

Toblerone – Travel with Toblerone

These Terms and Conditions prevail in the event of any conflict or inconsistency with any other communications, including advertising or promotional materials for the 'Travel with Toblerone' Promotion. Participants of the promotion will be deemed to have accepted and be bound by these Terms and Conditions. Please retain a copy for your information.

Promoter: Mondelez World Travel Retail LLC with registered office at Lindbergh-Allee 1, Glattpark 8152, SWITZERLAND and VAT number CHE-412.178.599

Administrator: TLC Worldwide UK Ltd, 54 Baker Street, London, W1U 7BU

1. Eligibility:

- a. This promotion is open to customers aged 18 or over, excluding employees and the immediate families of the Promoter, its subsidiaries, other group companies, its agents, or anyone else professionally connected with this promotion.
- b. Current valid email address required. Internet access required.
- c. Must retain valid receipt/proof of purchase showing date of qualifying products purchased during the Purchase Period and that date must be prior to date of reward claim.

2. Duration of promotion:

- a. **Purchase Period:** The period for purchase opens 00:01 Sunday 2nd December 2024 and ends at 23:59 Friday 31st January 2025. Any products purchased after this date will not be valid for entry to this promotion.
- b. **Claim Period:** Reward claims must be made between 0:01 Sunday 1st December 2024 and 23:59 Saturday 15th February 2025. All reward claims received after the closing date of the Promotional Period will not be accepted. All rewards must be redeemed on www.travelcredits.com by the Thursday 15th of February 2026.

3. Qualifying Toblerone products: All qualifying products are subject to availability and while stocks last.

- Toblerone Milk Bar 360g
- Toblerone Gingery Orange Bar 360g
- Toblerone Milk UK Bar 360g
- Toblerone Fruit & Nut Bar 360g
- Toblerone Crunchy Almonds Bar 360g
- Toblerone Dark Bar 360g
- Toblerone White Bar 360g
- Toblerone Bundle Milk 4×100g
- Toblerone Bundle Classic Collection 4×100g
- Toblerone Bundle Flavors Collection 4×100g
- Toblerone Pralines Box 380g
- Toblerone Tiny Milk Bag 256g
- Toblerone Tiny White Bag 256g
- Toblerone Tiny Dark Bag 256g
- Toblerone Tiny Milk Bag 504g
- Toblerone Tiny Crunchy Almonds Bag 256g
- Toblerone Tiny Mix Bag 256g
- Toblerone Tiny Crunchy Almonds Mix Bag 256g
- Toblerone Tiny Mix Bag 504g
- Toblerone Tiny Milk UK Bag 504g

- Toblerone Tiny Milk Qatar Bag 504g
- Toblerone Tiny Milk Spain Bag 504g
- Toblerone Tiny Milk Dubai Bag 504g
- Toblerone Milk Messages Bar 360g
- Toblerone Milk Jumbo Bar 4.5kg
- Toblerone Golden Caramel Bar 360g

Promotional products eligible for entry into this promotion will be clearly visible on point of sale in select Duty Free Main stores:

London Heathrow Airport

- DUTY FREE LHR T5 MAIN STORE
- DUTY FREE LHR T3 MAIN STORE

London Stansted Airport

- DUTY FREE MAIN STORE

London Gatwick Airport

- DUTY FREE SOUTH MAIN STORE

London Luton Airport

- DUTY FREE LTN1

Subject to availability and while stocks last.

To enter the promotion, Customers can purchase any 2 promotional products. The products purchased do not have to all be the same. The 2 promotional products must be purchased in one transaction and cannot be split across multiple transactions.

Only one claim per receipt / proof of purchase will be accepted. If (for example) a customer purchases 8 x qualifying products in one transaction, only one valid claim can be made.

4. The Reward:

- The reward (hereinafter, the 'Reward' or 'Reward codes') in this promotion will consist of one (1) Reward code of £50 balance redeemable for hotel discounts through the Travel Credits platform on the website <https://en-gb.travelcredits.com/>.
- The user will be able to redeem their £50 balance by deducting up to a maximum of a 20% discount of the total value of the booking. There's no minimum discount.
- If the user does not use all the available credit in a single booking, the balance may be used up in discounts on future bookings.
- The codes cannot be accumulated.
- Not all bookings are cancellable and those that are refundable must be cancelled at least 72 hours before the booking date.
- The full terms and conditions of the Travel Credits platform are available via the following link: <https://en-gb.travelcredits.com/terms-and-conditions/>.

