

TERMS AND CONDITIONS

VNAM GIVEAWAY 2026

TERMS AND CONDITIONS

The following Terms and Conditions apply to the offer of a 1st place - £750 and an Improve International manual for surgical or anaesthesia nursing, 2nd place - £500 & 3rd place - £300 CPD vouchers for a veterinary nurse certificate programme (VNAM giveaway) starting on 5th May 2026.

The offer of VNAM giveaway is promoted by Improve International Limited, with registered office at Delta 1200, Delta Business Park, Swindon, SN5 7XZ, England, with VAT number 100 1348 86 ("Improve International").

This campaign offering VNAM giveaway is valid for veterinary nurses aged over 18 years old and will be available for recipients in United Kingdom.

PARTICIPATION TERMS AND PRIZES

- A. The email/ social media post consists of a link to a web page where participants must enter the requested details and the winning participants of 1st, 2nd and 3rd place will then be sent an email with a discount code that should be applied at checkout in order to receive the discount and 1st place will also receive the choice of manual and once chosen will be sent directly to their address.
- B. Participants in this campaign offering VNAM giveaway shall be veterinary nurses, aged over 18 years old (Participants).
- C. The campaign is digital via an email, paid advertising and social media post
- D. Starts on 5th May 2026.
- E. The campaign offering VNAM giveaway will have either seen a social media post online or received an email and those who choose to click the link in the social media post or email will be redirected to a form where they will be asked to enter their details. The winners will then be chosen and sent an email containing the information to receive the discount code which will give them access to the voucher at the Improve website checkout In order to receive the discount, participants will need to agree to taking part via entering their details in the form provided.
- F. The discount access is subject to this Terms and Conditions

- 1) The participants that enrol in a Improve course as a result of the campaign offering VNAM giveaway shall accept Improve General Terms and Conditions available in Improve Website [www.improveinternational.com]
- 2) The VNAM giveaway access will be provided via automated email as soon as the winners are picked.

GENERAL TERMS

- A. All Improve International employees are excluded from this campaign offering VNAM giveaway
- B. Improve International expressly reserves the right to exclude from the email list containing VNAM giveaway any Participant who does not comply with the Terms and Conditions. Entries may be subject to moderation. Improve International reserves the right (in its sole discretion) to deem an entry to be ineligible should it be incomplete, contain offensive, inappropriate, obscene, unlawful or otherwise objectionable content, material that promotes bigotry, racism, hatred or harm against any group or individual or promotes discrimination based on race, sex, religion, nationality, disability, sexual orientation, age or any other basis protected by federal, state, territory, provincial or local law, ordinance, or regulation.
- C. Improve International expressly reserves the right to disqualify any Participant who deliberately attempts to falsify the Terms and Conditions.
- D. Improve International expressly reserves the right to amend the present Terms and Conditions at any time.
- E. Improve International reserves the right at any time and from time to time to modify, suspend or discontinue, temporarily or permanently, this campaign offering a VNAM Giveaway with or without prior notice due to reasons outside its reasonable control (including, without limitation, in the case of technological malfunction or, anticipated suspected or actual fraud). The decision of Improve International in all matters relating to the Price Draw is final and no correspondence will be entered into. In the event that Improve International permanently discontinues the campaign offering a VNAM Giveaway pursuant to this paragraph, the Participants in the campaign offering VNAM giveaway shall be released from their obligations to Improve International under these Terms and Conditions.
- F. **Liability** - There are certain things for which Improve International does not accept any liability to you, and these are explained in the next three paragraphs. The law does not allow Improve International to exclude or limit its liability for some things, such as death or personal injury

caused by its negligence, or loss caused by a false statement where the statement is made fraudulently. Improve International accepts full liability for these matters and all matters for which it cannot, under law, exclude or limit its liability. Otherwise, the exclusions of liability described below will apply. References to the "Improve International" include all of Improve International's respective parents, affiliated companies, subsidiaries, officers, directors, employees, agents, licensees, distributors, dealers, retailers, printers, representatives and advertising and promotion agencies, and any and all other companies associated with the campaign offering VNAM giveaway, and all of their respective officers, directors, employees, agents and representatives or any other third party involved in the campaign offering a VNAM Giveaway.

Subject to the above paragraph, Improve International will not be responsible for (and will have no liability in connection with) acts, omissions, and occurrences beyond Improve International's reasonable control, including but not limited to:

- a) damage, loss, liabilities, injury or disappointment incurred or suffered by any entrant receiving the campaign offering VNAM giveaway or as a result of accepting any campaign offering VNAM giveaway;
- b) problems with the allotment or dispatch of the campaign offering VNAM giveaway (such as the campaign offering VNAM giveaway failing to reach the intended recipient); and
- c) any act, omission or default of any third-party supplier.

