



Cloud Nine Incentives Limited
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Client:	Dalila Quartarella
Company:	Lavazza
Job No.	LAV6948
Project:	SCA Training Course – B2B
Date:	18 th November 2025 V5

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 are 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 coffee professionals residing in the United Kingdom aged 18 or over . For the purpose of the prize draw, a coffee professional is either a small business owner or employee that operates with fewer than 75 staff in the hospitality industry. 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. A profile on Instagram or Facebook. No purchase required. Registration required.
When does the promotion	3	The promotion will run from 00:00am on 24.11.2025 and will close at 11:59pm BST on 14.12.2025.



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start and finish?		The promotion will be available on Lavazza UK social media posts featured on Instagram.
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, email address and some additional information relating to their business. One entry per email address per person.
	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	During the promotional period there is one prize to be won of a Speciality Coffee Association (SCA) training course for a team of up to eight people. All courses will take place at Lavazza's UK training centre in Uxbridge. All participants must attend at the same time. The Foundation and Intermediate courses (held over a consecutive 3-day period), will be delivered together on a mutually agreeable date The Professional Level course (3 days in total) will be delivered six-months later at a mutually agreeable date. A maximum travel budget of £200pp is included. This will be used to contribute towards a two-night stay for Session One (Foundation and Intermediate) and for an additional two-night stay for Session Two and travel to and from Uxbridge for both sessions. The prize must be booked and completed during 2026.



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		• Training cannot take place over Christmas, Easter or bank holidays. • All travel must be completed within the timeframe stated within the competition. • The Promoter will accept no responsibility for courses being withdrawn or amended. In the event of this, they will endeavour to offer a suitable alternative. • There is no cash alternative or refund for unused portions of the prize. • For the avoidance of doubt, the prize does not include gratuities, meals or other travel expenses unless otherwise stated, or any other costs of a personal nature not stated for winner and guest.
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 of the close date (14.12.25).
How are winners notified?	8	Winners will be notified by direct message via the Instagram or Facebook account used to enter, within three working days of being selected, an email address will be requested at this time. The winner of the prize will have 7 days from initial notification to accept the prize. The Promoter reserves the right to take additional steps to verify the identity and eligibility of the headline prize winner. In the case that the winner does not respond in time, rejects their prize or are ineligible, the Promoter reserves the right to withdraw prize entitlement and award a prize to a reserve winner selected at the same time as the original winners. The process will repeat until an eligible winner is able to claim the prize. Entrants are encouraged to monitor their account during this time in case they are a winner. 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 prizes fulfilled and despatched?	9	Cloud Nine Incentives will contact the prize winner via email and phone to arrange fulfilment of their prize. 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.



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Publicity:	10	The winners may be requested to take part in media activity relating to the competition. The promoter may request to use a winner's name and image in connection with such publicity unless a 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 info@uponcloudnine.co.uk . 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 professional qualification, business information, address, age and identity details (which must be provided within 72 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	This promotion is in no way sponsored, endorsed, or administered by META Group or its associated companies.
	14	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 competition, the Promoter may in its sole discretion cancel, 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 (including but not limited to global or regional health crises, weather conditions, fire, flood, strike, hurricane, industrial dispute, war, terrorist activity, hostilities, political unrest, riots, civil commotion, epidemic, pandemic, famine, plague or other natural calamities and acts of God), the



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		Promoter will not be liable for any failure to perform or delay in performing its obligations.
	15	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.
	16	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.
	17	The Promoter's decision is final with regard to all promotional matters and no correspondence will be entered into.
	18	These terms and conditions and any related disputes are subject to interpretation under the laws of England, Wales and Isle of Man, and to the jurisdiction of the courts of England, Wales and Isle of Man unless your residential address is in Scotland, when Scottish law applies.
Data protection:	19	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. By participating in the Promotion, you agree to the use of your personal data as described here.



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