

Client:	Dalila Quartarella
Company:	Lavazza
Job No.	LAV6948
Project:	Venice META
Date:	19 th November 2025

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 . 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 Facebook or Instagram. No purchase required. The promotion will be available on selected sponsored Lavazza UK social media posts featured on Instagram.
When does the promotion start and finish?	3	The promotion will run from 00:00am on 24.11.2025 and will close at 23:59pm on 14.12.2025.
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 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 is one prize available to be won during the promotional period. The prize consists of the following for two people: • Return economy flights from London to Venice (direct services only) • Return airport transfers to the hotel by public transport in Venice. • 2 nights at Casa Burano in a Superior room with daily buffet breakfast served at the Osteria Contemporanea in Venissa. • One dinner with a 7-course tasting menu with wine pairing at the Michelin-starred restaurant. • One dinner with 4-course tasting menu with wine pairing for 2 people at the Osteria Contemporanea. • Local taxes. • A coffee bundle including the Tales of Italy coffee range, Window Accessories cups (x2) and a Carmencita Moka Pot.
	6a	• The prize is valid for travel from 8 March to 30 December 2026. The following dates are excluded from the offer: 5–6 April, 1 May, 29–30 August 5–6 September and 24–25 and 31 December 2026. • All holiday locations and dates are subject to availability. Travel will be subject to flight and hotel availability at the date of booking the trip. The winner should notify Cloud Nine Incentives at least six weeks in advance of his/her preferred dates for taking the trip. • All travel must be completed within the timeframe stated within the competition. Extensions to the validity of the prize will not be allowed unless first authorised by the promotional agent. • The Promoter or Cloud Nine will accept no responsibility for hotels / tours / transport companies etc. being withdrawn or amended. In the event of this, Cloud Nine will endeavour to offer a suitable alternative.

		• All travel arrangements offered are at the discretion of Cloud Nine and the promoter. Any requests relating to airport, airlines or hotels cannot be guaranteed. • Any amendments made by the prize winner after the booking is confirmed may be subject to administration charges levied by the specific supplier. • Passports and Visas are the responsibility and cost of the prize winner. The Promoter or Cloud Nine cannot be held responsible if the prize winner or any of the travelling party fail to obtain the required travel documentation. • There is no cash alternative or refund for unused portions of the prize. • Travel insurance is not included in the prize and is the responsibility of the winner to arrange; proof of valid travel insurance will be required prior to departure. • The winner and their guest are responsible for complying with all health, safety, and travel requirements applicable at the time of travel, which may include vaccinations, testing, quarantine, or other protocols mandated by relevant authorities or travel providers. Any associated costs for this are the responsibility of the prize winner and their party (where applicable). • The winner and their guest agree to adhere to all local laws and guidelines during their stay. • For the avoidance of doubt, the prize does not include travel to and from home to the airport, gratuities, meals or other travel expenses unless otherwise stated, or any other costs of a personal nature not stated for winner and guest. • The organizer is not responsible for any losses, injuries, or damages arising from the acceptance or use of the prize. • Bookings must be made through Cloud Incentives Ltd, (ABTA number: L9097 / ATOL number: 10626). • Physical prizes will be despatched to the winner within 28 days of notification, and sent by courier to one UK mainland address. • Prizes are fulfilled by Cloud Nine Incentives, information about your 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.
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 email the following working day of being selected, using the contact details provided on entry.

		The winner of the prize will have 5 working 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 email 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 despatched?	9	Tickets will be sent by email to the winner. Any physical prizes will be dispatched to winners within 28 days of acknowledgment of the notification and any verification process. Prizes will be dispatched by registered post 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.
Publicity:	10	The winner may be requested to take part in media activity relating to the competition (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 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. 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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Where your
winners
should be!

