Cloud Nine Incentives Limited
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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 Floor, 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. This promotion is in no way promoted, endorsed or administered by, or associated with META Group.
Who can enter?	1	This prize draw is open only to individuals who, at the time of entry: (a) are resident in the United Kingdom; (b) are 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	You will need access to the internet and a profile on Instagram or Facebook. No purchase required. The promotion will be available on selected sponsored Lavazza UK social media posts featured on Instagram and Facebook.
When does the promotion start and finish?	3	The promotion will run from 00:00 on 25.11.26 and will close at 23:59 on 17.12.26.
How do I enter:	4	To enter, users need to complete the competition post form on social media, by completing their first name, last name and email address. One entry per email address per person.
	5	The Promoter is not liable for:

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		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 is one prize available to be won during the promotional period. The prize consists of the following: • A one-night stay for two people sharing a twin or double standard room at the Charlotte Street Hotel in London. The prize includes breakfast.
	6a	The winner can stay on any night during January 2027, subject to availability. If a date is unavailable an alternative will be offered. The winner must allow a minimum of 5 working days' notice in which to book their hotel stay. For the avoidance of doubt, the prize does not include meals or additional travel expenses unless otherwise stated, or any other costs of a personal nature not stated for winner and guest. Winner and their guest must abide by any relevant hotel terms and conditions which form part of the prize. No cash or other alternative prize will be provided in whole or in part, except that in the event of circumstances outside of its control the promoter reserves the right to substitute a similar prize of equal or greater value. The prize is non-transferable and cannot be exchanged for any cash alternatives in whole or in part.

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How are winners selected?	7	All eligible entries will be entered into the prize draw. The winner will be selected via a randomised computer process within 5 working days after the promotion closes at 23:59 on 16.12.26. If the winner fails to acknowledge the email within 14 days of the send date, a reserve winner will be drawn. If for any reason winners are contacted via social channels, they will ONLY be contacted by the @LavazzaUK official account and we will NOT ask for bank details.
How are winners contacted?	8	The winner will be contacted via the email used upon entry.
	9	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 promotion's 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.
	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

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		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 winner. All entry data will be deleted no later than 16.03.2027, being 3 months after the promotion closes. By participating in the Promotion, you agree to the use of your personal data as described here.

Where your winners should be!