

**Win an overnight Spa Stay for Two, courtesy of Lexus  
Prize Draw Promotion  
Terms and Conditions**

**1. The Promoter**

- 1.1 The promoter is: Toyota (GB) PLC (registered under company number 00916634 at Great Burgh, Burgh Heath, Epsom, Surrey KT18 5UX) (the "**Promoter**").
- 1.2 Lexus UK is a trading name for Toyota (GB) PLC.

**2. The Promotion**

- 2.1 The Promoter will be running a prize draw where participants will have the opportunity to win a gift voucher for two (2) to the Alexander House Hotel & Utopia Spa which is valid for 10 months from 20<sup>th</sup> July 2026 ("Prize").
- 2.2 The Voucher is not eligible for exchange to an alternative spa package. The Voucher is also non-transferable and non-refundable if the participant cannot attend.
- 2.3 The Promoter will select one (1) winner; the winner will have the ability to claim one Prize in accordance with these terms and conditions.

**3. How to enter**

- 3.1 The promotion will run from 1200 hours on Wednesday 26<sup>th</sup> August 2026 (the "**Opening Date**") to 1200 hours on Thursday 3<sup>rd</sup> September 2026 (the "**Closing Date**") inclusive.
- 3.2 To be eligible the participant must be:
- (a) an individual;
  - (b) aged 18 years or over;
  - (c) UK resident; and
  - (d) registered on the Promoters mailing list for the August 2026 send of the Lexus LBX Poll Campaign.
- 3.3 To enter the prize draw, participants must successfully submit a response through the Lexus LBX Poll Campaign by the Closing Date. All promotion entries received after the Closing Date are automatically disqualified. Entries must include a valid email address where requested by the Promoter.
- 3.4 Promotion entries cannot be returned, recalled or edited once submitted.
- 3.5 It is the responsibility of the participants to ensure that all information provided is accurate and complete.

- 3.6 No purchase necessary. There is no charge to participate.
- 3.7 By participating in this promotion, you are agreeing to be bound by these terms and conditions.
- 3.8 The winner will be the entry selected at random from all eligible entries.

#### **4. Eligibility**

- 4.1 Subject to any other provisions of these terms and conditions, this Promotion is open to all UK residents aged 18 years or over who are registered on the Promoters mailing list for the August 2026 send of the Lexus LBX Poll Campaign, **except**:
  - (a) staff of the Promoter or staff of its holding or subsidiary companies;
  - (b) staff of agents or suppliers of the Promoter or its holding or subsidiary companies, who are professionally connected with the promotion or its administration; or
  - (c) members of the immediate families or households of (a) and (b) above.
- 4.2 For the avoidance of doubt, if an individual on the Promoters mailing list for the August 2026 send of the Lexus LBX Poll Campaign, forwards the email to someone who is not on the mailing list, the individual not on the mailing list is not eligible to enter this Promotion.
- 4.3 In entering the promotion, you confirm that you are eligible to do so and eligible to claim and/or participate in any prize you may win. The Promoter may require you to provide proof that you are eligible to enter the promotion.
- 4.4 The Promoter will not accept promotion entries that are:
  - (a) automatically generated by computer or created by artificial intelligence (including but not limited to chatbots such as ChatGPT or similar software applications);
  - (b) completed by third parties or in bulk;
  - (c) illegible, have been altered, reconstructed, forged or tampered with;
  - (d) incomplete;
  - (e) false, misleading, fraudulent, derogatory, offensive or otherwise contrary to the spirit in which the promotion is conducted.
- 4.5 There is a limit of one entry to the promotion per person and per email address. Entries on behalf of another person will not be accepted and joint or multiple submissions are not allowed. Entries submitted via any automated or similar systems will not be accepted.
- 4.6 The Promoter reserves all rights to disqualify you if your conduct is contrary to the spirit or intention of the promotion.

