



Terms and Conditions for Hack2Win

Welcome to the TryHackMe Hack2Win event! Please read the following Terms and Conditions carefully as, together with our Terms of Use, they govern your participation and interaction with the event. By participating in the Hack2Win event, you agree to abide by these terms. If you do not agree, you should not participate.

1. Event Participation Rules

- The event will start at [time] on [date] and close at [time] on [date].
- Users can win tickets by completing rooms in the designated pathway.
- Subscribed users receive **two tickets** per room completion if a ticket was drawn, while non-subscribed users receive **one ticket** per room if a ticket is drawn
- Users who subscribe after completing a room will not receive additional tickets for rooms they have already completed. Only new room completions as a subscribed user will award two tickets if drawn.
- Resetting and re-completing a room as a subscribed user will not result in additional tickets if drawn, if the room was completed prior to subscription.

2. Viewing and Managing Tickets

- All tickets that a user has earned can be viewed on their **dashboard**.
- Once tickets are redeemed, they will appear on the user's **public profile page**. Users can access their redeemed tickets by visiting: tryhackme.com/profile and clicking on **Public Profile**.

3. Winning Tickets

- Tickets can be won by completing any room on TryHackMe.
- Ticket are distributed based on a random draw, which is influenced by the rarity rating of tickets. For instance, users are **5x more likely** to win a Bronze ticket than a higher-value ticket like Gold.
- The more rooms completed, the higher the chances of filling your ticket stamp card per tier, where you will be placed into the prize draw.

4. Awarding Prizes & Redemption

- Once users have added 10 tickets of the same tier (Bronze, Silver or Gold) to their stamp card, users will be placed inside of a draw/raffle for that tier, where winners of each prize type will be picked by random.
- Once you've completed a Bronze, Silver, or Gold stamp card, you're automatically entered into the relevant raffle.
- Bronze prizes can be won throughout the event.
- Silver prizes are drawn on 8 September 2025.
- Gold prizes are drawn on 10 September 2025 10.
- Winners will be notified by email.
- TryHackMe's decision on all matters is final and binding.

5. Streak Freeze Prize

- The **Streak Freeze** prize protects your hacking streak in case you miss a day. For instance, if you have a 6-day streak but miss Day 7, the streak freeze will ensure your streak is protected.
- The streak freeze activates immediately and will remain active until it is needed to protect a missed day.

6. Response Deadlines for Prize Claims

- If users are contacted via email or social media to claim the prizes they have won, they must respond by the 24th of September 2025.
- When users are asked for their delivery address, they have two weeks to respond so the prize can be sent.
- If a user does not claim their prize, or fails to provide their delivery address, within the specified deadlines for doing so, their prize will be forfeited automatically.

7. Prize Delivery and Charity Clause

- We are not liable for any damage or loss to a prize caused by any third party. If a prize is damaged or fails to be delivered, we will have no obligation to provide a replacement prize.
- If a prize cannot be sent to a user's specific address, location, or country, the prize value will be donated to charity.
- If necessary due to circumstances beyond our control, we may (at our option) substitute a prize for a reasonable equivalent of equal or higher value, or a cash alternative.

8. Disqualification

- TryHackMe reserves the right to disqualify users and/or revoke tickets and/or prizes (at any stage of the event) if:

- the user is ineligible or does not meet any of the eligibility criteria; or
- the user breaches any of these Terms and Conditions, our Terms of Use, or any other rules and regulations of the event or violates any applicable laws or regulations; or
- in TryHackMe's sole and absolute determination, it believes that the user has attempted to undermine the operation of the event by fraud, cheating or deception.
- In the event of a disqualification after the prize has been awarded, TryHackMe reserves the right to demand the return of the prize or payment of its value from the ineligible user.
- Whilst TryHackMe will endeavour to conduct necessary verifications on the eligibility of users, failure to disqualify any ineligible users shall not be deemed a breach by TryHackMe. Any participant who suspects rule violations or unethical behaviour should report it to TryHackMe at support@tryhackme.com.
- TryHackMe's decision to disqualify or not disqualify a user from the event is final.

9. Warranties

- Each user represents and warrants to TryHackMe that
 - the user has met all the eligibility criteria and has the right, authority and power to enter into the event in accordance with Terms and Conditions and shall provide such proof as TryHackMe requires; and
 - all the statements (if any and if so required) made by the user to TryHackMe are true, correct, accurate and complete.