Improve International not responsible for stolen, late, incomplete, illegible, inaccurate, misdirected, lost, misrouted, scrambled, damaged, delayed, undelivered, mutilated, postage-due or garbled entries, transmissions, email or mail; or for lost, interrupted or unavailable network, cable, satellite, server, Internet Service Provider (ISP), wireless network, website, or other connections including those through and/or by any website, availability or accessibility or miscommunications or failed computer, satellite, telephone, cable or wireless transmissions, lines, or technical failure or jumbled, scrambled, delayed, or misdirected transmissions or computer hardware or software malfunctions, failures or difficulties; wireless service congestion; failures or malfunctions of phones, phone lines or telephone systems, wireless towers or cellular tower equipment; any error, omission, interruption, defect or delay in wireless or other transmission, processing, or communication; non-delivery; misdirected, blocked, or delayed email notifications; printing, typographical or other errors appearing within these Terms and Conditions, in any VNAM Giveaway -related advertisements or other



materials; or any other errors, problems or difficulties of any kind whether human, mechanical, electronic, network, computer, telephone, wireless service, mail, typographical, printing or otherwise relating to or in connection with the Campaign offering a VNAM Giveaway or booking of Improve International courses, including, without limitation, errors or difficulties which may occur in connection with the administration of the Campaign offering a VNAM Giveaway, the processing of entries, or the announcement of the Prize or in any Campaign offering a VNAM Giveaway related materials. Improve International is also not responsible for any incorrect or inaccurate information, whether caused by website users, tampering, hacking, or by any equipment or programming associated with or utilized in the Campaign offering VNAM giveaway. Improve International is not responsible for injury or damage to entrants' or to any other person's computer and/or wireless device related to or resulting from participating in this Campaign offering VNAM giveaway or downloading materials from or use of the website. Persons who tamper with or abuse any aspect of the Campaign offering a VNAM Giveaway or website or attempt to undermine the legitimate operation of the Campaign offering a VNAM Giveaway by cheating, deception or other unfair playing practices, or intend to annoy, abuse, threaten or harass any other entrant or any representative of the Sponsor or who are in violation of these Terms and Conditions, as solely determined by Improve International, will be disqualified and all associated entries will be void. Any attempt to deliberately damage the content or operation of this Campaign offering VNAM giveaway is unlawful and subject to legal action by Improve International and/or their respective agents. Entries generated by a script, macro or other mechanical or automated means will be disqualified. Improve International shall have the sole right to disqualify any entrant for violation of these Terms and Conditions or any applicable laws relating to the Campaign offering VNAM giveaway, and to resolve all disputes in its sole discretion. Improve International makes no warranty, guaranty or representation of any kind concerning the Prize (or any portion thereof), and (b) disclaim any implied warranty. Improve International's failure to enforce any term of these Terms and Conditions shall not constitute a waiver of that provision. CAUTION: ANY ATTEMPT BY A PERSON TO DELIBERATELY DAMAGE OR UNDERMINE THE LEGITIMATE OPERATION OF THE CAMPAIGN OFFERING A VNAM GIVEAWAY MAY BE IN VIOLATION OF CRIMINAL AND CIVIL LAWS AND SHOULD SUCH AN ATTEMPT BE MADE, IMPROVE INTERNATIONAL RESERVES THE RIGHT TO SEEK REMEDIES AND DAMAGES (INCLUDING ATTORNEY'S FEES) FROM ANY SUCH PERSON TO THE FULLEST EXTENT OF THE LAW, INCLUDING CRIMINAL PROSECUTION. IMPROVE INTERNATIONAL'S FAILURE TO

ENFORCE ANY TERM OF THESE OFFICIAL RULES SHALL NOT CONSTITUTE A WAIVER OF THESE PROVISIONS.

- G. Improve International grants the Participants the right to access, update and correct their personal information in accordance with applicable data protection legislation in each relevant country, including in particular the EU General Data Protection Regulation (“GDPR”) and its national implementing legislation. The Participant must contact the Improve International general country email available on the contact section of the website www.improveinternational.com.
- H. The participation of receiving this campaign offering VNAM giveaway requires previous knowledge and full acceptance of this regulation
- I. The Participant acknowledges that has read and understood the Present Terms and Conditions for the Campaign offering VNAM giveaway. The whole text of the present Terms and Conditions has been written in English and for legal purposes considered the valid language for interpretation.
- J. Any exceptional situation, not foreseen on this regulation, will be assessed and solved individually by Improve International.
- K. **APPLICABLE LAW** - This campaign offering VNAM giveaway, and any dispute or claim arising out of or in connection with them (including the, shall be governed by and construed in accordance with UK law. By receiving or participating, you agree that the laws of the UK and these Terms and Conditions apply. As a condition of participating in this, you agree that any and all disputes which cannot be resolved between the parties and causes of action arising out of or in connection with this Campaign offering VNAM giveaway or the Terms and Conditions, shall be resolved individually through binding arbitration in accordance with the commercial arbitration rules of London Court of International Arbitration_(LCIA), without resort to any form of class action. By receiving the Campaign offering a VNAM Giveaway, you signify that you understand and agree that the arbitration of any and all disputes related to these Terms and Conditions shall be instead of a trial before a court or jury or a hearing before a government agency and that they are expressly waiving any and all right to a trial before a court or jury or before a government agency regarding any disputes and claims which you may have. Further, in any such dispute, under no circumstances will you be permitted to obtain awards for, and you hereby waive all rights to claim, punitive, incidental or consequential damages (including reasonable attorneys’ fees), other than your actual out-of-pocket expenses (i.e. costs associated with receiving this Campaign offering VNAM giveaway) and you further waive all rights to have damages multiplied or increased.

