

Regina Rewards 2023 promotion – terms and conditions

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 these Terms and Conditions and by participating, all participants will be deemed to have accepted and be bound by these Terms and Conditions. Please retain a copy for your information.

1. The Promoter: This promotion is operated by Sofidel UK LTD, Briton Ferry Industrial Estate, Neath, SA11 2FP.
2. Eligibility: The promotion is open to legal residents of mainland Great Britain aged 18 or over. For the avoidance of doubt, this excludes NI & the Channel Islands. The promotion excludes employees of the Promoter and its holding companies and subsidiaries and their immediate families; its agents and suppliers and anyone else professionally connected with this promotion.
3. Promotional Period: Opens 09:00:01 BST on 5th June 2023 and closes 23:59:59 GMT inclusive on 31st December 2023. Any entries received before or after this time will not be included in the promotion.
4. Internet access and registration required.
5. Purchase of a Regina promotional product is necessary. There is no charge to access or register on the website. **Please remember to keep the receipt of each eligible Regina product, dated during the promotion period and prior to date of prize, to enter the Promotion and for verification.** Promotional products are listed as follows (subject to availability and whilst stocks last):

BLITZ	1 ROLL
BLITZ	2 ROLLS
BLITZ	3 ROLLS
BLITZ	4 ROLLS
XXL ABSORB	1 ROLL
XXL ABSORB	2 ROLLS
XXL ABSORB	3 ROLLS
XXL ABSORB	4 ROLLS
XXL ABSORB	6 ROLL S
SERIOUSLY SOFT	4 ROLL S
SERIOUSLY SOFT	9 ROLLS
SERIOUSLY SOFT	16 ROLLS
SOFT BAMBOO	4 ROLL S
SOFT BAMBOO	9 ROLLS
SOFT BAMBOO	12 ROLLS
SOFT BAMBOO	16 ROLLS
THIRSTPOCKETS	1 ROLL

THIRSTPOCKETS	2 ROLLS
THIRSTPOCKETS	3 ROLLS
THIRSTPOCKETS	4 ROLLS

6. Entry is restricted to one entry, per purchase, per person, (matching email address counts as per person). Multiple entries are permitted if accompanied by a valid purchase and receipt.
7. Entry Instructions: To enter the promotion, during the Promotion Period, participants must:
 - Purchase an eligible promotional Regina product at a participating store in the UK or online, on an e-commerce website with delivery in the GB.
 - Keep the purchase receipt safe. The receipt must clearly show the time and date of purchase, name of the store/e-commerce, amount spent, and name or reference of the eligible Regina product(s) purchased.
 - Visit the Promotion Website www.reginarewards.com and register with all the required personal data (First Name, Last Name, Email address, Date of Birth) (if it's the user's first participation) or log-in with their own credential (if the user is already registered).
 - Upload an image of their purchase receipt and follow the instructions to confirm or complete the purchase details. Consumers must upload only 1 receipt, ensuring that in the photo, the product(s) on the receipt are framed in the picture and readable. Consumers must make sure they unfold the receipt.

After having completed the abovementioned procedures, Participants will find out immediately if they have won an online **instant prize** and will be entered into a **final draw**, with one entry per valid purchase receipt uploaded.

In addition, Participants will accrue 1 point for every £1 spent on eligible Regina products. Points will be allocated according to the price shown on the valid receipt of Regina products. If a product is on a price promotion at the time of purchase, the promotional price will be used to allocate points. Prices with 0.50p intervals and over will be automatically rounded up to the next point value. For example, if a product is priced between £2.50 - £3.49 the participant would receive 3 points.

Purchases that don't comply with stated requirements will not count towards the achievement of points. Points are automatically accrued. Once a receipt is validated the participants points balance will be automatically updated and show in their account area which can be accessed via an account tab on the website (www.reginarewards.com). (for further details on rewards, see clause 5)

account which can be accessed via an account tab on the website (www.reginarewards.com).

The Promoter reserves the right, at any time, to verify the validity of entries and participants, including the participant's identity, age and place of residence, and to disqualify any participant who breaches these terms and conditions or tampers with the registration process or the Promotion. If the Promoter determines that a winner has uploaded invalid receipts, they will disqualify that entry.

Participants may be required at any time to present the receipt of the product purchase in hard copy.

