

Terms and Conditions – Customer Survey October 2025

Details of the Draw

Participants in the October Customer Survey for HIAL will have the option to be entered into a draw for which one person will be selected to be given a voucher for return flight for two on the Loganair network.

For this draw the following terms and conditions apply:

- Prize winner seats are subject to availability, and embargo restrictions may apply.
- Winners should be flexible in their choice of dates and destinations.
- Please note that voucher bookings are redeemable for Loganair-operated flights only.
- Vouchers are valid for 12 months from the date of issue.
- Loganair requires a minimum of 7 days' notice to process your request.
- Vouchers are not redeemable for cash in whole or in part.
- Name changes, extensions or route changes are not permitted.
- The prize-winner and companion must travel together.
- Liability concerning travel documentation rests solely with the prize winner.
- Travel is subject to Loganair's standard conditions of carriage prevailing at the time of travel.
- Loganair Loyalty Members cannot collect Avios on prize-winner bookings. Loganair is not responsible for hotel accommodation or car hire.
- Winner should ensure they have sufficient travel insurance to cover any unforeseen changes.
- HIAL employees, contractors and suppliers are not permitted to enter the draw.
- The person selected in the draw will be notified by email within 30 days of the close of the survey. If no response is provided by the winner within 14 days, then an alternative winner may be selected.
- All contact details will be handled according to HIAL's privacy notice available on www.hial.co.uk