



Terms & Conditions

Merlin's Magic Wand will agree to provide you with tickets or gift codes based upon success of your application, your agreement with the terms and conditions detailed below, and provided that you meet and continue to meet Merlin's Magic Wand's eligibility criteria in the agreement period of: final expiry date of gift code or ticket.

Information Consent

In order for Merlin's Magic Wand to be able to process an application, we are required to obtain consent to terms and conditions and collection of personal information (see below)

I agree to the following:

I am authorised on behalf of my organisation or charity to provide information relating to the child/children in the application form and I have obtained the consent of the parents or guardians of the child/children to do so.

The child/children that this application relates to is/are between the age of 2 and 18 years old.

Eligibility Criteria

The child/children that this application relates to meet/s the Merlin's Magic Wand eligibility criteria in one of the following ways:

- (a) Has a serious and long term illness and/or condition; or
- (b) Has a physical or learning disability; or
- (c) Faces adversity in one of the following ways

- in care home/in foster care/recently adopted (within last 12 months; this does not include homeless children)

- child of terminally ill or recently deceased parent/legal guardian or sibling
- child impacted by serious crime, domestic violence/abuse
- young carer

I am the named person completing the application and will do so fully, honestly and accurately. I understand that any false or misleading information given in the application form will result in the application being rejected.

Tickets or gift codes providing entry to any Merlin Entertainments attractions will be used in the manner for which they have been provided. The list of the Merlin attractions available for you to apply for can be located on our website. Please note that all attractions are subject to varying capacity restraints.

I will make sure that:

- (a) Tickets or gift codes will be used by the children / immediate families for whom the application has been made (eligible child, siblings, parents, nursing / care staff where appropriate), and organisation employees / volunteers if accompanying a group Magical Day Out
- (b) Tickets or gift codes will not be passed on to anyone else
- (c) Tickets or gift codes will not be sold
- (d) Tickets or gift codes will not be used as prizes for raffles, auctions, or other fundraising activities
- (e) If tickets and gift codes are shared with beneficiaries for redemption, you must ensure they are sent password protected for security
- (e) If entry tickets or gift codes are not used then they will be advised or returned to Merlin's Magic Wand: I will contact MMW.charity@merlinsmagicwand.org regarding any unused and/or expired tickets for information on returning these.

Where I have requested Financial Contributions on behalf of the child or family, any such contributions made by Merlin's Magic Wand will only be used for the purposes described in the application and if a trip is not made, then this money will be returned to Merlin's Magic Wand. I understand that Merlin's Magic Wand is not responsible for any costs incurred as a result of a trip being cancelled.

Ticket or gift codes recipients are subject to the admissions policies, rules and regulations of the relevant attraction. I have made the child/children and/or family aware of this and given them the opportunity to check the attraction website to find out more about these rules and regulations before completing this application form.

It is my responsibility to ensure the attraction is suitable for the child/children involved and that I have, where appropriate, carried out risk assessments on behalf of the child/children.

I understand that the criteria under which Merlin's Magic Wand takes decisions on providing support are subject to change at any time and that the Charity's decision on support is final.

I have read the Privacy Policy of Merlin's Magic Wand regarding the use of the child or children's personal information, found here: Merlin's Magic Wand Privacy Policy & Cookies (merlinsmagicwand.org)

I have provided the parents or guardians of the child/children with a copy of Merlin's Magic Wand's Privacy Policy.

Governance

Tickets or gift codes will be kept in a secure location at my offices or, where a regional office is receiving tickets or gift codes, they will be kept in a secure location at the relevant office.

Any changes to our contact details (or any person who has been notified to Merlin's Magic Wand in accordance with this paragraph) including, but not limited to, any change of address, must be provided to Merlin's Magic Wand prior to any tickets or gift codes being issued.

I understand that if Merlin's Magic Wand, at any time, has reason to believe that we have not complied with the contents of this agreement, Merlin's Magic Wand will demand the immediate return of all unused tickets or gift codes and/or terminate this arrangement.

We are committed to inclusion and do not partner with organisations that promote or support discriminatory behaviour, including anti-LGBTQ+, racist, sexist, or ableist views, or support for war or violence. All partners must uphold values of equality and respect, in line with Merlin Entertainments' zero-tolerance approach to discrimination and abuse.

Throughout the term of this agreement, I will keep such records as reasonably necessary to be able to give assurances that Merlin's Magic Wand may require, regarding whether a beneficiary has had the benefit of tickets or gift codes similar in nature to the tickets or gift codes including, without limitation:

- a) The basis on which the tickets or gift codes have been allocated
- b) The qualification criteria adopted to entitle beneficiaries to receive tickets or gift codes

The T&C's / criteria and schedule applies to additions of attractions added on at a later stage.

