

Arsenal x Starling: Under 16s Prize Draw

Terms and conditions

STARLING

We're Starling Bank Limited ('Starling', 'we', 'us', 'our'). Our company number is 09092149, and we're registered at 5th Floor, London Fruit & Wool Exchange, 1 Duval Square, London, United Kingdom, E1 6PW.

This prize draw is administered and run by Starling as the promoter and is not in any way sponsored, endorsed or administered by The Arsenal Football Club Limited (company number 109244) ('Arsenal'), who will solely facilitate the prize experience. By entering the prize draw, you acknowledge that Arsenal shall not have any liability to you in connection with this prize draw.

When we say 'you' or 'your' we mean the parent or legal guardian of the child / children.

By entering this prize draw you acknowledge that attendance at the experience will be subject to Arsenal's applicable terms and conditions, including [Arsenal's ground regulations](#), and any additional instructions, participation requirements, consent forms, safeguarding requirements or event documentation that Arsenal may reasonably require from time to time.

What are we giving away?

We're giving away 50 spots to children with an Under 16 Space to play on a pitch chosen by Arsenal. The pitches Arsenal will choose from are (1) the Arsenal Training Ground at Sobha Realty Training Centre, Bell Ln, London Colney, Shenley, Radlett AL2 1DR or (2) the Emirates Stadium (the 'experience'). A Starling branded kit will also be provided to be worn on the day of the experience.

We reserve the right to substitute the prize (or any part of it) for a prize or prizes of equivalent monetary value if this is necessary due to reasons beyond our control e.g. the pitch is not safe. There is no cash alternative to the prize (or any part of it) and unless we notify you otherwise, the prize is non-refundable and non-transferable. All costs and expenses not included within the prize are the responsibility of the winner(s).

Who's eligible to enter?

The prize draw is open to all Starling customers who:

- have a Starling Personal Current Account or a Joint Current Account;
- within the entry period successfully apply and open a Starling Under 16s Space ("Under 16s Space") which is linked to a child in their care;
- Opt-into the prize draw; and
- are not an employee, agent or representative of Starling or Arsenal and their subsidiaries or other group companies or a family member of someone who is.

How do you enter a child / children in your care?

You must open the Under 16s Space for your child or a child in your care, and complete the opt-in registration process (outlined below) between 12:00:00 on 30 September 2026 - 23:59:59 30 December 2026 ('entry period') in order to enter the prize draw.

After opening the Under 16s Space you will need to opt-into the prize draw, you can do this by either:

- Clicking on the registration link in the email you will receive (if you have opted into marketing emails) after successfully opening the Under 16 Space, and following the opt-in instructions; or
- Opting in on the webpage here: <https://www.starlingbank.com/campaign/under-16s-play-on-pitch/form-1/>

You will need to opt in once per Under 16s Space successfully opened during the entry period, for example if you open 2 Under 16s Spaces in the entry period you will need to opt-into the prize draw twice in order to enter both Under 16s Spaces.

How will the prize draw work?

We'll split the entrants into age groups and we'll draw the names of winners randomly. There will be a total of 50 winners. Except as set out in these terms and conditions, the decision will be final.

If you have entered multiple children into the prize draw, it is possible that only one entrant will win and so only one child will be able to attend the experience. For example, if you successfully open 3 Under 16s Spaces and enter each of your 3 children into the prize draw, it is possible that only 1 of the children will win and so only that child will be able to play on the Arsenal pitch.

You can't choose the day that the experience will take place. You, as the Personal Current Account or Joint Current Account holder, will need to attend the experience, and you will be able to bring up to one guest to the experience, as agreed with Starling in advance. You and the additional guest will be able to watch the pitch and will not be able to enter the pitch. You and the additional guest must follow all guidance from the Arsenal employees and any Starling employees on the day. If the additional guest is under 14 years, they must be accompanied by an adult.

What happens if the child in your care wins the opportunity to play on the Arsenal pitch?

Each winner will be contacted on the contact details they provided when they entered the prize draw, by Starling via playonpitch@starlingbank.com within fourteen (14) working days following the end of the entry period to inform them that they have won.

You might lose your spot if within seven (7) days of Starling contacting you to tell you that you've won the opportunity for your child to play on the Arsenal pitch:

- you don't formally accept the spot by emailing playonpitch@starlingbank.com; or
- you don't give us the information we need to arrange the experience.

If this happens, we'll draw another winner at random from our list of entrants.

You, as the Personal Current Account or Joint Account holder, must accompany the child to the Arsenal pitch and must be present on the day, though you will not be able to enter the pitch.

If you and the child in your care can't make it to the experience, you must tell us by contacting playonpitch@starlingbank.com as soon as you can. If possible, you should let us know at least seven (7) days before the date of the experience. If this happens, we'll draw another winner from our list of entrants.

Starling will provide food and drinks during the experience, which will be distributed by Arsenal, therefore we will ask you to provide: the full names of your child and guest (if applicable) and details of any dietary requirements of yourself, your child and the additional guest (as applicable) so we can safely cater for the experience. If your additional guest is under 18 years old, you as the Personal Current Account holder or Joint Account Holder, must be the child's parent or guardian. You and any guests you take with you will have to pay for all other costs and expenses linked to this prize draw. This includes any transport to and from the Arsenal pitch.

