

Carlisle United Supporters' Trust

Honorary Squad Member 2026/27

Prize Draw — Terms and Conditions

1. Promoter

The promoter of this draw is Carlisle United Supporters' Trust (the "Trust" or "Promoter"), of Brunton Park, Warwick Road, Carlisle, CA1 1LL.

The draw is administered by the Trust with the full support of Carlisle United Football Club ("the Club").

The draw is operated under Small Society Lottery registration SL1539, registered with Carlisle City Council, CA1 1LL.

For any queries relating to this draw, please contact: info@cust.org.uk

2. Name of the draw

The draw will be known as 'Honorary Squad Member 2026/27'.

3. Purpose of the draw

This draw is a supporter-focused fundraising initiative. Proceeds will support the work of the Trust and its ongoing support of Carlisle United Football Club. Additional contributions to Carlisle United Community Sports Trust may also be made.

The initiative offers one fan the opportunity to hold the title of Honorary Squad Member for the 2026/27 football season.

4. Entry period

Entries open: Tuesday 2 June 2026.

Entries close: 5.00pm on Sunday 26 July 2026.

The draw will take place: Week commencing Monday 27 July 2026.

Entries received after the closing time will not be included in the draw. The closing date and time are fixed and cannot be extended.

5. How to enter

Online entry

Entries can be purchased through the official CUST shop via the Honorary Squad Member product page. Each £10 purchase constitutes one entry. Multiple entries are permitted.

Each valid entry will be allocated a unique entry number or order reference for the purposes of the draw. No entry will be included unless full payment is received before the closing date and time.

Free postal entry

A free entry is available by postal application. To enter by post, write to the Trust at the address in clause 1 and include the following details:

- Full name
- Home address including postcode
- Contact telephone number or email address
- Confirmation that you are aged 16 or over

Postal entries must be received before 5.00pm on 26 July 2026. The Trust will not be responsible for entries lost, delayed, or damaged in the post.

The free postal entry route is provided under the requirements of relevant lottery legislation and does not affect the fairness of the draw.

6. Entry price

The entry price is £10 per online entry. All online entries are sold at the same price.

No discounts, bulk discounts, promotional pricing, or reduced-price entries will be offered unless expressly approved in writing by the Promoter and permitted under the applicable licence or registration.

The free postal entry route described in clause 5 is not subject to the above restrictions.

7. Eligibility

Entries may only be purchased by, or submitted on behalf of, persons aged 16 or over.

By purchasing or submitting an entry, the entrant confirms that they are aged 16 or over and are legally entitled to take part in the draw.

The Promoter reserves the right to request proof of age and identity from any entrant before confirming them as the winner. If the Promoter reasonably believes an entry has been submitted by or on behalf of a person under the age of 16 as the intended entrant, that entry may be declared void.

8. Nominating another person to receive the prize

The official entrant must be the person aged 16 or over who purchases or submits the entry. If a winning entrant wishes, they may nominate another person — including a child or young supporter — to receive the Honorary Squad Member experience.

Where the nominated recipient is under 16:

- Written consent from a parent or guardian will be required before any prize activity takes place.
- A parent or guardian must accompany the nominated recipient at any Club-arranged activity.

- The Club and/or Trust may require reasonable safeguarding information before any photo opportunity or other activity proceeds.
- No personal information, photograph, or biography relating to the nominated recipient will be published without appropriate written consent.

For all administrative purposes, the person who purchased or submitted the winning entry remains the official winner of the draw.

9. Overseas entries

Entries may be accepted from supporters located outside the United Kingdom where lawful. Entrants are responsible for ensuring they are legally permitted to enter the draw from their country or territory.

The Promoter reserves the right to refuse, cancel, or void an entry where it reasonably believes that accepting it would breach applicable law, regulation, payment rules, or licence conditions.

Where a winner is based outside the United Kingdom, or where attendance at the photo opportunity is not reasonably practicable, the Promoter will offer an alternative prize package as described in clause 11.

10. The prize

The winning entrant, or their nominated recipient, will receive the title of Carlisle United Honorary Squad Member for the 2026/27 football season.

The prize includes:

- A personalised Carlisle United first-team shirt (signed or unsigned, by the winner's preference).
- A written biography or profile, to be published on the Club's website (subject to consent as set out in clause 17).
- Inclusion on the squad page in the Club matchday programme for the 2026/27 season (subject to consent as set out in clause 17).
- A photo opportunity with members of the Carlisle United first-team squad.
- The timing, location, format, and participants in any photo opportunity will be determined by Carlisle United Football Club, acting reasonably and subject to football, media, safeguarding, and operational requirements.
- The honorary title is ceremonial and promotional only and does not confer any official player, staff, employee, contractor, academy, squad, registration, or operational status with Carlisle United Football Club or any football authority.
- The honorary title of Carlisle United Honorary Squad Member for the 2026/27 season.

