

'Million Miles' giveaway: Promotion Terms and Conditions

By participating in the 'Million Miles' giveaway (the "**Promotion**"), you confirm your acceptance of the following terms and conditions (the "**Terms**").

- 1 The promoter of this Promotion is Volkswagen Group United Kingdom Limited trading as Škoda UK (Company Number 00514809) whose registered office is at Yeomans Drive, Blakelands, Milton Keynes, MK14 5AN (the "**Promoter**").
- 2 You will be legally bound by these Terms from the time you participate in the Promotion, so please read them carefully before participating.
- 3 Any questions, comments or complaints regarding this Promotion should be directed to Škoda Customer Services, tel: 03330 037504 or email: customerservices@skoda.co.uk

Eligibility

- 4 You will be eligible to participate in the Promotion if you are a resident of the United Kingdom aged eighteen (18) years or over at the time you participate in the Promotion. The Promotion is not open to residents of the Channel Islands and Isle of Man.
- 5 The Promotion is not open to employees of the Promoter, VWFS, their agents or contractors, the Promoter's retailers or to their immediate family members or persons living in the same household, whether or not related, or anyone else otherwise professionally connected with the Promotion.
- 6 The Promotion applies to retail and RCH purchases only. Fleet customers are not eligible to participate.
- 7 The Promoter reserves the right to verify your eligibility and your compliance with these Terms. The Promoter may require such information as it considers reasonably necessary for this purpose. The Promoter may withhold any rewards while it verifies eligibility.
- 8 You will need internet access and an email address to enter the Promotion.
- 9 You will also need a compatible smartphone, to have downloaded and created an account on 'MySkoda App', and to have obtained a Skoda PowerPass card to redeem your reward.

How to participate

- 10 The Škoda Elroq will open for order on or around 18.10.2024.
- 11 To place an order for a Škoda Elroq you will need to visit an authorised Škoda Retailer (acting as agent for Škoda UK). You can find out more information about the Škoda model for selling Škoda Elroq vehicles by clicking [Škoda Elroq SE \(skoda.co.uk\)](https://skoda.co.uk)
- 12 The first 475 customers to place an order for a new Škoda Elroq in the United Kingdom will be invited to participate in the Promotion. The invitation will be sent by email from the Promoter (the "**Email**"). Do not forward the Email to any third party. The Promoter will seek agreement from customers to participate in the Promotion (you will not be automatically enrolled).
- 13 You will receive one reminder email approximately two (2) weeks after the Email.

How to claim

- 14 There are three tiers of rewards to be claimed, as follows:
 - (a) five (5) top tier rewards vouchers for £2,500, worth up to 10,000 miles each;

- (b) five (5) rewards vouchers for £1,000, worth up to 4,000 miles each; and
- (c) four hundred and sixty five (465) rewards vouchers for £500, worth up to 2,000 miles each.

Further details of the rewards are set out below.

- 15 The rewards will be awarded randomly for all valid and eligible claims received and verified by the Promoter and/or its agents. The process and reward allocation are final and, therefore, no correspondence will be entered into.
- 16 To find out which reward you are entitled to and claim your reward, you must:
 - (a) log into your email account;
 - (b) follow the instructions contained in the Email and follow the link to the promotional website;
 - (c) "spin" the wheel;before you collect your vehicle from the Škoda Retailer.
- 17 After completion of these steps you will receive an email from the Promoter to the email address provided as part of your claim advising you which reward you are entitled to.
- 18 Following vehicle handover, you will receive a unique voucher code or codes. The unique code(s) will be emailed to you at the email address provided as part of your claim and will be redeemable using the Skoda PowerPass through your MySkoda account. **You will not receive your free miles before vehicle handover. If you cancel the order for your Škoda Elroq before handover, your reward will be forfeited and may be offered to someone on the waiting list. The voucher codes will be valid until the end of three years from receipt, following which they will be forfeited. Lost or stolen voucher codes cannot be replaced.**
- 19 You may be required to provide a valid form of government issued ID or other information on request by the Promoter or the Škoda Retailer at vehicle handover. The Promoter reserves the right to withhold the reward due to any discrepancies in the ID and/or evidence or other information required.
- 20 **Recipients who do not spin the wheel and complete the online form by 23:59 on 14 April 2025, forfeit their opportunity to participate in the Promotion and to receive any subsequent rewards.**

