SURPRISE CUP CAMPAIGN 2025

FULL TERMS AND CONDITIONS

(A) How to participate

All Mooboo walk-in customers will have the chance to participate in the Surprise Cup Campaign 2025 (the 'Campaign') and get a surprise cup that will contain a gift by purchasing a large cold drink from any Mooboo store in the United Kingdom (excluding Mooboo Stratford and Mooboo Farnborough). Upon collection of their surprise cup, customers must pierce the paper window reading 'See What's Inside' at the bottom of their surprise cup to discover their gift.

(B) Surprise cups may be subject to store availability with **19,350 cups** (containing an equivalent number of gifts) distributed across all participating Mooboo stores on a nationwide basis.

(C) The Campaign will be run between **Tuesday, 18th February 2025** and **Thursday, 20th February 2025** (inclusive) during the stores' business hours.

(D) Participation in the Campaign is available for walk-in customers only. Orders through delivery apps (either collection or delivery) are not eligible for the Campaign. Hot drinks are not included in the Campaign.

(E) Gifts may include electronics, toys, skincare products, Mooboo vouchers and Mooboo-branded accessories and gifts.

(F) Gifts not immediately available to participating customers are subject to the process and the terms and conditions for redemption set out therein. Winners must redeem their gifts by contacting customer@mooboo.me by **Monday, 3rd March 2025**.

(G) The surprise cups offered under the Campaign cannot be combined with any other offers/promotions/vouchers.

(H) Surprise cup winners shall be deemed to have accepted these Terms and Conditions.

(I) There is no cash alternative, and the gifts are personal to the winners and are not transferable, divisible or permitted to be sold, resold or (unless sharing is expressly permitted) gifted.

(J) The winners of gifts hold full responsibility for checking allergen content, safety instructions and dietary restrictions before product consumption or use. For more information on allergens for Mooboo products, please ask the staff in-store or contact ask@mooboo.me via email before consuming.

(K) 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.

(L) Mooboo reserves the right to amend, terminate or temporarily suspend the Campaign if, at its absolute discretion, it considers it necessary to do so.

(M) Failure to redeem gifts by the last redemption date set out in this paragraph will result in forfeiture of the gift.

(N) Mooboo employees are not eligible to participate in the Campaign.

(O) In the event of conflict between the terms of these Terms and Conditions and any other terms and conditions, the terms of these Terms and Conditions shall prevail.

(P) Mooboo reserves the right at any time and from time to time to modify or discontinue, temporarily or permanently, the Campaign 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 Mooboo in all matters under its control is final and binding.

(Q) Mooboo 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.

(R) 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 claiming any gift and/or completing any gift-fulfilment process referred to in these Terms and Conditions 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).

(S) Gifts' descriptions and conditions

The expression “gifts” when used in these Terms and Conditions shall include gifts, 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 gifts, vouchers, discount vouchers, offers or passes.

Neither Mooboo nor any redeeming outlet of a gift shall be under any obligation to enquire whether the person submitting any gift:

a. is the person entitled to make the claim, irrespective as to whether or not that person first obtained that gift;

b. is otherwise eligible to claim the gift; or

c. has supplied accurate and true details to ensure that a gift is only claimed by and fulfilled for the benefit of the winner,

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

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 gift -claims and utilisation of gifts requiring such equipment and/or services), lies on the participants in all cases whether or not specifically stated elsewhere in these Terms and Conditions.

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

(T) <u>Responsibility</u>

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 gift description or illustration, (b) the non-availability, loss, interception or interference with, late or non-receipt, corruption or damage of or to any entry, gift claim, gift code, discount voucher-gift, voucher-gift, voucher, code, gift 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 gift, (d) any taxes, fees, charges or other costs which winners may be required to pay at any time in connection with a gift, (save to the extent that Mooboo

has expressly and specifically accepted responsibility in these Terms and Conditions 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, 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 Terms and Conditions 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.

(U) Mooboo's rights

Mooboo may (a) extend any time limit, exercise a right of discretion or waive any of the Terms and Conditions 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 method of entry or gift-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 gifts (or any part of a gift). Mooboo's decision in the exercise or interpretation of any of its rights or discretions in connection with these Terms and Conditions shall be final and binding and reference to the discretion of the Mooboo shall mean its sole discretion.

(V) 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 Campaign.

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