10. Indemnity

- Each user forever waives, releases and discharges TryHackMe, its agencies, sponsors and representatives from and against, any and all liabilities, costs, loss, damages or expenses which the user or any party claiming through the user hereafter may have arising out of acceptance of any prize(s) or participation in the event including (but not limited to) personal injury and damage to property and whether or not direct, consequential or foreseeable.
- Each user shall indemnify TryHackMe, its affiliates, agents and sponsors from and against all liability, cost, loss or expenses suffered thereby as a result of the user's breach of the user's warranties and undertakings and any breach of the Terms and Conditions and/or the rules and regulations of the event.

11. Cost

- All costs incurred by a user in relation to and/or with respect to the event including without limitation postal charges, import duties or taxes, Internet Service Provider (ISP) charges (if applicable), all transport costs, communication charges, accommodation, meal costs and other related costs incurred by the user as a result of and/or pursuant to his/her participation in the event shall be solely borne by the user. TryHackMe shall not

be under any obligation to reimburse the user for any of such costs and expenses incurred thereof.

12. Disclaimer & Limitation of Liability

- The Each user acknowledges that his/her participation in the event shall be at his/her own risks.
- To the maximum extent permitted under applicable law, TryHackMe, its agents, sponsors, representatives, affiliates and their respective directors, officers and employees, agents and assigns shall not be liable to any user in respect of any failure to win a prize in the event, defective prizes or misuse of prizes or any other loss, damages, costs, expenses, claims, liabilities, injury, death, accidents suffered by a user during the event or arising out of or in connection with the event, the participation by a user in the event and/or the prizes awarded.
- TryHackMe makes no guarantees regarding platform uptime, room or event availability, or uninterrupted participation. To the maximum extent permitted under applicable law, TryHackMe is not responsible and shall have no liability for any technical issues, bugs, internet failures or other disruptions that may affect platform or event performance
- If for any reason the event is not capable of running as planned, including as a result of tampering, unauthorised intervention, fraud, technical failures, errors, or any other causes which corrupt or affect the administration, security, fairness, integrity, or proper conduct of the event, TryHackMe reserves the right at its sole discretion to cancel, terminate, modify or suspend the event.

13. Governing Law

- TryHackMe's decision on all matters related to the event, including the eligibility of users and the awarding of tickets and prizes, is final and binding
- The Terms and Conditions of the event and any dispute or claim arising out of or in connection with the event shall be construed, governed and interpreted in accordance with the laws of England and Wales, although if you are resident elsewhere you will retain the benefit of any mandatory protections given to you by the laws of that country.
- Any disputes or claims arising out of or in connection with the event and/or these Terms and Conditions, their subject matter or formation, will be subject to the exclusive jurisdiction of the courts of England and Wales.

14. General

- TryHackMe, its agents, sponsors and representatives shall not be liable to perform any of their obligations in respect of the event and these Terms and Conditions where they are unable to do so as a result of circumstances beyond their control and shall not be liable to compensate users in any manner whatsoever in such circumstances.
- The users shall not be entitled to transfer or assign any of their rights, including tickets or prizes, or sub-contract any of the obligations herein. TryHackMe shall be entitled to

assign or sub-license the whole or any part of its rights hereunder to any third party as may be determined by TryHackMe.

- All rights and privileges herein granted to TryHackMe irrevocable and not subjected to rescission, restraint or injunction under any and all circumstances. Under no circumstances shall the users have the right to injunctive relief or to restrain or otherwise interfere with the organization of the event, the production, distribution, exhibition and/or exploitation of the event and/or any product based on and/or derived from the event.
- The invalidity, illegality or unenforceability of any terms hereunder shall not affect or impair the continuation in force of the remainder of the Terms and Conditions of the event.
- The main language of the Terms and Conditions shall be the English language. Any translation to any other language than English shall be for convenience only. In the event of any inconsistency between this English language and any other languages, the English language version shall prevail and govern in all respects.

By participating in this ticketing event, you acknowledge and accept these Terms and Conditions. For any inquiries or issues related to the ticketing event, please reach out to us at

support@tryhackme.com

Thank you for being part of the TryHackMe community!