

Online Interims Event and Q&A Feedback Survey Prize Draw - 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 11:00 on 26 September 2026 to 23:59 on 02 October 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. The entrant must have completed the **Interims Online Event and Q&A Feedback Survey** within the Promotional Period in order to be eligible. One entry per member.

5. **How to enter:** Entrants must complete the feedback survey provided in the email sent to those who were registered for the Interims Online Event and Q&A (the "**event**") or via the event chat to be entered into the prize draw.

6. **Prizes:** One prize of a credit of £50 on the winner's membership card. The winner will be contacted via their email associated to their registration for the event and the prize credited to the Co-op Membership card once confirmed. The prize is not exchangeable, and no cash alternative can be requested. The prize is provided at our discretion, and we may substitute or change it for a prize of an equivalent or greater value if circumstances beyond our control make it necessary to do so.

7. How winners will be chosen and contacted:

a. Following the end of the Promotional Period, the winner will be selected at random from all entries received using a randomised computer generator. The Promoter and its agents will not be responsible for the non-inclusion of entries as a result of technical failures or otherwise, including as such failure which is within the control of the Promoter or its agents. Proof of submission of entry is not proof of receipt of entry.

b. The winner will be notified within 10 working days of the prize draw closing via the email address that was associated with their registration for the event. If any winner declines a prize or fails to acknowledge the winning confirmation email within 5 working days, they forfeit any right to the prize, and another winner will be drawn using the same process as detailed at clause 7(a) above.

c. If there is any dispute about the receipt or validity of any entry or any other aspect of the promotion, this will be decided by the promoter. The promoter's decision regarding any aspect of the promotion is final and binding and no correspondence will be entered into about it.

8. Winner(s) list: The winner's surname and respective county of residence can be obtained by sending an email to memberevents@coop.co.uk within 28 days after the closing date of the promotion.

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. Social network policies: By entering this promotion, you agree that if you win, we, other members of the Co-operative Group 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 websites, social media, within our magazines or within promotional emails).

11. 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.