

Client:	Dalila Quartarella
Company:	Lavazza
Job No.	LAV7023
Project:	Flagship Store – Christmas – Scratch and Win
Date:	5 th November 2025 V5

Short terms

UK residents 18+ only. Ends 23:59 BST 01/01/26. Available in-store at Lavazza London Flagship Store and at the Lavazza Glide Pop-up at Battersea during the following dates: 20–23 November and 27–30 November. Purchase necessary at the Flagship Store; website registration required (via QR scan) at the pop-up activation. 120 prizes available via winning scratch cards (10 AMM machines, 10 pairs of Glide tickets, 60 Tiramisu Experiences, 40 Coffee Design Experiences. All other participants will receive a 20% Reward Discount Code for use at Lavazza.co.uk). Promoter: Lavazza Coffee (UK) Limited. Visit lavazza.co.uk/en/contest-terms-and-conditions for full terms.

Introduction:		These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials. Entry and claim instructions are deemed to form part of the Terms and Conditions and by participating, all entrants will be deemed to have accepted and be bound by the Terms and Conditions. Please retain a copy for your information.
About us:		Promoter: LAVAZZA COFFEE (UK) LTD, The Charter Building, 5th, Vine St, Uxbridge UB8 1JG. For the avoidance of any doubt, the promotion and the prize draw is run by the Promoter only and not in any way endorsed, sponsored, or administered by, or associated with, any other brand, company or organisation.
Who can enter?	1	This prize draw is open to all residents of the UK aged 18 or over . Employees of the Promoter, their immediate families, employees, or immediate family members of any third-party companies associated with the promotion, prize providers or agencies assisting with the promotion operation may not enter any promotion including employees of LAVAZZA COFFEE (UK) LTD. Proof of age may be required.
What do I need to enter?	2	For a chance to win at the Flagship store, in-store customers are required to purchase and enjoy one of the Christmas Specials: • Signature Winter Cappuccino • Bombardino • Panettone Experience • Montebianco Only available in-store at the Lavazza Flagship Store, 23–24 Great Marlborough St, London W1F 7HU.

		Alternatively, customers can take part in the AMM pop-up at Glide, Battersea Power Station, from 20–23 November and 27–30 November. To participate, they must scan the QR code displayed at the activation and register on the Lavazza website. By showing the thank-you page to the staff at the activation, they will receive a Scratch & Win card (the same as those available at the Flagship Store).
When does the promotion start and finish?	3	The promotion will run from 00:00 on 10/11/2025 and will close at 23:59 on 01/01/2026 at the flagship store. And from 20/11/2025 to 23/11/2025, and from 27/11/2025 to 30/11/25 at the Glide pop-up Battersea event. Winners can redeem their Glide tickets until 04/01/2026 (the final day of the Glide activation).
How do I enter:	4	For a chance to win, in-store customers must purchase one of the Christmas Specials listed below: • Signature Winter Cappuccino • Bombardino • Panettone Experience • Montebianco Participating customers will receive one scratchcard per qualifying drink purchased. The scratchcard will reveal whether they have won a prize or received a gift (see point 6). If multiple Christmas Specials are ordered at the same table, each qualifying drink will entitle the table to the corresponding number of scratchcards. At Glide activation, customers to participate must scan the QR code displayed at the activation and register on the Lavazza website. By showing the thank-you page to the staff at the activation, they will receive a Scratch & Win card (the same as those available at the Flagship Store).
	5	The Promotor is not liable for: Any entries lost or delayed due to faulty, failed, or erroneous electronic data transmissions, including but not limited to communication line failure, regardless of cause, involving equipment, systems, networks, satellites, servers, computers, or providers used in any aspect of this Promotion causing delays or disruption, as well as entries lost, delayed, corrupted, damaged, misdirected, or incomplete, or unable to be delivered for any technical, delivery, or other reason, will not be considered. Proof of submission will not suffice as proof of receipt. Inaccessibility or unavailability of the internet will also not be considered as grounds for exception. Entrants are responsible for accurately entering their details. Incomplete, illegible, misdirected, or late entries will not be accepted. Proof of sending

		will not suffice as proof of entry. The Promoter bears no responsibility for entries delayed, incomplete, or lost due to technical reasons or otherwise.
Prizes:	6	There are four types of prizes available to be won during the promotional period, these are listed below. Every other participant who doesn't win one of the below will receive a discount reward code entitling them to a 20% saving at Lavazza.co.uk. The prizes consist of the following: • 10x pairs of standard tickets to skate at Glide Battersea (codes will be sent by Cloud Nine; winners must redeem them at this link by following the instructions provided). • 10x AMM machines (Jolie Evo Grey). • 60x Tiramisu Experiences at the Lavazza London Flagship Store (£14 pp) – redeemable at any time by presenting the winning card to the staff. • 40x Coffee Design Experiences at the Lavazza London Flagship Store (£15 pp) – redeemable at any time by presenting the winning card to the staff. Discount Reward Code: • Discount Rewards Code – 20% off sitewide at Lavazza.co.uk – valid until 31/01/2026. Discounts do not apply to subscriptions or any other promotions. • Tickets for Glide Battersea are subject to availability at the time of booking. • Tickets are valid until 04/01/2025 and are subject to the event terms and conditions, which can be found here. • The Tiramisu Experience and Coffee Design Experience prizes can be redeemed in-store at Lavazza's Flagship Store, London. Winners must present their winning scratchcard to the store staff to redeem their prize. These experiences can be redeemed for 12 months from the date of reward. • The Promoter and Cloud Nine accept no responsibility for events being withdrawn, cancelled, or amended. In such cases, the Promoter will endeavour to offer a suitable alternative. • Prizes are non-exchangeable, non-transferable, and no cash alternative will be offered.

