

Direct Debit campaign Terms & Conditions

Campaign name: Don't let admin drain your day – Direct Debit prize draw

Campaign dates: 28 October 2025 – 9 December 2025

Prize draw date: 16 December 2025

Prize draw: £500 account credit

These Terms and Conditions are supplemental to and to be read in conjunction with the Scheme of Terms and Conditions (the Deemed Scheme) or the Scheme of Terms and Conditions for National Customers (the National Scheme). The Deemed Scheme or the National Scheme remain in full force and effect and the basis on which we contract with you as a customer.

Where these Terms and Conditions differ from or conflict with the Deemed Scheme or the National Scheme, these Terms and Conditions shall take precedence.

1. Eligibility

- 1.1 The campaign is open to all Castle Water customers who are not currently on Direct Debit at the start of the campaign.
- 1.2 Customers must set up a Direct Debit for their Castle Water account between 28 October 2025 and 9 December 2025.
- 1.4 Employees of Castle Water Limited, their families or anyone professionally connected with the campaign are not eligible.

2. How to enter

- 2.1 Entry into the prize draw is automatic once a customer has set up a Direct Debit during the campaign period.
- 2.2 No manual entry, purchase or payment beyond the regular Direct Debit is required.

3. Prize

- 3.1 The prize is £500 account credit applied to the winning customer's Castle Water account.
- 3.2 The prize is non-transferable, cannot be exchanged for cash and must be used on the winning account.

4. Winner selection and notification

- 4.1 One winner will be selected at random from all validated entries on 16 December 2025.
- 4.2 The winner will be contacted via email or telephone within 5 business days of the draw.

- 4.3 If the winner cannot be contacted, is ineligible, or does not claim the prize within 14 days, Castle Water reserves the right to select an alternative winner.
- 4.4 The winner may be featured in Castle Water communications, including social media and website posts, subject to consent.

5. Campaign conduct and data

- 5.1 If you cancel your Direct Debit within 12 months, any credit received by you will be repayable by you. We will charge you for such repayment along with, but in addition to your water and wastewater service charges.
- 5.2 Castle Water reserves the right to verify eligibility and reject entries that do not meet the terms of the campaign.
- 5.3 Castle Water will handle all personal data in accordance with the Data Protection Act 2018 and the company's privacy policy.
- 5.4 By entering, participants agree to Castle Water using their name and account information for the purposes of administering the campaign and prize draw.

6. General

- 6.1 Castle Water Limited reserves the right to cancel, suspend, or amend the campaign if any part is compromised, subject to regulatory approval.
- 6.2 By participating in the campaign, participants agree to be bound by these terms and conditions.
- 6.3 Any Direct Debit payments made to Castle Water Limited are covered by the [Direct Debit Guarantee](#).
- 6.4 This credit offer cannot be used in conjunction with any other offer, discount or cashback.