

## **One Stop Customer Survey**

### **Prize Draw Rules**

1. The £100 voucher prize draw will be drawn monthly. The closing time and date for entry into a given month's prize draw is 11.59pm on the last day of the calendar month. Any submitted entries received after this time will be included in the following month's draw.
2. There are two additional prize draws per 12 month period. The closing time and date for entries for the first additional prize draw is 11.59pm on 31<sup>st</sup> July 2018. Any submitted entries received after this time will be included in the 2nd additional prize draw.
3. Three entries per person are permitted per month.
4. The prize draw administrator/data processor is InMoment, Inc (310 E 4500 S, Salt Lake City 84107, United States), hereby referred to as the "Administrator", "Data Controller" or "Data Processor".
5. The prize draw promoter is One Stop Stores Ltd, Apex Road, Brownhills, Walsall, WS8 7HU, Company Reg: 02462858, hereby referred to as the "Promoter".
6. The prize is open to UK residents aged 18 years or over except employees (including immediate family members, live-in partner of an employee or a member of the employee's household) of One Stop Stores Ltd, as well as their representatives or agents or anyone professionally connected with the company.
7. The prize draw winner will be selected at random by the Promoter. No incomplete entries will be accepted and the Promoter shall not be liable for any lost entries. Entries will only be accepted if they comply with all entry instructions.
8. No entries from agents, third parties, organised groups or entries automatically generated by computer will be accepted.
9. The Promoter reserves the right to disqualify any entrant if it has reasonable grounds to believe the entrant has breached any of these Terms and Conditions.
10. The winner will be notified up to 28 days after the end of the month. The winner must claim their prize within 14 days of the notification. If the prize is unclaimed after this time, it will lapse and the Promoter reserves the right to offer the unclaimed prize to a substitute winner selected in accordance with the promotion rules. To contact you, we will use the contact details supplied by you when entering the prize promotion.
11. The winner's name and county can be obtained by sending a stamped, self-addressed envelope to the Promoter after the closing date. By entering into the prize draw, the entrant gives their consent for the Promoter to disclose their name and county should the entrant win.
12. The winner agrees to participate in any publicity or other such promotional activities which the Promoter may reasonably require in connection with the prize promotion. The Promoter shall have the right to use the winner's name, likeness, image, voice and biographical information for advertising and promotional purposes in connection with the prize promotion in all media without further notice and without the need to make any payment to any winner for such use.

13. In addition, the Promoter may use comments collected in the survey from any individual in order to promote the survey publicly or to feedback to our customers about the ways in which we are improving the customer experience. Consent will be obtained to do this.

14. The decision of the Promoter is final and binding and no correspondence will be entered into regarding the outcome of the prize promotion.

15. These Terms and Conditions and any issues or disputes which may arise out of or in connection with these Terms and Conditions shall be governed by English law. Entrants hereby irrevocably submit to the exclusive jurisdiction of the English courts to settle any such dispute or issues.

16. The information you provide will only be used for the purpose of drawing and notifying the winner. By entering this promotion, you will be deemed to have accepted and be bound by the rules and consent to the transfer of your personal data to the Data Processor (InMoment Inc, 310 E 4500 S, Salt Lake City 84107, United States) for the purposes of the administration of this promotion and any other purposes to which the entrant has consented. All entry instructions form part of the rules.

17. The Promoter reserves the right to amend the terms of this prize promotion at any time without prior notice, if deemed necessary as a result of circumstances that are out of our control.

18. The prizes:

a) 3 x £100 (£100 per winner), meaning the total cash prize giveaway each month is £300. The prize is not transferable.

b) 2 x additional prizes as detailed below:

**July: European Weekend: Prize package for 2 adults includes:**

*Return flights from major UK international airports to Paris, Berlin, Barcelona or Amsterdam, including taxes, fees and hand baggage only; Return airport transfers in winner's chosen destination; 2 nights' hotel accommodation in winner's chosen destination, with a four-star rating, based on sharing a double or twin room; Daily breakfast; Two-course dinner with wine at a restaurant in winner's chosen destination, up to a maximum value of €45 per person; £150 spending money; Travel insurance.*

*Economy flights available from major international airports in mainland UK only; Flights will be selected by prize provider and not all routings will be available; Winner and guest must have full passport valid for at least 6 months at time of travel; Any necessary visas are responsibility of winner and guest; A valid credit or debit card will be required for security deposit purposes when checking into hotel accommodation; Hotel accommodation is based on two adults sharing one double or twin room; Hotel will be selected by prize provider at their sole discretion; Travel insurance is subject to restrictions and the terms and conditions of the insurance provider. It is the responsibility of the winner and/or their companion to meet any additional costs relating to obtaining insurance cover for any pre-existing medical condition and for any additional costs as may be specified where the winner and/or their companion are aged 70 or over; Prizes are non-transferable and non-refundable; No cash alternative is available; All prize elements are subject to availability; Prize cannot be taken from 21<sup>st</sup> December 2018 – 2<sup>nd</sup> January 2019 (Christmas and New Year), over UK bank holidays or over Easter Sunday; Prize is valid for 12 months from the date of notification of winning, and travel must*

*be booked and completed within that time frame; Winners must contact prize provider with three preferred travel dates no later than six weeks prior to departure; All elements of the prize must be taken at the same time; Once booked, the prize cannot be altered or amended; At least one traveller must be aged 18 or over; Where any travellers are aged under 18, they must have prior parental or guardian permission; The prize excludes domestic ground transfers; The prize excludes meals and drinks (except where specified above), excursions, attractions, treatments, car hire, visas and personal expenses and anything not expressly included in the prize; The prize provider is Element London Ltd ([www.element-london.com](http://www.element-london.com)).*

**February: Family Forest: Prize package for 4 people includes:**

*£150 family travel allowance; 3 nights' two-bedroom forest cabin accommodation, with a choice of nine sites available nationwide; Breakfast hamper delivered to winner's cabin on arrival*

*Cabin sites available in Stirling, Argyll, North Yorkshire, Norfolk, Nottinghamshire, Gloucestershire, Cornwall and Hampshire; A valid credit or debit card will be required for security deposit purposes when checking into cabin accommodation; Cabin accommodation is based on four people sharing one two-bedroom cabin; Prizes are non-transferable and non-refundable; No cash alternative is available; All prize elements are subject to availability; Prize cannot be taken from 21<sup>st</sup> December 2018 – 2<sup>nd</sup> January 2019 (Christmas and New Year), over UK bank holidays or over Easter Sunday; Prize is valid for 12 months from the date of notification of winning, and travel must be booked and completed within that time frame; Winners must contact prize provider with three preferred travel dates no later than six weeks prior to departure; All elements of the prize must be taken at the same time; Once booked, the prize cannot be altered or amended; At least one traveller must be aged 18 or over; Where any travellers are aged under 18, they must have prior parental or guardian permission; The prize excludes meals and drinks, excursions, attractions, treatments, car hire, visas and personal expenses and anything not expressly included in the prize; The prize provider is Element London Ltd ([www.element-london.com](http://www.element-london.com)).*

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