Limits:

- Each customer may register only once at www.reginarewards.com within the Promotion Period. Multiple, false, fictitious, or third-party registrations will not be accepted and will be disqualified from the Program.
 - Each purchase qualifies for one entry into the Promotion. One (1) entry per receipt of purchase is permitted. Duplicate receipts will not be accepted.
 - A maximum of one (1) online instant win prize is permitted per person during the Promotion.
 - A maximum of one (1) Reward per month is permitted per person.
8. Participants who make an entry on someone else's behalf will be disqualified, at the Promoter's discretion.
9. Proof of sending will not be accepted as proof of delivery.
10. Entries (bulk or otherwise) made from trade, syndicates, consumer groups or third parties will not be accepted. If it becomes apparent that a participant is reposting the same content multiple times or using a computer(s) to circumvent this or any other condition by, for example, the use of 'script', 'brute force' or any other automated means, that person's entries will be disqualified, and any prize award will be void.

11. WINNERS SELECTION and PRIZES

ONLINE INSTANT-WIN SELECTION

The software will use an algorithm to randomly select 550 winners among all the entries received during the Promotion Period. No guarantee all prizes will be won. Prizes include:

- **200x Branded 500ml Chilly's reusable drinking bottle**
- **250x Branded wildflower seed bee bombs**
- **5x Google Nest Learning Thermostat, 3rd Generation, Stainless Steel**
- **10x Family National Trust 12 Month Membership** The membership welcome pack includes an activation card. The winner will need to activate their membership – full instructions on how to do this are included in the pack. The membership will automatically renew after the 12 months has expired, therefore the winner must ensure that they arrange for the membership to be cancelled after the 12 months is up if they do not wish to continue with the it.
<https://www.nationaltrust.org.uk/membership/enquiries/membership-faqs#cb-21234851>
- **30x Philips Hue White 7W B22 LED Dimmable Smart Classic Filament Bulb with Bluetooth**
- **30x TP-Link Tapo P100 Mini Wi-Fi Smart Plug**
- **10x £50.00 Patch Plant Vouchers (valid for 12 months)**
<https://www.patchplants.com/gb/en/terms-of-service/>
- **5x Grind One, Nespresso® Compatible stainless steel pod coffee machine (built to last) plus 30 compostable Grind coffee pods**

- **10x Ninja Foodi Dual Zone Air Fryer- AF300UK**

FINAL DRAW

Two (2) winners and five (5) reserves will be randomly selected from all valid entries received during the Promotion Period. The Final Draw will be conducted by randomised computer software within 10 working days of the end of the Promotion Period.

Each prize consists of a **“FAMILY ECO ADVENTURE IN TUSCANY” Prize-Package. Winners will be entitled to choose between two travel options, as detailed below.**

➤ **OPTION 1 – “FAMILY ECO ADVENTURE IN TUSCANY – PISA”**

The **Prize-Package includes:**

- Return flights for 4 people to Pisa (winner and three guests).
- Fully inclusive hybrid car hire for the duration of your stay
- 7 Nights’ accommodation in a lodge tent at the Peradù EcoVillage and Resort
- Breakfast for 4 people or the duration of your stay. At least one person must be aged 25 or over.
- Travel insurance
- Carbon offsetting of your flights. A carbon offset is a reduction or removal of emissions of carbon dioxide or other greenhouse gases made in order to compensate for emissions made elsewhere. NDL Travel will calculate and pay to offset the flights included in the winners trip using the following calculator <https://sustainabletravel.org/our-work/carbon-offsets/calculate-footprint/>

TERMS AND CONDITIONS

- *Travel is subject to availability at the discretion of the Travel Agency and excludes the Christmas holiday period (15.12.2024 – 05.01.2025), Valentine’s Day/weekend (09.02.2024 – 19.02.2024), Easter weekend (27.03.2024 – 01.04.2024) and all other bank holiday weekends in both the UK and Italy (01.01.2024, 06.05.2024, 27.05.2024, 26.08.2024).*
- *Prize includes return economy flights, all flight taxes, and surcharges as well as one piece of checked baggage per person. Subject to availability, departure airport used will be the winners nearest international airport that operates direct flights to Florence. Please note, this may not be your closest airport. If you do not hold a UK passport you may need a visa for this destination, and this should be arranged with the appropriate embassy. Although please note the cost of a visa of this kind is not included in your prize.*
- *Your prize includes car hire. Drivers need to be over the age of 25 and have held a full clean driver’s licence for a minimum of 2 years. Fully inclusive refers to unlimited mileage, collision damage waiver, theft protection, local taxes, and airport fees. The driver will need to provide the car hire company with a personal credit card that has £500 -£1,000 (variant depending on company) available for a security deposit that is refundable to your card upon the safe return of the vehicle.*
- *You will be staying in a 2-bedroom Lodge Tent with en-suite bathroom on a bed and breakfast basis.*