Restrictions

- 21 Only claims completed and received by the Promoter and in accordance with these Terms will receive a reward in accordance with these Terms. No responsibility can be accepted for claims not received for whatever reason.
- 22 One claim per vehicle order. Maximum two (2) claims per customer address. More than one claim per vehicle order, more than two claims from the same person/address, and claims generated by script, macro, mechanical or other automated means are prohibited and will cause ineligibility. Anyone found to have used multiple accounts to participate in the Promotion will be ineligible. Multiple claims made through agents, third parties, organised groups or any claim duplication method will not be accepted.
- 23 The Promoter reserves the right to disqualify you and/or refuse to award a reward and/or refuse further participation in the Promotion, where it believes you are not participating within the spirit of the Promotion or it suspects you of engaging in any unfair or unjust behaviour. The Promoter

reserve the right to use its discretion in all respects and to enforce any penalty or sanction it deems appropriate.

- 24 Claims that are not submitted in accordance with these Terms and/or that are delayed, damaged, incomplete, altered, illegible or otherwise defective (or which the Promoter cannot use to identify and contact you) will be ineligible for a reward.
- 25 The Promoter accepts no responsibility for claims that are late, incomplete, incorrectly submitted, corrupted or misdirected, whether due to error, omission, alteration, tampering, deletion, theft, destruction, transmission interruption, communications failure or otherwise.

Rewards

- 26 There is a maximum of one (1) reward per qualifying purchase. In the event that two (2) qualifying purchases are made at the same customer address, there is a maximum of two (2) claims per customer address.
- 27 The rewards are available to be redeemed, but the Promoter makes no guarantee that all rewards will be awarded (e.g. if all those entitled do not claim their reward).
- 28 Rewards are non-transferable and non-refundable.
- 29 You must not seek to sell any reward or advertise any reward for sale, including on any digital platform or social media platform.
- 30 If the Promoter subsequently discovers you are ineligible or have breached these Terms or are suspected of engaging in any other unfair or unjust behaviour then the Promoter reserves the right (at its absolute discretion) not to award the reward to you and (in its discretion) to award the reward to someone on the waiting list. In that event then you shall not be entitled to utilise the reward and you will not be awarded an alternative.
- 31 There is no cash or other alternative to any of the rewards and the credit cannot be taken as cash.
- 32 If the reward offered is unavailable, cancelled or suspended due to circumstances beyond the control of the Promoter, the Promoter has the right, but is not obliged, to offer an alternative reward of equal or greater value to the face value of the reward. You will not be entitled to any monetary equivalent or compensation for any costs or expenses incurred or suffered in connection with taking up the reward.

Free miles calculation

- 33 When you enter your unique voucher code on the MySkoda App, you will redeem credit which will be applied to your Škoda PowerPass. The credit will be as follows:

"Mileage" reward	Credit
Up to 10,000 miles	£2,500
Up to 4,000 miles	£1,000
Up to 2,000 miles	£500

- 34 The applicable credit will be paid as a sum in pounds sterling and added to your account. It may equate to less than the stated mileage driving in real life.

- 35 The mileage calculation is based on average efficiency, weighted in line with brand market share, of 3.3 miles/kWh across the Volkswagen Group model range (for all brands). Since this is an average, the efficiency of the Škoda Elroq may be less, which would mean you may receive fewer than the maximum stated free miles (i.e. 10,000, 4,000 or 2,000).
- 36 The efficiency figure is also based on standardised test data after the battery had been fully charged (to 100%) and may not reflect real world driving. Actual efficiency differs depending on multiple variables, including your selected vehicle and configuration, accessories fitted (post-registration), variations in weather, driving styles, route conditions, speed, vehicle age, battery age and temperature and vehicle load. The actual number of free miles you receive may be less than the maximum stated free miles (i.e. 10,000, 4,000 or 2,000) and will depend on the actual efficiency of your selected vehicle in the real world.
- 37 The reward is for an estimated number of free miles calculated on the basis of your costs when you use the 'PowerPass Charge Free' tariff, split equally across:
- (a) AC Charging: 0.69 £/kwh
 - (b) DC Charging: 0.85 £/kwh
 - (c) IONITY Charging: 0.74 £/kwh.

