

The Old Quay House

LOYALTY CARD

EARN POINTS - GET FREE MEALS

Swipe your card every time you
drink or dine with us
and earn a point for every £1 spent

Sign up for our special loyalty card offer emails,
to enjoy meal deals and discounts,
exclusive to our loyalty card members only.



LOYALTY CARD FORM

PERSONAL INFORMATION

First Name :

Surname :

Date Of Birth : _____ / _____ / _____

Address : _____

E-Mail : _____

Phone Number : _____

Please tick if you are happy for us to send you emails about our loyalty card scheme including loyalty card special offers

Please tick if you would like to receive our monthly e-newsletter which includes info on events and offers

I HAVE READ AND AGREE TO THE TERMS AND CONDITIONS OVERLEAF

Signature _____ Date _____

OFFICE USE ONLY

Date : _____ Card Issued by : _____

Card Number Issued : _____ Old Number (if replacing old/lost card) : _____

LOYALTY CARD TERMS & CONDITIONS

The Old Quay House (Hayle) Loyalty Programme is owned and operated by The Moon and Kingfisher (Hayle) Limited (referred to as "the Manager").

When you become a Loyalty Member or when you use your Loyalty Card, this implies that you accept the Terms and Conditions of use as outlined below.

It doesn't cost anything to become a Loyalty Member of The Old Quay House, however you do have to be a UK resident and be 18 years of age or over.

To become a Loyalty Member of The Old Quay House, you can sign up in person at The Old Quay House. Once your card is issued, you can start earning your points immediately. It can take up to 5 days for cards to be registered on our system. Only once the card is registered, can points be redeemed.

LOYALTY CARD MEMBERS

All personal details and profile information given to The Old Quay House must be accurate and not misleading. It is up to individual members to update their information should it change and to ensure that all personal details are up to date at all times.

The Manager may terminate membership of The Old Quay House Loyalty Club at any time with reasonable cause. Among other reasons, termination may occur if the Terms are not complied with, or Loyalty Member privileges are abused.

The Loyalty Scheme is only for personal and consumer use for food and drink purchases, business use is strictly prohibited. Loyalty Points cannot be transferred, sold or in any way traded. Loyalty Points cannot be gained for accommodation or private function purchases e.g. weddings.

CARDS

The Old Quay House will issue each Loyalty Member with a Loyalty Card. Loyalty Cards remain the property of The Old Quay House at all times, and must not be copied or reproduced in any way. If Loyalty Membership is terminated by The Old Quay House, the Loyalty Card must be returned to the Manager if so requested.

Your Loyalty Card cannot be used as a credit card or a guarantee card.

Lost or stolen cards must be reported to The Old Quay House. If this occurs, the old Loyalty Card will be cancelled and all unused points (as at date card is reported lost or stolen) will be transferred to a new Loyalty Card, along with a replacement card being issued to the Loyalty Member.

EARNING LOYALTY POINTS

Loyalty Club members earn 1 loyalty point for every £1.00 they spend on drinks or food at The Old Quay House. When using Loyalty Points, every 1 point equals 5p. For example, if a Loyalty Member spends £50.00, they will earn 50 Loyalty Points. Those 50 Loyalty Points are worth £2.50.

Loyalty Members must present their Loyalty Card at the time of purchase. No Loyalty Points can be added without presenting a valid Loyalty Card.

Loyalty Points are non-transferrable and non-assignable and have no cash value.

A record of all Loyalty Points earned will be kept in the member's account maintained on The Old Quay House system. Loyalty Points cannot be earned on purchases paid for by the redemption of existing Loyalty Points; on Cash Back transactions; or purchases of promotions or other discounted prices.

Any alleged inconsistencies in a Loyalty Member's account should be reported to the Manager, who will do their best to rectify the situation. In the case of any dispute, the decision of the Manager is final and binding.

Any special discounts offered to Loyalty Members are for tables of 4 people or less.

LOYALTY CARD TERMS & CONDITIONS

REDEEMING LOYALTY POINTS

500 loyalty points (£25.00 worth) may only be redeemed from one card at any one time from your single tables food bill.

Loyalty Members should inform staff at The Old Quay House of their intention to pay/part pay for a purchase by redemption points before completing payment for the purchase.

The Old Quay House reserves the right to ask for identification such as driving license or bus pass when redeeming points.

Loyalty points cannot be redeemed on the following dates/events: Valentine's menu, Father's Day, Mother's Day, Easter Weekend, Christmas Party Nights, Festive Lunches, Santa Sunday's, Christmas Day, Boxing Day. Other dates may be excluded at our discretion.

POINTS EXPIRY & DEDUCTIONS

If Loyalty Points are added to a Loyalty Member's account in error or fraudulently, the Manager may deduct those points. If Loyalty Points were earned on a transaction that was later cancelled, refunded or voided, the Manager may deduct those points.

Loyalty Points may automatically expire after 12 months if a Loyalty Member's card has not been active during that time. Once expired, they will be deducted from the Loyalty Member's account balance. A Loyalty Member may also be removed from the system after 12 months of inactivity, along with any remaining points balance at the time of cancellation.

PRIVACY POLICY & USE OF INFORMATION

The Old Quay House Loyalty Card programme is designed to respect members' privacy and has policies in place with respect to using data collected from members.

On registration each member agrees that the information they have provided can be used by The Old Quay House to deliver information related to the improvement of services at The Old Quay House, the promotion of The Old Quay House Loyalty Programme, or other promotions relating to The Old Quay House and the analysis of our customers eating and drinking habits.

With regard to email communication, you are given the option to opt in to receive emails relating to our latest news and deals, including Loyalty Card offers. The Manager will offer easy opt-out options as stated in the Data Protection Act 2018.

The Old Quay House will not sell or pass on a member's information to any other company, business or other organisation (unless required to by law).

The Old Quay House reserves the right and has sole discretion to alter or amend any terms or conditions relating to this offer and loyalty scheme at any time.

More Information :

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 www.quayhousehayle.co.uk