The prize is for one season only (2026/27) and is honorary in nature only. The prize does not include:

- Playing, registration, or employment rights of any kind.
- Access to restricted football operations or training facilities.
- Squad privileges or the right to attend training sessions.
- Financial remuneration.

- Travel, accommodation, or expenses, unless expressly agreed in writing with the Promoter.
- Any cash alternative.

11. Alternative prize for overseas winners or those unable to attend

If the winning entrant or their nominated recipient is unable to attend the photo opportunity — including where they are based overseas — the Promoter will offer a reasonable alternative prize package in lieu of the photo opportunity.

The alternative prize package may include one or more of the following, to be agreed between the Promoter and the Club:

- A signed first-team shirt.
- A signed matchball.
- A signed team photograph.
- A personalised video message from a Club representative or player.
- Another Club-related item of broadly equivalent nature.

No cash alternative will be offered in any circumstances.

12. Prize conditions

The prize is personal to the winning entrant or their nominated recipient. It may not be sold, transferred for value, auctioned, exchanged for cash, or used for commercial gain.

The photo opportunity will be arranged at a mutually convenient time during the 2026/27 pre-season or early season period, subject to squad availability, Club scheduling, safeguarding requirements, and operational considerations. The Club cannot guarantee that any specific player or member of staff will be present.

The Promoter and the Club reserve the right to make reasonable adjustments to prize arrangements where required by operational, footballing, safeguarding, media, or scheduling considerations.

In addition, the Promoter and/or Club reserve the right to withdraw, suspend, or adapt the prize if:

- The winner or nominated recipient acts in a way that is abusive, discriminatory, offensive, unsafe, reputationally damaging, or otherwise inconsistent with the values and standards of Carlisle United Football Club.
- Any access to Club premises, personnel, matchday areas, or other facilities will be at the Club's sole discretion and may be refused, limited, or changed for security, safeguarding, operational, or football reasons.
- Unless expressly confirmed in writing by the Promoter, the prize does not include matchday access, dressing room access, dugout access, tunnel participation, travel with the squad, training attendance, or attendance at private Club meetings or football operations.

13. Draw process

The winner will be selected at random from all valid entries — both paid and qualifying free postal entries — received before the closing date and time.

The draw will be conducted using a random number generator or equivalent fair random selection method, and will be witnessed by at least one person appointed by the Promoter. A record of the draw will be retained by the Promoter.

The Promoter's decision on all matters relating to the draw is final.

14. Winner notification

The winner will be contacted using the details provided at the time of entry as soon as reasonably practicable after the draw.

The Promoter will make at least three reasonable attempts to contact the winner. If the winner has not responded within 72 hours of the first contact attempt, the Promoter reserves the right to select an alternative winner from the remaining valid entries.

The winner may be asked to provide:

- Proof of identity and age.
- Confirmation of contact details.
- Shirt size and personalisation preferences.
- Details of any nominated recipient, including parent or guardian consent if the recipient is under 16.

The Promoter will aim to despatch or arrange the personalised shirt within 28 days of the winner providing all required information. Programme and website inclusion will be arranged ahead of the 2026/27 season.

15. Public announcement and publicity

The winner's name may be announced on Trust and/or Club communications channels. The winner, or the parent or guardian of a nominated recipient under 16, will be asked for consent before any photograph, website biography, programme entry, or personal information is published.

If the winner or nominated recipient does not wish to participate in certain publicity elements, the Promoter will discuss reasonable alternatives. However, certain prize elements — such as the website biography and programme inclusion — may not be deliverable without appropriate consent.

16. Personalised shirt

The winner or nominated recipient will receive one personalised Carlisle United shirt. Personalisation must comply with the Club's standard name and number guidelines and must not include wording that is offensive, discriminatory, political, abusive, defamatory, commercially promotional, or otherwise unsuitable.

The Promoter and/or Club reserve the right to refuse a requested personalisation and ask for an alternative.

17. Website biography and programme inclusion

Subject to the consent requirements in clause 15, the winner or nominated recipient will be featured as the Honorary Squad Member on the Club website and in the matchday programme squad page for the 2026/27 season.

The Club retains editorial control over the final wording, layout, imagery, and presentation of all published content, and may edit submitted biography information for length, tone, accuracy, safeguarding, or suitability.

