

## **Voice of Customer (VOC) EV survey promotion Terms and Conditions**

### **1. THE PROMOTION AND TERM**

- 1.1 The Voice of Customer EV Survey (the “Survey”) is an online survey run by Shell U.K. Oil Products Limited (as agent for Shell U.K. Limited), Shell Centre, York Road, London SE1 7NA (the “Promoter”).
- 1.2 Upon completion of the Survey a free coffee can be claimed with the purchase of a sandwich (the “Promotion”) the criteria for which is described in clauses 4 and 5 below.
- 1.3 The Promotion shall continue for such period as the Promoter decides.
- 1.4 The Promoter will provide notice that the Promotion has ended by publishing on its website.
- 1.5 Internet access is required for Participants to participate in the Promotion by completing the Survey online.

### **2. CONFLICT WITH OTHER MATERIAL**

These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials.

### **3. ELIGIBILITY**

This Promotion is only open to residents of Great Britain (England, Scotland and Wales) aged 18 and over when making a purchase of any amount at a Shell Recharge Charge Post at one of our service stations in the United Kingdom.

### **4. ACCESSING THE PROMOTION**

- 4.1 Customers wishing to make use of the Promotion must access and complete the Voice of Customer EV Survey by scanning the Promotion QR code available at a Shell Recharge Charge Post at one of our service stations in the United Kingdom.
- 4.2 The Customer will receive an email with a barcode which will allow them to access the Promotion. The email may take up to 24 hours to appear in the Customer’s email inbox and is valid for one month from and including the date of receipt.
- 4.3 The Promoter does not accept any responsibility for barcodes lost, damaged or delayed, or entries not successfully completed due to technical problems of any kind or system errors resulting in the Barcode not being received by the Customer. Proof of sending will not be accepted as proof of receipt.
- 4.4 No entries from agents, third parties, organized groups, bulk entries or entries automatically generated by computer will be accepted.
- 4.5 Each individual Barcode may only be redeemed once and is non-transferable.
- 4.6 The Promotion is only valid at the Participating Shell Retail Stations listed in Schedule 1 of these Terms and Conditions (“**Participating Retail Station**”).

### **5. REDEMING THE PROMOTION**

- 5.1 Except where 5.2 below applies, the Promotion entitles the holder to one (1) free coffee of any kind with the simultaneous purchase of any fully priced sandwich at a Participating Retail Station.

- 5.2 Redemption of the Promotion at Shell Recharge Little Waitrose Fulham Road entitles the holder to one (1) free Costa branded coffee with the simultaneous purchase of any fully priced Costa branded sandwich.
- 5.3 The redemption of the Promotion at a Participating Retail Station requires the Customer to present each of the following at the checkout of any Participating Retail Station:
- (a) an individual Barcode;
  - (b) one (1) sandwich; and
  - (c) one (1) coffee.
- 5.4 The Customer must then pay the full price of the sandwich and will receive the coffee for no additional cost.
- 5.5 This Promotion cannot be used in conjunction with any other promotion or offer.

## **6. PROMOTER RIGHTS**

- 6.1 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.
- 6.2 The Promoter's decision is final in every situation including any which are not covered by these terms and conditions and no correspondence will be entered into.
- 6.3 The Promoter reserves the right at its sole discretion to amend these Terms and Conditions in whole or in part at any time.
- 6.4 The Promoter reserves the right to cancel, amend, withdraw, terminate or temporarily suspend this Promotion as a result of infection by computer virus, network failure, traffic congestion, bugs, tampering, unauthorised intervention, fraud, technical failures or any other cause beyond the control of the Promoter which corrupts or affects the administration, security, fairness, integrity or proper conduct of this promotion, with no liability to any entrants or third parties but the Promoter will use all reasonable endeavours to avoid consumer disappointment.

