

## HAPPY MOOBOO YEAR 2024

### GENERAL TERMS AND CONDITIONS

1. Each account will be able to participate a draw when purchases a drink. Purchasing a drink through Mooboo App, this can be either using the app's order function or loyalty point collection. QR code must be present and scan successfully in order to earn a token to enter the draw. (1 order transaction = 1 token).

Upon successful uploading of customer transactions from the EPOS to the server, the duration of this process may vary depending on the internet connection. Then they will earn 1 token for the draw.

Customers then will go to their Mooboo Loyalty page, and click on Transactions, this will lead to the Transaction History. Every transaction that is made during the campaign period will have a 'Bubble tea' button. The 'Bubble tea' button will direct to Happy Mooboo Year 2024 lucky draw landing page.

2. This campaign cannot be combined with other offers/promotions/vouchers.
3. This campaign is valid only between the **2nd of Jan 2024 and the 2nd of Feb 2024 inclusive, during the store's operating time.**
4. This campaign is for walk-in customers only.
5. Entrants into the Campaign shall be deemed to have accepted these Terms and Conditions.
6. There is no cash alternative, and the prize is not transferable.
7. Mooboo stores are entitled to the final decision, as the prizes may be subject to store and stock availability.
8. The winners of the prizes hold full responsibility for checking allergen content and dietary restrictions before product consumption. For more information on allergens, please ask the staff in-store or contact [ask@mooboo.me](mailto:ask@mooboo.me) via email before consuming.
9. Mooboo does not hold any responsibility for entries that could not be made or received, the loss of the account credentials containing these prizes or to provide/to refund/to reimburse the prizes post their expiry date.
10. Any personal data of entrants will be used as per the UK's implementation of the General Data Protection Regulation (GDPR) in the UK and will not be disclosed to a third party without the entrant's prior consent.
11. Mooboo reserves the right to request that the entrants remove any inappropriate and/or damaging content relating to the company.
12. Mooboo reserves the right to amend, terminate or temporarily suspend the campaign if, at its absolute discretion, it considers it necessary to do so.
13. The draw participant must be United Kingdom resident, 18 years old and above.
14. Mooboo employees is not eligible to participate in this campaign.
15. GNM reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, this Prize Draw with or without prior notice due to reasons outside its control (including, without limitation, in the case of anticipated,

suspected or actual fraud). The decision of GNM in all matters under its control is final and binding and no correspondence will be entered into.

16. GNM shall not be liable for any failure to comply with its obligations where the failure is caused by something outside its reasonable control. Such circumstances shall include, but not be limited to, weather conditions, fire, flood, hurricane, strike, industrial dispute, war, hostilities, political unrest, riots, civil commotion, inevitable accidents, supervening legislation or any other circumstances amounting to force majeure.

## **MOOBOO HAPPY MOOBOO YEAR 2024 CAMPAIGN – FULL CONSUMER RULES (Rules)**

### **1. Duration of the campaign**

**Duration:** The campaign is scheduled to take place from 2nd January 2024 to 2nd February 2024 (inclusive) at all Mooboo stores (meaning a store owned by, or branded as, Mooboo) located in the United Kingdom.

**Continuing potential for changes:** – Any supervening situations beyond Mooboo’s control which causes Mooboo to exercise its rights to curtail, defer and/or extend any scheduled period for entering any game, claiming any prize and/or completing any prize-fulfilment process referred to in these Rules at any time. Although Mooboo shall endeavour to post relevant information on the news page of the Mooboo App or website at <https://www.mooboo.co/mooboo-blogs/latest-news/> (and therefore entrants and prospective entrants are advised to check the news page regularly), please note that Mooboo shall not be obliged to give notice of any such curtailment, deferral, or extension of such scheduled periods (unless prescribed by law or applicable regulatory codes of practice).

