2026 autumn pop-ups exclusive Co-op Live prize draw for members
Terms and Conditions

1. These terms and conditions set out the rules of this prize draw. By entering the prize draw, you agree to these rules. We may update these rules at any time, and the latest version will be available at **coop.co.uk/prize-terms.** It's your responsibility to check for any changes.

2. **Promoter**: Co-operative Group Limited (525R), registered address: 1 Angel Square, Manchester, M60 0AG. Reference to 'Co-op', 'we', 'us', or 'our' means the Promoter.

3. **Opening and closing dates**: The prize draw runs from 22nd October 2026 to 5th November 2026. We won't accept any entries received before or after these dates.

4. **Who can enter**: This prize draw is open to UK residents who are Co-op Group Members and aged 18 or over. Temporary membership card holders and anyone involved in running or creating this prize draw cannot enter. Internet access required.

5. **How to enter**: To enter the prize draw, entrants must be valid Co-op Members and attend a Co-op pop-up event in London, Cardiff, Manchester or Edinburgh. There are two ways to qualify for entry:

   Option 1: Coupon Redemption (London event only)

   I. Visit one of the participating Co-op stores (Brent Cross, Aviator Drive; West Hendon Broadway and Hendon Church Road) and obtain a promotional coupon from the checkout area.
   II. Redeem the coupon at the London pop-up event.
   III. Present your Co-op Membership card (physical or digital) to a member of staff at the event alongside your coupon.

   Option 2: VIP Email

   I. If you have received a Co-op email inviting you to the pop-up event and exclusive Co-op Live prize draw, present the email and your Co-op Membership card (physical or digital) to a member of staff at the event.
   II. If you present your VIP email as one of the first 100 members to attend the pop-up event, you will receive a complimentary food item. Available while stocks last.

5.1 Once eligibility has been verified through either entry route, a member of staff will collect the entrant's contact details and submit their entry into the prize draw.
5.2 Maximum one entry per Co-op Member, regardless of entry route.

6. **Prizes**: There is one prize available consisting of:

   - 2 tickets to a single event at Co-op Live in Manchester.

   For a winner who entered the prize draw at the London, Edinburgh or Cardiff event the prize will also include:

   - A 1-night stay in a hotel in Manchester.
   - Return transfers to Manchester.

a) The winner will be given a choice of events to attend from a list of selected events. There

are a limited number of tickets per event. Tickets will be allocated on a first-come, first-served basis. Subject to availability.

b) Return transfers to Manchester may include public transport and will be up to the value of £100 per person.
c) The hotel room is up to the value of £130 and will be a double room. A twin room can be requested and will depend on availability at the time of booking.
d) Prizes are not exchangeable, non-transferable, and no cash alternative can be requested. Prizes are provided at our discretion, and the Promoter may substitute or change the prize for a prize of an equivalent or greater value if circumstances beyond the Promoter's control make it necessary to do so.
e) The tickets are non-refundable, non-transferable, cannot be exchanged, and are not for resale. If a winner tries to resell a ticket, the ticket will be made void.
f) The prize does not include food and drink, travel insurance, or any other associated cost. ID may be required before you are allowed entry to the event, and you may be refused entry if you do not provide suitable photographic ID (such as passport or driving licence). You will need to download the Co-op Live app to access your tickets.
g) Use of tickets may be subject to additional terms and conditions of the ticket issuer, event organiser or other third party. This is not an Eastlands Arena Limited (trading as Co-op Live) prize draw and Co-op Live does not accept any liability whatsoever in connection with this promotion. Use of the tickets and entry to the venue are subject to Co-op Live's venue access and ticketing terms and conditions – available on https://www.cooplive.com/terms-and-conditions.

7. **How winners will be chosen and contacted**:
    a. The winner will be chosen randomly within 7 days after the prize draw ends, using a randomised computer process (or another fair method).

    b. The winner will be contacted using the contact details provided at the time of entry, no later than 16th November 2026. If a winner doesn't reply within 14 days, they will lose the prize, and we will choose another winner at random.

    c. We aren't responsible for prizes that are lost, stolen, delayed or not used before they expire. We aren't responsible for any incorrect details in the winner membership account or incorrect details given at the point of entry.

8. **Winner(s) list:** Winner(s) names and counties of residence can be requested by sending an email to the following email address: memberevents@coop.co.uk. Requests must be made within 6 weeks after the winner is selected.

9. **How we use your information**: We, our other Co-op businesses and trusted third-party agencies may collect and use your personal information. We do this in line with the Data Protection Act 2018 and other privacy laws. We will only use your information to run this prize draw or, if you win, for promotional purposes. To find out more about how we use your data and your rights, please see our Privacy Notice at www.coop.co.uk/terms/privacy-notice.

10. **General**
    a. You must enter the prize draw yourself. Entries made by someone else, in bulk, or by an automated process are not allowed.
    b. We're not responsible if we don't receive your entry, or if it arrives late, because of any technical problems. This could be issues with computers, software, the internet, servers, or networks. Sending your entry doesn't guarantee that we have received it.
    c. We can refuse your entry or decide not to give you a prize if we believe you've broken these rules or acted dishonestly.

d. You can’t swap the prize, give it to someone else, or exchange it for cash. If the prize is no longer available for reasons we can’t control, we’ll replace it with a similar prize of the same or higher value
e. We may change, pause or cancel this prize draw at any time if we need to.
f. We’re not responsible if you experience any loss or damage connected to the prize or the prize draw, unless the law says we must be — for example, if something happens because of our negligence or if we act dishonestly.
g. This prize draw and these rules follow English law. If there’s any disagreement, it will be dealt with by the English courts.