

The Friday Flex: 20% off selected grocery items at Selected Deliveroo HOP Waitrose Stores for Eligible Customers - Terms and Conditions

Live from 4th September 2026, every Friday

DELIVEROO HOP PROMOTION RULES

These are the terms and conditions ("Rules") that apply to the Deliveroo HOP The Friday Flex 20% selected grocery items promotion across all 7 UK Deliveroo HOP Waitrose sites for Eligible Customers (the "Promotion" or "Friday Flex"). By redeeming the Promotion, 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:** Rooffoods Limited (trading as Deliveroo), a company incorporated and registered in England and Wales with registered company number 08167130 and registered office address at The River Building, Level 1 Cannon Bridge House, 1 Cousin Lane, London EC4R 3TE ("Deliveroo").
2. **Entry period:** The Promotion begins at 00:01 am (UK time) and closes at 11:59 pm (UK time) every Friday starting from the 4th September 2026, ("Entry Period"), for so long as Deliveroo continues to merchandise the offer in-app. The Promotion will cease running each Friday when no longer merchandised. Deliveroo will update these Rules should the Promotion end earlier than 11:59 PM each Friday or be withdrawn.
3. **Eligibility. Only customers who meet the following criteria are eligible for the Promotion:**
 - a. Entrants must be a legal resident of England, and at least 18 years old at the time of entry.
 - b. The delivery address of participants must be within an eligible area for delivery as indicated in the app.
 - c. Internet access is required to enter the Promotion.
 - d. Entrants must be an "Eligible Customer". "**Eligible Customer**" means selected new and existing Deliveroo HOP customers for whom the Promotion has been merchandised in app or on the website, i.e. customers who are able to see the Promotion on Deliveroo HOP stores. The Promotion will not be visible through merchandising for customers that are not eligible for the Promotion.
4. **Promotion conditions:** The following conditions apply to the Offer:
 - a. The Promotion 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 Promotion may be varied or swapped for a suitable alternative in Deliveroo's discretion.
 - b. The Promotion is only available at Deliveroo HOP Waitrose stores as listed in Appendix 1 below (the "**Participating Partners**"). Availability of Participating Partners varies by customer. Availability of Participating Partners will be indicated to you under The Friday Flex merchandise in app, in-menu and on the website.
 - c. The Promotion will not apply to restricted items including but not limited to age restricted items and 0-6 months baby formula, vape and tobacco products and alcohol.

- d. The Promotion can only be redeemed from the Participating Partners on any selected items from The Friday Flex curated range, as listed in Appendix 2 below (the “**Eligible Items**”), each with the discount of 20% off indicated by a 20% off strikethrough.
 - e. Items added to the basket outside of the Eligible Items are charged at their full listed price and do not qualify for any discount under this Promotion.
 - f. The Friday Flex Promotion may be combined with other credits or vouchers as indicated in app, in the Participating Partner menu/s or on the website.
 - g. The Promotion may be withdrawn at any time.
5. **Promotion redemption:** To redeem the Promotion, Eligible Customers must complete the following steps during the Entry Period:
- a. Log into their Deliveroo account on www.deliveroo.co.uk or the Deliveroo App and place a Qualifying Order.
 - b. A “**Qualifying Order**” means a paid-for and delivered Deliveroo HOP Waitrose order placed with one of the Participating Partners on Eligible Items each marked with the 20% off price strikethrough during the Entry Period. Delivery, service fees and small order fees may apply and the discount applies to the Eligible Items in the basket only.
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 Promotion 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. **Severance and waiver:** If any part of these Rules is or becomes invalid, illegal or unenforceable, the validity, legality and enforceability of the rest of these Rules will not be affected. Deliveroo’s failure to enforce any term of these Rules will not constitute a waiver of that provision.
9. **Disputes:** Subject to Rule 10, if there is a dispute about the Promotion or these Rules, Deliveroo’s decisions are final. If there is a dispute between these Rules and any other document referred to in these Rules, these Rules take precedence to the extent necessary to resolve the conflict.

10. **Law and jurisdiction:** The Promotion 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.
11. **Personal data:** Entrants acknowledge that any personal data of entrants will be processed in particular for the purposes of administering this Promotion and in accordance with the Deliveroo Privacy Policy at <https://deliveroo.co.uk/privacy>.
12. **Contact:** Enquiries about this Promotion can be sent to Deliveroo at: customersupport@deliveroo.co.uk

Appendix 1 - List of Participating Partners

Site Name	Address
Deliveroo HOP with Waitrose - Acton Park	Unit 20 Acton Park Estate, The Vale, Acton, London, W37QE
Deliveroo HOP with Waitrose - Bermondsey	Arches 89/90 Enid Street, London, SE163RA

Deliveroo HOP with Waitrose - Clifton Road	29 Clifton Road, Cambridge, Cambridge, CB17EB
Deliveroo HOP with Waitrose - Kentish Town	Units 9-11 Kentish Town Industrial Estate Regis Road, Kentish Town, London, NW53EW
Deliveroo HOP with Waitrose - N Western Street	86 Temperance St, Manchester, M12 6DY
Deliveroo HOP with Waitrose - St Josephs	Unit 12 St Joseph's Business Park, Brighton, BN37ES
Deliveroo HOP with Waitrose - Yorkton Street	Units 5-7 Yorkton Street, Hoxton, London, E28NH

Appendix 2 - List of featured products

Product
Itsu Korean BBQ Beef Gyoza 12 Dumplings 240g
Pizza Express Original Dough Balls 200g
Waitrose Italian Summer Salad Kit
Sharwood's Plain Poppadoms 8 per pack
Itsu Frozen Vegetable Fusion Gyoza 20 per pack
Itsu Korean Style Crispy Chicken 340g
Charlie Bigham's Cottage Pie 325g
Charlie Bigham's Lasagne Ready Meal 690g
Charlie Bigham's Fish Pie for One 340g
Charlie Bigham's Chicken Tikka Masala & Pilau Rice Ready Meal 805g
Waitrose No.1 Mushroom & Truffle Sourdough Pizza 438g
Gressingham Half Aromatic Duck 540g
Pizza Express Classic American Pizza 250g
Pizza Express Classic Margherita Pizza 245g
Waitrose No.1 Vegetable Antipasti Arancini with Basil Pesto 230g
Waitrose Chicken & Parmesan Fettuccine 400g
Frozen Potato Rosti
McCain Crispy Frozen French Fries 900g
Waitrose No.1 Triple Cooked Chips 400g
Waitrose No.1 Green Vegetable Medley 225g
Waitrose No.1 Sicilian Lemon Tarts 2x75g
Waitrose 12 Chocolate Profiteroles Dessert 230g
Waitrose Flame-Baked Plain Naan Breads 260g
Waitrose No.1 Melt in Middle Chocolate Puddings
Waitrose No.1 Hand-Stretched Roasted Garlic & Buffalo Mozzarella Flatbread 230g

Waitrose Frozen Cauliflower Cheese 500g
Waitrose No.1 Spinach and Ricotta Lasagne
Waitrose No.1 2 Prawn Cocktails 170g
Waitrose No.1 Bubbly Beer Battered Haddock 365g