

Terms and Conditions for the Melitta Madrid Trip Promotion

1. Promoter

1.1. The promoter is Melitta Professional Coffee Solutions Australia Pty Ltd of 20/77-79 Bourke Road, Alexandria NSW, 2015. ABN 18 002 133 726 (the "Promoter").

1.2. The promotion is conducted in participating venues that are part of the Coffee & Co program and operate in the following industries: clubs, pubs, hotels, restaurants, cafés and bakeries (each a "Participating Venue"). Petrol stations and other excluded industries are not eligible to participate.

2. Promotion Period

2.1. Entries open at 00:01 AEST on 15 May 2026 and close at 23:59 AEST on 15 January 2027 ("Promotion Period").

2.2. Entries received outside the Promotion Period will not be accepted.

3. Eligibility

3.1. Entry is open to Australian residents aged 18 years or over.

3.2. Employees of the Promoter and their immediate families, and employees of Participating Venues involved in the conduct of the promotion and their immediate families, are not eligible to enter.

3.3. The Promoter may require entrants and the winner to provide proof of identity, age and residency as a condition of claiming the prize.

4. How to Enter

4.1. During the Promotion Period, individuals can enter by:

- purchasing a qualifying coffee or beverage product from a Participating Venue; and
- presenting their loyalty card at the time of purchase to receive a stamp or mark; and
- once the loyalty card is fully completed as specified (3 stamps), filling in their requested personal details on the card (name, email and phone number); and
- handing the completed loyalty card to the Participating Venue for collection.

4.2. Each fully completed loyalty card constitutes one (1) entry into the prize draw ("Entry").

4.3. Incomplete or illegible loyalty cards, or cards that do not comply with these Terms and Conditions, may be deemed invalid at the Promoter's absolute discretion.

4.4. There is no limit of entries per person, provided that each entry is submitted via a separate fully completed loyalty card.

5. Participating Venues

5.1. Participating Venues must:

- be accepted into and remain part of the Coffee & Co program throughout the Promotion Period; and
- operate as a club, pub, hotel, restaurant, café or bakery (other industries such as petrol stations are excluded); and
- agree to comply with these Terms and Conditions and any additional written instructions or guidelines provided by the Promoter regarding the conduct of the promotion.

5.2. The Promoter will provide Participating Venues with promotional materials such as posters, loyalty cards and other point of sale materials it considers necessary ("Promotional Materials"). Promotional Materials may contain trade marks, logos and other branding of Melitta and third parties (including Real Madrid Club de Fútbol and/or its related entities and partners).

5.3. Participating Venues must:

- display the Promotional Materials in a prominent position within their venue for the duration of the Promotion Period (or as otherwise instructed by the Promoter);
- only use the Promotional Materials, and any Melitta or Real Madrid trade marks, logos or branding contained in them, in connection with this promotion and strictly in accordance with the Promoter's instructions and any applicable brand guidelines notified by the Promoter;
- not alter, deface, obscure, reproduce, digitise, adapt or create new materials that incorporate Melitta or Real Madrid trade marks, logos or branding without the Promoter's prior written consent;
- not use any Melitta or Real Madrid trade marks, logos or branding in any online or offline advertising, social media, press releases or other materials beyond the Promotional Materials, unless expressly authorised in writing by the Promoter; and
- cease using and promptly remove all Promotional Materials and any use of Melitta or Real Madrid branding upon the end of the Promotion Period or upon request by the Promoter.

5.4 All rights, title and interest in and to the Promotional Materials (including all intellectual property rights in the Melitta and Real Madrid branding) remain the property of the Promoter or the relevant third party rights holder. Participating Venues obtain no rights in such intellectual property other than the limited, revocable permission to display the Promotional Materials for the purposes of this promotion in accordance with these Terms and Conditions.

5.5. Participating Venues are responsible for:

- distributing loyalty cards to customers while stocks last;
- ensuring that completed loyalty cards are collected, stored securely and are not lost, destroyed or accessed by unauthorised persons; and
- not using the personal information collected on loyalty cards for their own independent marketing purposes, unless they have obtained a separate and valid consent from the customer that complies with applicable privacy laws.

5.6. Participating Venues must handle any personal information collected for the promotion:

- in accordance with the Promoter's Privacy Policy, available at <https://www.melitta-professional.com/au/en/meta-menu/datenschutz>, to the extent applicable; and
- in compliance with all applicable privacy and data protection laws in Australia, including the Australian Privacy Principles.

5.7. Without limiting clauses 5.5 and 5.6, Participating Venues must take reasonable steps to:

- keep personal information on loyalty cards secure from misuse, interference, loss, unauthorised access, modification or disclosure; and
- ensure that only authorised staff involved in the promotion can access completed loyalty cards.

5.8. From 16 January 2027 (or such later date as notified in writing by the Promoter), the Promoter will arrange for completed loyalty cards to be collected from Participating Venues either:

- by a representative of the Promoter or its appointed agent; or
- by pre paid postage or courier using packaging and instructions provided by the Promoter.