## **7. DATA PROTECTION**

- 7.1 Personal Data of the Promotion Participants will be processed for the purposes of organising and managing the Promotion and communicating with Customers in relation to the Promotion. Personal data provided by Customers 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>).
- 7.2 By providing personal data to the Promoter, Participants are consenting to its use in accordance with the Privacy Policy.
- 7.3 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

## **8. LIMITATION OF LIABILITY**

- 8.1 Insofar as is permitted by law, the Promoter and its agents will not in any circumstances be responsible or liable to compensate entrants for any losses that may be incurred as a result of entering the Promotion and the Promoter does not accept any liability for any loss, damage,

personal injury or death occurring as a result of a winner's acceptance of a prize except where such damage or loss is caused by the negligence of the Promoter or its agents.

- 8.2 In any event 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, 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.

## **9. GOVERNING LAW**

- 9.1 These Terms and Conditions shall be governed by the laws of England and Wales and the courts of England and Wales shall have exclusive jurisdiction in relation to any dispute concerning them.
- 9.2 If any clause or provision of these Terms and Conditions is declared by a court to be illegal, invalid or unenforceable, this declaration shall not affect the validity and enforceability of any other clause or provision within.

## SCHEDULE 1: LIST OF PARTICIPATING STATIONS

Participating Station
Shell Cocket Hat South
Shell Forfar
Shell Propeller
Shell Hove
Shell Huddersfield
Shell Gristhwaite
Shell Jennyfield
Shell Pontefract
Shell Pool Bridge
Shell Little Waitrose Ickenham
Shell Manor Way
Shell Chesterfield North
Shell Chesterfield South
Shell Ockbrook
Shell Uttoxeter
Shell Acocks Green
Shell Little Waitrose Balsall Common
Shell Co-Op Barton Seagrave
Shell Birchley Island
Shell Box Trees
Shell Buckingham
Shell Little Waitrose Ducklington
Shell Budgens Gold Street
Shell Budgens Slough East
Shell Budgens Southam
Shell Budgens Webb Ellis
Shell Chase
Shell Chelsea
Shell Little Waitrose Cheltenham
Shell Chorleywood
Shell Corrida
Shell Cowley
Shell Cross Keys
Shell Crosshands
Shell Croxley Green
Shell Elton Way
Shell Far Cotton
Shell Fiveways
Shell Fulham Cross
Shell Hammersmith
Shell Harborne
Shell Hatton
Shell Henfield
Shell Hillcrest
Shell Little Waitrose Hop Oast
Shell Hunton Bridge
Shell Kings Heath
Shell Kislingbury
Shell Layby
Shell Leamington
Shell Little Waitrose Bridgetown
Shell Little Waitrose Chiswell
Shell Little Waitrose Holywell
Shell Little Waitrose Princes Risborough
Shell Marlborough Road
Shell Mead Way

Shell Milton Keynes South
Shell Moulton
Shell Nailsworth
Shell Northampton
Shell Northfield
Shell Old Brompton
Shell Oldbury
Shell Orbital
Shell Little Waitrose Pilgrims Way
Shell Shirley Triangle
Shell Solihull
Shell Southwark Bridge
Shell Stacey Bushes
Shell Stokenchurch
Shell Stratford-Upon-Avon
Shell Sutton Elms
Shell Towcester
Shell Tyburn
Shell Victoria
Shell Washwood Heath
Shell Wellingborough
Shell Westbourne
Shell Whitmore Park
Shell little Waitrose Windsor
Shell Winnersh
Shell Wokingham
Shell Bassett
Shell Chandlers Ford
Shell Ropley
Shell Little Waitrose Titchfield
Shell Wickham
Shell Budgens Denham
Shell Budgens Yeading
Shell Northolt
Shell Park Royal
Shell Pinner
Shell Little Waitrose Eastleigh
Shell Roundabout
Shell Addington
Shell Allstop
Shell Alverstoke
Shell Amesbury
Shell Annitsford
Shell Aqueduct
Shell Arnos Castle
Shell Bastion
Shell Ashtead
Shell Attleborough
Shell Awsworth
Shell Baguley
Shell Baldock
Shell Balhaldie
Shell Balham
Shell Barking
Shell Barnsdale Bar North
Shell Barnsdale Bar South
Shell Barthomley
Shell Birdham
Shell Beacon
Shell Budgens Emsworth
Shell Beaumont Road

