



Al'Fez Text to Win 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/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.

- 1. The Promoter:** Tesco Stores Ltd., Tesco House, Shire Park, Kestrel Way, Welwyn Garden City, AL7 1GA.
- 2. The Supplier:** AB World Foods Ltd (company number: 01400901), Kiriana House, Kiribati Way, Leigh, Lancashire, WN7 5RS.
- 3. Eligibility:** This prize promotion is open to UK (England, Wales, Scotland and Northern Ireland) residents aged 18 years or over excluding employees and their immediate families of The Promoter, The Supplier, associated agents or anyone professionally connected with the prize promotion.
- 4. Promotional Period:** The prize promotion opens at 00:00 on 3rd August 2022 and closes at 23:59 on 23rd August 2022.
- 5. Entry Instructions:** To enter, text ALFEZ or ALFEZ1 followed by a space, and your full name and postcode to 60110. Entries may only be submitted via text.
- 6.** Please note that the promotion appears cross-media with 2 different keywords, but there is only one prize pool.
- 7.** Participants must have a mobile phone able to send and receive messages to/from 5-digit short codes. Messages charged at network provider's standard network rate, but there is no charge to the participant for the returned bounce back text message. Texts are not usually

included in any text inclusive packages, please check with your network provider if you are not sure of your standard network rate. Users on virtual mobile networks may not be able to text the short code. Please check with your network provider. Text lines are open 24 hours until 23:59 on the closing date. Ask the bill payer before texting. If you text after the closing date, you will not be entered but you will be charged. Take care when entering the text code; the Promoter is not responsible for mistypes and you may be charged at a higher rate. If you are unable to send a text, please check with your network operator first. For technical issues only, call 0333 335 3351 between Monday and Friday from 9.30am to 5pm excluding public holidays. The Promoter does not accept responsibility for entries or claims that are delayed or not received due to transmission, network or software problems or any other reason beyond the Promoter's control.

- 8.** Entry will be confirmed with a 'Thank You' message response. There is no charge to the participant for this message.
- 9.** Entry is by text only. Only one entry per person during the promotional period. For the avoidance of doubt only one unique mobile number will be accepted per person, and a person can use this mobile number to enter only once. Any entrant using multiple mobile numbers to enter the promotion will be disqualified and any prize entitlement will be void. A mobile number can only be used by one person and it cannot be shared within a household.
- 10.** No third party or bulk entries. Entries via third parties, consumer groups or syndicates, entries by macros or other automated means and entries which do not satisfy the requirements of these terms and conditions in full will be disqualified. If it becomes apparent that either a participant or household is using any means to circumvent this condition such as, and without limitation, fraudulently falsifying data; using multiple mobile phone numbers; using multiple postal addresses; acting fraudulently or dishonestly in the opinion of the Promoter; using identities other than their own; creating fake identities or using any other automated or manual means in order to increase that participant's or a household's entries or otherwise acting in violation of these terms, these participants and their household will be disqualified, and any prize entitlement will be void.
- 11.** Proof of purchase will not be accepted as proof of entry. No responsibility can be accepted for entries that are incomplete, lost due to technical reasons, corrupted, delayed or not received for whatsoever reason.

12. Prize Fund: There is 1 main prize, and 20 runner-up prizes.

Main prize: Consists of a 5-night trip to Marrakech, Morocco for 2 adults (aged 18+) and 2 children (aged 17 and under). Includes:

- return economy flights from a UK airport to Marrakech, with one piece of checked luggage per person;
- return coach transfers from the airport to the hotel;
- 5 nights' fully inclusive accommodation at a 4-star hotel in Marrakech, sharing a family room;
- 1x Marrakech Medina & Souks tour;
- Travel insurance (with Covid-19 cover; subject to normal terms of acceptance. Pre-existing medical conditions may not be covered).

Subject to availability, departure airport used will be the winner's nearest international airport that operates flights to Marrakech. Please note, this may not be your closest airport. Marrakech Media & Souks tour will last approximately 3 hours; tour includes a tour of souks and the medina in Marrakesh as well as a browse for local goods with tour guide.

Excludes spending money, domestic transfers, any Covid-19 tests/documentation and all other expenses. Any restrictions/requirements for travel must be adhered to based on the guidelines at that time. Providing a valid passport and any necessary visas is the responsibility of the winner and guests. Winner and guests are also responsible for making sure they adhere to any Covid-19 and other entry requirements for Morocco. The Promoter and Supplier cannot be held responsible for the winner and/or guests not having the correct travel documentation, test results, vaccine status or following any COVID-19 regulations.