5.9. Participating Venues must:

- follow the Promoter's instructions regarding bundling, labelling and returning completed loyalty cards;
- ensure that all completed loyalty cards collected during the Promotion Period are made available for collection or dispatched by the date specified by the Promoter; and
- not retain copies (including photos or scans) of completed loyalty cards, except to the extent strictly required for lawful record keeping purposes and in accordance with applicable privacy laws.

5.10. The Promoter is not responsible for any completed loyalty cards that are lost, delayed, damaged or misdirected in transit if venues fail to use the method and timelines specified by the Promoter.

5.11. Each Participating Venue warrants that it will:

- conduct its participation in the promotion in accordance with these Terms and Conditions and all applicable laws, regulations, codes and industry standards (including any applicable liquor, gambling, health and safety, consumer, privacy and data protection laws); and
- obtain and maintain any licences, permits or approvals required for its operations and for hosting the promotion in its venue (if applicable).

5.12. To the extent permitted by law, each Participating Venue indemnifies and holds harmless the Promoter and its related entities (and their officers, employees and agents) from and against any loss, liability, claim, damage, cost or expense (including reasonable legal costs) arising out of or in connection with:

- any breach by the Participating Venue of these Terms and Conditions or of any applicable law;
- any negligent or wrongful act or omission of the Participating Venue or its personnel in connection with the promotion; or
- any unauthorised use of Melitta's branding, trade marks or materials by the Participating Venue.

5.13. Nothing in clause 5.11 limits or excludes any liability of the Promoter that cannot be limited or excluded under the Australian Consumer Law or other applicable laws.

6. Prize

6.1. There is one (1) major prize to be won.

6.2. The prize is a trip for two (2) people to Madrid, Spain, including:

- return economy class flights from an Australian city to Madrid, Spain;

Terms and Conditions for the Melitta Madrid Trip Promotion

- five (5) nights' twin share accommodation in Madrid at a hotel determined by the Promoter;
- two (2) general admission tickets to a Real Madrid home match in May 2027 (specific fixture to be confirmed once the 2026/2027 season schedule is released, expected August 2026);
- two (2) tickets for the Real Madrid museum and stadium tour;
- a daily allowance of AUD \$150 per person per day for meals and local transport in Madrid, for a total of six (6) days; and
- return transfers between Madrid airport and the hotel.

6.3. The maximum total prize value is up to AUD \$10,000 (inclusive of GST, where applicable). The actual value may vary depending on the departure city, travel dates and exchange rates at the time of booking. Any difference between the stated and actual value will not be awarded as cash or otherwise.

6.4. The following are expressly not included in the prize and are the responsibility of the winner and their companion:

- travel insurance (including medical and cancellation insurance);
- passports, visas and any other travel documentation;
- vaccinations and any medical costs;
- expenses for travel to and from the winner's nearest departure airport in Australia;
- personal expenses, additional meals, beverages, tips, mini bar, room service, laundry, telephone, additional activities and excursions, and any incidental costs; and
- any other costs not expressly stated as included in clause 6.2.

7. Travel Conditions

7.1. The trip is intended to be taken in May 2027, aligned with the Real Madrid home match date determined in consultation with the Promoter and subject to fixture confirmation and availability.

7.2. If the winner is unable to travel in May 2027, the trip may be rescheduled to alternative dates, subject to flight and accommodation availability, provided that all travel is completed by 30 November 2027.

7.3. If the winner is unable to travel by 30 November 2027, for any reason, the prize (or any unused portion) will be forfeited and no substitute or cash will be provided.

7.4. All travel is subject to availability, any applicable blackout dates, airline and accommodation terms and conditions, and any government travel requirements or restrictions.

7.5. Once flights and accommodation have been booked by or on behalf of the Promoter, any requested changes, including but not limited to changes to travel dates, routes, passenger names or accommodation, are subject to availability and the relevant supplier's fees and conditions. All such additional costs, fees and charges are to be paid by the winner.

7.6. The winner and their companion are responsible for ensuring they meet all health and entry requirements for Spain (and any transit countries), including passport validity, visas, vaccinations and any COVID 19 or other health requirements in place at the time of travel.

7.7. The Promoter will not be liable if the winner or their companion are refused entry into any country, refused boarding by an airline or are otherwise unable to travel due to failing to meet health, passport, visa or other requirements. In such circumstances, the prize (or any unused portion) will be forfeited.

8. Match Tickets and Event Conditions

8.1. The Real Madrid home match tickets and stadium tour are subject to the terms and conditions of the event organisers, venue and ticket providers. The Promoter has no control over changes or cancellations by third parties.

8.2. If for any reason the nominated match or stadium tour is changed, postponed or cancelled, the Promoter will use reasonable endeavours to provide comparable tickets or experiences, subject to availability, but is not obliged to provide any cash or other alternative if this is not possible.

9. Prize Transferability and Gifting

9.1. The prize is not transferable, exchangeable or redeemable for cash.

9.2. The winner is not permitted to sell, auction or otherwise commercially trade the prize or any element of the prize.

9.3. The winner may elect to gift the trip to two (2) other nominated individuals (who must also meet the eligibility criteria in clause 3), subject to:

- notifying the Promoter in writing of the full details of the nominated individuals by the date specified by the Promoter; and
- the nominated individuals agreeing to be bound by these Terms and Conditions.