Shell Beckenham
Shell Bemerton
Shell Benfleet
Shell Bere Regis
Shell Betws-Y-Coed
Shell Birch
Shell Little Waitrose Birchwood
Shell Farlington
Shell Birmingham Road
Shell Black Cat
Shell Blackhorse
Shell Blakelands
Shell Blaydon
Shell Bluebell Hill
Shell Bolton
Shell Bourne End
Shell Bowburn
Shell Little Waitrose Bowdon
Shell Bowmac
Shell Braidburn
Shell Bramley
Shell Branting Hill
Shell little Waitrose Brentwood
Shell Britannia
Shell Broken Cross
Shell Bromley
Shell Brundall
Shell Buckden
Shell Buckhurst Hill
Shell little Waitrose Buckland
Shell Budgens Addlestone
Shell Budgens Aston Clinton
Shell Budgens Bellegrave
Shell Budgens Berkhamsted
Shell Budgens Boship
Shell Budgens Broadmead
Shell Budgens Broughton
Shell Budgens Buckskin
Shell Budgens Bullsmoor
Shell Little Waitrose Chelmsford
Shell Co-op Coalville
Shell Fratton
Shell Budgens Dover
Shell Co-Op Eagle
Shell Victory
Shell Budgens Farnborough
Shell Budgens Grimsby
Shell Budgens Horsham
Shell Budgens Martin's Way
Shell Little Waitrose Muswell Hill
Shell Little Waitrose Shoreham Airport
Shell Little Waitrose Thurcaston
Shell Budgens Wallington
Shell Budgens Welwyn Garden
Shell Waterlooville
Shell Burnham
Shell Burnham Road
Shell Bury St Edmunds

Shell Byker
Shell Cambridge
Shell Camdean
Shell Camden Town
Shell Canklow Bridge
Shell Cannock
Shell Little Waitrose Caradon
Shell Carew
Shell Carland Cross
Shell Carlett
Shell Carlisle North
Shell Carlisle Street
Shell Channel Gateway
Shell Chelford
Shell Chesham
Shell Chester
Shell Chigwell
Shell Childwall
Shell Little Waitrose Ching
Shell Clapton
Shell Clearview
Shell Whichers Gate
Shell Collin
Shell Congleton
Shell Cossington
Shell Countess Wear
Shell Crescent
Shell Cress
Shell Cressex
Shell Cribbs Causeway
Shell Cringleford
Shell Croydon
Shell Crystal Palace
Shell Cullompton
Shell Dagenham
Shell Darby's Corner
Shell Darwen
Shell Dean Row
Shell Derby Road
Shell Detling
Shell Diss
Shell Doggetts Lane
Shell Doncaster
Shell Dorchester
Shell Downend
Shell Dreghorn
Shell Durham
Shell Easington East
Shell Easington West
Shell Little Waitrose East Field
Shell Edge Lane
Shell Elm Tree
Shell Elstree Way
Shell Enfield
Shell Epping
Shell Erith
Shell Erskine
Shell Etwelle
Shell Expressway

