

## Fermain Valley Loyalty Scheme Terms & Conditions

### Registration:

- To join the Scheme the prospective member must complete a Registration Document, the member will then be issued with their Loyalty Card.

### Earning Points

- To earn points you must present your loyalty card at the time of payment for food, drink or accommodation
- For every £1 spend, 5 Points are awarded.
- Points are not awarded for the purchase of Gift Vouchers or payment of Deposits as points will be awarded when the Gift Voucher or Deposit is used.

### Redeeming Points

- The Loyalty Card is activated once 200 points have been accumulated, once activated the member can use points to redeem against purchases at the Fermain Valley Hotel, The Rock Garden, Ocean Bar & Grill & The Valley Tea Rooms.
- The redemption rate is that 1 point equates to 1 penny. The Operator of the scheme reserves the right to vary the redemption rate at any time.
- To redeem points the member must present their loyalty card at the time of payment for food, drink or accommodation. The number of points redeemed will be deducted from the card balance and equivalent deduction as per the redemption rate, will be made from your bill.

*For example: a member wishes to use 500 points against a bill of £100, 500 points will be deducted from the loyalty card, £5 deducted from the bill, the £95 balance on the bill which will need to be settled by other payment e.g. cash or card.*

### Expiry

- Points should be used as they are accumulated. On 1<sup>st</sup> March 2018 and annually from there on, the points accumulated for the previous calendar year (January – December) will be reduced to nil.

### Data Protection

- We may use the details you have provided to send you offers and information about the Fermain Valley Hotel. If you would like us to stop sending you this information please contact us at any time.
- We will never share your details with any other parties outside of the Vista Hotels Group.

### Lost Cards

- If you lose or misplace your Loyalty Card please inform us by email to [info@fermainvalley.com](mailto:info@fermainvalley.com) so that we can cancel and replace your card.
- Vista Hotels Group will not be liable for any points redeemed between the time of the card being lost and receipt of your confirmation in writing.

### General Terms & Conditions

- The Operator of the scheme is Vista Hotels Group Limited – trading as the Fermain Valley Hotel, The Rock Garden & Ocean Bar & Grill.
- The Loyalty Card is issued and owned by the Operator who reserves the right to; decline or withdraw the card or points at any time; to remove members from the scheme; and to vary, cancel or amend the scheme at any time.
- The Loyalty Card is not transferable and cannot be used as a credit card or guarantee card.