



'THE BIG FREEZE' RETAILER COMPETITION SHORT T&Cs

18+, GB only. 00:01 15/06/26 to 23:59 31/08/26. Smart phone and internet access required. Log into Shopt app account, click 'Claim Reward' within the NCS offer to enter (double entry during the temperature trigger moment). Prize: Group trip for 5 adults to Finland (including return flights from the UK, airport transfers, 3 nights in a 3-star hotel with breakfast and one three course dinner at a Japanese restaurant. Store management for period of travel shall be arranged through trusted retailers from the 'Retail Family – Online Safe Space' via Joe Public Relations Ltd. Maximum of one entry per person per day via the Shopt app. During a Temperature Trigger Moment (23°C), eligible participants may claim one (1) additional entry into the Promotion through the Shopt app which must be claimed in accordance with these terms to be valid. 1 x Prize available. Promoter: Lucozade Ribena Suntory Ltd, UB8 1DH. For full T&Cs visit: <https://www.minus196.co.uk>

'THE BIG FREEZE' RETAILER COMPETITION TERMS & CONDITIONS

Entrants will be deemed to have accepted these terms and conditions, and agreed to be bound by them, when entering this Promotion.

Promoter:

The Promoter is Lucozade Ribena Suntory Limited, whose registered office is Building 1, ARC, Sanderson Road, Denham, Uxbridge UB8 1DH.

Who may enter:

1. You are eligible to enter into this Promotion if you:
 - a. are the owner or authorised employee of any impulse or convenience store situated in Great Britain and have your employer's permission; and
 - b. are aged 18 or over.



2. Employees (or family members of employees) of any group company of the Promoter, companies associated with the Promotion and all affiliates of such companies may not enter this Promotion.
3. Entrants must be a registered Shopt account holder and registered (or resident if an individual) in England, Scotland and Wales. For the avoidance of doubt, Northern Ireland is excluded from the Promotion. Promoter reserves the right at any time to require proof of eligibility in such form as Promoter reasonably considers necessary.

How to enter:

4. To enter the Promotion, entrants must do the following during the Promotion Period:
 - a. Log into the entrant's account on the Shopt app.
 - b. Successfully enter the competition by clicking 'Claim Reward' within the NCS offer. When temperatures reaches an average of 23 degrees celsius across UK cities, as measured by the UK Met Office via its official weather stations, ("**Temperature Trigger Moment**"), eligible participants may claim (1) additional entry into the Promotion.
 - c. During the Temperature Trigger Moment, the additional entry will be made available to eligible entrants through a push notification on the Shopt app. The additional entry must be claimed by eligible entrants through the app to be valid.
5. Maximum of one entry per store address.
6. The "entrant" is the person whose name is identified on the mode of entry.

Promotion Period

7. The Promotion opens on 00:01 15/06/26. All entries must be received by 23:59 (UK time) on 31/08/26 (the "**Closing Date**").



Winner selection and notification:

8. The winners will be selected at random (by a computer process that produces verifiably random results, by an independent person, or under the supervision of an independent person) from all complete, correct and eligible entries received by the Closing Date.
9. The winners will be notified by email or phone within around three working days of the draw. Any failure by the Promoter to notify the winners within this timeframe shall not give rise to any claim by the winners against the Promoter.
10. If the winners are not able, for any reason, to accept a prize, or cannot be contacted within 7 days of the draw date, the Promoter reserves the right to award the prize to another entrant.

Prize:

11. One (1) 'Big Freeze' trip to Finland for five adults consisting of:
 - a. Return economy flights from UK airports to Finland (direct services only). The winner must confirm their nearest UK airport within 7 days of request by the Promoter or Cloud Nine. Following such confirmation, Cloud Nine will arrange the flights departing from the airport identified by the winner to an airport in Finland selected by Cloud Nine. All guests must be travelling together from the same departure point.
 - b. Return transfers between the destination airport and the accommodation provided. 3 nights 3* hotel accommodation in Finland with a separate twin / double room for each adult, including breakfast for 5 adults.
 - c. This will include dinner for all 5 adults on one (1) night at a Japanese restaurant (to be selected and arranged by Cloud Nine on a date to be determined by Cloud Nine) with three courses included. This is subject to availability and may be substituted with a similar experience of equal or greater value if necessary.