### **2. How to enter:**

The games and prize claims require prior registration for the campaign via the Mooboo App to participate in the selected game, to store and initiate selected prize claims. Participants will need to purchase at least a drinks to earn a token for joining the campaign draw. All entries must be made directly by the person entering the campaign. Entries made using methods such as a computer macro, a script or the use of automated devices or processes are not allowed, and all such entries will be disqualified. Mooboo is not responsible for changes to any entrant's e-mail address.

**Mooboo App:** Registrants, firstly, will need to use an internet-enabled, compatible smartphone to successfully download an up-to-date version of the Mooboo App onto the phone and to register for a Mooboo Loyalty Account (which must be under the same email address which the registrant then uses to play and claim prizes in the campaign). Participants would need to provide the required information to register for the campaign (which must include the same email address which the registrant then uses to play and claim prizes in the campaign and shall require acceptance of the terms and conditions for the use of the Mooboo App). In each case, the registrant will be required to accept the terms and conditions of use of the Mooboo App.

### **3. Prize descriptions and conditions:**

**Physical Prize included below, with the term of:**

Redemption must take place before February 12, 2024. In the event that the winner fails to contact Mooboo within the specified timeframe then the winner's prize will be forfeited. If a

winner rejects their prize or the entry is invalid or in breach of these Terms and Conditions, the winner's prize will be forfeited.

The prize winner will be required to provide proof of identity.

Physical Prize:

- PlayStation®5
- Dyson Supersonic Hair Dryer
- Oral-B Pro Junior Electric Toothbrush
- JBL Tune 660NC headphone.
- Mooboo Canvas Bag
- Mooboo Reusable Straw
- Mooboo Plush Toys
- Kids Book Bundle- which includes: The Famous Five, Fun, Fast and Easy Childrens Cookbook, Loki, Mortal Instruments colouring book, 2x Konnie Hug's Cookie books, Adam Destroys the internet The Strange Worlds Travel Agency, Dr Who Activity Book and a Beach fun book.
- The DVD bundle includes: A Frozen Christmas, Teen Titans Go!, King Tweety, Cuco's Big Adventure, Scooby Doo- The Sword and the Scooby, Danger Mouse: Mission Improbable, The BFG, Scooby Doo-Meets Courage the Cowardly Dog, Tom's Big Spell.

#### Receipt of the prize

Please allow 14 days for delivery of the prize or alternative collection or delivery arrangements may be made through mutual agreement.

Mooboo retains the right to substitute the prize with another prize of similar value in the event the original prize offered is not available.

#### **Voucher Prize included below, with the term of:**

Any size upgrade, additional topping, extra straw, extra bag or temperature adjustment, will be paid for by the customer.

- 1 free drink - One free regular cold drink with one free topping on Mooboo's latest menu. - Valid till 4 Feb 2024 Max Value £7.00.
- Buy 1 get 1 free - Maximum of 5 'paid' drinks on Mooboo's latest menu in an order using this prize. -Valid till 2 March 2024.
- Buy 1 Get 1 Half Price- Maximum of 5 'paid' drinks on Mooboo's latest menu in an order using this prize Valid till 2 March 2024.
- All drinks 20% off - 20% off on all drinks from Mooboo's latest menu. - Valid till 2 March 2024 Max Value £7.00.
- All drinks 10% off - 10% off on all drinks from Mooboo's latest menu. - Valid for next purchase, Max Discount £5.
- All drinks 5% off - 5% off on all drinks from Mooboo's latest menu. - Valid for next purchase, Max Discount £5.

## **Conditions applicable to**

The expression “prizes” when used in these Rules shall include prizes, awards, vouchers, discount vouchers, offers and passes as well as the corresponding services and/or goods available to be redeemed through the use of such prizes, vouchers, discount vouchers, offers or passes. Prizes (including individual elements of a prize) may not be exchanged for any cash or other alternative (unless stated) or are not transferable, divisible or permitted to be sold, resold or (unless sharing is expressly permitted) gifted.