		Note: Only the winners of the AMM Machine and Glide Battersea tickets are required to contact Cloud Nine to redeem their prizes – LavazzaXmas@uponcloudnine.co.uk.
How are winners selected?	7	Winners of the various prizes will be determined by the outcome of their scratch card, received either at the Lavazza Flagship Store or the Glide Battersea activation. Depending on the prize won, winners will need to: Use the discount code on the Lavazza D2C website (for the online discount prize). Contact Cloud Nine (if they have won Glide Battersea tickets or an AMM machine). Present their winning scratchcard to the Lavazza Flagship Store staff to redeem the Tiramisu Experience or Coffee Design Experience prizes.
How are prizes despatched?	9	Physical prizes will be dispatched to winners within 28 days of acknowledgment of the notification and any verification process. Prizes will be dispatched by courier, and a signature will be required. Prizes returned undelivered are assumed unwanted and an alternative winner will be drawn. Prizes returned undelivered are assumed unwanted and where possible in line with promotional timings, an alternative winner will be drawn. Glide Battersea tickets will be issued as unique digital codes sent via email. These codes can be redeemed on the Glide website by following the instructions provided this link. Tiramisu Experience and Coffee Design Experience prizes can be redeemed in-store at the Lavazza Flagship Store by presenting the winning scratchcard. Lavazza accept no responsibility if scratchcards or vouchers are lost or stolen, these cannot be replaced. Prizes are fulfilled by Cloud Nine Incentives (company no. 07342147), information about our prize provider can be found by visiting www.uponcloudnine.co.uk. Their privacy policy can be found here https://www.uponcloudnine.co.uk/privacy.html, ICO no. ZA089412.
Publicity:	10	The winner may be requested to take part in media activity relating to the promotion (if requested). The promoter may request to use the winner's name and image in connection with such publicity unless the winner notifies

		the Promoter that it does not want its name and/or image to be used in this way.
Winners List:	11	If required by a regulatory authority, and/or if we consider it lawful, necessary or appropriate to do so, we may elect to make available a list of winner's surname and/or county to regulators who request such details within 3 months of the closing date of this Promotion. Entrants can object to disclosure, or request that disclosure be limited in scope by contacting uk.info@lavazza.com . We may nevertheless disclose the information to the Advertising Standards Authority if required to do so. You may request a copy of the winner's list by emailing info@uponcloudnine.co.uk .
Proof of ID and verification:	12	The Promoter may need to verify entries including but not limited to asking for proof of address, age and identity details (which must be provided within 48 hours) and to refuse to award a prize or withdraw prize entitlement and/or refuse further participation in the promotion and disqualify the participant where there are reasonable grounds to believe there has been a breach of these Terms and Conditions, the spirit of the promotion, or any instructions forming part of this promotions entry requirements or otherwise where a participant has gained unfair advantage in participating in the promotion or won using fraudulent means.
Legal and liability:	13	If for any reason any aspect of this promotion is not capable of running as planned, including by reason of infection by computer virus, network failure, bugs, tampering, unauthorised intervention, fraud, technical failures or any other cause beyond the control of the Promoter which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, the Promoter may in its sole discretion modify or suspend the promotion or invalidate any affected entries. If an act, omission, event or circumstance occurs which is beyond the reasonable control of the Promoter and which prevents the Promoter from complying with these Terms and Conditions the Promoter will not be liable for any failure to perform or delay in performing its obligation but will always endeavour to minimise the effect to participants in order to avoid undue disappointment.
		Lavazza will not accept entries that are fraudulent, bulk-collected, or not obtained directly through dining at their flagship London store.
	14	The Promoter and its associated agencies and companies will not be 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 or accepting or using the prize/gift, except for any liability which cannot be excluded by law (including personal injury, death and fraud) in which case that liability is limited to the minimum allowable by law.

		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.
	15	The Promoter has no control over internet and communication networks and is not liable for any problems associated with them due to traffic congestion, technical malfunction or otherwise. The Promoter will not be held liable to any individual for any fraud committed by any third party nor for any event beyond its control including, but not limited to, user error and any network, computer, hardware or software failures of any kind which may restrict, delay or prevent a participant's entry to the Promotion.
	16	The Promoter's decision is final with regard to all promotional matters, and no correspondence will be entered into.
	17	These Terms and Conditions shall be governed by the law of the relevant country for each entrant, and entrants submit to the exclusive jurisdiction of the courts of the relevant country they reside in.
Data protection:	18	The Promoter will only use the personal details supplied for the administration of the promotion and for no other purpose unless we have your consent. The entrant's personal details will at all times be kept confidential and in accordance with current Data Protection legislation. Click https://www.lavazza.co.uk/en/privacy-policy for the Promoter's Privacy Policy. You can request access to the entrant's personal data, or have any inaccuracies rectified, by sending an email to info@uponcloudnine.co.uk . The Promoter is responsible for the collection and use of entrants' personal data. Personal data is only processed for the purpose of participating in the promotion, identifying, and contacting the winners. All entry data will be deleted a maximum of 3 months after the promotion closes. By participating in the Promotion, you agree to the use of your personal data as described here.