Prize must be booked within 12 months of prize acceptance, and taken within 18 months of acceptance, excluding 18th December 2022 – 4th January 2023, Valentine's Day/weekends, 7th - 10th April 2023, 18th December 2023 – 4th January 2024 and UK bank holidays, subject to availability and any applicable COVID-19 rules, regulations or guidance.

Runner-up prize: There are 20 runners-up prizes, each consisting of a £20 Tesco gift card. Gift card can be used in any UK Tesco store. The gift card cannot be used online or at a Tesco petrol station. The card and balance will expire five years from purchase or last card use. Prizes will be dispatched within 28 working days of acceptance.

13. Only one prize per household.

14. Winner Selection: The winner and runners-up will be drawn using a random number generator within 28 days of the closing date.

15. Winner Notification: Winner and runners-up will be notified by text within 28 days of the closing date. It is the responsibility of the participant to ensure that they respond to the winner notification, either by calling the Freephone number or emailing the address provided at the point of notification. Winner and runners-up will have 14 days to accept the prize. Winner or runners-up who do not respond within the initial 7 days, will be phoned or texted again and given a further 7 days to respond. If contact cannot be made, or the prize is not claimed, within 14 days of the initial prize notification date an alternative winner or runner-up will be drawn. The Promoter cannot be held responsible for winner or runners-up failing to supply accurate information which affects prize acceptance or delivery of their prize.

16. General: The entry instructions form part of the terms. By entering, you agree to accept and be bound by the terms.

17. The Promoter's decision is final and binding. No correspondence will be entered into.

18. The prize must be accepted as offered by the named winner and runners-up. There is no cash or alternative prize, in whole or part. The prize is not transferable. Sale of the prize for profit is prohibited and may constitute fraud.

19. The Supplier reserves the right to provide alternative prizes of equal or greater value should circumstances outside its control make this necessary.

- 20.** We reserve the right to verify winner and runners-up and ask for proof of identity, age and address and to withdraw prize entitlement where there are reasonable grounds to believe there has been a breach of these terms and conditions.
- 21.** The Promoter reserves the right, at its sole discretion, to eliminate or disqualify any entries or entrants that it regards as being in breach of these terms and conditions or the spirit of the Promotion. 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.
- 22.** Entry into the Promotion is at the entrant's sole risk. To the extent permitted by law, the Promoter does not accept any responsibility for any damage, loss, liabilities, injury, costs, expenses or claims (whether in contract, tort or otherwise) suffered by entrants or any third parties arising out of or in connection with the Promotion and/or accepting a prize. The Promoter further disclaims liability for any injury or damage to entrants or any other person relating to or resulting from participation with this Promotion save that nothing in these terms and conditions shall act to limit or exclude the Promoter's liability resulting from its negligence or fraud.
- 23.** The Promoter accepts no responsibility for system errors or other issues that may result in disruption to, lost, delayed or not received entries, winner and runner-up notifications or prizes. The Promoter or its agencies will not be responsible for the non-inclusion of entries as a result of technical failures or otherwise, including any such failure which is within the control of The Promoter or its agencies.
- 24.** The Promoter reserves the right to cancel, amend, withdraw, terminate or temporarily suspend this Promotion in the event of any unforeseen circumstances or technical reason outside its reasonable control, with no liability to any entrants or third parties but will use all reasonable endeavours to avoid consumer disappointment. Such circumstances include, but are not limited to: industrial action, civil unrest, fire, flood, storms, earthquakes, acts of terrorism, acts of war, governmental action or any other event that is beyond the control of the Promoter. The Supplier bears sole responsibility for supply of the prizes and Tesco cannot be held responsible for any claims relating to the prizes.

- 25.** The application and interpretation of these terms and conditions shall be governed by the law of England and the courts of England and Wales shall have exclusive jurisdiction in relation to any dispute concerning them.
- 26.** Your data will be passed onto a third-party fulfilment service provider for the purposes of administering the prizes and with Dunnhumby Limited for quantitative research purposes only. The surname and county of the winners will be made available to anyone who requests them by emailing AlFez@tescoprizes.com within 1 month of the closing date. Participants may request their surname and county is not published in the event they win by emailing AlFez@tescoprizes.com before the closing date. Your details will not be passed onto any third party for any other purpose without prior consent. This data will be kept secure and in accordance with the requirements of the Data Protection Act. Entrants' personal data will be used and held in accordance with the Promoter's Privacy Policy <https://www.tesco.com/help/privacy-and-cookies/privacy-centre/privacy-policy-information/privacy-policy/>.