These prices are correct as at the opening date of the Promotion. They are subject to change before voucher expiry – this may result in you getting fewer miles than 10,000, 4,000, or 2,000 (depending on which reward you are entitled to), depending on when you use your voucher.

Škoda PowerPass card

- 38 The following terms apply to the Škoda PowerPass card:
- (a) the Škoda PowerPass standard terms and conditions shall apply. Please visit [[Škoda Powerpass iV Card | Škoda UK \(skoda.co.uk\)](#)] for more information;
 - (b) the Škoda PowerPass voucher code can be redeemed in the MySkoda App;
 - (c) the Škoda PowerPass voucher code will be valid for three (3) years from receipt. Once expired, any unused credit will be lost and forfeited. Outstanding credit can be viewed in pounds sterling in the MySkoda App. **It is not possible to view the applicable mileage calculation in the app;**
 - (d) the credit can only be used at applicable EV [public] charging points across the UK and Europe. Please visit [[Škoda Powerpass iV Card | Škoda UK \(skoda.co.uk\)](#)] for more information; and
 - (e) you will be responsible for any costs over/above the credit on the Škoda PowerPass account.

Personal Information

- 39 Any personal data relating to you will be used solely in accordance with current UK data protection legislation, as set out in the Privacy Notice available at [[iŠkoda Privacy Statement | Škoda UK \(skoda.co.uk\)](#)] and will not be disclosed to a third party without your prior consent. Please note that, where you provide any personal information to any third party other than the Promoter during the course of the Promotion the processing of that information will be dealt with in accordance with that relevant entity's privacy statement.
- 40 Your name and county and the reward claimed will (unless you have objected on lawful grounds) be made available on receipt of a self-addressed pre-paid envelope received by the

Promoter for sixty (60) days following the end of the Promotion. The Promoter may disclose your surname and county to the Advertising Standards Authority if required to do so.

General

- 41 In all circumstances, the Promoter's decision is final and no correspondence will be entered into.
- 42 The Promoter may change these Terms or cancel the Promotion at its absolute discretion in the event of circumstances outside its reasonable control, which it considers make it necessary for it to do so.
- 43 The Promoter accepts no responsibility for (a) any claims which are not received due to the use of incorrect or inaccurate claim information, any faulty or failed electronic data transmissions, or for any other reason; (b) any unauthorised access to, or theft, destruction or alteration of rewards at any point in the operation of the Promotion; (c) any technical malfunction, failure, error, omission, interruption, deletion, defect, delay in operation or communications line failure, regardless of cause, with regard to any equipment, systems, networks, lines, satellites, servers, computers or providers used in any aspect of the operation of the Promotion; (d) inaccessibility or unavailability of any network or wireless service, the Internet and/or any website; or (e) any injury or damage to any person's computer(s) or mobile device(s) which may be related to or result from any attempt to participate in the Promotion or to download any materials in connection with the Promotion.
- 44 The Promoter is not responsible for events outside its control or for any losses arising as a result of events outside of its control. Nothing in these Terms shall have the effect of excluding or restricting the Promoter's liability where it would be unlawful to do so. This includes liability for (a) death or personal injury caused by the negligence of the Promoter or its employees, agents or sub-contractors, (b) fraud or fraudulent misrepresentation, and/or (c) any other matter for which it would be unlawful for it to exclude or attempt to exclude their liability.
- 45 The Promoter reserves the right to delay, postpone or cancel the Promotion in the event of a catastrophe, war, civil or military disturbance, act of God, further COVID restrictions affecting the Promotion, or any actual or anticipated breach of any applicable law or regulation or any other event outside of the Promoter's reasonable control. Any changes to the Promotion will be notified to you as soon as possible by the Promoter.
- 46 The Promoter will provide the voucher codes as described in these Terms, but the Promoter accepts no responsibility or liability for your use of the reward.
- 47 If there is a conflict in these Terms with any other terms whatsoever in respect of the Promotion, these conditions will apply.
- 48 Each of the paragraphs of these terms and conditions operates separately. If any court or relevant authority decides that any of them are unlawful, the remaining paragraphs will remain in full force and effect.
- 49 The Promotion and these Terms (including any non-contractual disputes or claims arising out of them) will be governed by the law of England and Wales. Any disputes must be referred to the English courts. Consumers in Scotland may additionally bring an action in their home courts.