

Costa Accumulator Prize Draw (October 2019)

1. INTRODUCTION

- 1.1 By entering the Costa accumulator prize draw (the "**Promotion**"), all participants will be deemed to have accepted these terms and conditions in full. All entry instructions form part of these terms and conditions.
- 1.2 The Promotion is open to Costa Coffee Club members who are residents of the UK (excluding Northern Ireland) aged 18 or over at the date on which they enter the Promotion, except for employees of the promoter, its group companies, agents or anyone professionally connected with this Promotion and any member of their respective immediate families.
- 1.3 Entry to the Promotion opens at 00:01am on Tuesday 8 October 2019 and closes at 23:59pm on Thursday 31 October 2019 (the "**Promotion Period**"). Entries received after the Promotion Period will not be eligible to win a prize.

2. HOW TO ENTER THE PROMOTION AND PRIZES

- 2.1 To enter the Promotion, open the Promotion email sent from us on Monday 7 October 2019 and make the required number of purchases during the Promotion Period to be entered into the prize draws. As you complete more purchases during the Promotion Period, you will qualify to be entered into the different prize draws. The number of purchases required depends on your previous transaction history and for you is as follows:

- 2.1.1 **1 purchase:** Entry into the prize draw to win 1 of 1,000 Costa water bottles.
- 2.1.2 **2 purchases:** All Costa Coffee Club members who make 2 purchases will receive 50 bonus Costa Coffee Club points.
- 2.1.3 **3 purchases:** Entry into the prize draw to win a 10-day trip for two people to Vietnam from 14-24 March 2020. This prize includes:
- Return flights to and from London;
 - Ho Chi Minh: return private transfers from Ho Chi Minh airport to the hotel; three nights' accommodation with breakfast at the 5-star Hotel des Arts Saigon; Mekong Delta Discovery Tour (subject to availability, including a cruise on the Mekong Delta by private longtail boat stopping at local villages, a lunch of Mekong cuisine and a visit to a bee farm); a Ho Chi Minh Food Experience (including a Ben Thanh Market Tour); and a Vietnamese cooking class (where you will prepare your own 4-course lunch with an English-speaking chef);
 - Buon Ma Thuot: flights from Ho Chi Minh to Buon Ma Thuot (and return transfers from the airport to the hotel); overnight accommodation at the 3-star Dam San Hotel; a Costa Foundation experience on 18 and 19 March 2020; and
 - Hanoi: flights from Buon Ma Thuot to Hanoi (and return private transfers from Hanoi airport to the hotel); four nights' accommodation with breakfast at the 5-star Pan Pacific Hanoi; and
 - Travel insurance, which is subject to normal terms of acceptance and full and accurate disclosure of all relevant medical information by those taking part in the trip. Pre-existing conditions may not be covered and, in such event, the affected person(s) must obtain separate travel insurance at their own cost. The promoter will have no liability in the event that any false or inaccurate information is provided by or on behalf of any person taking part in the trip.

Please note: you are responsible for ensuring that you and your guest have all necessary passports and/or other documents required to travel. Non-UK passport holders may need a visa for this destination, which they should arrange with the Embassy at their own expense. Flights include all taxes and surcharges plus one piece of checked luggage per person on all flights, including domestic flights. Accommodation is on a double room, bed-and-breakfast basis (twin rooms can be requested but are not guaranteed). All participants in the Costa Foundation experience must be at least 18 years of age.

2.1.4 **4 purchases:** All Costa Coffee Club members who make 4 purchases will receive 350 bonus Costa Coffee Club points, which is enough points to order (for example) a primo size drink from the Costa Christmas drink range. The Christmas range will be available in Costa stores from 1st November to 31st December 2019.

2.2 All bonus Costa Coffee points will be added to the relevant account within 48 hours of the qualifying purchase. For example, 350 bonus points will be added within 48 hours of your 4th purchase.

3. WINNERS

3.1 The winners will be selected at random from all eligible entries on 7 November 2019 by computer.

3.1 Winners will be notified by email by 14 November 2019 and will be asked to confirm their details for delivery of the prize by logging into their Costa account to check that the address stated is correct and to update it if necessary. Any necessary updates will need to be done within the timeframe stated in the winner notification email.

4. CONDITIONS

4.1 In the event that the promoter is unable to contact a winner within 3 working days of the relevant draw, the promoter reserves the right to award their prize to an alternative winner selected at random.

4.2 The prizes will be delivered within 28 working days from a valid acceptance of the prize.

4.3 Should the prize be unavailable, a prize of equal or greater value will be substituted. There is no cash alternative available. Prizes are non-transferable and cannot be resold. The promoter reserves the right to substitute an alternative prize of equal or greater value. Unless otherwise agreed in writing by the promoter, the prize will only be awarded to the winner.

4.4 No entries from agents, third parties, syndicated entries or those made using methods such as a computer macro, script or the use of automated devices are permitted and no bulk entries.

4.5 All costs and expenses not included within the prizes are the responsibility of the winner(s).

4.6 The promoter reserves the right at any time, in its absolute discretion, to:

4.6.1 verify the eligibility of any participant (including their age and place of residence);

4.6.2 disqualify any participant found to be abusing or tampering with the operation of the Promotion or entering using fraudulent means, or who the promoter believes to have acted in breach of these terms and conditions; and

4.6.3 disqualify participants who do not give correct contact details or those who make an entry on someone else's behalf.

5. LIABILITY

- 5.1 If the promoter fails to comply with these terms and conditions, the promoter is responsible for loss or damage you suffer that is a foreseeable result of the promoter's breach of these terms and conditions or its negligence, but it is not responsible for any loss or damage that is not foreseeable. Loss or damage is foreseeable if they were an obvious consequence of the promoter's breach or if they were contemplated by you and the promoter at the time that you entered the Promotion.

6. GENERAL

- 6.1 Any decision of the promoter in respect of the Promotion is final. For questions regarding the Promotion, email costadigitalapp@whitbread.com.
- 6.2 The promoter reserves the right to extend, withdraw, alter or suspend the Promotion or these terms and conditions at any time if circumstances beyond its control make this unavoidable.
- 6.3 All personal data submitted in connection with the Promotion will be processed by the promoter for the purposes of administering and managing the Promotion and prizes (where applicable) and verifying the eligibility of each participant. The promoter is committed to protecting the privacy of all participants. Data that is collected from or about participants will be used in accordance with the promoter's Privacy Policy, a copy of which can be found at <https://www.costa.co.uk/privacy-policy>.
- 6.4 Any images are an illustrative example and do not show the exact prize(s).
- 6.5 The promoter uses third party providers to assist it in the administration of its prize draws, including operating its random draws and contacting winners.
- 6.6 The Promotion and these terms and conditions, and any dispute or claim arising out of or in connection with them, shall be governed by and construed in accordance with English law and you can bring legal proceedings in respect of the Promotion and these terms and conditions in the English courts. If you live in Scotland you will also benefit from any mandatory provisions of Scottish law and can bring legal proceedings in respect of the Promotion and these terms and conditions in either the Scottish or the English courts.

7. CONTACT US

- 7.1 This email is sent from an automated mailing server. We cannot respond to replies sent to this email address. For more information on all things Costa, please contact us.
- 7.2 The promoter is Costa Limited, a company registered in England with company number 01270695, and registered office Costa House, Houghton Hall Business Park, Porz Avenue, Houghton Regis, Dunstable, Bedfordshire, England, LU5 5YG.