



TERMS AND CONDITIONS

UNITED FOR A HIGH FIVE – TEXT TO ENTER

These terms and conditions relate to the text-to-donate service provided for Manchester United Foundation, 26 Sir Matt Busby Way, Old Trafford, Manchester, M16 0RA. Registered charity number 1118310

How we use your personal information:

Your privacy is important to us at the Manchester United Foundation. Please read our privacy statement (<https://www.mufoundation.org/en/Privacy%20Policy>) which sets out how we use and protect any information that you give to us.

Text UNITED5 to 70007 to give £5

- Your text will be charged at £5 plus one message at your standard network rate (based on your service provider rates).
- Manchester United Foundation will receive 100% of each donation.
- Entrants will then receive a free bounce-back message from 70007 informing them that a voluntary donation of £5 to Manchester United Foundation will be taken 60 minutes after the entry text was received, unless they reply to 70007 with the word **CANCEL** before 60 minutes has passed.
- After 60 minutes, you will receive a SMS reply to acknowledge your donation. We will not contact you again through SMS unless you have won the prize draw.
- There is no limit on the number of times you may make a donation via text but there is a daily limit of **£30** on text donations. You will not be able to donate more by text from the same number on the same day, but you may still incur your standard network message charge if you try. You will also not have additional entries into the Prize Draw through the text-to-donate facility.
- This SMS service is being provided for Manchester United Foundation by Cymba Integrated Solutions Ltd, 110 Gloucester Ave, London NW1 8HX.
- See below for General Terms and Conditions relating to all text to donate campaigns.

Text UNITED10 to 70007 to give £10

- Your text will be charged at £10 plus one message at your standard network rate (based on your service provider rates).
- Manchester United Foundation will receive 100% of each donation.
- Entrants will then receive a free bounce-back message from 70007 informing them that a voluntary donation of £10 to Manchester United Foundation will be taken 60 minutes after the entry text was received, unless they reply to 70007 with the word **CANCEL** before 60 minutes has passed.
- After 60 minutes, you will receive a SMS reply to acknowledge your donation. We will not contact you again through SMS unless you have won the prize draw.
- There is no limit on the number of times you may make a donation via text but there is a daily limit of **£30** on text donations. You will not be able to donate more by text from the same number on the same day, but you may still incur your standard network message charge if you try. You will also not have additional entries into the Prize Draw through the text-to-donate facility.

- This SMS service is being provided for Manchester United Foundation by Cymba Integrated Solutions Ltd, 110 Gloucester Ave, London NW1 8HX.
- See below for General Terms and Conditions relating to all text to donate campaigns.

General terms and conditions relating to this text-to-donate campaign

- When you donate via SMS to Manchester United Foundation please note that in addition to the donation, you will incur your standard network message charge (based on your service provider rates).
- Manchester United Foundation will receive 100% of each donation.
- Please ensure you spell the keyword carefully and send your text message to the correct short code or your gift will not be received.
- If your keyword and short code are valid, you will be charged the donation amount when you receive the SMS to acknowledge your donation (60 minutes after the entry text was received) – this cost will be applied directly to your mobile phone bill. It may take some time for you to receive the SMS acknowledgement reply. Please wait until you receive it. Any repeat texts will result in repeat donations.
- If your keyword or short code is invalid, you may not receive a bounce-back but may still be charged your standard network message charge. You will not be charged the donation as you will not be donating to Manchester United Foundation and will not be entered into the Prize Draw.
- All supporters must obtain permission from the bill payer before sending a text message.
- All text donations to Manchester United Foundation which are not cancelled within 60 minutes are **non-refundable**.
- Donations through the text service after 8.59am on Saturday 6th June will not be included in any prize draw but will go towards our Covid-19 Appeal.
- If you have any concerns, complaints or been charged incorrectly please email enquiries@mufoundation.org
- Manchester United Foundation, Cymba Integrated Solutions Ltd and their subcontractors, subsidiaries and/or agencies cannot accept any responsibility for any technical failure or malfunction or any other problem with any telephone network or line, system, server, provider or otherwise which may result in any text being lost or not properly received.
- Manchester United Foundation is registered with the Phone-paid services authority (PSA), the UK regulatory for content, goods and services charged to a phone bill. We may be required by the PSA to pass on data as and when is required for regulatory purposes. All data is kept confidential by the PSA. By making a donation through this method, you are consenting for us to pass on your data, if required by the regulator.
- Manchester United Foundation is a registered charity, number 1118310.
- Please note that you can donate from a UK mobile only. You cannot donate using this service from a Channel Islands, Isle of Man or other non-UK mobile. If you donate using this service from a UK mobile outside England, Scotland, Wales or Northern Ireland, you may incur additional network charges.

June 2020