Terms & Conditions

Summary Terms & Conditions:

UK (excl. C.I & I.O.M), 18+ only. 00:01 17/11/26 – 23:59 24/11/26. **3 entry routes, 1 prize pool. 1**: Log into your Facebook account, locate link to the questionnaire on the Community Channel or on Stories, click on link & complete form to enter the Prize Draw. **2**: Log into your Instagram account, locate link to the questionnaire on the community channel 'Cream of the Crop' in the bio or on Stories, click on link & complete form to enter the Prize Draw. **3**: If you are signed up to Yeo Valley's eCRM database by 00:00 17/11/26, you will be sent an email with a link to the questionnaire form, click on link & complete form to enter the Prize Draw. No purchase necessary. Prize: 1 x Full Ocado food shop of Yeo Valley Organic Products, worth £60. Internet access & valid email address required. Facebook account required for Entry Route 1. Instagram account required for Entry Route 2. Max 1 entry per person. Max 1 Prize per person. Visit www.yeovalley.co.uk for full T&Cs & Prize details. **Promoter:** Yeo Valley Organic LTD, Yeo Valley HQ, Rhodyate, Blagdon, Bristol, BS40 7YE.

Full Terms & Conditions

1. This Promotion is open to residents of the United Kingdom (excluding residents of the Channel Islands and the Isle of Man) aged 18 or over, excluding employees of the Promoter, its agents and anyone professionally associated with this Promotion.

2. No purchase necessary; however, internet access and a valid email address is required. Facebook account is required for Entry Route 1. Instagram account is required for Entry Route 2.

3. **Promotion Period:** Enter between 00:01 GMT on the 17th November 2026 and 23:59 GMT on the 24th November 2026 inclusive.

4. **To Enter:**

    a. **Entry Route 1:** Log into your Facebook account (or create one for free), locate link to the questionnaire on the Community Channel or on Stories. Click on the link, complete the form by providing your details (full name and email address) and submit to be entered into the Prize Draw.
    b. **Entry Route 2:** Log into your Instagram account (or create one for free), locate link to the questionnaire on the community channel 'Cream of the Crop' in the bio or on Stories. Click on the link, complete the form by providing your details (full name and email address) and submit to be entered into the Prize Draw.
    c. **Entry Route 3:** If you are signed up to Yeo Valley's eCRM database by 00:00 GMT on 17th November 2026, you will be sent an email with a link to the questionnaire form. Click on the link, complete the form by providing your details (full name and email address) and submit to be entered into the Prize Draw.

Terms & Conditions

5. Maximum of 1 entry is permitted per person during the Promotion Period. No person may win more than 1 Prize.

6. **The Prize:** There will be 1 winner. The winner will receive 1 x full Ocado food shop of Yeo Valley Organic ("YVO") Products worth £60 consisting of:

    a. YVO Natural Kefir;
    b. YVO Natural Drinking Kefir;
    c. YVO Greek Recipe 5%;
    d. YVO Natural yogurt;
    e. YVO Toasted Nuts and Seeds Granola;
    f. YVO Fruited Kefir;
    g. YVO Sweet Potato, Carrot and Lentil soup;
    h. YVO Tomato, Spinach and Lentil soup;
    i. YVO Whole Milk 1L;
    j. YVO Semi-Skimmed Milk 1L;
    k. YVO Salted Butter;
    l. YVO Spreadable.

7. **Further Prize Details & Conditions:**
    a. The winner must respond within 14 days of being contacted by the Promoter to arrange fulfilment of the Prize, in order to book delivery of their food shop.
    b. The Promoter will ask the winner to confirm any dietary requirements prior to fulfilment of the Prize.
    c. The Yeo Valley Organic products are subject to availability and the Promoter reserves the right to substitute that product with an alternative product of equal or greater value.
    d. By participating in the Promotion, entrants agree that the Prize is awarded on an "as is" basis, and that the Promoter makes no representations or warranties of any nature with respect to the Prize.
    e. The Prize must be taken as stated and no compensation will be payable if a winner is unable to use the Prize as stated. The winners will be liable for all costs and expenses not stated relating to claiming the prize.
    f. Any pictures depicting the prizes on any media including press advertisements, posters or TV commercials are indicative only and the actual prizes may vary from the depictions. The Promotion does not constitute an endorsement or recommendation of the products or services being offered as prizes.
    g. It is the responsibility of the participant to provide their correct, up-to-date details when entering the Promotion and/or confirming acceptance of the Prize in order for their Prize to be processed. The Promoter cannot be held responsible for winners failing to supply accurate information which affects Prize acceptance or delivery of their Prize.

8. **Winner Selection:** The provisional winner will be randomly selected from all valid entries received during the Promotion Period. For your total confidence, the Prize draw will be

Terms & Conditions

conducted by PromoVeritas, the independent promotional verification service, within 10 working days of the end of the Promotion Period.

9. **Winner Notification:** The provisional winners will be contacted via the email address used to enter within 10 working days of Winner Selection and may be asked to provide evidence of identity and eligibility. Reasonable efforts will be made to contact the provisional winners. Once eligibility has been confirmed, the provisional winners will be confirmed as a winner. If a provisional winner does not respond to the initial contact within 14 days, we reserve the right to disqualify that entrant and award the Prize to a reserve selected in the same manner. Reserve winners may have less time to respond.

10. **Prize Acceptance:** Notification to arrange fulfilment of the Prize will take place within 7 working days of acceptance of the Prize. In the unlikely event that a winner has not receive communication to arrange their Prize within this timeframe, the winner must inform the Promoter by emailing hello@yeovalley.co.uk within a further 14 days. If the winner does not do so, the Promoter reserves the right to not reissue the Prize at its sole discretion.