- *Travel insurance is subject to normal terms of acceptance. Pre-existing medical conditions may not be covered. No age restrictions apply.*
- *Prize must be booked by the prize winners within 12 months after valid claim of the prize.*
- *Travel insurance is subject to restrictions and the Terms and Conditions of the insurance provider. It is the responsibility of the winners and/or their guests 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 a winner and/or a guest are aged 55 or over.*
- *The prize package must be taken as a whole, flights and hotels cannot be redeemed separately. The winners and their guests must travel together on the same flight to the prize destination and stay in the same hotel.*
- *The winner and their guests must each have a valid passport and have all necessary and relevant visas (if applicable) to travel to the chosen prize destination. Each person's passport must have an expiry date no less than 6 months following the dates of travel, unless otherwise specified by a pertinent regulation. All passport and visa requirements are the sole responsibility of the relevant winner and guest.*
- *The winners and guests are responsible for all expenses not expressly stated in these Terms and Conditions as being included as part of the prize. All other costs and expenses incurred from the prizes including, but not limited to, additional travel, transfers, excursions, visas, vaccines, accommodation, meals, and drinks as required, spending money, tips and other gratuities are the winners' and their guests' own.*

➤ **OPTION 2 – “FAMILY ECO ADVENTURE IN TUSCANY – FLORENCE”**

The Prize-Package includes:

- Return flights for 4 people to Florence (winner and three guests). At least one person must be aged 25 or over.
- Fully inclusive hybrid car hire for the duration of your stay
- 7 Nights' accommodation in a 2-bedroom apartment at the Lazy Olive Villa
- Hot Air Balloon flight for 4 people from Siena
- 1 lunch or dinner for 4 people at the Villa. The winner can choose which option they would like, and this will be arranged at the time of booking the stay.
- Travel insurance
- Carbon offsetting of your flights . A carbon offset is a reduction or removal of emissions of carbon dioxide or other greenhouse gases made in order to compensate for emissions made elsewhere. NDL Travel will calculate and pay to offset the flights included in the winners trip using the following calculator <https://sustainabletravel.org/our-work/carbon-offsets/calculate-footprint/>

TERMS AND CONDITIONS

- *Travel is subject to availability at the discretion of NDL Travel and excludes the Christmas holiday period (15.12.2024 – 05.01.2025), Valentine's Day/weekend (09.02.2024 – 19.02.2024), Easter weekend (27.03.2024 – 01.04.2024) and all other bank holiday weekends in both the UK and Italy. (01.01.2024, 06.05.2024, 27.05.2024, 26.08.2024).*

- *Prize includes return economy flights, all flight taxes, and surcharges as well as one piece of checked baggage per person. Subject to availability, departure airport used will be the winners nearest international airport that operates direct flights to Florence. Please note, this may not be your closest airport. If you do not hold a UK passport you may need a visa for this destination, and this should be arranged with the appropriate embassy. Although please note the cost of a visa of this kind is not included in your prize.*
- *Your prize includes car hire. Drivers need to be over the age of 25 and have held a full clean driver's licence for a minimum of 2 years. Fully inclusive refers to unlimited mileage, collision damage waiver, theft protection, local taxes and airport fees. The driver will need to provide the car hire company with a personal credit card that has £500 -£1,000 (variant depending on company) available for a security deposit that is refundable to your card upon the safe return of the vehicle.*
- *You will be staying in a 2-bedroom apartment sharing a double room with en-suite bathroom on a bed and breakfast basis.*
- *Hot Air Balloon flight is subject to availability at time of booking. Experience lasts for 3-3.5 hours. Flight is weather dependant and may need to be re-arranged if cancelled at short notice. Minimum age for participation is 7 years.*
- *Travel insurance is subject to normal terms of acceptance. Pre-existing medical conditions may not be covered. No age restrictions apply.*
- *Spending money will be transferred directly to the winner upon confirmation of full and correct bank details. Transfers can take up to 5 working days.*
- *Prize must be booked by the prize winner within 12 months after valid claim of the prize.*
- *Travel insurance is subject to restrictions and the Terms and Conditions of the insurance provider. It is the responsibility of the winners and/or their guests 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 a winner and/or a guest are aged 55 or over.*
- *The prize package must be taken as a whole, flights and hotels cannot be redeemed separately. The winners and their guests must travel together on the same flight to the prize destination and stay in the same hotel.*
- *The winners and their guests must each have a valid passport and have all necessary and relevant visas (if applicable) to travel to the chosen prize destination. Each person's passport must have an expiry date no less than 6 months following the dates of travel, unless otherwise specified by a pertinent regulation. All passport and visa requirements are the sole responsibility of the relevant winner and guest.*
- *The winner and guests are responsible for all expenses not expressly stated in these Terms and Conditions as being included as part of the prize. All other costs and expenses incurred from the prizes including, but not limited to, additional travel, transfers, excursions, visas, vaccines, accommodation, meals, and drinks as required, spending money, tips and other gratuities are the winners' and their guests' own.*

