

Terms and Conditions for the “Tell Shell” Online Feedback monthly prize draw

1. The Promotion

1.1. The promoter of the “Tell Shell” Online Feedback monthly prize draw (the “Promotion”) is Shell U.K. Oil Products Limited (as agent for Shell U.K. Limited), Shell Centre, York Road, London SE1 7NA (the “Promoter”).

1.2. The Promotion runs from 00:01GMT on the first day of each calendar month to 23:59GMT on the last day of that calendar month.

2. Participants

2.1. This Promotion is open to all persons aged 18 years or over and who are a resident of England, Scotland or Wales excluding employees of the Shell Group of companies, their families, agencies, advisors, franchisees, suppliers and any persons assisting in the promotion (“Participants”). This includes any syndicate or collection of persons acting in concert; any person entering via an agent or using the services of, or which is an entity carrying on the business of entering the Promotion.

2.2. Internet access is required for Participants to participate in the Promotion by completing the online Survey.

3. How to Enter

3.1. To be entered into one of the prize draws, Participants must complete and submit through the <http://www.shell.co.uk/tellshell> (the “Promotion Website”) the Tell Shell online survey (the “Survey”), select ‘yes’ when asked whether they want to participate in the Promotion and enter their contact details. A completed Survey qualifies as a single entry into the relevant prize draw for the month of entry. Only one entry per person per calendar month.

3.2. Participants wanting to be entered into the EV Prize Draw must access the Promotion Website by scanning the Promotion QR code available on electric vehicle charging posts at participating Shell sites in the United Kingdom (“EV Participants”). Participants wanting to be entered into the Fuel Prize Draw may access the Promotion Website by any method other than scanning the Promotion QR code available on electric vehicle charging posts at participating Shell sites (“Fuel Participants”).

3.3. Participants must submit their Survey before 23:59 GMT on the last day of the applicable calendar month (the “Closing Time”).

3.4. The Promoter does not accept any responsibility for entries lost, damaged or delayed, or entries not successfully completed due to technical problems of any kind. Proof of sending will not be accepted as proof of receipt.

3.5. No applications from agents, third parties, organized groups or applications automatically generated by computer will be accepted.

4. The Prize Draw

4.1. There will be two separate prize draws per month. Participants will be entered into the relevant prize draw based on their method of accessing the Survey. EV Participants will be entered into the EV Prize Draw. Fuel Participants will be entered into the Fuel Prize Draw.

4.2. The prize draws will be conducted by the Promoter. Each month, the names of all Participants who submitted a valid entry will be entered into an Excel sheet. There will be one section for EV Participants and a separate section for Fuel Participants. The RAND function will be used in each section to select the winners' names on the next working day following the Closing Time for that month's draw. When used in an Excel sheet, the RAND function returns a random number which is then cross referenced against the Participants name.

4.3. Winners from both the EV Prize Draw and Fuel Prize Draw will be contacted by the Promoter within 21 days of the Closing Time for the relevant prize draw by telephone and/or by email using the contact details provided by Participants to the Promoter at the time of completing and submitting the Form. If the winner cannot be contacted or does not respond to contact made by the Promoter within 5 business days, then the winner's prize will be forfeited, and the Promoter reserves the right to select another winner from the remaining entries.

4.4. The prize will be sent to the winner by registered post on a date and to an address as agreed with the Promoter.

5. Prizes

Fuel Prize Draw

5.1. There are 11 prizes available each calendar month from the Fuel Prize Draw whilst the Promotion is running. These are as follows:

1 (one) £100 (one hundred pounds) worth of Shell V-Power fuel vouchers (the "First Fuel Prize"); and
10 (ten) £10 (ten pounds) worth of Shell V-Power fuel vouchers (the "Runner-Up Fuel Prize").

5.2. On the 1st of each calendar month whilst the Promotion is running there will be a Fuel Prize Draw of the above for the previous months' entries.

5.3. Shell V-Power fuel vouchers can only be used to purchase Shell V-Power fuel at participating Shell service stations in the United Kingdom and are subject to the terms and conditions as stated thereon. Shell V-Power fuel vouchers must be utilised by the expiry date stated on the vouchers and no extensions will be permitted.

