

## **LOYALTY CARD**

### **TERMS AND CONDITIONS**

1. Offers may be altered or withdrawn without notice or agreement at any time at the managers discretion without reason.
2. Discounts are only available to the card holder
3. Discounts may only be available at certain times and days throughout the week (subject to terms and conditions)
4. Food discounts apply to full price items only and cannot be used in conjunction with any other offer
5. The card remains the property of The Anchor Danbury Ltd
6. We reserve the right to issue, withdraw or cancel a reward card, in whatever form and/or remove a member from the scheme at any time where there is reasonable belief of:
  - Any abuse or attempted misuse of scheme
  - Any breach or attempted breach of these terms and condition
  - Any behaviour relating to the scheme or us that involves theft, misconduct, fraudulent or criminal activity, abusive or offensive behaviour or supplying false or misleading information.
1. 7. We may cancel, alter or withdraw the scheme at any time on giving reasonable notice. Such changes will be posted online at [www.theanchordanbury.co.uk](http://www.theanchordanbury.co.uk)
8. All members must be 18 years or over to participate in scheme

### **REGISTERING YOUR REWARD CARD**

Cards should be registered by completing the personal details section on the sign up form. Cards can only be registered in person at the pub **before** dining.

We cannot be held responsible for any loss of points or rewards incurred as a result of out-of-date details or if forgotten to add points once you have paid the bill.

As a member of the reward card scheme you agree that we may contact you with a emails. If you have elected to hear about our latest offers via email please allow 14 days from joining for your welcome email.

### **COLLECTING POINTS/REWARDS**

Members collect points on all food purchased by dining at the pub. No functions or gift vouchers will be valid for redeeming points and points are only given on food not drinks. Points cannot be redeemed for cash and are only redeemable against food.

Members must present their card at the point of payment in order to collect points. Should a member have forgotten their card, points will be lost and cannot be redeemed at a later date or after the bill has been paid.

Each member will receive 1 point for every £1 spent on qualifying transactions.

The amount of points awarded may change at any time without notice.

Once 250 points is accumulated these points will be converted into a £2.50 reward, which will be added to the reward card

Points are personal to the individual account holder and cannot be grouped with points earned by another member and redeemed together. Points are also non-transferable from one card to another.

Points and rewards cannot be transferred to others or or exchanged for cash.

One reward card to be used per bill, points cannot be split. We have a policy of only one bill per table.

Reward points cannot be given against deposits or vouchers.

### **USING YOUR REWARD CARD**

Your reward card is not a credit card, charge card or debit card, it cannot be used for commercial purposes and the value of the points and rewards on your reward card cannot be exchanged for cash.

### **CANCELLATION**

You have the right to cancel your participation in the Scheme at any time by contacting us by telephone on 01245 222457 between the hours on 11.30am – 6.00pm. Or via email: [info@theanchordanbury.co.uk](mailto:info@theanchordanbury.co.uk).

On cancelling a membership each account will be cancelled and all points and rewards accumulated at the time of cancellation will be forfeited.

### **LOSS, THEFT OR DAMAGE**

In the event of loss, theft or damage a new card can be issued but previously earned points will be lost.

We would like to reassure you that your details are safe with us and will never be released to companies outside The Anchor Danbury, unless in partnership with us in this scheme.

We use your personal details to send you information of any future or current promotions.

If at any time you would like us to stop sending you mailings, please let us know and we will do so immediately.

The Anchor has zero tolerance on disruptive behaviour towards its staff or other visitors.