551 prizes available to be won in total.

REWARDS

Upon reaching the established thresholds, Participants will be entitled to use their points to claim Rewards. The full list of the Rewards and of the points thresholds will be made available on the Promotion Website. The List of Rewards will change every month.

Each Participant will be entitled to claim **one (1) Reward per month** among those listed on the Website: once the reward is claimed, the corresponding points will be automatically deducted from the Participant's points balance.

Accrued points will reset at the end of the Promotion Period. This means that any points remaining at the end of the promotion will be null and void. It is the responsibility of the participant to ensure that they redeem all their available points before the close of the promotion deadline. Participants will not be able to claim back any unused points. Rewards claimed can be enjoyed according with their own Terms of Use (where applicable).

The Rewards referred to in this Promotion will be available exclusively in GB, as indicated by specific instructions. Points have no cash value and are not transferable, and do not constitute the property of the Participant. Participants are expected to consult the terms and conditions of the Rewards, (a link to this can be found on the registration page as well as via a tab on the website with a link to a PDF with the full terms and conditions), and verify the availability of related products and services.

Supermarket e-coupon rewards and terms and conditions

ASDA

Minimum £1.00 e-gift voucher

<https://www.asdagiftcards.com/terms-and-conditions>

MORRISONS

Minimum £1.00 e-gift voucher

<https://morrisonsgiftcardstore.co.uk/pages/terms-and-conditions>

JOHN LEWIS & PARTNERS (WAITROSE)

Minimum £1.00 e-gift voucher

<https://www.johnlewis.com/customer-services/prices-and-payment/gift-cards#accordions>

SAINSBURYS

Minimum £5.00 e-gift voucher

<https://help.sainsburys.co.uk/help/terms-and-conditions/giftcardtcs>

TESCO

Minimum £1.00 e-gift voucher

WINNERS' NOTIFICATION and PRIZES/REWARDS DELIVERY

The online instant-win winners will be notified instantly by an on-screen message and will receive a notification email on the same day of the win to the e-mail address provided during the registration. Winners will be required to provide their home delivery address online via a link in the confirmation email within 10 days, as part of the prize claim process. The Promoter will check the validity of each winner's entry including the uploaded receipt and, if it is valid, will send a confirmation e-mail (hereinafter "confirmation of eligibility") within 28 days. In case of non-compliant documentation or if a valid home delivery address is not provided for any reason, the winner will be disqualified, and no correspondence will be entered to. The prize will not be reallocated to the prize pool to be won if during the promotional period.

Winners selected in the final draw will be contacted by email within 5 working days of winners' selection and will be required to **respond within 14 calendar days confirming acceptance of their**

prize and their choice of prize out of the two holiday options. When it comes to the time of booking the holiday prize for the winner, NDL Travel will require the winner to confirm their contact details and provide a copy of their passport so that their flights can be booked. County of residence will be requested for the purpose of the winners list if no objection is received. If a winner is unable to take a prize, rejects their prize, is ineligible or fails to respond within 14 calendar days of initial contact, they will be disqualified, and the prize will be offered to a reserve. This process will be followed until all reserves have been contacted after which any remaining prizes will be null and void. Reasonable attempts to contact the winner will be made. The Promoter accepts no responsibility in the event that a winner cannot be contacted for any reason.