5. How to participate:

- a. A customer must purchase 2 promotional products in a participating store displaying promotional point of sale in one transaction and provide the below information at www.travelwithtoblerone.com before 23:59 15th February 2025:
 - Customer's full name
 - Current valid email address
 - Age
 - Nationality
 - Reason for purchase
 - Regular purchase in Duty Free
 - Upload a clear image or scan of their valid purchase receipt/proof of purchase. Note: the date of purchase, promotional product descriptions/names and receipt transaction ID must be clearly visible and identifiable.
- b. Once submitted, an email will be sent to the customer via the email address provided on entry within 15 working days informing them whether their claim has been accepted or rejected. In some instances where a receipt is illegible and requires manual review, it may take up to 15 working days for the customer to receive a notification email.
- c. If a claim is accepted, the customer will receive an email containing their reward code and details on how to claim their reward.
- d. Each purchase receipt/proof of purchase can only be used once. Any attempts to upload the same purchase receipt/proof of purchase multiple times may result in disqualification and all such claims will be declared void.

How to redeem your reward:

When your registration has been approved, follow the steps below to redeem your reward on **Travel Credits** and enjoy £50 Hotel credit, giving you access to up to 20% discount on your next hotel stay:

1. Access the Travel Credits platform through <https://en-gb.travelcredits.com/>
2. Enter the username and the access pin received.
3. Select the destination, number of people and details of the trip.
4. Browse hotels available. The final price of the reservation will appear on the screen with the discount applied. The result page will allow you to filter by refundable bookings, room type or by zones.
5. Select the hotel, the type of stay, extras and the room.
6. Make the corresponding payment for the booking.

Once payment has been made, the participant will receive an email confirmation of their booking. They will also be able to consult and manage their booking through their personal profile.

Only those bookings that appear on the website as refundable can be cancelled if requested at least three (3) working days prior to the booking date.

In cases where the participant does not use all of their credit on a booking, they may re-access the platform by entering their Username and access pin to use the remaining balance.

For any management or query about their booking, the user must access their profile by re-entering their username and access pin.

Participants can use their username and access pin to access the Travel Credits platform as many times as they wish to consult the available hotels during the entire redemption period. The username, access pin and balance will only be cancelled when the participant has redeemed all the balance associated with their reward code, or on 15/02/2026, whichever comes first.

6. The consumer may participate as many times as he/she wishes by complying with the promotional mechanics described in section 5 of these terms and conditions.
7. Each purchase receipt may only be used once only, regardless of the number of products purchased in one single transaction.
8. The return of the product in this promotion implies the loss of the right to participate in the promotion to obtain the reward. If the return is made after the participant has obtained the reward, the Promoter reserves the right to claim the amount of the reward obtained from the participant, without prejudice to any legal action that may be taken.
9. Internet access required.
10. No cash or other alternative reward will be provided in whole or in part, except that in the event of circumstances outside of its control, the Promoter reserves the right to substitute similar rewards of equal or greater value. The rewards have no monetary value, are non-transferable, cannot be resold, auctioned or exchanged.
11. Unused rewards cannot be refunded, exchanged or returned.
12. Any tax liability arising from receipt of a reward will be the responsibility of the customer.
13. Any additional costs which may be incurred in this promotion in the context of participation, such as internet costs and other additional services that go beyond those described services for the reward fulfilment are not included in the reward shall be the sole responsibility of the customer and must be paid by customers separately.
14. Only complete registrations will be accepted. The Promoter accepts no responsibility for any entries or claims that are lost, incomplete, illegible, invalid, misdirected or corrupted, or which fail to reach it in the timeframe provided in the email from the Promoter for any reason. Proof of sending will not be accepted as proof of delivery. The Promoter takes no responsibility for entries or claims delayed, incomplete or lost due to technical reasons or otherwise.
15. It is the responsibility of the customer to provide correct, up-to-date details when participating in the promotion. The Promoter will not be held responsible for customers failing to supply accurate information which affects delivery of their reward.
16. The Promoter reserves the right to verify the eligibility of participants including asking for ID (e.g., passport, driving licence or equivalent). The Promoter may require such information as it considers reasonably necessary for this purpose and a reward may be withheld where there are reasonable grounds to believe there has been a breach of these Terms and Conditions, the spirit of the promotion, any instructions forming part of this promotion's participation requirements and unless and until the Promoter is satisfied with the verification.