18. Refunds and void entries

Entries are non-refundable once purchased, except where:

- The draw is cancelled by the Promoter.
- An entry is refused or voided by the Promoter before the draw takes place.
- A refund is required by law.
- The Promoter exercises its discretion to issue a refund.

The Promoter may void any entry it reasonably believes is incomplete, fraudulent, duplicated in error, submitted in breach of these terms, or affected by a technical or payment issue.

The Promoter will not be responsible for failure to contact a winner who provided incorrect contact details.

19. Cancellation or changes to the draw

The Promoter reserves the right to cancel, postpone, suspend, or amend the draw where necessary. This may include, but is not limited to, situations arising from legal or regulatory requirements, licensing issues, technical failure, payment processing problems, Club operational requirements, or events outside the Promoter's reasonable control.

If the draw is cancelled, the Promoter will determine an appropriate remedy, which may include refunding all valid paid entries.

20. Limitation of liability

The Promoter and the Club will not be responsible for:

- Entries not received due to technical issues or postal delay.
- Incorrect contact information supplied by entrants.
- Delays caused by payment providers or third-party platforms.
- An inability to attend the photo opportunity.
- Travel, accommodation, subsistence, or other costs, unless expressly agreed in writing.
- Any loss arising from breach of these terms by the entrant.

Nothing in these terms excludes or limits liability for death or personal injury caused by negligence, fraud, or any other liability that cannot lawfully be excluded.

21. Data protection and marketing consent

Personal data provided as part of this draw will be used to administer the draw, process entries, contact the winner, fulfil the prize, comply with legal and regulatory obligations, and promote the initiative where appropriate consent has been given.

Personal data may be shared between the Promoter, the Trust, and the Club where necessary to administer the draw and fulfil the prize. Personal data will not be sold to third parties and will be handled in accordance with applicable data protection law and the respective privacy policies of the Trust and the Club, available at their respective websites.

Personal data collected in connection with this draw will be retained for no longer than 12 months after the conclusion of the 2026/27 prize, except where longer retention is required by law or regulatory obligation.

Optional CUFC marketing consent

At checkout, online entrants will be offered a separate, optional unticked checkbox to consent to their personal data being shared with Carlisle United Football Club for marketing purposes. This consent is entirely optional and is not required to enter the draw.

Where an entrant actively opts in, the Trust may share their name and contact details with the Club for Club news, tickets, retail, events, memberships, commercial opportunities, and other Club-related updates. Entrants who opt in may withdraw their consent or unsubscribe at any time.

If the optional checkbox is not ticked, the entrant's data will not be shared with the Club for marketing purposes, though it may still be shared as described above for draw administration, prize fulfilment, or legal compliance.

22. Safeguarding

Where a winner nominates a child or young person (under 18) to receive the Honorary Squad Member experience, safeguarding requirements will apply. The Promoter and/or Club may require:

- Written consent from a parent or guardian before any Club-arranged activity takes place.
- A parent or guardian to be present at all Club-arranged activities.
- Confirmation of appropriate publication permissions before any photograph or personal details are shared.
- Reasonable checks before a photo opportunity or other activity proceeds.

The Club reserves the right to adapt prize arrangements where necessary for safeguarding reasons.

23. Responsible participation

This draw is a supporter fundraising initiative and is not a form of gambling. Entrants should only purchase entries they can reasonably afford.

Entries are available to persons aged 16 or over only, in accordance with the relevant lottery registration.

If you are concerned about your spending on lottery or draw products, support is available from GamCare (www.gamcare.org.uk) or the National Gambling Helpline on 0808 8020 133.

24. Complaints

Any complaint relating to this draw should be submitted in writing to: info@cust.org.uk

The Promoter will aim to acknowledge complaints within 5 working days and to respond in full within 14 calendar days. If a complaint cannot be resolved, the Promoter will follow any dispute resolution process required under the relevant licence or applicable law.

25. Governing law

These terms and conditions are governed by the laws of England and Wales. Any disputes will be subject to the non-exclusive jurisdiction of the courts of England and Wales.

Entrants based in Scotland or Northern Ireland retain any rights they may have under the consumer protection laws applicable in their jurisdiction, which these terms do not seek to exclude.

26. Acceptance of terms

By purchasing an online entry or submitting a free postal entry, the entrant confirms that they:

- Are aged 16 or over.
- Have read and agree to these terms and conditions.
- Understand that the prize is honorary in nature only.
- Understand that no cash alternative is available.
- Agree that the Promoter may contact them if they are selected as the winner.

*Carlisle United Supporters' Trust | Brunton Park, Warwick Road, Carlisle, CA1 1LL
Email: info@cust.org.uk | Registered under Small Society Lottery SL1539
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