11.2 Prizes are non-transferable and, unless expressly stated otherwise, no cash alternative is available. We may, at our discretion, offer a cash alternative where it is not reasonably possible to provide the stated Prize, subject to any legal restrictions.

11.3 We will take reasonable steps to deliver or make available Prizes within a reasonable time. You must cooperate with us to arrange delivery, collection, registration, insurance or other practical steps relating to the Prize.

11.4 Where a Prize is a vehicle, additional terms may apply, including requirements for valid driving licence, insurance, tax and MOT where applicable. Risk in the vehicle will pass to you upon delivery or collection. You will be responsible for ongoing costs, taxes, insurance and other obligations relating to the vehicle.

11.5 If you are disqualified from a Competition for any reason, you will lose any right to the Prize and we may select an alternative winner or deal with the Prize as we see fit, acting reasonably.

12. PUBLICITY AND TRANSPARENCY

12.1 We may be required by regulators or advertising codes to publish or make available information that indicates a valid award has taken place. This may include the surname and county of major Prize winners and, where appropriate, their winning Entries.

12.2 We may publish or share winners' names, display names or anonymised usernames, general location (for example town or city) and images or video content of Prize handovers or live draws (including Rapids Rounds), in line with our Privacy Policy and any applicable advertising or regulatory requirements.

12.3 Where reasonably practicable we will give winners the option to object to or limit the extent of such publicity, but transparency requirements (for example those of the UK Advertising Standards Authority) may mean that we must still disclose a winner's surname and county to members of the public who request this, even where anonymous mode has been used.

12.4 By entering a Competition you agree that, if you win, we may use such information about you for reasonable publicity and transparency purposes in connection with that Competition, subject to our Privacy Policy and your statutory rights.

13. USE OF THE WEBSITE

13.1 You must use the Website only for lawful purposes and in accordance with these Terms. You must not:

- (a) use the Website in any way that breaches any applicable law or regulation;
- (b) attempt to gain unauthorised access to the Website, other users' Accounts or our systems;
- (c) transmit any viruses, trojans, worms, logic bombs or other harmful material;
- (d) scrape, copy, reproduce, distribute or exploit any part of the Website without our prior written consent; or
- (e) interfere with or disrupt the integrity or performance of the Website or any related services.

13.2 We may monitor use of the Website, including to detect fraud, multi-accounting, abuse of promotions or unusual patterns of behaviour. We may take appropriate action (including suspension or closure of Accounts and voiding of Entries) where we reasonably believe that misuse has occurred.

14. FRAUD, ABUSE AND SUSPENSION

14.1 We may void or refuse Entries, withhold or reclaim Prizes, and close or suspend Accounts if we reasonably suspect:

- (a) fraud, cheating or collusion;
- (b) abuse of any promotional offer, Spins, Rapids Credits or free-entry route;
- (c) multiple Accounts being operated by or for the same person in breach of these Terms;
- (d) the use of automated scripts, bots or similar devices; or
- (e) any other activity that we reasonably consider to be unfair, unlawful or contrary to the spirit of the promotion.

14.2 Where practicable, we will contact you to explain any suspension, closure or voiding of Entries and give you an opportunity to respond, but we are not obliged to do so where doing so would prejudice an ongoing investigation or where we are legally prohibited.

15. LIMITATION OF LIABILITY

15.1 Nothing in these Terms excludes or limits our liability for death or personal injury caused by our negligence, for fraud or fraudulent misrepresentation, or for any other matter for which liability cannot lawfully be excluded or limited.

15.2 Subject to clause 15.1, our total aggregate liability to you in connection with any Competition, the Website and these Terms (whether in contract, tort, negligence or otherwise) shall be limited to the total amount you have paid us for Entries and Bundles in the six months immediately preceding the event giving rise to the claim, or one thousand pounds (£1,000), whichever is greater.

15.3 Subject to clause 15.1 and to any rights you may have as a consumer that cannot be excluded under law, we will not be liable for:

- (a) any loss of profits, business, contracts, goodwill or anticipated savings;
- (b) any loss of data or corruption of data;
- (c) any indirect or consequential loss or damage;
- (d) any loss or damage arising from your failure to keep your Account details secure or from unauthorised use of your Account by a third party; or
- (e) any failure or delay due to events beyond our reasonable control (including failures of third-party hosting, payment, postal or telecommunications services).

15.4 You are responsible for ensuring that any device you use to access the Website is compatible and secure. We do not guarantee that the Website will be free from bugs or viruses or that it will always be available.

16. PERSONAL DATA AND PRIVACY

16.1 We will collect, use and store personal data about you when you use the Website and enter Competitions. We will do so in accordance with UK data protection laws and our Privacy Policy, which is incorporated into these Terms by reference.

16.2 Our Privacy Policy explains what personal data we collect, how we use it, the legal bases for processing it, how long we keep it and your rights as a data subject.

16.3 This includes our use of your chosen display name or anonymised username in live draws, Rapids Rounds, leaderboards and winners' content, as described in clauses 5 and 12. Further details of how we process your personal data are set out in our Privacy Policy. In the event of any conflict between these Terms and our Privacy Policy in relation to data protection, the Privacy Policy will prevail.

17. CHANGES, SUSPENSION AND TERMINATION

17.1 We may change, suspend or withdraw any part of the Website or any Competition where we reasonably consider it necessary, for example for security, legal, regulatory or technical reasons.

17.2 We may terminate your access to the Website or close your Account where you materially breach these Terms or where we reasonably believe that your continued use of the Website would be unlawful or harmful to us or other users.

17.3 Where we terminate your Account for breach, you may lose any unused Spins, Rapids Credits or Entries, and we will not be obliged to provide any refund unless required by law.

18. COMPLAINTS AND DISPUTES

18.1 If you have a question, concern or complaint about the Website or a Competition, please contact us using the details provided on the Website. We will aim to respond within a reasonable time.

18.2 We will try to resolve complaints informally in the first instance. If we cannot resolve a dispute, you may have the right to refer it to an alternative dispute resolution body or to the courts, depending on the circumstances.

19. THIRD-PARTY PROMOTERS AND LINKS

19.1 From time to time the Website may host Competitions promoted by third-party creators or partners, or may include links to third-party websites, services or social media pages.

19.2 Unless we are expressly identified as the promoter of a Competition, we do not endorse, control or accept responsibility for the content, availability or fulfilment of any third-party Prize or service.

19.3 Your use of any third-party site or service is at your own risk and subject to that third party's terms and conditions and privacy policy.

20. GOVERNING LAW AND JURISDICTION

20.1 These Terms, any Competition and any dispute or claim (including non-contractual disputes or claims) arising out of or in connection with them shall be governed by and construed in accordance with the laws of England and Wales.

20.2 The courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim arising out of or in connection with these Terms or any Competition, except that if you are a consumer resident in Scotland or Northern Ireland you may also bring proceedings in your local courts.