You, the child in your care and the guest, must behave in a responsible manner and, in particular, must not act in any way that is disruptive, offensive, may incite violence or cause offence to the other winners or to any employees or guests of Arsenal. If it is found that you, the child or your additional guest are not acting appropriately and/or are not following the instructions of Starling or Arsenal personnel, Starling or Arsenal may ask you to leave the experience. Arsenal additionally reserves the right to remove any attendee where it

reasonably considers this necessary for safety, security, safeguarding or operational reasons.

Can I change the prize for something else?

No, you can't change or negotiate the prize.

There's no cash or other alternative if you don't attend the experience for any reason. This includes if the experience is cancelled, abandoned, postponed or replayed for reasons we can't control.

You're not allowed to sell, transfer, or exchange the prize. If you try to do any of these things, we'll draw another winner from our list of entrants.

How will I receive details about the Arsenal pitch event?

If you accept the prize in accordance with the procedure found at [What happens if the child in your care wins the opportunity to play on the Arsenal pitch?](#), we will email from January 2027 with updates on the experience. The exact date of the experience has not yet been finalised, however Starling will keep you informed throughout and will ensure that details are shared in a reasonable time.

Ahead of the experience, you will need to provide certain information, such as the names of the child and any additional guest that will be attending the experience and completing Starling and Arsenal's consent forms. This information will need to be provided within the timeframes outlined in the emails. Participation in the experience is subject to compliance with any applicable health and safety, safeguarding and participation requirements relating to the experience. Failure to provide such information or comply with such requirements could result in you losing your spot at the experience. If this happens, we'll draw another winner at random from our list of entrants.

What will you do with my data?

We'll process your personal data in line with our privacy notice, which can be accessed here: <https://www.starlingbank.com/legal/privacy-notice/>, and UK data protection laws for the purpose of the prize draw only.

Before you decide to take part in the prize draw, it's important that you understand how we'll collect and use your information, the information of the child in your care and the information of any additional guests. Please take some time to read this information.

What information will you collect and how will it be used?

We'll collect your name, email address, confirmation that you have a Starling Personal Current Account or Joint Current Account with an open Under 16s Space, and confirmation that you've opted into the prize draw. We will also collect the age group of the child/children, and the name of the Under 16s Space when you opt into the prize draw.

If you win the prize draw we will additionally obtain the name of the child and any guests attending the experience, the age of the child, the child's preferred kit size and an address to send a kit to be worn by the child to the experience. Additionally, we will also collect any dietary requirements from you, your child and any accompanying guests (so the caterers can cater safely at the event). If your additional guest is a child (under the age of 18), you as the Personal Current Account holder or Joint Account holder, must be the child's parent or guardian.

We will collect more personal data if you win the prize draw, please see the heading [What else do I need to know?](#) for full details.

How will my data be stored, and for how long?

After collecting your data it will be stored in a secure file. Unless we must retain your personal data for legal or contractual reasons, we will keep it for the duration as outlined in the Just in Time (JIT) Notice.

Can I access, change or delete my data?

You have the right to access your data and ask us to change or delete it, unless we need to keep your personal data for legal or contractual reasons. Please see the JIT Notice for more details.

Will you share my data with any other organisations?

If you enter the prize draw but are unfortunately unsuccessful we will not share your data with any other organisations, including Arsenal.

If you win the prize draw we will share some of your details with Arsenal, Gift of Kit and our normal delivery service.

What else do I need to know?

We can refuse your entries or refuse to give you prize if:

- you breach these terms and conditions;
- Your Personal Current Account or Joint Current Account is subject to any restrictions, or is closed;
- You breach the terms and conditions of your Personal Current Account or Joint Current Account;
- You enter the prize draw fraudulently or attempt to game the system, such as opening Under 16s Spaces when you do not satisfy the eligibility requirements and/or registering the same Under 16s Space multiple times;
- you breach any law or regulation that applies;
- you or your guest break Arsenal's terms and conditions; or
- in our opinion, you behave in a way that goes against the spirit of the prize draw.

If this happens, we'll draw another winner from our list of entrants.

If you win the prize draw, you, the child in your care and any guests must comply with any terms and conditions, participation requirements, safeguarding requirements, health and safety requirements and reasonable instructions issued by Arsenal in relation to the experience. We're not responsible for making sure you and Arsenal follow them.

You accept any prize at your own risk. We won't compensate you or accept any liability for any loss, damage, personal injury or death which happens as a result of you accepting the prize – unless it's caused by our negligence, or that of a third-party acting on our behalf. Your statutory rights are not affected.

We may make information about you publicly available to demonstrate that a prize has been awarded, such as your name. You can object to this by emailing us at privacy@starlingbank.com. If you do object, we might still have to share this information with a regulatory body if they request it, like the Advertising Standards Authority.

About these terms and conditions

If there's any conflict between these terms and conditions, and any other communication about the prize draw, these terms and conditions will prevail.

We hope we don't have to, but we can alter, amend, or close the prize draw at any time without giving any notice. This includes reasons outside of our control, e.g. if Arsenal withdraws the experience.

These terms and conditions are governed by English law. Any disputes that happen in relation to these terms and conditions will be settled only in the English courts.