11. **Moderation:** The Promoter reserves the right to reject entries which, in the reasonable opinion of the Promoter:
    a. are in breach of the Terms & Conditions;
    b. contain any content that is offensive, harmful, objectionable or which is otherwise unsuitable for publication including with respect to race, religion, origin or gender, or which could reflect negatively upon the name, reputation or goodwill of the Promoter or any brand partner;
    c. contains or refers to any unauthorised third-party brand or reference any third-party names, logos and/or trademarks;
    d. contains any content which has been created by an AI tool or which has been influenced by AI; or
    e. promotes any political agenda.

12. Provided no objection is received from the winner, a winners list containing the surname and county of residence of the winner will be made available by the Promoter 4 weeks after the close of the Promotion Period, for a period of 8 weeks. It will be available at www.yeovalley.co.uk. The winner can object to their details being published during the Winner Notification process. Without prejudice, the Promoter will provide winner information to the Advertising Standards Authority when requested by them.

13. The Promoter may request that the winner participate in publicity arising from the Promotion. Participation is at a winner's discretion and is not a condition of Prize Acceptance.

14. The Promoter seeks to run a fair and secure promotion and prevent abuse and cheating. If you enter in a way that is not consistent with these Terms & Conditions, your entry/ies (and any of your associated aliases) will be disqualified. Any Prize awarded may be void and recoverable, and the Promoter reserves the right to bar you from entering future

Terms & Conditions

promotions for a period of at least six months. For this reason, the Promoter reserves the right at any point to:

a. Verify the eligibility of entrants and/or the provisional winners through multiple means by requesting such information it consider reasonably necessary for this purpose. Entry or a Prize may be withheld until verification is completed.

b. Disqualify entries that are not made directly by the individual entering the Promotion.

c. Disqualify entries made using anonymous email services such as, but not limited to, GuerillaMail, Dispostable or Mailinator.

d. Disqualify bulk entries from individuals, trade, consumer groups or third parties, incomplete entries and entries submitted by macros or other automated means.

e. Disqualify entries beyond the maximum allowed, or those using techniques such as 'script', 'brute force', masking identity by manipulating IP addresses, using aliases or identities other than their own or any other means.

f. Disqualify entrants who tamper with the entry process.

g. Disqualify entries which, in some other way, do not meet the requirements of these Terms & Conditions.

h. Cancel, modify or suspend the Promotion should it not be capable of running as planned for reasons including but not limited to tampering, unauthorised intervention, fraud, dishonesty, technical failures, or any other causes beyond the control of the Promoter which corrupt or affect the administration, security, fairness, integrity or proper conduct of this Promotion.

15. The Prize is not transferable or exchangeable and cannot be redeemed for monetary value or for any other form of compensation. If for any reason the Prize or any element of the Prize is not available, the Promoter reserves the right, at its sole discretion to substitute that Prize or element of the Prize for another of equal or greater value.

16. No responsibility can be taken for entries which are lost, delayed, corrupted, damaged, misdirected or incomplete or which cannot be delivered for any technical, delivery or other reason. Proof of sending will not be accepted as proof of receipt. The Promoter does not guarantee continuous or secure access to the link to the questionnaire form.

17. This Promotion is in no way sponsored, endorsed or administered by, or associated with Facebook or Instagram. By entering you are providing your information to the Promoter

Terms & Conditions

and not to Facebook or Instagram, and Facebook and Instagram are not responsible for any element of this Promotion.

18. The Promoter and its associated agencies and companies are not liable for any loss (including, without limitation, indirect, special or consequential loss or loss of profits), expense or damage which is suffered or sustained (whether or not arising from any person's negligence) in connection with this Promotion (PV20449) or accepting or using the/a Prize(s), except for any liability which cannot be excluded by law. Nothing will exclude the Promoter's liability for death or personal injury as a result of its negligence.

19. The Promoter will not be liable for any delay or failure to comply with its obligations for reasons beyond its reasonable control arising from but not limited to Acts of God, global or regional epidemic or pandemic, adverse weather conditions, fire, industrial dispute, war, terrorist activity, hostilities, political unrest, riots, civil commotion, plague or other natural calamities, or any other circumstances.

20. All personal data supplied for this Promotion will be used for the purpose of this Promotion and for research and analytical purposes by the Promoter and/or by any agent appointed by it to assist with running the Promotion. Personal data will not be disclosed to an unconnected third party unless your positive consent has been obtained. Your personal data will be handled in accordance with the Promoter's privacy policy, available at: https://assets.ctfassets.net/tc4b0vjv8k2t/6v30boAIV4deEcoOl8iPm8/b589f26983a8c24d4f5c57af0028868c/01._Yeo_Valley_Privacy_Policy__website__2025.pdf

21. If any part/s of these Terms & Conditions are legally ruled to be invalid, illegal or unenforceable, the remainder will not be affected and will continue in full force and effect.

22. By entering, you will be deemed to have agreed to be bound by these Terms & Conditions.

23. If there is a discrepancy between these Terms & Conditions and those in any promotional material, these Terms & Conditions will prevail.

24. These Terms & Conditions are governed by English law, and their interpretation and application will be subject to the exclusive jurisdiction of the courts of England and Wales.

Promoter: Yeo Valley Organic LTD, Yeo Valley HQ, Rhodyate, Blagdon, Bristol, BS40 7YE.

© Copyright PromoVeritas Ltd 2026. All rights reserved.

1. This document has been created for a specific promotion. If used for a different promotion, it may not be fit for purpose.
2. Changes made to this document will not be binding on PromoVeritas unless agreed in writing by us. It is the Client's responsibility to inform us of any such changes, as this may affect the legality, operation and delivery of the Promotion.

Terms & Conditions

3. Unauthorised copying of this document in whole or in part will constitute an infringement of copyright.