

TERMS AND CONDITIONS: SEPTEMBER MEMBER CO-OP LIVE TICKETS PRIZE DRAW

These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Entry instructions are deemed to form part of the Terms and Conditions. By entering this promotion all participants will be deemed to have accepted and be bound by the Terms and Conditions and to their details being communicated to the Promoter's representatives so that the Promoter or its representatives can contact the participant in connection with the promotion (as necessary). Please retain a copy for your information.

PROMOTER: This promotion is operated by Co-operative Group Limited, a registered society under the Co-operative and Community Benefit Societies Act 2014, Registered No 525R with registered office at 1 Angel Square, Manchester, M60 0AG. References to "we", "us" or "our" in these terms and conditions are references to the promoter.

OPENING AND CLOSING DATE: This promotion opens at **00:01 on 01 September 2025** and closes at **23:59 on 25 September 2025** (the 'Promotional Period'). Any entries received outside the Promotional Period will not be valid and will not be eligible for this promotion.

ELIGIBILITY: This promotion is open to residents of the United Kingdom who are members of the Co-operative Group only. Entrants must be over 18 at the date at which they enter the promotion. Co-op colleague members may enter but employees from Co-op group undertakings and employees of its agencies directly connected with the creation and administration of this promotion are not eligible to enter. We may ask the winners to provide proof of age and/or identity.

HOW TO ENTER: To enter, during the Promotional Period, the Co-op Member must click the link within the email sent on **11 SEPTEMBER 2025** and complete the entry form titled "Win a pair of tickets to Co-op Live" Maximum of one entry per person. Internet access required.

PRIZES: There are **25 prizes** to be won. Each prize is for 2 tickets for selected concerts or comedy acts at Co-op Live in Manchester (subject to availability) with a date announced for **November 2025**. Maximum one pair of tickets per winner. There are a limited number of tickets per show. Winners will be given a choice of shows to attend, subject to availability. Tickets will be allocated on a first come, first served basis. We may substitute or change the prizes for a prize of an equivalent or greater value if circumstances beyond our control make it necessary to do so but there will be no cash alternative.

The tickets are non-refundable and cannot be exchanged and are not for resale. Winners may pass on tickets as gifts to friends and family for free through Ticketmaster Transfer. Winners cannot transfer their tickets to any third party that is in anyway a supplier or service provider to the Co-op Group or any of its Group Undertakings and any guest must either be a Co-op Group Colleague or someone not connected to any supplier or service provider to the Co-op Group or any of its Group Undertakings.

If a winner tries to resell a ticket, the ticket will be void. The prize does not include travel to and from the event, food and drink, accommodation, 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 a passport or driving licence). You will need to download the Co-op Live app to access your tickets. Use of tickets may be subject to additional terms and conditions of the ticket issuer, event organiser or other third party. Tickets are subject to the venue's access and ticketing terms and conditions – available on <https://www.cooplive.com/terms-and-conditions-1s1r>

WINNER SELECTION: The prize draws will take place within 5 working days of the end of the Promotional Period. Winners will be selected at random from all eligible entries using a secure, entirely automated, independently verified computer system.

NOTIFICATION: The Winners will be notified by Co-op within 5 working days of the draw taking place to the email address registered on the winner's Co-op membership account. It is the Winners' sole responsibility to ensure that their membership account details are up-to-date, Co-op will not be liable for non-receipt of the notice due to an inactive/incorrect email address. The Winner of the Prize must respond within **3 working days** of being notified by Co-op. If the Winner does not respond within such timeframe, then the Winner's prize will be forfeited, and Co-op shall be entitled to select another Winner in accordance with the process described above in the 'WINNER SELECTION' clause. To accept the prize the Winner must provide their details and show preference by completing the form sent on the Winners confirmation email. If the show the Winner selects is full due to other winners selecting it on the first come first serve basis, the Winner will be allocated tickets to a show that has remaining availability as allocated by the Promoter.

DECISION OF THE PROMOTER: If there is any dispute about the receipt of validity of any entry or any other aspect of the promotion, this will be decided by us. Our decision regarding any aspect of the promotion is final and binding and no correspondence will be entered into about it. The Promoter reserves the right to cancel or amend this promotion due to events or circumstances arising beyond its control. The Promoter is not responsible for any third-party acts or omissions.

