

# Terms & Conditions

## Summary Terms & Conditions:

UK, 18+ only. 00:01 20/07/26 – 23:59 27/07/26. Log on to your Instagram account, follow @yeovalley and @louisekitchengarden1 (on IG), locate the Promotional Post (a reel on IG), tag (on IG) a friend to enter the Prize Draw. No purchase necessary. Prize: 1 x 3-day stay in the valley for the winner & 5 guests, including 2-night Heronmere stay, day's garden pass & 2 x £50 meal vouchers. No pets allowed. Transport excluded. Internet access & public FB/IG account required. 1 entry per comment. Visit [www.yeovalley.co.uk](http://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 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 public Instagram account are required.
3. **Promotion Period:** Enter between 00:01 BST on the 20<sup>th</sup> July 2026 and 23:59 BST on the 27<sup>th</sup> July 2026 inclusive.
4. **To Enter: There are 1 entry routes with 1 shared Prize pool.**
  - a. **Instagram:** Log onto your Instagram account (or create one for free at [www.instagram.com/accounts/emailsignup/](https://www.instagram.com/accounts/emailsignup/)), follow @yeovalley and @louisekitchengarden1, locate the Promotional Instagram Reel, and comment underneath tagging a friend to enter the Prize Draw.
5. Entrants must keep your profile on a public setting and continue to follow the relevant @yeovalley and @louisekitchengarden1 account(s) for 2 weeks after the end of the Promotion Period in order to be contacted if they are selected as a winner.
6. There is no maximum number of entries is permitted per person during the Promotion Period. 1 entry per comment.
7. **The Prize:** There will be 1 winner. The winner will receive 1 x 3-day stay in the valley for the winner and up to 5 guests, comprising of:
  - a. 1 x 2-night stay at Heronmere,
  - b. 1 x garden pass for the day per person, with a total of 6 passes available,
  - c. 1 x £50 meal voucher for The New Inn Pub, and
  - d. 1 x £50 voucher for lunch at Yeo Valley HQ Staff Canteen.

## 8. Further Prize Details & Conditions:



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T: +44 (0)203 325 6000

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PromoVeritas Ltd, Monument House, 215 Marsh Road, London, HA5 5NE, UK

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- a. The Prize will be arranged by email between the Promoter and the winner. The Promoter will make all reasonable efforts to provide the winner with details of the Prize at the earliest possible opportunity. The Promoter will have final discretion on all elements and aspects of how the Prize is organised. Once the Prize details including dates are confirmed, these cannot be amended or altered by the winner.
- b. The stay must be taken on 2 consecutive nights. The Prize cannot be booked or taken during school term time.
- c. The Prize must be booked and all elements of the Prize must be taken within 1 year of Prize Acceptance.
- d. Pets are not allowed.
- e. For full details on Heronmere, see [Heronmere - Yeo Valley Organic](#).
- f. A valid credit or debit card will be required to book your stay in case of any damages. No charges will be taken without your knowledge.
- g. The winner is solely responsible for any additional charges incurred at the accommodation during their stay, including, without limitation, costs of meals, drinks, additional nights and services together with related taxes.
- h. The garden pass is valid from April to October, on Thursday to Saturday only.
- i. Full details of The New Inn Pub meal voucher and the Yeo Valley HQ meal voucher will be provided during winner communications.
- j. Each meal voucher can only be used at the specific venue stated for that voucher and cannot be used at any other venue. The applicable voucher amount will be deducted from the total bill at the end of the meal.
- k. Use of the Yeo Valley HQ meal voucher and The New Inn Pub meal voucher is subject to the relevant venue opening hours and availability.
  - i. Yeo Valley HQ opening hours are Tuesday to Friday, 9:00am to 4:30pm, with breakfast served from 9:00am to 12:00pm and lunch served from 12:30pm to 2:00pm.
  - ii. The New Inn Pub opening hours are Monday to Wednesday, 12:00pm to 10:00pm; Thursday to Saturday, 12:00pm to 11:00pm; and Sunday, 12:00pm to 7:00pm.
- l. The Prize is as stated, and all elements must be taken together.
- m. The winner and their guests must abide by the terms and conditions set by the venue/s which form part of the Prize. It is the winner and their guests' responsibility to ensure that they take care when moving around the venue.
- n. The winner is responsible for the behaviour of themselves and their guests whilst taking the Prize. The Promoter reserves the right in its absolute discretion to exclude the winner and/or their guests from participation in any aspect of the Prize if any party fails to comply with the directions of the Promoter or any companies associated with the Prize or if the winner and/or their guests act in a manner that is dangerous to themselves or to the public or is, in the opinion of the Promoter, anti-social in any manner or which causes a disturbance or nuisance to others. Failure to comply with these Terms and Conditions may result in refused entry, or the ticket holders being required to leave the venue.
- o. Once the Prize details including dates are booked and confirmed, these cannot be amended or altered by the winner.



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- p. The winner will not be entitled to any compensation and will have no claim against the organisers if the stay or any other event forming part of the Prize is delayed, postponed, rescheduled or cancelled.
  - q. For the avoidance of doubt, the Prize does not include travel/transportation, accommodation, food, beverages, souvenirs, gratuities, car parking charges, excess baggage, additional excursions and attractions or any other costs of a personal nature (including spending money) **that are not explicitly set out in these Terms and Conditions** and neither the Promoter nor any provider of any part of the Prize will be responsible for any such costs.
  - r. The winner must inform the Promoter of any wheelchair or any similar access needs.
  - s. 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.
9. **Winner Selection:** 1 provisional winner will be randomly selected from all valid entries received during the Promotion Period. For your total confidence, the Prize draw will be conducted by PromoVeritas, the independent promotional verification service, within 5 working days of the end of the Promotion Period.
10. **Winner Notification:** The provisional winner will be contacted via the social media account used to enter within 5 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 winner. Once eligibility has been confirmed, the provisional winner will be confirmed as the winner. If the 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.
11. **Prize Acceptance:** Notification to arrange fulfilment of the Prize will take place within 28 days of acceptance of the Prize. In the unlikely event that the winner has not receive communication to arrange their Prize within this timeframe, the winner must inform the Promoter by emailing [hello@yeovalley.co.uk](mailto:hello@yeovalley.co.uk) within a further 28 days. If the winner does not do so, the Promoter reserves the right to not reissue the Prize at its sole discretion.
12. **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;



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- 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.
13. Provided no objection is received from the winner, a winner 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](http://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.
14. The Promoter may request that the winner participates in publicity arising from the Promotion. Participation is at the winner's discretion and is not a condition of Prize Acceptance.
15. 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 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 winner 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.



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- 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.
16. 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.
17. 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 Facebook or Instagram.
18. 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 and not to Facebook or Instagram, and Facebook and Instagram are not responsible for any element of this Promotion.
19. 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.
20. 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.
21. 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](https://assets.ctfassets.net/tc4b0vjv8k2t/6v30boAIV4deEcoOl8iPm8/b589f26983a8c24d4f5c57af0028868c/01_Yeo_Valley_Privacy_Policy_website_2025.pdf)



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22. 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.
23. By entering, you will be deemed to have agreed to be bound by these Terms & Conditions.
24. If there is a discrepancy between these Terms & Conditions and those in any promotional material, these Terms & Conditions will prevail.
25. 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.

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