DLR Festive Trail 2026
Terms and Conditions

Keolis Amey Docklands 2025 Limited ("KAD") operates the Docklands Light Railway (DLR) on behalf of Docklands Light Railway Limited.

KAD is running a "DLR Festive Trail" to encourage members of the public to visit and support local businesses served by the DLR network (the "Campaign").

These terms and conditions govern your participation in the Campaign. By participating, you agree to be bound by these terms and conditions.

1. Promotion Period

The Campaign will open on 1 December 2026 and close on 3 January 2027.

2. How to Participate

2.1. Participation in the Campaign is open to individuals of all ages, however, prizes may only be redeemed by an individual aged 18 years or over. Where a participant is under the age of 18, any prize must be redeemed by an accompanying adult. KAD reserves the right to require proof of age before awarding a prize.

2.2. To participate in the Campaign, you must obtain a DLR Festive Trail stamp card ("Stamp Card") from the station staff at either Woolwich Arsenal DLR Station, Cutty Sark (for Maritime Greenwich) DLR Station or Island Gardens DLR Station during station operating hours (05:15-01:00).

2.3. To qualify for a prize, you must obtain at least six stamps on your Stamp Card from participating venues. Each stamp must be obtained from a different participating venue.

2.4. Once you obtain at least six stamps on your Stamp Card you must present your completed Stamp Card to a member of staff at either Woolwich Arsenal DLR Station, Cutty Sark (for Maritime Greenwich) DLR Station or Island Gardens DLR Station for verification before a prize will be awarded.

2.5. KAD and/or any member of DLR station staff may refuse redemption of a prize where, in the opinion of KAD and/or that member of DLR station staff, a Stamp Card is incomplete, altered, copied, damaged or where there are grounds to suspect fraud, misuse or non-compliance with these terms and conditions.

2.6. Upon redemption, you must surrender the completed Stamp Card to the relevant member of DLR station staff at either Woolwich Arsenal DLR Station, Cutty Sark (for Maritime Greenwich) DLR Station or Island Gardens DLR Station.

2.7. Subject to successful verification and prize availability, you will be awarded a prize at the point of redemption.

2.8. Prizes are available on a first-come, first-served basis and while stocks last. If prize stocks are exhausted, no cash alternative, substitute prize or compensation will be provided to you. No prizes will be awarded after the Campaign closing date.

2.9. Stamp Cards remain your responsibility until redeemed. Lost, stolen, damaged, altered, defaced, copied or illegible Stamp Cards will not be replaced and may be rejected.

2.10. KAD's decision regarding eligibility, qualification and prize redemption shall be final.

3. Participating Venues

3.1. Participating venues can be found on the KeolisAmey Docklands website at https://www.keolisameydocklands.co.uk/festive.

3.2. Participating venues are independent third parties. Neither KAD nor Docklands Light Railway Limited shall be responsible for the acts, omissions, products, services, promotions or representations of any participating venue.

3.3. KAD reserves the right, at its sole discretion and without notice, to add, remove, replace or otherwise amend the list of participating venues at any time during the Campaign.

4. Liability

Nothing in these terms and conditions excludes or limits any liability which cannot lawfully be excluded or limited. Subject to this, KAD shall not be liable for any loss, damage, liability, cost, expense, injury, claim or disappointment suffered or incurred by you arising out of or in connection with the Campaign, participation in the Campaign, your inability to participate in the Campaign, the collection or redemption of stamps, the prize award, non-award, acceptance, use or misuse of any prize, any act or omission of a participating venue or the suspension, amendment or cancellation of the Campaign.

5. Data Protection

KAD may use your personal information for the purposes of administering this Campaign and issuing you your prize. Your information will be properly safeguarded and processed in accordance with the requirements of UK privacy and data protection legislation. To find out

more about how KAD handles personal data please visit our privacy page: https://www.keolis.co.uk/wp-content/uploads/2024/11/Revised-KUK-Website-Privacy-Policy.pdf.

6. Amendment, Suspension and Cancellation

6.1. KAD reserves the right, without notice, to amend, suspend, extend, shorten or cancel the Campaign, in whole or in part at KAD's sole discretion.

6.2. In the event of railway closures, incidents or other operational disruptions, the Campaign may be suspended without notice.

7. Travel Requirements & Travel Charges

7.1. All participants of the Campaign must hold a valid ticket to travel across the DLR network. These terms and conditions and the TfL Conditions of Carriage, which can be found online, at the following address: https://tfl.gov.uk/corporate/terms-and-conditions/ticketing-and-travelconditions-of-carriage shall be applicable to your participation in the Campaign.

7.2. Please ensure you tap in at the start of your journey and tap out when leaving the DLR station. Further information regarding fares and ticketing requirements can be found on the TfL website: https://tfl.gov.uk/how-to-pay/fares.

8. General

8.1. If any provision of these terms is found to be invalid or unenforceable, the remaining provisions shall remain in full force and effect.

8.2. These terms and conditions constitute the entire agreement relating to the Campaign.

8.3. These terms are governed by the laws of England and subject to the exclusive jurisdiction of the courts of England.

For any queries please contact TfL customer services on 0343 222 1234 or https://tfl.gov.uk/contact-us

Date: 19 November 2026