WINNER LIST: Winners' names and respective counties of residence can be obtained by sending an email to competitionsupport@coop.co.uk within 90 days of each prize draw. By entering, Winners consent to such information being disclosed upon request. You have the right to ask that we stop any consent-based processing of your personal data after you withdraw that consent.

AGREEMENT TO THESE TERMS AND CONDITIONS: Entry to this promotion shall constitute your acceptance of these terms and conditions your agreement to be bound by them. These terms and conditions take effect immediately upon entry to the promotion. These terms and conditions prevail in the event of a conflict or inconsistency with any other communications, including advertising or promotional materials.

DISQUALIFICATION: We reserve the right to reject any entry, withhold the prize and disqualify you from the promotion if we suspect you of failing to comply with these terms and conditions or of fraud, cheating or dishonesty, without limitation, through the manipulation of codes, multiple computer-generated entries, or otherwise fraudulently falsifying data or acting fraudulently or dishonestly in the Promoter's opinion. Entries must be made personally. Entries made through agents/third-parties, bulk entries or automated entries are invalid.

NO RESPONSIBILITY FOR ENTRIES NOT RECEIVED: The Promoter accepts no responsibility for lost, damaged, incomplete, illegible, or delayed entries and such entries will be void. The Promoter cannot guarantee uninterrupted or secure access to the entry route. We accept no responsibility for entries not successfully received by us, or which are delayed, due to a technical fault, technical malfunction, computer hardware or software failure, satellite, network, or server failure of any kind whether or not such failure is within the control of the Promoter or its agents. Proof of submission of entry is not proof of receipt of entry.

USE OF PERSONAL INFORMATION TO ADMINISTER PROMOTION: We, other members of the Co-operative Group, Co-op Live, and 3rd party agencies acting on our behalf, may collect personal information from you in accordance with the Data Protection Act 2018 and other applicable data privacy laws. Except as set out in 'USE OF PERSONAL AND OTHER INFORMATION FOR PROMOTIONAL PURPOSES' below, we and other members of the Co-operative Group and Co-op Live will only use your information for the purposes of administering and managing this promotion, verifying the eligibility of the winner and as otherwise set out in these terms and conditions.

USE OF PERSONAL AND OTHER INFORMATION FOR PROMOTIONAL PURPOSES: By entering this promotion, you agree that if you win we, other members of the Co-operative Group, Co-op Live and 3rd party agencies acting on our behalf may use your entry, name, photo or image, county of residence and any testimonial you have provided to us, for promotional purposes (including on our or Co-op Live's websites, social media, within our magazines or within promotional emails) in any media worldwide without notice or without any fees being paid and you will co-operate with any other reasonable requests relating to any post-winning publicity. To find out more about your rights please see the Co-operative Group's Privacy Notice at www.coop.co.uk/terms/privacy-notice and Co-op Live's Privacy policy at [Privacy Policy | Co-op Live \(cooplive.com\)](http://Privacy Policy | Co-op Live (cooplive.com))

CANCELLATION OR WITHDRAWAL OF PROMOTION: We reserve the right at our absolute discretion to withdraw or cancel this promotion without prior notice and without liability to any party if it becomes necessary to do so.

CHANGES TO THESE TERMS AND CONDITIONS: We reserve the right to amend these terms and conditions at any time. Revised terms and conditions will be available on this page. It is your responsibility to keep up to date with any such changes.

LIMITATION OF LIABILITY: All conditions, warranties and representations expressed or implied by law or otherwise in connection with the Prizes or this promotion are excluded to the fullest extent permitted by law and the Promoter shall be under no liability whatsoever or howsoever arising in connection with any loss, damage or injury suffered as a direct result of the provision or use of the Prizes or entry to the promotion. The Promoter makes no attempt to exclude or limit its liability for death or personal injury arising as a result of its negligence. This is not an Eastlands Arena Limited (owner and operator of Co-op Live) promotion and to the fullest extent permitted by law, Eastlands Arena Limited excludes all liability in connection with this promotion.

RELEVANT LAW: This promotion and these terms and conditions are governed by the laws of England, and you agree to submit to the exclusive jurisdiction of the English courts if any dispute arises.

GENERAL: The Promoter is not responsible for any third-party acts or omissions. We cannot guarantee that the event will be free from disruptions, failings, or cancellations. We are not liable for such disruptions, failings, or cancellations unless they are caused by our negligence. This promotion is not run by Eastlands Arena Limited (owner and operator of Co-op Live).