Shell Fairfield
Shell Fairmile
Shell Fazakerley
Shell Fengate
Shell Fenstanton
Shell Festival
Shell Fleet
Shell little Waitrose Folly Hill
Shell Forest Edge
Shell Forth Road Servs
Shell Fortune
Shell Four Went Ways
Shell Fouroaks
Shell Fradley North
Shell Fradley South
Shell Little Waitrose Fulham
Shell Gatwick North
Shell Gayton
Shell Gibbet
Shell Glen
Shell Gloster
Shell Godmanchester
Shell Godstone
Shell Gosforth
Shell Grand Dale
Shell Green Street
Shell Grove
Shell Guide Bridge
Shell Gypsy Hill
Shell Halfmoon
Shell Ham Hill
Shell Hampton Park
Shell Hapsford MWSA
Shell Harlow
Shell Hawley
Shell Haydock Island
Shell Hayle
Shell Hedingham
Shell Hellaby
Shell Hemel Hempstead
Shell Heyhouses
Shell Highland
Shell Hillbrow
Shell Hillington
Shell Hilton Park
Shell Little Waitrose Hinderton
Shell Hitchin
Shell Hook
Shell Hoole Road
Shell Hornsey Park Road
Shell Horsforth
Shell Hungerford
Shell Huntingdon
Shell Hunts Cross
Shell Hyde
Shell Hythe
Shell Ilminster
Shell Invictus
Shell Ipswich Road



Shell Kennford
Shell Kilburn
Shell Kings Lynn
Shell Kingsburn
Shell Knutsford
Shell Ladymead
Shell Lancaster
Shell Larkshall Road
Shell Leadenhall
Shell Leicester
Shell Leith
Shell Lincoln
Shell Lingfield
Shell Little Waitrose Allestree
Shell Little Waitrose Barton Mills
Shell Little Waitrose Blackdown
Shell Little Waitrose Blendon
Shell Little Waitrose Circle
Shell Little Waitrose Cody
Shell Little Waitrose Derby
Shell Little Waitrose Fakenham
Shell Little Waitrose Fleet Road
Shell Little Waitrose Flitwick
Shell Little Waitrose Fontwell
Shell Little Waitrose Grovebury
Shell Little Waitrose Hickstead
Shell Little Waitrose Hinchley Wood
Shell Little Waitrose Holloway
Shell Little Waitrose Horsley
Shell Little Waitrose Kingston Hill
Shell Little Waitrose Kingstonian
Shell Little Waitrose Liphook North
Shell Little Waitrose Liphook South
Shell Little Waitrose Lizzie Brice
Shell Little Waitrose London Road
Shell Little Waitrose Markham Moor
Shell Little Waitrose Moorcroft
Shell Little Waitrose Newark
Shell Little Waitrose Okehampton
Shell Little Waitrose Saxondale
Shell Little Waitrose St Johns
Shell Little Waitrose Stirling Corner
Shell Little Waitrose Sutton
Shell Little Waitrose Ternhill
Shell Little Waitrose Thorley
Shell Little Waitrose Wheatsheaf
Shell Little Waitrose Whyteleafe
Shell Little Waitrose Woodbridge
Shell Livingston
Shell Lonsdale
Shell Loudwater
Shell Loughborough
Shell Luton Airport
Shell Lychgate
Shell Lymington
Shell Macknade
Shell Maghull
Shell Magna
Shell Little Waitrose Maidenhead

Shell Marston Mortaine
Shell Maybury
Shell Meadows
Shell Co-Op Medway
Shell Mersey View
Shell Middlewich Svcs
Shell Mill Hill
Shell Mold
Shell Moorside
Shell Mottingham
Shell Narborough Road
Shell Neasden
Shell Needham Market
Shell New York Road
Shell Newbury
Shell Newmarket
Shell Newnham
Shell Newport
Shell Newtonloan
Shell Norcot
Shell Northfleet
Shell Ashford Manor
Shell Northop
Shell Northop Hall
Shell Oak Lane
Shell Oaklands Park
Shell Old Coulsdon
Shell Old Ford
Shell Old Inns
Shell Old Street
Shell Old Woking
Shell Ollerton
Shell Orme View
Shell Orwell
Shell Ossett
Shell Oswestry
Shell Ottershaw
Shell Oxford House
Shell Oxted
Shell Palmers Green
Shell Beaconsfield
Shell Penhale
Shell Penrith
Shell Cobham
Shell Peterborough
Shell Little Waitrose Phoenix
Shell Picket Post
Shell Pied Piper
Shell Pine
Shell Gillette Corner
Shell Playing Place
Shell Plough Lane
Shell Little Waitrose Portway
Shell Preston Park
Shell Princess Parkway
Shell Priors
Shell Ranelagh
Shell Rayleigh
Shell Redbourn

