

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 30th June 2020. 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. Entry into the prize draw is at the entrant's sole risk. To the extent permitted by law, the Promoter does not accept any responsibility for any damage, loss, liabilities, injury, costs, expenses or claims (whether in contract, tort or otherwise) suffered by entrants or any third parties arising out of or in connection with the Promotion and/or accepting a prize. The Promoter further disclaims liability for any injury or damage to entrants or any other person relating to or resulting from participation with this Promotion save that nothing in these terms and conditions shall act to limit or exclude the Promoter's liability resulting from its negligence or fraud
9. No entries from agents, third parties, organised groups or entries automatically generated by computer will be accepted.
10. 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.
11. 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.
12. 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.
13. 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.

14. 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.

15. Any information you provide in a survey will be used:

- By the Promoter and Administrator to administer and manage the prize draw;
- By the Promoter for customer research purposes;
- By the Promoter to contact you to discuss an experience in store, if you have asked us to do so.

You will not be contacted for marketing purposes as a result of participating in the survey.

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

17. 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.

18. 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.

19. The Promoter reserves the right to provide alternative prizes of equal or greater value, and/or 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.

20. The prizes:

a) 2 x £100 (£100 per winner), meaning the total cash prize giveaway each month is £200.

b) 2 x additional prizes (one drawn from prize-draw entrants from 1st March 2020 to 30th June 2020 and one drawn from prize-draw entrants from 1st July 2020 – 28th February 2021). There is no cash or alternative prize, in whole or part. The prize is not transferable. Sale of the prize for profit is prohibited and may constitute fraud. The winner will be able to choose from the following two prizes:

Option A: the ultimate cosy cottage getaway with dinner cooked by a private chef.

Prize package for 4 people includes:

- £150 total family travel allowance
- 2 nights' cosy cottage/cabin accommodation in your chosen location, with a range of rural and coastal locations available nationwide
- One bottle of Champagne, and a selection of breakfast essentials and groceries, to be delivered to the cottage on arrival
- Three-course dinner cooked by a private chef in the cottage/cabin, with a range of menus and cuisines available to choose from.

A valid credit or debit card will be required for security deposit purposes when checking into accommodation; Accommodation is based on four people sharing a two-bedroom cottage; Accommodation will be selected by prize provider at their sole discretion; Locations include rural and coastal destinations across the UK; Private chef menu to be designed in-line with winner's preferences and includes all ingredients and clean-up; Prizes are non-transferable and non-refundable; No cash alternative is available; Prize is subject to availability; Prize cannot be taken from 21st December 2020 – 2nd January 2021 (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 in three separate months 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 travel, meals and drinks, excursions, attractions, treatments, car hire, visas and personal expenses and anything not expressly included in the prize; If any of the stated activities are unavailable over winner's preferred travel dates then alternative activities of equal value will be offered by prize provider; If winner chooses to forfeit any of the stated activities then no alternative activities will be provided.

The Prize Provider is Element London Ltd. Any personal data submitted by the winner to the Prize Provider will be treated in accordance with Prize Provider's privacy policy, which is accessible here: <https://element-london.com/element-london-privacy-policy-travel-english/>

Option B: a luxury break in your choice of European City.

Prize package for 2 people includes:

- Return flights from London to Berlin, Paris, Barcelona, Amsterdam, Prague, Vienna, Nice, Lisbon, Stockholm or Budapest
- Return private airport transfers in your chosen city
- 2 nights' luxury hotel accommodation (4* min) in your chosen city, sharing a double/twin room
- Daily breakfast
- Walking food tour of your chosen city centre, led by a local guide, including multiple tastings OR tickets to a leading attraction of your choice, with multiple options available in each city
- Two-course lunch with drinks at a top local restaurant, up to the value of £45 per person
- Travel insurance.

Return flights from London to Berlin, Paris, Barcelona, Amsterdam, Prague, Vienna, Nice, Lisbon, Stockholm or Budapest, including taxes, fees and hand baggage only; Return private airport transfers in winner's chosen location; 2 nights' hotel accommodation in chosen location, with a four-star rating, based on sharing a double or twin room; Daily breakfast; Guided walking food tour or tickets to an attraction of winner's choice in chosen destination; Two-course lunch at a restaurant in chosen location, up to a maximum value of £45 per person; Travel insurance.

Economy flights available from major international airports in London only; Flights may be indirect and not all routings will be available; Flight itinerary will be selected by prize provider at their sole discretion; 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; Prize is subject to availability; Prize cannot be taken from 21st December 2020 – 2nd January 2021 (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 in three separate months 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, excursions, attractions, treatments, car hire, visas and personal expenses and anything not expressly included in the prize; If any of the stated activities are unavailable over winner's preferred travel dates then alternative activities of equal value will be offered by prize provider.

If winner chooses to forfeit any of the stated activities then no alternative activities will be provided; The Prize Provider is Element London Ltd. Any personal data submitted by the winner to the Prize Provider will be treated in accordance with Prize Provider's privacy policy, which is accessible here: <https://element-london.com/element-london-privacy-policy-travel-english/>

21. The winner will be advised of the available accommodation options at point of booking. Both prizes are protected by the prize provider: Element London ATOL 10207/ABTA Y2441 (www.element-london.com).