

DELIVEROO PROMOTION RULES - 25% off up to £5 for Eligible Customers

These are the terms and conditions (“Rules”) that apply to the Deliveroo 25% off 3 orders (max discount £5 per order) when you spend £15 on items (excluding fees) at restaurants offer open to selected eligible customers (the “Offer”). By entering the Offer, each entrant agrees to these Rules and confirms they have read and understood the Deliveroo Privacy Notice at <https://deliveroo.co.uk/privacy>.

1. **Promoter:** Roofoods Limited (trading as Deliveroo), a company incorporated and registered in England and Wales with registered company number 08167130 and registered office address at River Building, Level 1 Cannon Bridge House, 1 Cousin Lane, London EC4R 3TE (“Deliveroo”).
2. **Availability of the Offer:** This Offer is available to selected eligible customers only and will be made available to such customers when it is displayed in their Deliveroo account or communicated directly to them by Deliveroo. The Offer will remain available to an eligible customer for the duration of their Redemption Window (as defined below), unless withdrawn earlier in accordance with these Rules.
3. **Eligibility:**
 - a. Entrants must be a legal resident of England, Scotland or Wales and at least 18 years old at the time of participation. Residents of Northern Ireland and the Republic of Ireland are excluded.
 - b. Entrants must be an Existing Customer. An “Existing Customer” means a customer who has previously placed at least one order on Deliveroo.
 - c. This Offer is available to selected Existing Customers only and is non-transferable. Eligibility is determined by Deliveroo in its sole discretion. Customers who have not been selected will not be able to redeem the Offer, even if they obtain or have access to the code.
 - d. Internet access and a valid Deliveroo account are required.
 - e. Deliveroo reserves the right at any time to require proof of eligibility in such form as Deliveroo reasonably considers necessary.
4. **Offer Redemption:** To redeem the Offer, eligible entrants must, during their Redemption Window:
 - a. The entrant must log into their Deliveroo account on www.deliveroo.co.uk (“Deliveroo Website”) or the Deliveroo App.
 - b. The entrant must place a Qualifying Order. A “Qualifying Order” means a paid-for and delivered restaurant order on Deliveroo valued at a minimum value of £15 (exclusive of any applicable delivery, service charges and small order fees) placed with one of the participating partners on the Deliveroo app or website during the Redemption Window.
 - c. The entrant must then enter the Deliveroo credit code ‘CLAIM25NOW’ into the voucher and credit tab on the Deliveroo App [or Deliveroo Website], or at the checkout stage of their basket when they place a qualifying order. Upon redemption, the promotional code may be applied to a maximum of three (3) separate transactions and shall not be valid thereafter.
 - d. Eligible entrants will have fourteen (14) days from the date they become eligible for the Offer, as determined and communicated by Deliveroo, to redeem and use the Offer (the

“Redemption Window”). The Offer will expire automatically at the end of the applicable Redemption Window.

- e. The Offer will only apply where the entrant is eligible and has been selected to receive the Offer. If an entrant is not eligible, the code will not apply at checkout and no discount will be provided.

5. **Offer conditions:** The following conditions apply to the Offer:

- a. The Offer is non-transferable, non-refundable, non-exchangeable and no cash alternative is available. However, if Deliveroo considers it appropriate, or if it becomes necessary for reasons beyond Deliveroo’s control, the Offer may be varied or swapped for a suitable alternative in Deliveroo’s discretion.
- b. The Offer is subject to Deliveroo Voucher and Account Credit Terms. The entrant should ensure they are aware of any applicable expiry dates.
- c. Certain items, including age restricted items and baby formula, are excluded from the Offer and will not count towards the minimum order value.
- d. The minimum order value to redeem an Offer is £15 on items, excluding any restricted products and fees (delivery, service, and small order fee), tips or donations.
- e. The Offer is provided by partners and may be withdrawn at any time.
- f. This Offer code cannot be combined with other offer codes unless notified.

6. **Liability:** Deliveroo will not be liable for: (i) any loss that is not caused by Deliveroo (or any person acting on Deliveroo’s behalf); (ii) any loss caused by any event or circumstance beyond Deliveroo’s reasonable control; (iii) any loss of profits or revenue, loss of anticipated savings or loss of goodwill; or (iv) any unavailability of the Deliveroo website or app. However, nothing in these Rules limits or excludes any person’s liability for death or personal injury caused by negligence, for fraud or for any matter for which it would be illegal to limit or exclude liability. In particular, consumers have legal rights in relation to products that are faulty or not as described and services which are not performed with reasonable care and skill and these legal rights are in addition to and are not affected in any way by anything contained in these Rules. Further advice about consumer rights is available from any local Citizens’ Advice Bureau (<https://www.citizensadvice.org.uk/>) or local Trading Standards office (<https://www.gov.uk/find-local-trading-standards-office>).

7. **Cancellation and variation:** Deliveroo reserves the right to vary, suspend or cancel the Offer and/or these Rules if it considers it necessary or appropriate to do so, including but not limited to if:

- a. there is any actual or anticipated breach of applicable law;
- b. fraud, abuse, and/or an error (either human or machine) affects or could affect the proper operation of this promotion or the awarding of prizes or offers, or;
- c. variation, suspension or cancellation is necessary due to an event outside Deliveroo’s reasonable control.

8. **Law and jurisdiction:** The Offer and these Rules are governed by English law, and any disputes arising in connection with them shall be subject to the exclusive jurisdiction of the courts of England and Wales, except that residents of Scotland may also bring proceedings in the Scottish courts.

9. **Personal data:** Entrants acknowledge that any personal data of entrants will be processed in particular for the purposes of administering this Offer and in accordance with the Deliveroo Privacy Policy at <https://deliveroo.co.uk/privacy>.

10. **Contact:** Enquiries about this Offer can be sent to Deliveroo at: customersupport@deliveroo.co.uk