## 5. The Prize

### 5.1 The Prize is as follows:

- (a) 1x Gift voucher for the 'Renew & Refresh' package for two (2) people at the Alexander House Hotel & Utopia Spa and is valid for 10 months from 20<sup>th</sup> July 2026.

### 5.2 The Prize includes an overnight stay, use of Utopia Spa during the stay, until 1pm on the day of departure, your choice of 40-minute treatment; Back, Neck & Shoulder Massage or Facial, £40 per person to spend on dinner at Reflections restaurant and full English breakfast.

### 5.3 The Prize includes an e-voucher that entitles the winner to the goods and/or services as described on the voucher and/or Alexander House Hotel & Utopia Spa | Alexander Hotel Collection website, during the validity period stated on the voucher.

### 5.4 The Prize is supplied by Alexander House Hotel & Utopia Spa and is subject to the provider's terms and conditions. The Promoter shall not be responsible for the provision of the services forming part of the Prize.

### 5.5 The winner is responsible for making their own booking with Alexander House Hotel & Utopia Spa. Booking dates are subject to availability and blackout dates may apply.

### 5.6 The prize does not include travel, accommodation other than the night included in the voucher, additional food, beverages, upgrades, additional treatments or any other expenses unless expressly stated.

### 5.7 The Prize is only available in the form of an e-voucher, which can either be printed or downloaded. These will be sent to the Winner through the email address provided. No other alternative forms can be provided.

### 5.8 Prizes are subject to availability. There is no cash alternative available. The Promoter reserves the right to substitute the prize with a prize of equal or greater value.

### 5.9 The Prize is not negotiable or transferable.

## 6. Winners

### 6.1 The Promoter will draw one (1) winner of the Prize at random from all eligible entries received by the Closing Date. The winner being able to claim one Prize.

### 6.2 The decision of the Promoter is final and no correspondence or discussion will be entered into.

### 6.3 The Promoter will contact the winner personally as soon as practicable after 09:00 on Friday 4<sup>th</sup> September 2026 (the “**Announcement Date**”) using the email address provided with the promotion entry to notify them that they are a winner of the Prize. It

is the responsibility of the participant to ensure they check their “junk” folder for this notification.

- 6.4 If the Promoter is unable to contact the winner within 4 days of the Announcement Date, a replacement winner will be selected at random from all remaining eligible entries. This process will be repeated until the Prize is fulfilled.

## **7. Claiming the prize**

- 7.1 If you are the winner of the Prize, you will have (4) four days to claim the Prize. Instructions on how to claim the prize will be set out in the notification e-mail received after the Announcement Date. If you do not claim the Prize by this date, your claim will become invalid.
- 7.2 Once the Winner has claimed the Prize, instructions will be shared on how to receive the digital voucher. It is the winner's responsibility to ensure that they are able to receive the Prize.
- 7.3 The Prize may not be claimed by a third party on your behalf.
- 7.4 The Promoter will make all reasonable efforts to contact the winner. If a winner cannot be contacted, or is not available, or has not claimed their prize within (4) four days of the Announcement Date, the Promoter reserves the right to offer the prize to the next eligible participant selected from the eligible entries that were received before the Closing Date. For the avoidance of doubt, in circumstances where a replacement winner is selected in accordance with this condition 7.4, the Promoter shall advise within the notification e-mail the number of days for the replacement winner to claim the Prize.
- 7.5 The Promoter does not accept any responsibility if you are not able to take up the prize.

## **8. Limitation of liability**

- 8.1 The Promoter will not accept:
- 8.1.1 responsibility for Promotion entries that are lost, mislaid, damaged or delayed in transit, regardless of cause, including, for example, as a result of any postal failure (if applicable), equipment failure, technical malfunction, systems, satellite, network, server, computer hardware or software failure of any kind; or
  - 8.1.2 proof of posting (if applicable) or transmission as proof of receipt of entry to the Promotion.
- 8.2 Insofar as is permitted by law, the Promoter, its agents or distributors will not in any circumstances be responsible or liable to compensate the winner or accept any liability for any loss, damage, personal injury or death occurring as a result of taking up the

prize except where it is caused by the negligence of the Promoter, its agents or distributors. Your statutory rights are not affected.