9.4. Once the winner confirms acceptance of the prize and provides passenger details, any subsequent name changes may incur fees and are subject to clause 7.5.

10. Draw and Winner Notification

10.1. The prize draw will be conducted by the Promoter or its agent at the Melitta Professional office located on 20/77-79 Bourke Road, Alexandria, NSW 2015 on 1 February 2027 at 14:00 AEST.

10.2. The winner will be selected at random through barrel draw, from all valid entries received during the Promotion Period.

10.3. The Promoter will notify the winner using the contact details provided on the winning loyalty card (e.g. by phone and email) within 1 business day of the draw and have their names (surname, first initial and postcode) announced on www.melitta-professional.com.au from the 3rd February, 2027.

10.4. The Participating Venue from which the winning loyalty card originated will also be informed that the winning entry came from its batch.

11. Prize Claim and Unclaimed Prize

11.1. Prize must be claimed by 26th February, 2027. The Promoter will conduct a further draw at Melitta Professional office located on 20/77-79 Bourke Road, Alexandria, NSW 2015 at 14:00 AEST as necessary on the 1st March, 2027 to distribute the prize if it remains unclaimed by that date subject to any relevant legislation. If such a draw is required, the winner will be notified via phone and email within 1 business day of the draw and have their names (surname, first initial and postcode) announced on www.melitta-professional.com.au from the 3rd March, 2027.

12. Privacy

12.1. The Promoter collects personal information from entrants (including via Participating Venues) for the purposes of conducting and administering the promotion, contacting and verifying winners, arranging the prize and for related marketing purposes (if consent has been provided).

12.2. Personal information will be handled in accordance with the Promoter's Privacy Policy, available at <https://www.melitta-professional.com/au/en/meta-menu/datenschutz>, and applicable privacy laws in Australia.

12.3. By entering the promotion, entrants consent to the Promoter:

- using their personal information for the purposes set out in this clause; and
 - disclosing their personal information to third party service providers engaged by the Promoter for the purposes of the promotion and prize fulfilment (including travel agents and suppliers).
- 12.4. Entrants may opt out of marketing communications at any time by following the unsubscribe instructions in those communications or contacting the Promoter.

13. Publicity

13.1. By accepting the prize, the winner consents (and will ensure their companion consents) to the Promoter using their name, locality, image and/or likeness for reasonable promotional and publicity purposes in connection with this promotion, in any media, without further remuneration, unless prohibited by law.

14. General Conditions

14.1. The Promoter's decisions in connection with all aspects of this promotion are final and no correspondence will be entered into.

14.2. The Promoter reserves the right, at any time, to verify the validity of entries and entrants (including identity, age and place of residence) and to disqualify any entrant who the Promoter reasonably believes has submitted an entry not in accordance with these Terms and Conditions or who has engaged in any fraudulent, misleading or improper conduct.

Terms and Conditions for the Melitta Madrid Trip Promotion

14.3. If the promotion is interfered with in any way or is not capable of being conducted as reasonably anticipated (including due to technical difficulties, unauthorised intervention, fraud, government restrictions, pandemic, natural disaster or any other causes beyond the Promoter's reasonable control), the Promoter reserves the right, in its sole discretion, to:

- disqualify any entrant; and/or
- modify, suspend, terminate or cancel the promotion, subject to any written directions from relevant regulatory authorities.

14.4. Nothing in these Terms and Conditions limits, excludes or modifies any consumer guarantee, right or remedy conferred by the Australian Consumer Law or any other applicable law that cannot be excluded, restricted or modified by agreement.

14.5. Except for any liability that cannot be excluded by law, the Promoter and its related entities (including their officers, employees and agents) are not responsible for and exclude all liability (including negligence) for any:

- loss or damage of any kind (including direct, indirect, special or consequential loss); or
- personal injury or death,

arising in connection with this promotion or the prize, including but not limited to use or misuse of the prize, travel and any activity related to the prize.

14.6. Entrants are responsible for ensuring that their contact details are correct and up to date. The Promoter is not responsible if an entrant fails to receive any notification due to incorrect or out of date contact details or technical issues.

14.7. These Terms and Conditions are governed by the laws of New South Wales, and entrants submit to the non exclusive jurisdiction of the courts of that State/Territory and courts of appeal from them.

15. Intellectual Property

15.1. All intellectual property rights in and to the Promotional Materials and any trade marks, logos, designs, images or other content used in connection with this promotion (including those of the Promoter and Real Madrid Club de Fútbol and/or its related entities and partners) are owned by or licensed to the relevant rights holders.

15.2. Nothing in these Terms and Conditions grants entrants or Participating Venues any rights in any trade marks, logos or other intellectual property of the Promoter or any third party, other than the limited right for Participating Venues to display the Promotional Materials during the Promotion Period in accordance with clause 5.

15.3. Any use of Melitta or Real Madrid trade marks or logos that is not expressly authorised in these Terms and Conditions or in writing by the Promoter is strictly prohibited.

Authorised by ACT TP26/00974
SA Licence No. T26/753