Neither the Mooboo nor any redeeming outlet of a prize shall be under any obligation to enquire whether the person submitting any Game Piece or code:

- a. is the person entitled to make the claim, irrespective as to whether or not that person first obtained that Game Piece or code,
- b. is otherwise eligible to claim the prize, or
- c. has supplied accurate and true details to ensure that a prize is only claimed by and fulfilled for the benefit of the winner

and no such enquiry or omission to make enquiry shall affect Mooboo’s rights in relation to anyone in breach of the Rules, including the right to disqualify anyone who sells, gives away or discloses (or attempts to do any of these things) a prize, prize-code or other awards (such as a pass or discount voucher) or the code for a prize or other award.

By claiming a prize, the winner represents the winner and (to the extent this is applicable because the conditions for that prize permit the winner to share it and the winner opts to do so)

Responsibility and costs of obtaining and using internet-enabled equipment, broadband or other internet services (whether for a landline or via a mobile network) needed in connection with the campaign (including without limitation for the purposes of participation, prize-claims and utilisation of prizes requiring such equipment and/or services), is shouldered by the participants in all cases whether or not specifically stated elsewhere in these Rules.

All advertisements depicting the prizes and prize descriptions are illustrative rather than definitive. Reproduction of any prize imagery does not thereby imply any endorsement or association by the producer of that prize type nor by the owner of any brand associated with that prize type.

## **RESPONSIBILITY**

To the fullest extent permitted by applicable law (but not otherwise) Mooboo and its agents assume no responsibility and are not liable for: (a) the accuracy or otherwise of the prize description or illustration, (b) the non-availability, loss, interception or interference with, late or non-receipt, corruption or damage of or to any entry, prize claim, prize code, discount voucher-prize, voucher-prize, voucher, code, prize or notification or other communication, (c) (other than those warranties or conditions implied by statute and which cannot be excluded by the Mooboo) any representation, warranty, condition or guarantee in respect of a prize, (d) any taxes, fees, charges or other costs which winners may be required to pay at any time in connection with a prize, (save to the extent that the Mooboo has expressly and specifically accepted responsibility in these Rules for the same), (e) any actual or perceived loss or reduction of opportunity or any actual or perceived damage arising at any time in connection in either case with the termination, cancellation, suspension, postponement or alteration of or to the campaign (or to any part, game, feature or other element of the campaign or the manner in which it is to be conducted) and which termination, cancellation, suspension, postponement or alteration is due to supervening circumstances beyond Mooboo's control or (f) for any actual or perceived loss of opportunity or damage arising in connection with any omission or in reviewing and acting upon information in the Rules or announcement posted on the news page of the Mooboo App or website at <https://www.mooboo.co/mooboo-blogs/latest-news/> in the lead up to, during the course of or after the campaign.

#### **4. Mooboo's rights**

Mooboo may (a) extend any time limit, exercise a right of discretion or waive any of the Rules where a person might otherwise have been disqualified or otherwise disadvantaged (without obliging the Mooboo to extend any time limit, exercise a right of discretion or waive any Rule on any further occasion for that entrant or at all for any other person), (b) terminate, suspend, cancel, postpone or vary the campaign (or any part, feature or element of the campaign including, without limit, any entry-method, game, prize or prize-pool,) at any time due to supervening circumstances beyond Mooboo's control including (without limit) those which the Mooboo determines have or are likely to compromise the security or credibility of the campaign (or the affected part, feature or element of it), and (c) substitute a product deemed to be an appropriate replacement and of equal or greater value in the place of any of the prizes (or any part of a prize). Mooboo's decision in the exercise or interpretation of any of its rights or discretions in connection with these Rules shall be final and binding and reference to the discretion of the Mooboo shall mean its sole discretion.

#### **5. Privacy & publicity**

Please see <https://www.mooboo.co/privacy-policy/> for our privacy policy and details on how we use your personal information.

Mooboo reserves the right to request that the winners remove any inappropriate and/or damaging content relating to the company.