12. The trip is valid for travel between September 2026 and June 2027 excluding travel over Easter, Christmas, and all UK Bank Holidays. The winner should provide a minimum of 6 weeks notice in advance to arrange the trip. All travel must be completed by 30th June 2027.

13. Prizes are fulfilled by Cloud Nine Incentives Limited ("**Cloud Nine**"). Market House, Silver Street, Olney, MK46 4AL (ABTA number: L9097 / ATOL number: 10626). ICO no. ZA089412. Information about the prize fulfilment agency can be found by visiting www.uponcloudnine.co.uk. Privacy policy: <https://www.uponcloudnine.co.uk/privacy.html>. Bookings for the prizes must be made through Cloud Nine.

14. The Promoter will liaise with the prize winner to provide a guest manager to look after their store during the prize winner's absence. The guest manager will be fulfilled by trusted retailers from the 'Retail Family – Online Safe Space' and facilitated by Joe Public Relations Ltd., As part of the provision of store cover, the store owner/manager shall be required to meet in advance of the relevant period of cover with the retailer and the appointed agency providing such cover for the purpose of identifying and addressing any operational matters, including without limitation store opening and closing procedures. The Promoter reserves the right to capture photographic and videographic content during this time to use both editorially and commercially.

15. The Promoter acts as an arranger of such services only. The winner acknowledges that the guest manager and agency are independent third parties and agrees to enter into the appropriate contractual arrangements directly with such third parties in respect of the provision of the store management services, including ensuring that appropriate insurance arrangements are in place for the period of store management.

16. Details of prize winners' names and county will be available for three months after the close of this Promotion by writing to the Promoter at the address set out below and stating the name and date of the Promotion or by emailing consumer.care@suntory.com. We reserve the



right to refuse any or all such requests. Should a winner object to their information being made available or request that disclosure be limited in scope they should contact the Promoter by emailing consumer.care@suntory.com. We may nevertheless disclose the information to the relevant Advertising Standards Authority if required to do so.

17. All trip locations and dates are subject to availability. Travel arrangements will be dependent on both flight and hotel availability at the time of booking. The selected travel dates will be determined and confirmed by the group lead on behalf of the party. The group leader will be required to notify the Promoter of their preferred travel dates at least six weeks in advance of their intended departure date to allow sufficient time for arrangements to be made.
18. All travel arrangements must be taken as a single group of five participants. Individual bookings, split arrangements, or separate travel packages will not be permitted under any circumstances. The package is strictly offered and fulfilled on a collective basis for the full group only.
19. All travel must be completed within the time-frame stated. Extensions to the validity of the prize will not be allowed unless first authorised by the Promoter and Cloud Nine.
20. The Promoter or Cloud Nine will accept no responsibility for hotels / tours / transport companies etc. being withdrawn or amended. In the event of this, Cloud Nine will endeavour to offer a suitable alternative.
21. All travel arrangements offered are at the discretion of Cloud Nine and the Promoter. Any requests relating to airport, airlines or hotels cannot be guaranteed.
22. Any amendments made by the prize winner(s) after the booking is confirmed may be subject to administration charges levied by the specific supplier.



23. Passports and Visas are the responsibility and cost of the prize winner(s). The Promoter or Cloud Nine cannot be held responsible if the prize winner(s) or any of the travelling party fail to obtain the required travel documentation.
24. There is no cash alternative or refund for unused portions of the prize.
25. Travel insurance is not included in the prize and is the responsibility of the winner to arrange; proof of valid travel insurance will be required prior to departure.
26. The winners are responsible for complying with all health, safety, and travel requirements applicable at the time of travel, which may include vaccinations, testing, quarantine, or other protocols mandated by relevant authorities or travel providers. Any associated costs for this are the responsibility of the prize winner and their party (where applicable).
27. The winners agree to adhere to all local laws and guidelines during their stay.
28. For the avoidance of doubt, the prize does not include travel to and from home to the airport, gratuities, meals or other travel expenses unless otherwise stated, or any other costs of a personal nature not stated for winners.