Shell Redheugh Bridge
Shell Redmoss
Shell Regent
Shell Retford
Shell Little Waitrose Richmond
Shell Ripple Road
Shell Rise Park
Shell Rising Bridge
Shell Rochester
Shell Romney Marsh
Shell Co-op Rooley Lane
Shell Heathrow
Shell Royal Oak
Shell Roydsbeck
Shell Sale
Shell Saltaire
Shell Salterhebble
Shell Sanderstead
Shell Sandiway
Shell Sandling Road
Shell Savoy
Shell Little Waitrose Sawbridgeworth
Shell Sedgemoor South
Shell Sextons
Shell Shaw Cross
Shell Shaws
Shell Sherwood Rise
Shell Shirley
Shell Shooters Hill
Shell Sidcup
Shell Singleton Crossroads
Shell Sittingbourne
Shell Skelmersdale
Shell Sketty
Shell Smallford
Shell Smithdown Road
Shell Somerford
Shell Staines
Shell South Norwood
Shell South Weald
Shell Southwark Park
Shell Sovereign
Shell St Andrews Cross
Shell St Georges
Shell St Helier
Shell St Ives
Shell St Ninians
Shell West Drayton
Shell Stanground
Shell Staxton
Shell Stirchley Services
Shell Stock Road
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Shell Sutton Scotney North
Shell Sutton Scotney South

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Shell Stopsley
Shell Yiewsley
Shell Sutton Maddock
Shell Sutton Scotney North
Shell Sutton Scotney South
Shell Swansea Bay
Shell Swaythling

Shell Talke
Shell Tamarisk
Shell Taunton Deane South
Shell Taunton Deane North
Shell Thornaby Wood
Shell Thrapston
Shell Three Ways
Shell Thrussington
Shell Timperley
Shell Co-Op Tiptree
Shell little Waitrose Tollerton
Shell Little Waitrose John Abbott
Shell Tong Road
Shell Tonypandy
Shell Topcliffe
Shell Little Waitrose Tothill
Shell Trafalgar
Shell Triton
Shell Co-op Trocadero
Shell Trumpington
Shell Tytherington
Shell Ulverston
Shell Upminster
Shell Upper Street
Shell Upton
Shell Urmston
Shell Ace Of Spades
Shell Waitrose Abergavenny
Shell Waitrose Battersea
Shell Waitrose Bayswater
Shell Waitrose Bracknell
Shell Waitrose Broxbourne
Shell Waitrose Burgh Heath
Shell Waitrose Burnt Common
Shell Waitrose Cheltenham
Shell Waitrose Ealing
Shell Waitrose Hazlemere
Shell Waitrose Headington
Shell Waitrose Horley
Shell Waitrose Lincoln
Shell Waitrose Petts Wood
Shell Waitrose Portishead
Shell Waitrose Roehampton
Shell Waitrose Rushden
Shell Waitrose Salisbury
Shell Waitrose Sheffield
Shell Waitrose South Harrow
Shell Waitrose Southend-on-Sea
Shell Waitrose Stoughton
Shell Waitrose Swaffham
Shell Waitrose Tubs Hill
Shell Waitrose Wymondham
Shell Co-op Waterloo
Shell Hospital Bridge
Shell Wellington
Shell West Bromwich
Shell Pepys Corner
Shell Westermains
Shell Western Road ( Palestine Grove )
Shell Westwood
Shell Wetherby

Shell Weybridge
Shell South Merton
Shell Whitechapel
Shell Whitehouse
Shell Whitemare Pool
Shell Wilbury
Shell Willenhall Road
Shell Willesden
Shell Winnall
Shell Wirral Way
Shell Wisbech
Shell Wolverhampton
Shell Woodford
Shell Woodland Road
Shell Worksop
Shell Wrexham
Shell Yarm
Shell Sunbury