Online instant prizes will be delivered by post or courier (with the exception of the Patch Plants voucher which will be sent via email), within 28 days of winners' confirmation of eligibility.

Rewards will be delivered via e-mail within 28 days of valid claim.

1. Once the holiday prize winners have been contacted by the Promoter's appointed prize agency (The NDL Group) and they have successfully confirmed their details and eligibility and made their prize choice within 14 calendar days, the chosen prize must be booked by the prize winners within 12 months from the date of valid claim.
2. It is the responsibility of the participant to check their email account to ensure they are in receipt of their winner notification. The Promoter is not responsible for a participant making a late claim on their win if this email is missed or not read/or responded to for any reason.
3. The decision of the Promoter is final, and no correspondence or discussion will be entered into regarding the selection of winners.
4. No cash or other alternative prizes will be provided, except that in the event of circumstances outside of its control the Promoter reserves the right to substitute a similar prize or part of a prize of equal or greater value. The prizes are non-transferable.
5. The pictures and images used in connection with this promotion and the prizes are for illustration indication only and may not reflect a true likeness.
6. General: The Promoter will make available the holiday prize winners' surnames and counties of residence to members of the public or regulators who request such details within 3 months after the closing date of this Promotion. Participants can object to disclosure, or request that disclosure be limited in scope by contacting care@life-at-home.com. We may nevertheless disclose the information to the Advertising Standards Authority if required to do so. You may request a copy of the winners list by emailing care@life-at-home.com. We reserve the right to refuse any or all such requests.
7. It is the responsibility of the participant to provide correct, up-to-date details when entering the promotion and acceptance of a prize. The Promoter cannot be held responsible for winners failing to supply accurate information which affects prize acceptance or delivery of their prize.

8. Your personal details will only be used for the purposes of administering this promotion and for no other purposes unless you have opted in to receiving future marketing mailings from the Promoter. You acknowledge that the Promoter may pass such information to its third-party agency, solely for the purposes of administering the promotion. This includes The NDL Group Ltd <https://www.ndlgroup.com/privacy-policy> and Kettydo <https://www.kettydo.com/privacy-policy/>. All data will be used in accordance with current Data Protection legislation and the Promoter's Privacy Policy, which is available on the Website <https://www.sofidel.com/en/privacy-policy/>. You can request access to your personal data, or have any inaccuracies rectified, by sending an email to gdpr.holding@sofidel.com. You can also contact the Data Protection Officer at the Data Controller's head office at the above address and/or by e-mail at dpo.holding@sofidel.com. By participating in the Promotion, you agree to the use of your personal data as described in these terms and conditions. All non-opt-in data obtained will be deleted by 31st March 2024 with the exception of the holiday prize winners whose data will be deleted on completion of their trip.
9. Those who try and circumvent the entry process and/or entry instructions by any method, will be disqualified and any prize award will be void.
10. 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 a prize, 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. This does not affect the consumer's statutory rights.
11. Except as otherwise required by applicable law, the Promoter accepts no responsibility or liability for lost, late, damaged, corrupted, or misdirected entries or claims and the Promoter is not responsible for any late, incomplete, or misdirected delivery of communications (email or otherwise) for any reason, except in the event of wilful intent on the part of the Promoter or its agents.
12. In the event of circumstances outside the reasonable control of the Promoter, or otherwise where fraud, abuse, and/or an error (human or computer) affects or could affect the proper operation of this promotion or the awarding of prizes, and only where circumstances make this unavoidable, the Promoter reserves the right to cancel or amend the promotion or these Terms and Conditions, at any stage, but will always endeavour to minimize the effect to participants in order to avoid undue disappointment.
13. The Promoter has no control over internet or 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.
14. The Promoter reserves the right to verify all entries and the winners including, but not limited to, asking for receipt, address and ID (passport, driving licence or equivalent) and to refuse to award a prize, reward or withdraw prize or reward 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/claimed using fraudulent means.

15. 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's decision is final with regard to all promotional matters and no correspondence will be entered into.
17. Any question concerning the legal interpretation of the rules will be based on English law and the Courts of England and Wales will have exclusive jurisdiction unless you live in Scotland, in which case your local courts will have jurisdiction.