Recognition and Acknowledgment

I will ensure that all our ticket recipients are made aware that the tickets or gift codes (and financial support, if applicable) have been provided to them by Merlin's Magic Wand. I understand that beneficiary awareness of Merlin's Magic Wand programme is expected, and public awareness is crucial for helping other charities and families to become aware of what is available to them so that they can reach more children who need a Magical Day Out. I understand that this form of recognition is a minimum expectation and standard practice.

As part of Merlin's Magic Wand's commitment to providing magical experiences, we require all partner organisations to acknowledge our support in the following ways:

1. Ticket Source Disclosure:

Organisations must clearly inform the recipient families that the tickets have been generously provided by Merlin's Magic Wand. This can be communicated via email, letters, or any form of communication shared with the families when tickets are distributed.

2. Website Recognition

Organisations must feature a mention of Merlin's Magic Wand on their website, acknowledging our contribution. This can be placed on an appropriate page (e.g., a sponsors page, event page, or news section) and should include a link to our official website (www.merlinsmagicwand.org).

3. Testimonials and Photos:

Organisations are required to collect and share testimonials and photos (where consent is obtained) from the families benefiting from the tickets. This will help us highlight the positive impact of our work. Testimonials and photos should be submitted shared on a quarterly basis, in a format agreed upon by both parties .

4. Social Media Posts:

Organisations must include at least one post on their social media channels yearly (e.g., Facebook, Instagram, Twitter) recognizing Merlin's Magic Wand as the provider of the tickets. Posts should tag our official social media accounts and include relevant hashtags (e.g., #MerlinsMagicWand) to further raise awareness .

5. Impact Reports:

Organisations are required to mention Merlin's Magic Wand in their annual or project-specific impact reports, highlighting the support provided through ticket donations. This should include a brief overview of how the tickets contributed to the experiences of the families and any notable outcomes from the partnership. Merlin's Magic Wand are happy to provide comment or statistics, and would welcome the same from your own organisation to include in Merlin's Magic Wand's own impact reporting . A copy of the report should be submitted to Merlin's Magic Wand for review before publishing, with a final / published version delivered within one month of release.

Consent to collecting certain types of personal information

I confirm that:

(a) I explicitly consent to;

(b) I have obtained (and will produce on request by Merlin's Magic Wand) from the parents/guardians of the child/children to whom the application relates, explicit consent to; and (c) either the child/children is under the age of 13 or, where any child is 13 years of age or older, I have obtained (and will produce on request by Merlin's Magic Wand) from each child, over the age of 13, to whom the application relates, explicitly consents to

the following

(a) Where I have made an application in respect of a child/children on the basis of a disability or illness then Merlin's Magic Wand needs to collect personal information that relates to the child's or parent's condition. This includes the following personal information:

(b) a description of the child's or parent's disability, illness or adversity;

(c) confirmation of whether the child has a statement of educational needs or an Education, Health and Care Plan;

(d) the name, if any, of any other organisation(s) or charity(ies) that support the child's or parent's disability, illness or adversity, if its name by itself, would help identify that there is a disability, illness or adversity;

(e) the name of the child's school if the name of the school, by itself, would help identify that there is a disability, illness or adversity;

(f) proof of the child's or parent's condition;

(g) any other information relating to the child's disability, illness or adversity that you may decide to provide in support of your application.

(h) Parent/Guardian name/email details

As a registered charity, Merlin's Magic Wand has to make sure that it is allocating grants properly and in accordance with its charity objectives. Merlin's Magic Wand needs these special categories of data listed in 1, above so that it can ensure that the child/children qualifies for a grant in accordance with Merlin's Magic Wand's eligibility criteria and so that the charity is complying with its charitable aims.

Merlin's Magic Wand will not share these special categories of personal information with any person other than its external auditors, who will only use it to monitor our compliance with our charitable aims and who are under a professional duty of confidentiality not to share or use the personal information for any other purpose.

Merlin's Magic Wand will destroy these special categories of personal information on the later of:

(a) 12 months from the date of this application; or

(b) after an audit is carried out by our external auditors; this is usually no later than 2 years after the Special data is collected.

In very limited circumstances, where an application is being made on a last minute basis, Merlin's Magic Wand may need to let the attraction the child will be visiting have the reason for the last minute application; this may include providing some of the special categories of personal information in order to ensure that the attraction expedites arranging the day out for the child.

I understand that I have the right to withdraw this consent at any stage during the application process by contacting Merlin's Magic Wand in writing, however that the withdrawal of consent will prevent Merlin's Magic Wand from processing this application.