- 8.3 The Promoter will not be in breach of these Terms, nor be liable for any failure to comply with any of our obligations in connection with the Promotion, if such breach or failure is caused by an event outside of our reasonable control. Events outside of our reasonable control include, but are not limited to, acts, omissions or failure of third parties, acts of god, natural disasters, fire, flood or collapse of buildings, epidemic or pandemic, terrorist attack, war, preparation for war or armed conflict, imposition of sanctions, any law or action taken by a government or public authority, IT and data security incidents (such as malware or ransomware attacks, denial of service attacks or other types of cyber-attack), or interruption or failure of utility or telecommunications service. If we are unable to run the Winner selection process within the period specified due to an event outside of our reasonable control, we will run the Winner selection process once we are no longer inhibited by such an event.

## **9. Data protection and publicity**

- 9.1 The Promoter will only process your personal information as set out in the <https://www.lexus.co.uk/customer-data/privacy-policy/> and to the extent necessary to administer this promotion.
- 9.2 All participants agree to the processing of their personal data by the Data Processor (Transform UK) for the purposes of the administration of this Promotion.
- 9.3 The Promoter must either publish or make available information that indicates that a valid award took place. To comply with this obligation, the Promoter will send the surname and county of the winner and, if applicable, copies of their winning entries to anyone that requests this information and emails [cr@lexus.co.uk](mailto:cr@lexus.co.uk) or writes to Toyota (G.B.) PLC, Great Burgh, Burgh Heath, Epsom, Surrey KT18 5UX with a stamped address envelope within one month after the Closing Date of the promotion.
- 9.4 If you object to any or all of your surname, county and winning entry being published or made available, you can restrict the processing of your personal data by emailing the Promoter at [cr@lexus.co.uk](mailto:cr@lexus.co.uk). In such circumstances, the Promoter must still provide the information and winning entry to the Advertising Standards Authority on request.
- 9.5 Data Retention and Deletion. Participants' personal data will be retained only for as long as necessary to administer the prize draw, notify winners, and comply with legal obligations. After the conclusion of the prize draw and the distribution of prizes, personal data will be securely deleted within 30 days, unless retention for a longer period is required by law.
- 9.6 Third-Party Data Processor. Transform has been engaged to assist in the administration of the promotion. Transform will process personal data solely for the purpose of facilitating the prize draw and in accordance with our instructions. We ensure that all third-party processors are bound by data protection obligations consistent with our own, and personal data will not be shared with third parties for their own marketing purposes without explicit consent from participants. By participating in

the prize draw, you acknowledge and agree to the terms outlined in this Data Retention and Deletion clause and consent to the processing of your personal data as described herein.

## **10. General**

- 10.1 If there is any reason to believe that there has been a breach of these terms and conditions, the Promoter, at its sole discretion, reserves the right to exclude you from participating in the promotion at any stage.
- 10.2 The Promoter reserves the right to void, suspend, cancel, or amend the terms of this promotion at any stage and without notice if deemed necessary in their opinion, and/or if circumstances arise outside of their control, with no liability to any participant or third party.
- 10.3 No third party can enforce these terms.
- 10.4 Terms and conditions set by the organisers of the vouchers at the Alexander House Hotel & Utopia Spa shall apply. [Terms and Conditions - Alexander House Hotel & Utopia Spa | Alexander Hotel Collection](#)
- 10.5 In the event of a conflict between these terms and any other terms or instructions related to this promotion, these terms and conditions take precedence.
- 10.6 These terms and conditions are governed by English law and are subject to the exclusive jurisdiction of the English Courts.