

Terms & Conditions

Full Terms & Conditions

1. This Promotion is open to residents of the United Kingdom aged 18 or over, excluding employees, shareholders, agencies and partners associated with any company in or connected to the Yeo Valley family of businesses, their families, (defined as parents, children, siblings, spouse and life partners), their agents and anyone professionally associated with this Promotion.
2. Entrants will need to have a Yeokens account and internet access to enter. No purchase is necessary during the Promotional Period, but Yeokens will be required to participate, which require a purchase to obtain. Please see clause 5 below, visit our Yeokens page and click 'T&Cs' for full details.
3. The draw will be made at the end of each month. This month's draw opens at 00:01 BST on 1st September 2026 and closes at 23:59 BST on 30th September 2026 inclusive.
4. **To Enter:** Go to our Yeokens Raffle, select the number of Yeokens you wish to exchange for raffle entries to enter the draw, then hit the 'Ready to Enter?' button. Confirm your selection and hit the 'Enter' button. On entry, the entrant will be required to provide their name, email address and postcode.
5. 1 Yeoken = 1 entry into the raffle. Yeokens can be collected by purchasing a participating Yeo Valley product. Each participating product has a Yeokens value which can be banked in your online Yeokens account and redeemed against a range of offers, including the raffle.
6. There is no limit on the amount of raffle entries per account holder each month.
7. **The Prize:** There will be 1 winner. The winner will receive 1 x 2-night VIP Retreat at one of The QHotels Collection 18 hotels & resorts for the winner and 1 guest. The Prize includes the following:
 - a. A complimentary room upgrade, subject to availability;
 - b. Breakfast and dinner each evening for the winner and their guest, up to a maximum value of £35 per person per evening when dining from the à la carte menu;
 - c. Pre-dinner drink served each evening for the winner and their guest (house wine, bottle of beer or soft drink);
 - d. One bottle of Moët & Chandon Brut Imperial Champagne upon arrival;
 - e. Traditional afternoon tea for two people;
 - f. Two relaxing 25-minute spa treatments for each guest, subject to availability; and
 - g. A round of golf for two people, only where the Prize is booked at one of The QHotels Collection's 7 Golfing Hotels (as set out in Clause 8 below) and subject to availability and the applicable golfing terms and conditions at the relevant Golfing Hotel.
8. **Golfing Hotels:**
 - a. Oulton Hall Hotel, Spa & Golf Resort, Yorkshire



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- b. Slaley Hall Hotel, Spa & Golf Resort, Northumberland
- c. Forest Pines Hotel, Spa & Golf Resort, Lincolnshire
- d. Dunston Hall Hotel, Spa & Golf Resort, Norfolk
- e. Belton Woods Hotel, Spa & Golf Resort, Lincolnshire
- f. Glasgow Westerwood Hotel, Spa & Golf Resort, Glasgow
- g. The Telford Hotel, Spa & Golf Resort, Shropshire

9. Further Prize Details & Conditions:

- a. There is one prize available for one winner. The prize includes a two-night stay at any of the eighteen QHotels Collection hotels & resorts of the winner's choosing, subject to availability at the time of booking.
- b. Booking to be placed directly with QHotels Collection Customer Reservations Team, either over the phone (0330 107 1599) or over email (stay@theqhotelscollection.co.uk).
- c. The winner will need to quote their Prize Draw code and confirm their full name and email address with the Customer Service Team member who will verify that they are the correct recipient of the prize.
- d. The stay can be redeemed and completed anytime between 20 October 2026 (date of Winner Communication) and 30 June 2027.
- e. The prize must be redeemed, and the stay completed, by 30 June 2027, subject to availability. Blackout dates include Christmas Eve, Christmas Day, Boxing Day, New Year's Eve, New Year's Day, or all UK Bank Holidays.
- 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. Spa treatments are set and are not transferable.
- i. Spa treatment times will be confirmed during the booking process although these are subject to change.
- j. The Prize is as stated, and all elements must be taken together.
- k. No cash alternative is available, including where the Prize is taken at a non-Golf hotel and the round of golf element is therefore unavailable. The Prize is non-transferable, non-refundable, and cannot be exchanged for any other product or service.
- l. The prize cannot be used in conjunction with any other offer, promotion, discount, or voucher.
- m. The guest must be aged 18+.
- n. The winner and their guest 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.
- o. The winner is responsible for the behaviour of themselves and their guest whilst taking the Prize. The Promoter reserves the right in its absolute discretion to exclude the winner and/or their guest 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 guest act in a manner that is dangerous to themselves or to the public or is, in the opinion



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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.

- p. Once the Prize details including dates are booked and confirmed, these cannot be amended or altered by the winner.
 - q. 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.
 - r. 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.
 - s. The winner must inform the Promoter of any wheelchair or any similar access needs.
 - t. 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.
 - u. To see the full booking terms and conditions of QHotels Collection, see <https://www.ghotels.co.uk/terms-conditions/>
9. **Winner Selection:** 1 provisional winner will be randomly selected from all valid entries received during the Promotion Period. The Prize draw will be conducted within 7 working days of the end of the Promotion Period.
10. **Winner Communication:** The provisional winner will be contacted via the email address provided on entry within 7 working days of Winner Selection and will be asked to provide evidence of identity and eligibility. Reasonable efforts will be made to contact the winner. If the 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. A reserve winner may have less time to respond.
11. **Prize Acceptance:** The winner will be notified within 28 days of acceptance of the Prize to arrange fulfilment of the Prize. In the unlikely event that the winner has not received communication within 28 days of Prize Acceptance, the winner will have a further 28 days to inform the Promoter by emailing hello@yeovalley.co.uk. If the winner does not do so, the Promoter reserves the right to not reissue the Prize or limit its value at its sole discretion.
12. Entrants and/or the winner are not entitled to bring any claims or proceedings against QHotels Limited in connection with this Promotion or these Terms & Conditions.
13. Provided no objection from the winner is received, a winner list will be made available by the Promoter 4 weeks after the close of the Promotion Period, for a period of 8



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weeks. It will be at www.yeovalley.co.uk. The winner can object to their surname or county of residence being published or request for the amount of information being published to be reduced during the Winner Notification process. However, without prejudice, the Promoter will provide winner information to the Advertising Standards Authority on reasonable request.

14. The Promoter may request that the winner participates in reasonable 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 entries (and any of your associated aliases) will be disqualified, any Prize awarded may be void and recoverable, and we reserve the right to bar you from entering future promotions of ours for a period of at least six months. For this reason, we reserve the right at any point to:
 - a) Verify the eligibility of entrants and/or the provisional winner 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.
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 for another of equal or greater value.
17. The Prize must be taken as stated and no compensation will be payable if a winner is unable to use the Prize as stated. No cash alternative is available and once confirmed, the Prize is non- refundable.



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18. 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 Yeokens Raffle page.
19. The Promoter, 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 Prizes, 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 of the Promoter.
21. All personal data supplied for this Promotion will be used solely for the purpose of this Promotion by the Promoter and/or by any agent appointed by it to assist with running the Promotion and 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 01._Yeo_Valley_Privacy_Policy__website__2025.pdf.
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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