

FREQUENTLY ASKED QUESTIONS



General

What is the promotion?

We're giving you the chance to win a £300/€300 flight to a European destination of your choice every hour between 11.00 and 19.00, if you share a photo of you taking a bite of a Pringle on either Facebook, Twitter or Instagram.

How old do I have to be to enter?

This promotion is only open to people 18 years or older.

How long does the promotion last?

The main promotion will close at 19:00 BST on 16.04.18. A further Bonus draw will be held for all entries received between 19:01 BST on 16.04.18 and 23:59 BST on 31.07.18.

Which countries are running the promotion?

The promotion is available in the UK and ROI. You can only enter if your address is in one of these countries.

Entry

How do I enter on Facebook?

Log on to your Facebook account and then share a photo of you taking a bite of a Pringle on the Pringles UK and Ireland Facebook page (@PringlesUK) by either:

'Posting' your picture directly to the page

OR

Including your picture in a 'Comment' on one of the promotional posts.

How do I enter on Instagram or Twitter?

Log on to your Instagram or Twitter account and upload a photo of you taking a bite of a Pringle with the hashtag #PringlesTakeaBite

When entering via Twitter or Instagram, if I post my entry and do not include the #PringlesTakeaBite, can I edit my post to include this?

As long as the post is edited before 19:00 on the same day, this is fine. Otherwise, we would suggest deleting the post and re-uploading it with the hashtag.

How many times can I enter and win?

You can enter as many times as you like, as long as each entry uses a distinctively unique photo. You can only win 1 prize.

Do I have to purchase a can of Pringles?

No, you do not have to purchase a can of Pringles to enter the promotion.

I'm a resident of Northern Ireland, how do I enter?

No Purchase Necessary - Northern Ireland residents only may request entry into the promotion by following the steps below:

1. Visit Pringles.com and click on the contact us link
2. Scroll down to the 'Contact Us by Email' section
3. Select 'Promotions' in the *Select Topic* drop-down box and then click *Continue*
4. Select the promotion name 'Take a Bite, Win a Flight' from the drop-down menu
5. Select 'Promotion Issues' in the drop-down menu below
6. Fill out the *Message* box, ensuring that "Take a Bite, Win a Flight No purchase Necessary" is included at the top of the message
7. Fill out the request form including the entrant's full name, postal address (including country of residence), phone number and email address
8. Click 'Submit'

No Purchase Necessary requests may be subject to verification. Valid requests will be manually inserted into a random hourly window from the same day that they were received. Only one No Purchase Necessary entry per person.

How are winners selected?

Every day of the promotional period, a prize draw will be conducted for each hour between 11:00 and 19:00 by an independent third party. There will be eight draws conducted for every day in the promotional period, and one winner will be picked in each prize draw. Winners will be contacted within 7 days of their initial entry into the promotion.

The Prize

What's the prize?

Each prize consists of one return economy class flight for one adult from a major UK/ROI airport to a European airport of their choice to a maximum value of £300/€300 including any hold luggage, pre-allocation seat requests or visa / entry requirements. The flight must be a direct service.

How many prizes are there to be won?

There are 601 prizes (flights) available to be won.

Can I use the prize towards a flight of greater value?

Yes, winners can use the £300/€300 towards a flight of greater value but must pay the difference in price. The fulfilment agency will still organise the flights in this circumstance but may charge administration fees.

What isn't included in the prize?

The following aren't included in the prize:

- Comprehensive travel insurance - it is the responsibility of the winner to purchase insurance should they choose to do so.
- Travel to and from the home to the airport

- Gratuities, meals or other travel expenses (unless otherwise stated)
- Applicable visas where relevant

What happens if I want to add a guest to my prize?

Each winner will be allocated a travel advisor who will facilitate any additions to the prize. Please note that any additions will be at an additional cost to the winner.

Winner Notification & Fulfilment**How will I know if I'm a winner?**

Winners will be notified via Direct Message on the platform through which they entered the promotion (i.e. Facebook, Instagram or Twitter) within 7 days of their entry. On Facebook, winners will also receive a message under their original entry. If you're a winner, please ensure you respond to communications within 48 hours of initial contact – if you fail to do so, we may have to re-allocate the prize.

What if I can't accept the prize?

If you are unable to accept the prize, unfortunately there are no cash or alternative prizes available.

How is the prize fulfilled?

This will be part of the winner management process, whereby winners are put in contact with a travel advisor who will explain the process of booking their flight. Winners will then have time to confirm the flight they would like to take, at which point they must get back in touch with the travel advisor who will book it.

Any other queries?

Please contact the Kellogg's Careline on 0800 626 066 between 09:00 and 17:00, Monday to Friday, excluding Bank Holidays. Alternatively, you can email us via the Kellogg's website at www.kelloggsconsumercare.co.uk.