17. The promotion will not be open to any individual, and their entry will be deemed invalid, if:
 - a. The individual has not claimed your reward by completing all requested entry fields on the promotional website correctly, within the timeframe provided.
 - b. The individual has failed in any way to otherwise comply with these Terms and Conditions as determined by the Promoter in its sole discretion.

18. All entries or claims must be made by the customer themselves. Entries or claims (bulk or otherwise) made from trade, consumer groups, syndicates or third parties will not be accepted. Entries or claims by macros or other automated means (including systems which can be programmed to enter), and entries or claims which do not satisfy the requirements of these Terms and Conditions in full will be disqualified and will not be counted. If it becomes apparent that a claimant is using a computer(s) to circumvent this condition by, for example, the use of 'script', 'brute force', masking their identity by manipulating IP addresses, using identities other than their own or any other automated means in order to increase that participant's entries into the promotion in a way that is not consistent with the spirit of the promotion, that participant's entries or claims will be disqualified and any reward(s) received will be void. The Promoter and Administrator reserve the right to investigate and undertake all such action, as is reasonable, to protect itself against fraudulent or invalid or claims including, without limitation, to require participants to provide further verification. In addition, the Promoter and the Administrator reserve the right to reject those entries or claims which it considers, in its absolute discretion, are fraudulent or invalid.

19. This promotion shall be administered by TLC Worldwide UK Ltd (TLC). If for any reason any individual encounters a problem with this promotion, please visit the [contact us form](#).

20. Any individual taking advantage of this promotion do so on complete acceptance of these Terms and Conditions.

21. Insofar as permitted by law, neither the Promoter, the Administrator, their agents or distributors will in any circumstances be responsible or liable to compensate or accept any liability for personal loss, damage or injury suffered by any participant participating in the promotion or as a result of accepting or using any reward. Your statutory rights are unaffected. Nothing shall exclude the Promoter's liability for death or personal injury as a result of its negligence or generally for intent as well as for gross negligence.

22. In the event of circumstances outside the reasonable control of the Promoter, or otherwise where fraud, abuse, and/or an error (human or computer) affects or could affect the proper operation of this Promotion, and only where circumstances make this unavoidable, the Promoter reserves the right to cancel or amend the Promotion or these Terms and Conditions, at any stage, but will always endeavour to minimise the effect to participants to avoid undue disappointment. If an act, omission, event or circumstance occurs which is beyond the reasonable control of the Promoter and which prevents the Promoter from complying with these Terms and Conditions, the Promoter will not be liable for any failure to perform or delay in performing its obligation but will always endeavour to minimise the effect to participants in order to avoid undue disappointment.

23. The Promoter has no control over internet or communication networks and is not liable for any problems associated with them due to traffic congestion, technical malfunction or otherwise. The Promoter will not be held liable to any individual for

any fraud committed by any third party nor for any event beyond its control including, but not limited to, user error and any network, computer, hardware or software failures of any kind which may restrict, delay or prevent participation in the Promotion.

24. If any of these clauses should be determined to be illegal, invalid or otherwise unenforceable then it shall be severed and deleted from these Terms and Conditions and the remaining clauses shall survive and remain in full force and effect.
25. These Terms and Conditions and any disputes arising therefrom, shall be subject to English law and the exclusive jurisdiction of the English Courts.
26. "The Administrator" is responsible for fulfilling the rewards. Any data captured in the fulfilment of the Promotion by TLC will only be used for validation of entries and for the delivery of rewards, unless we have your consent. Your personal details will at all times be kept confidential. Data will be stored for 3 months from the Promotion end date, after which the data will be deleted. Your personal details will at all times be kept confidential and in accordance with current Data Protection legislation. Click [here](#) for the Administrator's Privacy Policy. You can request access to your personal data, or have any inaccuracies rectified, by sending an email to [lets.talk@tlcmarketing.com]. By participating in the promotion, you agree to the use of your personal data as described here.
27. The Promoter's decision regarding any aspect of the promotion is final and binding.