EV Prize Draw

5.4. There are 11 prizes available each calendar month from the EV Prize Draw whilst the Promotion is running. These are as follows:

1 (one) £100 (one hundred pounds) worth of Shell shop vouchers (the "First EV Prize"); and
10 (ten) £10 (ten pounds) worth of Shell shop vouchers (the "Runner-Up EV Prize").

5.5. On the 1st of each calendar month whilst the Promotion is running there will be an EV Prize Draw of the above for the previous months' entries.

5.6. Shell shop vouchers can only be used at participating Shell service stations in the United Kingdom and are subject to the terms and conditions as stated thereon. Shell shop vouchers must be utilised by the expiry date stated on the vouchers and no extensions will be permitted.

6. Promoter Rights

6.1. In the event of unforeseen circumstances, the Promoter reserves the right to offer an alternative prize of equal or greater value.

6.2. The Promoter accepts no responsibility for any technical issues, system or software failures encountered on the Promotion Website or during entry into the Promotion. The Promoter tries to ensure the standard of the Promotion Website remains high but cannot be held responsible for interruptions of service. The Promoter reserves the right to suspend temporarily the operation of the Promotion Website without notice in the case of system failure, maintenance or repair or for any other reason beyond its control.

6.3. To the extent only permitted by applicable law, the Promoter reserves the right to use a winner's voice, image, photograph, name and likeness for publicity and in advertising, marketing or promotional material without additional compensation or prior notice to the winner and in entering the promotion, all Participants consent to the same.

6.4. No cash alternative will be offered, and the prize is non-transferable. By accepting the prize, and insofar as is permitted by law, a winner agrees to hold the Promoter and its affiliates harmless against any and all claims and liability arising out of the award of, the use or misuse of any prize. Where the law implies warranties, which cannot be excluded, the Promoter's liability for breach of those warranties is limited to resupplying the prize (or paying for the costs thereof), where this is permitted by law. A winner assumes all liability for any injury or damage caused, or claimed to be caused by participation in this promotion or use or redemption of any prize.

6.5. The Promoter reserves the right at its sole discretion to cancel, terminate, modify or suspend the Promotion in whole or in part at any time. In addition, the Promoter reserves the right to extend any time limit relating to the Promotion for whatever reason.

6.6. The Promoter's decision is final in every situation including any not covered above and no correspondence will be entered into.

6.7. The Promoter reserves the right at its sole discretion to amend these Terms and Conditions in whole or in part at any time.

7. General and Personal Data Protection

7.1. By entering the Promotion Participants will be deemed to have accepted and be bound by the terms and conditions which will be interpreted in accordance with English law and subject to the exclusive jurisdiction of the English courts.

7.2. The name and county of the winners will be made available on request to those sending an email to UK-Retail-Marketing@shell.com within 6 weeks of the relevant prize draw Closing Time.

7.3. Personal Data of the Promotion Participants will be processed for the purposes of organising and managing the Promotion (including arranging receipt of and/or participating in the prizes) and communicating with Participants in relation to the Promotion. Personal data provided by Participants will only be used in accordance with the Privacy Statement as stated on the Promotion Website – this

Privacy Statement supplements the Shell Privacy Policy available at <http://www.shell.co.uk/privacy.html>.

7.4. By entering the Promotion Participants acknowledge that their data may be used to contact a winner of the Promotion as stated above and a winner's name and county will be provided on request. For any questions related to the processing of Participants Personal Data, a request to access, update or correct any information should be directed to the Promoter at the address set out below – in accordance with the Privacy Statement.

7.5. By providing personal data to the Promoter, Participants are consenting to its use in accordance with the Privacy Policy.

7.6. In accordance with the Privacy Statement, the Promoter will not keep Personal Data relating to Promotion Participants for longer than is necessary and in any event no longer than 24 months from the end of the Promotion Period, . to assist the Promoter in operating the Promotion in a consistent manner and to deal with any queries relating to the Promotion.