Liability:

29. There are certain things for which the Promoter does not accept any liability to you, and these are explained in the next three paragraphs. The law does not allow the Promoter to exclude or limit its liability for some things, such as death or personal injury caused by its negligence, or loss caused by a false statement where the statement is made fraudulently. The Promoter accepts full liability for these matters and all matters for which it cannot, under English law, exclude or limit its liability. Otherwise, the exclusions of liability described below will apply. References to the "Promoter" in these paragraphs include all of the Promoter's associated companies, agents or any other third party involved in the Promotion.

30. Subject to the above paragraph, the Promoter will not be responsible for (and will have no liability in connection with) acts, omissions and occurrences beyond the Promoter's reasonable control, including but not limited to:
- a. any postponement or cancellation of the Promotion;
 - b. any changes to prizes or the way in which they can be used;
 - c. damage, loss, injury suffered by any entrant entering the promotion or as a result of accepting any prize;
 - d. problems with the allotment or dispatch of prizes (such as prizes failing to reach the intended recipient);
 - e. any taxes, fees, charges or other costs which winner(s) may be required to pay at any time in connection with a prize (except to the extent that the Promoter has expressly and specifically accepted responsibility for the same);
 - f. any loss, damage, cost, liability or expense arising out of or in connection with the management or operation of a prize winner's store during their absence, including any acts, omissions or defaults of any guest manager or other third party engaged by the Promoter in connection with such arrangement; and
 - g. any act, omission or default of any third-party supplier.
31. The Promoter does not accept responsibility for network, computer, hardware or software failure of any kind, which may affect the sending, receipt or processing of your entry. If this Promotion is unable to run as planned due to computer virus, network/technical/communications failure, tampering or any cause beyond the Promoter's reasonable control, the Promoter may in its sole discretion cancel, terminate, modify or suspend the Promotion or invalidate any affected entries (subject to any written directions given under applicable law).
32. Entries must be made directly by the person entering the promotion and not through agents or third parties. If it becomes apparent that an entrant is using computer(s) to circumvent this

condition by, for example, the use of programme, application, script, brute force or any other automated means, that person's entries will be disqualified, and any prize awarded will be void. Incomplete entries will also be disqualified and will not be counted. The Promoter is not obligated to inform the entrants who have entered such entries of such disqualification.

33. The Promoter's decision is final and binding in all respects on all entrants. No correspondence will be entered into. Entries that do not comply in full with these terms and conditions will be disqualified.

34. The Promoter reserves the right to verify the validity of entries and entrants. If the Promoter has grounds to suspect any entrant or third party of cheating, deception or fraudulent or unsportsman-like conduct of any kind (including, without limitation, manipulating the promotion, choice of prize winner(s) or any entry) the Promoter reserves the right (in its sole discretion) to disqualify any entrant, entry or person it reasonably believes to be responsible for, or associated with, such activity.

35. Entries may be subject to moderation. The Promoter reserves the right (in its sole discretion) to deem an entry to be ineligible should it contain offensive, inappropriate, obscene, unlawful or otherwise objectionable content.

36. The Promoter reserves the right to amend these terms and conditions at any time without notice. If any of these clauses should be determined to be illegal, invalid, or otherwise unenforceable then it shall be severed and deleted from these Terms and Conditions and the remaining clauses shall survive and remain in full force and effect.

Personal Details:



37. The Promoter will use each winner's, and each entrant's, personal details for the purpose of administering this Promotion. Please see our Privacy Policy at <https://www.minus196.co.uk/media/uxfnbyu1/privacystatement-1.pdf> for further details.
38. If you have opted in, the Promoter (and their respective business partners if applicable) may also use the details you give us to contact you for marketing purposes by post, email and/or SMS.
39. The winner(s) agree to allow the Promoter to use their name and likeness for advertising and publicity purposes without additional remuneration. The winner(s) may be asked to take part in reasonable publicity and PR activity at the Promoter's request.

English Law applies:

40. This Promotion, these terms and conditions, and any dispute or claim arising out of or in connection with them (including the prize(s)), shall be governed by and construed in accordance with English law. You irrevocably agree that the courts of England and Wales shall have exclusive jurisdiction to settle any dispute or claim that arises out of or in connection with this Promotion and/or these terms and conditions (including the prize(s)).