

Autumn pop-ups feedback survey 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 www.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 16 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 you must:
 - I. Attend a Co-op pop up event in either London, Cardiff, Manchester or Edinburgh.
 - II. Scan the QR code at the event to access the feedback survey, and
 - III. Complete the survey.
6. **Prizes:** There is one prize available consisting of £50 credit loaded onto the winner's Co-op membership card.
7. **How winners will be chosen and contacted:**
 - a. The winner(s) will be chosen randomly within 7 days after the prize draw ends, using a randomised computer process (or another fair method).
 - b. The winner(s) will be contacted by email, using the details linked to their Co-op Membership account within 10 working days of the draw. If a winner doesn't reply within 14 days, they will lose the prize, and we will choose another winner at random.
 - c. Prizes may take up to 28 days to be loaded onto the Co-op membership card. We aren't responsible for prizes that delayed or not used before they expire. We aren't responsible for any incorrect details in the winner(s) membership account or 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 winners are 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.